

* RUSH *

EXECUTIVE DOCUMENT SUMMARY

State Form 41221 (R10/4-06)

Instructions for completing the EDS and the Contract process.



Received

MAY 26 2011

IDOA Contracts

- Please read the guidelines on the back of this form.
- Please type all information.
- Check all boxes that apply.
- For amendments / renewals, attach original contract.
- Attach additional pages if necessary.

5319

7/18

1. EDS Number: D12-1-090	2. Date prepared: 3/21/2011
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3. CONTRACTS & LEASES

<input checked="" type="checkbox"/> Professional/Personal Services	<input type="checkbox"/> Contract for procured Services
<input type="checkbox"/> Grant	<input type="checkbox"/> Maintenance
<input type="checkbox"/> Lease	<input type="checkbox"/> License Agreement
<input type="checkbox"/> Attorney	<input type="checkbox"/> Amendment# _____
<input type="checkbox"/> MOU	<input type="checkbox"/> Renewal # _____
<input type="checkbox"/> QPA	<input type="checkbox"/> Other _____

FISCAL INFORMATION

4. Account Number: 46040-19000.	5. Account Name: DOIT PAYPHONE PROCEEDS
6. Total amount this action: \$0.00	7. New contract total: \$0.00
8. Revenue generated this action: \$22,523,799.36	9. Revenue generated total contract: \$22523799.36
10. New total amount for each fiscal year:	
Year 2012	\$0.00
Year 2013	\$0.00
Year 2014	\$0.00
Year 2015	\$0.00

TIME PERIOD COVERED IN THIS EDS

11. From (month, day, year): 7/1/2011	12. To (month, day, year): 6/30/2015
13. Method of source selection:	
<input type="checkbox"/> Bid/Quotation	<input type="checkbox"/> Emergency
<input checked="" type="checkbox"/> RFP# 10-55	<input type="checkbox"/> Other (specify) _____
<input type="checkbox"/> Negotiated	<input type="checkbox"/> Special Procurement

35. Will the attached document involve data processing or telecommunications systems(s)? Yes: IOT or Delegate has signed off on contract

36. Statutory Authority (Cite applicable Indiana or Federal Codes):
IC 11-8-2-5 ET SEQ.

37. Description of work and justification for spending money. (Please give a brief description of the scope of work included in this agreement.)
This is a contract for the provision of offender pay phone service for offenders at all Indiana Department of Correction facilities. The contract is to be at no cost to the State, and be a revenue generating to the State with the commissions paid out of revenue generated by phone calls.

38. Justification of vendor selection and determination of price reasonableness:
The contract was entered into after being duly procured through the State's formal RFP process (10-55) in which competitive bids were received and evaluated through this process.

RECEIVED

JUN 03 2011

39. If this contract is submitted late, please explain why: (Required if more than 30 days late.)

OAG-ADVISORY

40. Agency fiscal officer or representative approval <i>[Signature]</i>	41. Date Approved 5-29-11	42. Budget agency approval <i>[Signature]</i>	43. Date Approved 6-2-11
44. Attorney General's Office approval <i>[Signature]</i>	45. Date Approved 6-8-11	46. Agency representative receiving from AG <i>[Signature]</i>	47. Date Approved



PROFESSIONAL SERVICES CONTRACT
EDS# D12-1-090

This Contract, entered into by and between the Indiana Department of Correction (The "State") and Public Communications Services-Indiana, LLC (the "Contractor" or "PCS"), is executed pursuant to the terms and conditions set forth herein. In consideration of those mutual undertakings and covenants, the parties agree as follows:

1. Duties of Contractor

The Contractor shall provide the following services relative to this Contract:

Contractor shall provide correctional facility communication services at Indiana Department of Correction facilities as set forth in "Exhibit B" (RFP 10-55) attached hereto and incorporated herein, and in "Exhibit C" (Contractor's Response to RFP 10-55) attached hereto and incorporated herein. These services shall be further modified by "Exhibit A" attached hereto and incorporated herein, and the terms of "Exhibit A" shall supersede and take precedence over any conflicting terms set forth in "Exhibit B" and "Exhibit C. The services set forth in "Exhibit A", "Exhibit B", and "Exhibit C" shall be known in the collective as the "Services").

2. Consideration

This is a no cost, revenue generating contract for the State. Contractor is to generate revenues through the provision of the services as set forth herein, and from those revenues pay certain commissions to the State as further described in "Exhibit A" which is attached hereto and incorporated herein.

Total remuneration to be paid by the State under this Contract is \$0.00.

3. Term

This Contract shall be effective for a period of 48 months. It shall commence on or date of final State approval, and shall terminate 48 months after date of final State approval.

At the State's option, the Contract may be renewed for up to two (2) additional terms extending two years each.

4. Access to Records

The Contractor and its subcontractors, if any, shall maintain all books, documents, papers, accounting records, and other evidence pertaining to all costs incurred under this Contract. They shall make such materials available at their respective offices at all reasonable times during this Contract, and for three (3) years from the date of final payment under this Contract, for inspection by the State or its authorized designees. Copies shall be furnished at no cost to the State if requested.

5. Assignment

The Contractor binds its successors and assignees to all the terms and conditions of this Contract. The Contractor shall not assign or subcontract the whole or any part of this Contract without the State's prior written consent, which shall not be unreasonably withheld or conditioned; except the Contractor has the right to assign this Contract to Global Tel*Link Corporation, a Delaware corporation, without the prior written consent of the State, provided that Contractor gives the State prior written notice of the assignment and so long as Global Tel*Link Corporation is then properly registered to conduct business in the State of Indiana and agrees to execute any and all documents required by the State to effectuate such assignment. The Contractor may assign its right to receive payments to such third parties as the Contractor may desire without the prior written consent of the State, provided that Contractor gives

written notice (including evidence of such assignment) to the State thirty (30) days in advance of any payment so assigned. The assignment shall cover all unpaid amounts under this Contract and shall not be made to more than one party.

6. Audits

Contractor acknowledges that it may be required to submit to an audit of funds paid through this Contract. Any such audit shall be conducted in accordance with IC 5-11-1 and audit guidelines specified by the State.

Following the expiration of this Contract, the Contractor shall arrange for a financial and compliance audit of funds provided by State pursuant to this Contract. Such audit is to be conducted by an independent public or certified public accountant (or as applicable, the Indiana State Board of Accounts), and performed in accordance with Indiana State Board of Accounts publication entitled "Uniform Compliance Guidelines for Examination of Entities Receiving Financial Assistance from Governmental Sources," and applicable provisions of the Office of Management and Budget Circulars A-133 (Audits of States, Local Governments, and Non-Profit Organizations). The Contractor is responsible for ensuring that the audit and any management letters are completed and forwarded to the State in accordance with the terms of this Contract. Audits conducted pursuant to this paragraph must be submitted no later than nine (9) months following the close of the Contractor's fiscal year. Contractor agrees to provide the Indiana State Board of Accounts and the State an original of all financial and compliance audits. The audit shall be an audit of the actual entity, or distinct portion thereof that is the Contractor, and not of a parent, member, or subsidiary corporation of the Contractor, except to the extent such an expanded audit may be determined by the Indiana State Board of Accounts or the State to be in the best interests of the State. The audit shall include a statement from the Auditor that the Auditor has reviewed this Contract and that the Contractor is not out of compliance with the financial aspects of this Contract.

7. Authority to Bind Contractor

The signatory for the Contractor represents that he/she has been duly authorized to execute this Contract on behalf of the Contractor and has obtained all necessary or applicable approvals to make this Contract fully binding upon the Contractor when his/her signature is affixed, and certifies that this Contract is not subject to further acceptance by Contractor when accepted by the State of Indiana.

8. Changes in Work

In the event the State requires a material change in the scope, character or complexity of the work after the work has begun, adjustments in compensation to the Contractor shall be determined by the State and the Contractor in the exercise of their honest and reasonable judgment. The Contractor shall not commence any additional work or change the scope of the work until authorized in writing by the State. No claim for additional compensation shall be made in the absence of a prior written approval executed by all signatories hereto.

9. Compliance with Laws.

A. The Contractor shall comply with all applicable federal, state and local laws, rules, regulations and ordinances, and all provisions required thereby to be included herein are hereby incorporated by reference. The enactment of any state or federal statute or the promulgation of rules or regulations thereunder after execution of this Contract shall be reviewed by the State and the Contractor to determine whether the provisions of this Contract require formal modification.

B. The Contractor and its agents shall abide by all ethical requirements that apply to persons who have a business relationship with the State, as set forth in Indiana Code § 4-2-6 et seq., the regulations promulgated there under, and Executive Order 04-08, dated April 27, 2004. If the contractor is not familiar with these ethical requirements, the contractor should refer any questions to the Indiana State

Ethics Commission, or visit the Indiana State Ethics Commission website at <http://www.in.gov/ethics/>. If the Contractor or its agents violate any applicable ethical standards, the State may, in its sole discretion, terminate this Contract immediately upon notice to the contractor. In addition, the Contractor may be subject to penalties under Indiana Code § 4-2-6, 4-2-7, 35-44-1-3, and under any other applicable laws.

C. The Contractor certifies by entering into this Contract, that neither it nor its principal(s) is presently in arrears in payment of its taxes, permit fees or other statutory, regulatory or judicially required payments to the State of Indiana. Further, the Contractor agrees that any payments in arrears and currently due to the State of Indiana may be withheld from payments due to the Contractor. Additionally, further work or payments may be withheld, delayed, or denied and/or this Contract suspended until the Contractor is current in its payments and has submitted proof of such payment to the State.

D. The Contractor warrants that it has no current or pending or outstanding criminal, civil, or enforcement actions initiated by the State of Indiana pending, and agrees that it will immediately notify the State of any such actions. During the term of such actions, Contractor agrees that the State may delay, withhold, or deny work under any Supplement or contractual device issued pursuant to this Contract and any supplements or amendments.

E. If a valid dispute exists as to the Contractor's liability or guilt in any action initiated by the State of Indiana or its agencies, and the State decides to delay, withhold, or deny work to the Contractor, the Contractor may request that it be allowed to continue, or receive work, without delay. The Contractor must submit, in writing, a request for review to the Indiana Department of Administration (IDOA) following the procedures for disputes outlined herein. A determination by IDOA shall be binding on the parties.

F. Any payments that the State may delay, withhold, deny, or apply under this section shall not be subject to penalty or interest under IC 5-17-5.

G. The Contractor warrants that the Contractor and its subcontractors, if any, shall obtain and maintain all required permits, licenses, and approvals, as well as comply with all health, safety, and environmental statutes, rules, or regulations in the performance of work activities for the State. Failure to do so may be deemed a material breach of this Contract and grounds for termination of the Agreement pursuant to its termination provisions and denial of further work with the State.

H. The Contractor hereby affirms that it is properly registered and owes no outstanding reports with the Indiana Secretary of State.

I. As required by IC 5-22-3-7:

(1) the Contractor and any principals of the Contractor certify that (A) the Contractor, except for de minimis and nonsystematic violations, has not violated the terms of (i) IC 24-4.7 [Telephone Solicitation Of Consumers], (ii) IC 24-5-12 [Telephone Solicitations] , or (iii) IC 24-5-14 [Regulation of Automatic Dialing Machines] in the previous three hundred sixty-five (365) days, even if IC 24-4.7 is preempted by federal law; and (B) the Contractor will not violate the terms of IC 24-4.7 for the duration of the Contract, even if IC 24-4.7 is preempted by federal law.

(2) The Contractor and any principals of the Contractor certify that an affiliate or principal of the Contractor and any agent acting on behalf of the Contractor or on behalf of an affiliate or principal of the Contractor: (A) except for de minimis and nonsystematic violations, has not violated the terms of IC 24-4.7 in the previous three hundred sixty-five (365) days, even if

IC 24-4.7 is preempted by federal law; and (B) will not violate the terms of IC 24-4.7 for the duration of the Contract, even if IC 24-4.7 is preempted by federal law.

10. Condition of Payment

All services provided by the Contractor under this Contract must be performed to the State's reasonable satisfaction, as determined at the discretion of the undersigned State representative and in accordance with all applicable federal, state, local laws, ordinances, rules, and regulations. The State shall not be required to pay for work found to be unsatisfactory, inconsistent with this Contract or performed in violation of and federal, state, or local statute, ordinance, rule or regulation.

11. Confidentiality of State Information

The Contractor understands and agrees that data, materials, and information disclosed to the Contractor may contain confidential and protected information. The Contractor covenants that except as otherwise provided in this Agreement (for data, material, and information other than Social Security Numbers) or as may be required by law or legal process, data, material and information gathered, based upon or disclosed to the Contractor for the purpose of this Contract, will not be disclosed to or discussed with third parties without the prior written consent of the State.

The parties acknowledge that the services to be performed by Contractor for the State under this contract may require or allow access to data, materials, and information containing Social Security numbers or other personal information maintained by the State in its computer system or other records. In addition to the covenant made above in this section and pursuant to 10 IAC 5-3-1(4), the Contractor and the State agree to comply with the provisions of IC 4-1-10 and IC 4-1-11. If any Social Security number(s) or personal information (as defined in IC 4-1-11-3) is/are disclosed by Contractor, Contractor agrees to pay the cost of the notice of disclosure of a breach of the security of the system in addition to any other claims and expenses for which it is liable under the terms of this contract.

Contractor agrees to comply with Contractor's internal privacy/confidential information policy with regard to any data, materials, and information disclosed or otherwise provided to Contractor by the State under the terms of this contract. In addition to the foregoing, contractor shall keep confidential any data, materials, and information disclosed or otherwise provided to Contractor by the State under the terms of this contract. Contractor may make disclosures to employees, shareholders, agents, attorneys and accountants (collectively, "Agents") as required to perform their obligations hereunder, provided, however, that the Contractor shall cause all Agents to honor the provisions of this Section. Contractor may also make disclosures as required by law or legal process.

12. Continuity of Services

- A. The Contractor recognizes that the services under this contract are vital to the State and must be continued without interruption and that, upon contract expiration, a successor, either the State or another Contractor, may continue them. The Contractor agrees to:
1. Furnish phase-in training, and
 2. Exercise its commercially reasonable efforts and cooperation to effect an orderly and efficient transition to a successor.
- B. The Contractor shall, upon the State's written notice:
1. Furnish phase-in, phase-out services for up to sixty (60) days after this contract expires, and
 2. Negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required.

The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the State's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations).

13. Debarment and Suspension

A. The Contractor certifies that neither it nor its principals nor any of its subcontractors are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from entering into this Contract by any federal agency or by any department, agency or political subdivision of the State. The term "principal" for purposes of this Contract means an officer, director, owner, partner, key employee, or other person with primary management or supervisory responsibilities, or a person who has a critical influence on or substantive control over the operations of the Contractor.

B. The Contractor also further certifies that it has verified the suspension and debarment status for all sub-contractors receiving funds under this Contract and shall be solely responsible for any recoupments, paybacks and or penalties that might arise from non-compliance. Contractor shall immediately notify the State if any sub-contractor becomes debarred or suspended, and shall, at the State's request, take all steps required by the State to terminate its contractual relationship with the sub-contractor for work to be performed under this Contract.

14. Default by State

If the State, sixty (60) days after receipt of written notice, fails to correct or cure any material breach of this Contract, then the Contractor may cancel and terminate this Contract and institute the appropriate measures to collect all monies due up to and including the date of termination.

15. Disputes

- A. Should any disputes arise with respect to this Contract, the Contractor and the State agree to act immediately to resolve such disputes. Time is of the essence in the resolution of disputes.
- B. The Contractor agrees that, the existence of a dispute notwithstanding, it will continue without delay to carry out all its responsibilities under this Contract that are not affected by the dispute. Should the Contractor fail to continue to perform its responsibilities regarding all non-disputed work without delay, any additional costs incurred by the State or the Contractor as a result of such failure to proceed shall be borne by the Contractor, and the Contractor shall make no claim against the State for such costs. If the State and the Contractor cannot resolve a dispute within ten (10) working days

following notification in writing by either party of the existence of a dispute, then the following procedure shall apply:

1. The parties agree to resolve such matters through submission of their dispute to the Commissioner of the Indiana Department of Administration. The Commissioner shall reduce a decision to writing and mail or otherwise furnish a copy thereof to the Contractor and the State within ten (10) working days after presentation of such dispute for action. The Commissioner's decision shall be final and conclusive unless either party mails or otherwise furnishes to the Commissioner, within ten (10) working days after receipt of the Commissioner's decision, a written appeal. Within ten (10) working days of receipt by the Commissioner of a written request for appeal, the decision may be reconsidered. If no reconsideration is provided within ten (10) working days, the parties may mutually agree to submit the dispute to arbitration for a determination, or otherwise the dispute may be submitted to an Indiana court of competent jurisdiction.
2. The State may withhold payments on disputed items pending resolution of the dispute. The unintentional nonpayment by the State to the Contractor of one or more invoices not in dispute in accordance with the terms of this Contract will not be cause for Contractor to terminate this Contract, and the Contractor may bring suit to collect these amounts without following the disputes procedure contained herein.

16. Drug-Free Workplace Certification

The Contractor hereby covenants and agrees to make a good faith effort to provide and maintain a drug-free workplace. The Contractor will give written notice to the State within ten (10) days after receiving actual notice that the Contractor or an employee of the Contractor in the State of Indiana has been convicted of a criminal drug violation occurring in the Contractor's workplace. False certification or violation of this certification may result in sanctions including, but not limited to, suspension of contract payments, termination of this Contract and/or debarment of contracting opportunities with the State for up to three (3) years.

In addition to the provisions of the above paragraphs, if the total contract amount set forth in this Contract is in excess of \$25,000.00, Contractor hereby further agrees that this contract is expressly subject to the terms, conditions, and representations of the following certification:

This certification is required by Executive Order No. 90-5, April 12, 1990, issued by the Governor of Indiana. Pursuant to its delegated authority, the Indiana Department of Administration is requiring the inclusion of this certification in all contracts and grants from the State of Indiana in excess of \$25,000.00. No award of a contract shall be made, and no contract, purchase order or agreement, the total amount of which exceeds \$25,000.00, shall be valid, unless and until this certification has been fully executed by the Contractor and made a part of the contract or agreement as part of the contract documents.

The Contractor certifies and agrees that it will provide a drug-free workplace by:

- A. Publishing and providing to all of its employees a statement notifying them that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the Contractor's workplace, and specifying the actions that will be taken against employees for violations of such prohibition;
- B. Establishing a drug-free awareness program to inform it's employees of (1) the dangers of drug abuse in the workplace; (2) the Contractor's policy of maintaining a drug-free workplace; (3) any

available drug counseling, rehabilitation, and employee assistance programs; and (4) the penalties that may be imposed upon an employee for drug abuse violations occurring in the workplace;

- C. Notifying all employees in the statement required by subparagraph (A) above that as a condition of continued employment, the employee will (1) abide by the terms of the statement; and (2) notify the Contractor of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction;
- D. Notifying in writing the State within ten (10) days after receiving notice from an employee under subdivision (C)(2) above, or otherwise receiving actual notice of such conviction;
- E. Within thirty (30) days after receiving notice under subdivision (C)(2) above of a conviction, imposing the following sanctions or remedial measures on any employee who is convicted of drug abuse violations occurring in the workplace: (1) taking appropriate personnel action against the employee, up to and including termination; or (2) requiring such employee to satisfactorily participate in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state or local health, law enforcement, or other appropriate agency; and
- F. Making a good faith effort to maintain a drug-free workplace through the implementation of subparagraphs (A) through (E) above.

17. Reserved

18. Force Majeure

In the event that either party is unable to perform any of its obligations under this contract or to enjoy any of its benefits because of natural disaster or decrees of governmental bodies not the fault of the affected party (hereinafter referred to as a "Force Majeure Event"), the party who has been so affected shall immediately give notice to the other party and shall do everything possible to resume performance. Upon receipt of such notice, all obligations under this contract shall be immediately suspended. If the period of nonperformance exceeds thirty (30) days from the receipt of notice of the Force Majeure Event, the party whose ability to perform has not been so affected may, by giving written notice, terminate this contract.

19. Funding Cancellation

When the Director of the State Budget Agency makes a written determination that funds are not appropriated or otherwise available to support continuation of performance of this Contract, this Contract shall be canceled. A determination by the Director of the State Budget Agency that funds are not appropriated or otherwise available to support continuation of performance shall be final and conclusive.

20. Governing Laws

This Contract shall be construed in accordance with and governed by the laws of the State of Indiana and suit, if any, must be brought in the State of Indiana.

21. Indemnification

The Contractor agrees to indemnify, defend, and hold harmless the State, its agents, officers, and employees from all claims and suits including court costs, attorney's fees, and other expenses caused by any act or omission of the Contractor and/or its subcontractors, if any, in the performance of this Contract. The State shall not provide such indemnification to the Contractor.

22. Independent Contractor

Both parties hereto, in the performance of this contract, shall act in an individual capacity and not as agents, employees, partners, joint ventures or associates of one another. The employees or agents of one

party shall not be deemed or construed to be the employees or agents of the other party for any purposes whatsoever. Neither party will assume liability for any injury (including death) to any persons, or damage to any property arising out of the acts or omissions of the agents, employees or subcontractors of the other party.

The parties stipulate that Contractor has no responsibility to advise the State with respect to any applicable law, regulation, or guideline that may govern or control telephone call recordation or monitoring by the State, or compliance therewith. The Contractor provides the State with the capability to monitor and record telephone calls, but the State has its own legal counsel to advise it concerning any and all laws, regulations, or guidelines that apply to telephone call recordation and monitoring, and compliance therewith. Contractor disclaims any responsibility to provide, and in fact, has not provided the State any legal advice concerning such applicable laws, regulations, or guidelines, or compliance therewith. The State will be solely responsible for any liability arising out of the failure of the State (or the Contractor at the direction of the State) to comply with such applicable laws, regulations or guidelines. All call detail records (CDRs) and call recordings contained in the inmate telephone system equipment made available by Contractor to the State are the exclusive property of the State for the term of this Agreement and any resulting extensions of this Agreement; provided, however, that Contractor shall have the right to use the CDRs and recordings to respond to legal requests, and to provide the services under the Contract and for other lawful business purposes.

The Contractor shall be responsible for providing all necessary unemployment and workers' compensation insurance for the Contractor's employees

23. Information Technology Enterprise Architecture Requirements.

If Contractor provides any information technology related products or services to the State, Contractor shall comply with all Indiana Office of Technology (IOT) standards, policies, and guidelines, which are online at <http://iot.in.gov/architecture/>. Contractor specifically agrees that all hardware, software, and services provided to or purchased by the State shall be compatible with the principles and goals contained in the electronic and information technology accessibility standards adopted under Section 508 of the Federal Rehabilitation Act of 1973 (29 U.S.C. 794d) and IC 4-13.1-3. Any deviation from these architecture requirements must be approved in writing by IOT in advance. The State may terminate this Contract for default if Contractor fails to cure a breach of this provision within a reasonable time.

24. Insurance

A. The Contractor shall secure and keep in force during the term of this Contract, the following insurance coverage, covering the Contractor for any and all claims of any nature which may in any manner arise out of or result from this Contract:

1. Commercial general liability, including contractual coverage, and products or completed operations coverage (if applicable), with minimum liability limits of \$5,000,000 per occurrence and \$5,000,000 in the aggregate annually, unless additional coverage is required by the State. The State is to be named as a additional insured on a primary, non-contributory basis for any liability arising directly or indirectly under or in connection with this Contract. The required limits for commercial general liability insurance may be achieved using primary and/or umbrella liability policies.

2. Automobile liability with minimum liability limits of \$5,000,000 per occurrence and \$5,000,000 in the aggregate annually. The State is to be named as an additional insured on a primary, non-contributory basis. The required limits for automobile liability insurance may be achieved using primary and/or umbrella liability policies.

3. The Contractor shall provide proof of such insurance coverage by tendering to the undersigned State representative a certificate of insurance prior to the commencement of this Contract and proof of Workers compensation coverage meeting all statutory requirements of IC 22-3-2. In addition, proof of an "all states endorsement" covering claims occurring outside the State is required if any of the services provided under this Contract involve work outside of Indiana.

B. The Contractor's insurance coverage must meet the following additional requirements:

1. The insurer must have a certificate of authority issued by the Indiana Department of Insurance.
2. Any deductible or self-insured retention amount or other similar obligation under the insurance policies shall be the sole obligation of the Contractor.
3. The State will be defended, indemnified and held harmless to the full extent of any coverage actually secured by the Contractor in excess of the minimum requirements set forth above. The duty to indemnify the State under this Contract shall not be limited by the insurance required in this Contract.
4. The insurance required in this Contract, through a policy or endorsement(s), shall include a provision that the policy and endorsements may not be canceled or materially modified without thirty (30) days' prior written notice to the undersigned State agency.
5. Failure to provide insurance as required in this Contract may be deemed a material breach of contract entitling the State to immediately terminate this Contract if the breach remains uncured after ten (10) business days following written notice by the State.

The Contractor shall furnish a certificate of insurance and all endorsements to the undersigned State agency prior to the commencement of this Contract.

25. Key Person(s) REMOVED BY AGREEMENT OF THE PARTIES

26. Licensing Standards

The Contractor and its employees and subcontractors shall comply with all applicable licensing standards, certification standards, accrediting standards and any other laws, rules or regulations governing services to be provided by the Contractor pursuant to this Contract. The State shall not be required to pay the Contractor for any services performed when the Contractor or its employees or subcontractors are not in compliance with such applicable standards, laws, rules or regulations. If licensure, certification or accreditation expires or is revoked, or if disciplinary action is taken against the applicable licensure, certification, or accreditation, the Contractor agrees to notify State immediately thereof and the State, at its option, may immediately terminate this Contract.

27. Material Incorporated or Referred to in Contract

The Contractor has supplied herewith all written materials, documents, or instruments mentioned or referred to in the contract except, where applicable, user manuals which will be included with the equipment upon delivery and which do not alter the terms of this agreement.

28. Merger & Modification

This Contract constitutes the entire agreement between the parties. No understandings, agreements, or representations, oral or written, not specified within this Contract will be valid provisions of this Contract. This Contract may not be modified, supplemented or amended, in any manner, except by written agreement signed by all necessary parties.

29. Minority and Women's Business Enterprises Compliance. The Contractor agrees to comply fully with the provisions of 25 IAC 5 and any participation plan that may have been submitted to the State.

The following MBE's and WBE's listed on the Minority and Women's Business Enterprises Division directory of certified firms will be participating in this Contract.

<u>MBE/WBE</u>	<u>PHONE</u>	<u>COMPANY NAME</u>	<u>SCOPE OF PRODUCTS and/or SERVICES</u>	<u>UTILIZATION DATE</u>	<u>AMOUNT</u>
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MBE, 317-493-2017,	BC Forward,	Information Technology Services,	utilization expected upon contract award, \$5,270,569.05 over four years		
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WBE, 317-757-8764,	CSCI Consulting,	Information Technology Services,	utilization expected upon contract award, \$5,157,950.05 over four years		
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The Contractor agrees to submit a copy of the agreement entered into between the Contractor and each MBE/WBE subcontractor where the State took the selection of the MBE/WBE by the Contractor into consideration when issuing the procurement award. The copy of the agreement must be submitted to the MWBE Division in IDOA within ninety (90) days of the execution of the contract between the Contractor and the State. The Contractor also agrees to send all amendments, changes, and terminations to these agreements to the MWBE Division in IDOA within ninety (90) days of their execution. Failure to provide a copy of the agreement or subsequent amendment, change, and termination may result in exclusion from future State procurements. If the Contractor is not excluded from future procurements, the actions or inactions of the Contractor with regard to the above will be taken into account in all phases and scoring in future procurements. In addition, the Contractor must obtain the approval of the Division before changing any MBE/WBE participation plan submitted in connection with this Contract.

30. Nondiscrimination

Pursuant to the Indiana Civil Rights Law, specifically including IC 22-9-1-10, and in keeping with the purposes of the federal Civil Rights Act of 1964, the Age Discrimination in Employment Act, and the Americans with Disabilities Act, the Contractor covenants that it shall not discriminate against any employee or applicant for employment relating to this Contract with respect to the hire, tenure, terms, conditions or privileges of employment or any matter directly or indirectly related to employment, because of the employee or applicant's: race, color, national origin, religion, sex, age, disability, ancestry, status as a veteran, or any other characteristic protected by federal, state, or local law ("Protected Characteristics"). Furthermore, Contractor certifies compliance with applicable federal laws, regulations, and executive orders prohibiting discrimination based on the Protected Characteristics in the provision of services.

31. Notices to Parties

Whenever any notice, statement or other communication is to be sent to the State or to the Contractor, it shall be sent to the following addresses unless otherwise specifically advised:

Notice to the Agency shall be sent to:

**Bruce Lemmon, Commissioner
Indiana Department of Correction
302 W. Washington St., Room E334
Indianapolis, Indiana 46204**

**Brian Arrowood, Chief Technology Officer
Indiana Office of Technology
100 N. Senate Avenue, Room N 551
Indianapolis, Indiana 46204**

Notice to the Contractor shall be sent to:

**Jeffrey B. Haidinger
Public Communications Services-Indiana, LLC
12021 Sunset Hills Road, Suite 100
Reston, Virginia 20190
EIN # - 27-2905378**

Payment to the Contractor shall be sent to:

As required by IC 4-13-2-14.8, payments to the Contractor shall be made via electronic funds transfer in accordance with instructions filed by Contractor with the Auditor of State.

32. Order of Precedence

Any inconsistency or ambiguity in this Contract shall be resolved by giving precedence in the following order: (1) This Contract, (2) attachments prepared by the State, (3) RFP 10-55, (4) Contractor's response to RFP 10-55, and (5) attachments prepared by the Contractor. In the event of any conflict between the terms and conditions of this Contract and the provisions of any of the other documents identified in items (2), (3), (4) or (5) of the immediately preceding sentence, the terms and conditions of this Contract shall supersede and control.

33. Ownership of Documents and Materials

All documents, records, programs, data, film, tape, articles, memoranda, and other materials not developed or licensed by the Contractor prior to execution of this Contract, or that is not developed or licensed pursuant to another contract or to Contractors ongoing efforts to add features and make improvements to its offerings, but specifically developed under this Contract shall be considered "work for hire" and the Contractor transfers any ownership claim to the State and all such materials will be the property of the State. Use of these materials, other than related to contract performance by the Contractor, without the prior written consent of the State, is prohibited. During the performance of this Contract, the Contractor shall be responsible for any loss of or damage to these materials developed for or supplied by the State and used to develop or assist in the services provided while the materials are in the possession of the Contractor. Any loss or damage thereto shall be restored at the Contractor's expense. The Contractor shall provide the State full, immediate, and unrestricted access to the work product during the term of this Contract.

34. Payments

- A. All payments shall be made in arrears in conformance with State fiscal policies and procedures and, as required by IC 4-13-2-14.8, by electronic funds transfer to the financial institution designated by the Contractor in writing unless a specific waiver has been obtained from the Auditor of State. No payments will be made in advance of receipt of the goods or services that are the subject of this Contract except as permitted by IC 4-13-2-20.

- B. If Contractor is being paid in advance for the maintenance of equipment and/or software, pursuant to IC 4-13-2-20(b)(14), Contractor agrees that if it fails to perform the maintenance required under this Contract, upon receipt of written notice from the State, it shall promptly refund the consideration paid, pro-rated through the date of non-performance.

35. Penalties/Interest/Attorney's Fees

The State will in good faith perform its required obligations hereunder and does not agree to pay any penalties, liquidated damages, interest, or attorney's fees, except as required by Indiana law, in part, IC 5-17-5, IC 34-54-8, and IC 34-13-1.

Notwithstanding the provisions contained in IC 5-17-5, the Parties stipulate and agree that any liability resulting from the State of Indiana's failure to make prompt payment shall be based solely on the amount of funding originating from the State of Indiana and shall not be based on funding from federal or other sources.

36. Progress Reports

The Contractor shall submit progress reports to the State upon request. The report shall be oral, unless the State, upon receipt of the oral report, should deem it necessary to have it in written form. The progress reports shall serve the purpose of assuring the State that work is progressing in line with the schedule, and that completion can be reasonably assured on the scheduled date.

37. Renewal Option

This contract may be renewed under the same terms and conditions subject to the approval of the Commissioner of the Department of Administration and the State Budget Director in compliance with IC 5-22-17-4. The term of the renewed contract may not be longer than the term of the original contract. Any provision for automatic renewal is void.

38. Security and Privacy of Health Information

The Contractor agrees to comply with all requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) in all activities related to this Contract, to maintain compliance throughout the life of this Contract, to operate any systems used to fulfill the requirements of this Contract in full compliance with HIPAA and to take no action which adversely affects the State's HIPAA compliance

The parties acknowledge that the Department of Health and Human Services has issued the Final Rule, as amended from time to time, on the Standards for Privacy of Individually Identifiable Health Information, as required by HIPAA. To the extent required by the provisions of HIPAA and regulations promulgated thereunder, the Contractor covenants that it will appropriately safeguard Protected Health Information (PHI), as defined by the regulations, which is made available to or obtained by the Contractor in the course of its work under this Contract. The Contractor agrees to comply with applicable requirements of law relating to PHI with respect to any task or other activity it performs for the State as required by the final regulations.

39. Severability

The invalidity of any section, subsection, clause or provision of this Contract shall not affect the validity of the remaining sections, subsections, clauses or provision of this contract.

40. Substantial Performance

This contract shall be deemed to be substantially performed only when fully performed according to its terms and conditions and any modification thereof.

41. Taxes

The State of Indiana is exempt from state, many federal and local taxes. The State will not be responsible for any taxes levied on the Contractor as a result of this contract.

42. Termination for Convenience

This contract may be terminated, in whole or in part, by the State whenever, for any reason, the State determines that such termination is in the best interest of the State. Termination of services shall be effected by delivery to the Contractor of a Termination Notice at least thirty (30) days prior to the termination effective date, specifying the extent to which performance of services under such termination becomes effective. The Contractor shall be compensated for services properly rendered prior to the effective date of termination. The State will not be liable for services performed after the effective date of termination. The Contractor shall be compensated for services herein provided but in no case shall total payment made to Contractor exceed the original contract price or shall any price increase be allowed on individual line items if canceled only in part prior to the original termination date.

43. Termination for Default

- A. With the provision of thirty (30) days notice to the Contractor, the State may terminate this contract in whole or in part, provided Contractor has not cured the deficiency during the notice period, if the Contractor fails to:
1. Correct or cure any breach of this contract;
 2. Deliver the supplies or perform the services within the time specified in this contract or any extension;
 3. Make progress so as to endanger performance of this contract; or
 4. Perform any of the other provisions of this contract.
- B. If the State terminates this contract in whole or in part, it may acquire, under the terms and in the manner the State considers appropriate, supplies or services similar to those terminated, and the Contractor will be liable to the State for any excess costs for those supplies or services. However, the Contractor shall continue the work not terminated.
- C. The State shall pay the contract price for completed supplies delivered and services accepted. The Contractor and the State shall agree on the amount of payment for manufacturing materials delivered and accepted and for the protection and preservation of the property. Failure to agree will be a dispute under the Disputes clause. The State may withhold from these amounts any sum the State determines to be necessary to protect the State against loss because of outstanding liens or claims of former lien holders.
- D. The rights and remedies of the State in this clause are in addition to any other rights and remedies provided by law or under this contract.

44. Travel.

No expenses for travel will be reimbursed unless specifically permitted under the scope of the services or consideration provision. Expenditures made by the Contractor for travel will be reimbursed at the current rate paid by the State and in accordance with the State Travel Policies and Procedures as specified in the current Financial Management Circular. Out-of-State travel requests must be reviewed by the State for availability of funds and for appropriateness per Circular guidelines. (Financial management Circular (2003-1).

45. Waiver of Rights

No right conferred on either party under this contract shall be deemed waived and no breach of this contract excused, unless such waiver or excuse shall be in writing and signed by the party claimed to have waived such right.

46. Work Standards

The Contractor agrees to execute its responsibilities by following and applying at all times the highest professional and technical guidelines and standards. If the State becomes dissatisfied with the work product of or the working relationship with those individuals assigned to work on this contract, the State may request in writing the replacement of any or all such individuals and Contractor shall grant such request to the extent permitted by law.

47. State Boilerplate Affirmation Clause

I swear or affirm under the penalties of perjury that I have not altered, modified or changed the State's Boilerplate contract clauses in any way except for the following clauses which are identified by name below:

- #5 Assignment
- #8 Changes in Work
- #9 Compliance with the Laws (Section G)
- #11 Confidentiality of State Information
- #12 Continuity of Services
- #17 Employment Option
- #22 Independent Contractor
- #24 Insurance (A1., A2., B4., and B5.)
- #25 Key Persons
- #33 Ownership of Documents and Materials
- #43 Termination for Default
- #46 Work Standards (last sentence)

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NON-COLLUSION AND ACCEPTANCE

The undersigned attests, subject to the penalties for perjury, that he/she is the Contractor, or that he/she is the properly authorized representative, agent, member or officer of the Contractor, that he/she has not, nor has any other member, employee, representative, agent or officer of the Contractor, directly or indirectly, to the best of his/her knowledge, entered into or offered to enter into any combination, collusion or agreement to receive or pay, and that he/she has not received or paid, any sum of money or other consideration for the execution of this Contract other than that which appears upon the face of this Contract.

In Witness Whereof, Contractor and the State of Indiana have, through duly authorized representatives, entered into this agreement. The parties having read and understand the foregoing terms of the contract do by their respective signatures dated below hereby agree to the terms thereof.

Public Communications Services-Indiana LLC
By: **Public Communications Services, Inc. its sole member**

By: [Signature]
Printed Name: Jeffrey D. Harding
Title: President, services
Date: 5/20/11

Attested By: [Signature] Lisa Furr
Executive Assistant

Indiana Department of Correction:

By: [Signature] (for)
Bruce C. Lemmon, Commissioner
Date: 5/24/2011

If an IOT signature is necessary but the signature block is left blank, a statement must be inserted that authority has been delegated to this agency per a letter from IOT dated ***.

Indiana Office of Technology:

By: [Signature]
Brian S. Arrowood, Chief Information Officer
Date: 5/26/11

Department of Administration:
[Signature] (for)
Robert D. Wynkoop, Commissioner
Date: 5/27/11

State Budget Agency

[Signature] (for)
Adam M. Horn, Director
Date: 6-2-11

APPROVED as to Form and Legality:
Office of the Attorney General

[Signature] (for)
Gregory F. Zoeller, Attorney General
Date: 6-8-11

EXHIBIT A

OFFENDER PHONE RATES AND COMMISSIONS		
CALL TYPE	PER MINUTE RATE	COMMISSION %
Offender – Domestic Call	\$0.24	43.5%
Offender – International Call	\$0.75	43.5%

The above rates do not include any applicable federal, state or local surcharges, taxes or regulatory fees.

- This Contract excludes all services other than those services that pertain to the provision of services in Indiana Department of Correction facilities, or the provision of offender phone services in Indiana Department of Correction facilities. Services excluded from this Contract include those for public payphones at all other State locations and services provided to other State agencies, unless such services are expressly required by local, state or federal law in connection with the services being provided to the Indiana Department of Correction. This Contract is not intended to create, nor should its terms be construed to create, an obligation of any other State agency other than the Indiana Department of Correction, the Indiana Department of Administration, or the Indiana Office of Technology.
- This Contract excludes public payphones, and the optional Wi-Fi Services proposed by the Contractor.
- This is a “no cost” revenue generating contract for the State. The State will receive commissions on a monthly basis from the Contractor based on every completed inmate call for the previous month that is accepted by an end user and billed via a local exchange carrier or prepaid to the Contractor. These commissions shall reflect a percentage of revenue generated from every completed inmate call for the previous month (exclusive of taxes and tax related surcharges, credits, and any amounts the Contractor collects for, or pays to, third parties, including payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee) that is accepted by an end user and billed via a local exchange carrier or prepaid to the Contractor.
- To maximize the benefits of offender training for re-education and re-entry, the State has requested that offender labor will be used to maintain the offender telephones and any other equipment and infrastructure as specified by the State (except to the extent reasonably objected to by Contractor on the basis of concerns over system security and potential harm to Contractor property, including compromise of intellectual property). The State will remain solely responsible for any security matters relating to offender labor. The Contractor shall reimburse the State for the IDOC’s cost in providing offender labor to maintain the telephone and any other equipment and infrastructure as specified by the State at a maximum rate of eighty five cents (\$0.85) per labor hour. The Contractor will train offenders in how to complete such repairs, and shall provide all necessary equipment and support. The training provided will be at a sufficient level to enable offenders to achieve professional telecommunications certifications such as BISI or RCDD. This provision of offender labor does not relieve Contractor of any obligation by Contractor to ensure that its systems and equipment are maintained, repaired, and upgraded as needed.

EXHIBIT A

- The number of site administrators to be provided by Contractor will be no less than ten (10).
- The State agrees to allow the Contractor to reuse any currently installed hardware and infrastructure that is in good working condition, as long as the hardware and infrastructure to be re-used meets all the standards set forth in the RFP. Any hardware or infrastructure not meeting these standards shall be replaced or repaired.
- The following individuals shall be the initial points of contact for their respective organizations with regard to the implementation of the Contractor's duties under the contract:
 - Andrew Merrill and Chris Moore for Contractor.
 - Amanda Copeland for the State.

The individuals listed above are not key persons to the Contract and may be changed by at any time by agreement of the Parties. In the event any individual listed in the preceding paragraph is no longer designated by his or her respective organization as a point of contact, this change in status shall be immediately communicated to the other party, and a new point of contact designated.

- Contractor shall utilize at least one of its call centers located within the United States in providing the services under this Contract.
- The cost, commissions, and rates set forth herein represents the result of the Contractor's original proposed cost, commissions, and rates after being subjected to "Best and Final Offer" rounds of negotiation by the Indiana Department of Administration. The result of each round of negotiation is documented in the remaining pages of this Exhibit A.

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EXHIBIT A

Offender Calls	Target Price/Percentage		Best and Final Offer
	PCS		
Average Per Minute Rate -	0.2917	\$ 0.25	\$ 0.2700
Average Proposal Commission -	\$ 0.35	43%	40%

BEST AND FINAL OFFER ROUND 1

EXHIBIT A

Offender Calls	Current Price/% PCS	Target Price/%	PCS BAFO Price/%
Average Per Minute Rate - 15 PTS Baseline <u>32.5</u>	0.27	0.24	\$ 0.24
Average Proposal Commission - 11 PTS Baseline <u>35%</u>	40%	43.5%	43.5%

BEST AND FINAL OFFER ROUND 2

**DELEGATION OF SIGNATURE AUTHORITY
BY COMMISSIONER OF
INDIANA DEPARTMENT OF CORRECTION
FOR CONTRACTS NOT EXCEEDING
ONE MILLION DOLLARS**

Pursuant to the authority conferred upon me by Indiana Code 11-8-2-5 to administer, according to law, the money or other property of the Department of Correction, and to delegate powers and duties conferred upon me as Commissioner of the Department of Correction to other employees of the department, Bruce C. Lemmon, hereby delegate signature authority to Amanda Copeland, Chief of Staff for the Indiana Department of Correction, to sign all contractual documents that obligate the Department of Correction up to a total amount of One Million Dollars (\$1,000,000) for each contract.

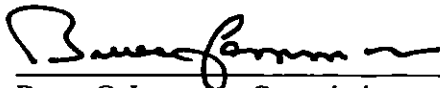
This authority shall apply irrespective of the title or designation of the document being signed and shall apply to renewals and amendments of existing contracts.

In conferring this authority, I request the Indiana Attorney General and all State agencies with reviewing authority over State contracts to honor this delegation of authority and to accordingly accept the signature of Amanda Copeland on Indiana Department of Correction contracts as having the same force and effect as my own.

This delegation of authority shall remain in effect until revoked by me in writing, or until the time Amanda Copeland no longer is acting in capacity as Chief of Staff for the Indiana Department of Correction.

If the amount of this delegation for each contract is, or becomes, in excess of any statutory limit, I delegate signature authority to Amanda Copeland to sign contracts up to that statutory limit as permitted by law.

By my signature below, I hereby delegate to Amanda Copeland, the aforesaid signature authority on this 16th Day of May, 2011.



Bruce C. Lemmon, Commissioner
Indiana Department of Correction

To:

Bill Pierce, IOT.

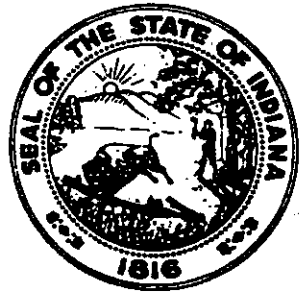
From:

Nicholas Law, IDOC

Date: 5/25/11

Re:

PCS Phone Contract



STATE OF INDIANA

Request for Proposals 10-55

INDIANA DEPARTMENT OF ADMINISTRATION

On Behalf Of

Indiana Department of Corrections

Solicitation For:

Offender Pay Telephone Service

**Response Due Date: July 14, 2010 ~~June 30, 2010~~ 3:00 PM
Eastern Time**

Teresa Deaton-Reese, Senior Account Manager
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W478
Indianapolis, Indiana 46204

RFP 10-55
SECTION ONE
GENERAL INFORMATION AND REQUESTED PRODUCTS/SERVICES

1.1 INTRODUCTION

In accordance with Indiana statute, including IC 5-22-9, the Indiana Department of Administration (IDOA), acting on behalf of the Indiana Office of Technology (IOT) and the Indiana Department of Correction (IDOC) requires Offender telephone services, with a state of the art call control system that includes call control and recording, full investigative capabilities, and billing. Public payphone services, public internet kiosks, and public pay per use Wi-Fi access are also required under this RFP. This includes all local and long distance calling, voice and data circuits, hardware, software, cabling, conduit, personnel, and other items and services necessary to provide a completely operational, fully functional, and reliable service. It is the intent of IDOA to solicit responses to this Request for Proposals (RFP) in accordance with the statement of work, proposal preparation section, and specifications contained in this document. This RFP is being posted to the IDOA website (<http://www.in.gov/idoa/2465.htm>) for downloading. A nominal fee will be charged for providing hard copies. Neither this RFP nor any response (proposal) submitted hereto are to be construed as a legal offer.

1.2 DEFINITIONS AND ABBREVIATIONS

Following are explanations of terms and abbreviations appearing throughout this RFP. Other special terms may be used in the RFP, but they are more localized and defined where they appear, rather than in the following list.

- | | |
|----------------------------------|--|
| Allowed Calls | Collect only calls that an offender inside a correctional facility is allowed to place. These telephone numbers must have prior approval from the facility superintendent and must be keyed into the call control database prior to successful call connection. These calls may be monitored/recorded depending upon if they are to a confirmed attorney or elected official. |
| Call Control System (CCS) | A digital software based system that consists of, but is not limited to the following features: Programmable for system wide or individual telephone PIN allowing/disallowing. Offender telephone turn on/off by time/day, call timing, allowed/disallowed numbers, offender conference call detection, 3-way call detection, call forwarding detection and preventions, on line call data information, clock synchronization with monitor/recording equipment, do not monitor or record block, designated scripting, voice overlays, etc. |
| Call Detail Record | The record of the call indicating the originating telephone number, PIN, offender ID number associated to PIN, disconnect type/reason, number called, date, time, length of call, and any other "flags" (i.e. 3-way, confidential, hot number) pertaining to that call. |
| Collect Call | A call in which the called party pays all the charges. |

DNR	Department of Natural Resources. Properties include state parks, and inns, reservoirs, fish and wildlife areas, and nature centers.
IDOC	The Indiana Department of Correction.
Equivalent	Shall be taken in its general sense and shall not mean identical. These specifications are for the sole purpose of establishing the minimum requirements or level of quality, standards of performance and design required and are in no way intended to prohibit the bidding of any manufacture's item of equal material properties and performance. The State of Indiana shall be the sole judge of equivalence in its best interest, and the decision of the State as to the equivalence shall be final.
IAC	The Indiana Administrative Code.
IC	The Indiana Code.
IDOA	The Indiana Department of Administration
Full Time Equivalent (FTE)	The State defines FTE as a measurement of an employee's productivity on a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees each spending 1/2 of their working time on a project that would also equal 1 FTE.
Implementation	The successful implementation of the services specified within the scope of this RFP at the IDOC facilities and other locations specified in this RFP and the contract resulting from this RFP.
INDOT	Indiana Department of Transportation. Properties include rest areas, toll plazas, and weigh stations.
Installation	The delivery and physical setup of products or services requested in this RFP.
IOT	The Indiana Office of Technology.
JDS	Juvenile Data System
Major System Failure	A major outage is any outage that causes a degradation of service to 20% or more of the phones at any facility/location or within any individual bank of phones. This shall also include all hardware, software, and features of the call control system and automated operator scripting. Respondent will provide a response time of four (4) hours, 24 hours a day, 7 days a week, 365 days a year for all major outages.
Minor System Failure	A minor outage is any outage that affects less than 20% of the pay phones at any facility/location or within any individual bank of phones. This shall also include all hardware, software, and features of the call control system and automated operator scripting. Respondent will

provide a response time of eight (8) hours, 24 hours a day, 7 days a week, 365 days a year for all minor outages.

- MOS** Mean Option Score. Provides a numerical indication of the perceived quality of received media after compression and/or transmission.
- Offender telephone** Collect/prepay/debit only phones that are located in correctional facilities for offender use. These phones are equipped with a call control and recording system that allows IDOC to administer and monitor all calls made from the payphones.
- OIS** Offender Information System. IDOC's computerized portion of the management information system designed to collect, store, process and disseminate data on offenders committed to the jurisdiction of the IDOC.
- Other Governmental Body** An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following:
(1) The judicial branch.
(2) The legislative branch.
(3) A political subdivision (includes towns, cities, local governments, etc.)
(4) A state educational institution
- OTS** Offender Trust System.
- Products** Tangible goods or manufactured items as specified in this RFP.
- Proposal** An offer as defined in IC 5-22-2-17.
- Public Telephones** Any public payphone located at any State of Indiana facility or property that is selected by the State for participation under this Contract.
- QOS** Quality of Service
- Respondent** An offeror as defined in IC 5-22-2-18. The State will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the Respondent who will be ultimately responsible for performance of the contract.
- SAVIN** Statewide automated victim information and notification, allows Indiana residents to receive real-time information and notification about the custody status of offenders in all 92 counties. Users can register to be notified about an offender's placement, release, transfer, or other change. There is no cost to use the service and users can access offender information by telephone or the Internet.
- Services** Work to be performed as specified in this RFP.

State	The State of Indiana
State Agency	As defined in IC 4-13-1, "state agency" means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of state government.
TTY	Teletypewriter device. Also referred to as TDD Telephone Device for the Deaf.
Vendor/Contactor	Any successful Respondent selected as a result of the procurement process to deliver the products or services requested by this RFP.
VOIP	Voice over internet protocol.

1.3 PURPOSE OF THE RFP

The purpose of this RFP is to select a vendor that can satisfy the State's need for offender phones, with call controls, investigative tools, cellular detection, and recording capabilities; public payphones, public internet kiosks, and public pay per use Wi-Fi access at designated facilities. This includes all hardware, software, cabling, conduit and other items necessary to provide a completely operational and fully functional service. It is the intent of IOT & IDOC to contract with a vendor that provides the highest quality of services specified within this RFP for IOT & IDOC.

1.4 SUMMARY SCOPE OF WORK

The State currently has contracts in place with Global Tel Link (GTL) and Securus. GTL provides the local and intraLATA calling, and the call control and recording equipment. Securus provides the interstate and interLATA calling. The State desires to retain the same offender calling features currently provided by these vendors, as well as making several enhancements to provide enhanced security and improved investigative capabilities along with high quality digital recordings of the recorded calls. IDOC currently allows outbound, 0+ collect calls, prepaid, advanced connect, and prepaid debit calls. Offenders are allowed to call 20 established (personal) numbers. These numbers are reviewed and approved by IDOC before they are permitted on the offender's allowed calling list. The call duration is typically limited to 15-30 minutes, and is determined by the Superintendent at each facility. Legal (attorney) calls are separate from the list and are not limited in duration. The State also has several free numbers that may be called such as Crime Stoppers, The State Public Defenders Office, sexual victimization hotline, gang hotlines, and TIPS lines.

The Current systems are a mixture of legacy analog T-Netix (Combridge) equipment, which varies by facility. Smaller facilities are presently connected to larger facilities utilizing ring down or other data circuits. **As a result of this RFP, all DOC facilities are required to have a call control & digital recording system either onsite or at an acceptable networked location that is accessible by the administrators, investigators, or authorized State staff from any workstation on the system or via a secure connection from any PC via the internet. All locations must be provided with contractor provided workstations that are capable of downloading call recordings and records for investigative purposes and for legal proceedings. This includes the**

ability to print reports, access and listen to recordings and view and compare call detail records, email CDR's and recordings, and burn CD's or DVD's of call records and recordings.

The contract resulting from this RFP will also include any future IDOC facilities and/or facility expansions, other state properties such as INDOT rest areas, DNR locations, and other state locations as deemed necessary by the State and or Contractor during the term of the resulting contract and any subsequent renewals.

Respondents should take notice that it is essential that the current quality and level of service that the State receives not decrease, and that the cost of services to the public and offenders, and their friends and family members decrease. Said service should be made available at a fair and competitive cost to all users that make and or receive and pay for calls from offender and public payphones located on State property.

This RFP is subject to IC 5-22-23, which is attached as Attachment G. After this RFP is awarded, most county and local correctional facilities will be prohibited from soliciting for charges or rates that exceeds the terms of the contract awarded under this RFP.

1.5 RFP OUTLINE

The outline of this RFP document is described below:

Section	Description
Section 1 – General Information and Requested Products or Services	This section provides an overview of the RFP, general timelines for the process, and a summary of the products/services being solicited by the State/Agency via this RFP
Section 2 – Proposal Preparation Instruction	This section provides instructions on the format and content of the RFP including a Letter of Transmittal, Business Proposal, Technical Proposal, and a Cost Proposal
Section 3 – Proposal Evaluation Criteria	This section discusses the evaluation criteria to be used to evaluate respondents' proposals
Attachment A	M/WBE Participation Plan Form
Attachment B	Sample Contract
Attachment C	Indiana Economic Impact Form
Attachment D	Technical Specifications
Attachment E	Offender Population Statistical Report
Attachment F	IDOC Site listing, calling information, set counts, historical data by facility and public payphone

	information.
Attachment G	Indiana Code 5-22-23
Attachment H	Call Cost Proposal & Commissions Worksheet
Attachment I	IDOC Current Call Process Detail
Attachment J	Question & Answer Submission Form
Attachment K	Site Visit Schedule

1.6 QUESTION/INQUIRY PROCESS

All questions/inquiries regarding this RFP must be submitted in writing by the deadline of **3:00 p.m. Eastern Time** on June 11, 2010. Questions/Inquiries may be submitted via fax (317-232-7312) or email rfp@idoa.IN.gov and must be received by Procurement Division by the time and date indicated above. All Question must be submitted on Attachment J.

Following the question/inquiry due date, Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the IDOA website according to the RFP timetable established in Section 1.23. The question/inquiry and answer link will become active after responses to all questions have been compiled. Only answers posted on the IDOA website will be considered official and valid by the State. No Respondent shall rely upon, take any action, or make any decision based upon any verbal communication with any State employee.

Inquiries are not to be directed to any staff member of IOT or IDOC. Such action may disqualify Respondent from further consideration for a contract resulting from this RFP.

If it becomes necessary to revise any part of this RFP, or if additional information is necessary for a clearer interpretation of provisions of this RFP prior to the due date for proposals, an addendum will be posted on the IDOA website. If such addenda issuance is necessary, the Procurement Division may extend the due date and time of proposals to accommodate such additional information requirements, if required.

1.7 DUE DATE FOR PROPOSALS

All proposals must be received at the address below by the Procurement Division no later than **3:00 p.m. Eastern Time** on ~~June 30, 2010~~ **July 14, 2010**. Each Respondent must submit **one original hard-copy** (marked "Original") and **one original CD-ROM** (marked "Original") and **seven (7)** complete copies **on CD-ROM** of the proposal, including the Transmittal Letter and other related documentation as required in this RFP. The **original CD-ROM** will be considered the official response in evaluating responses

for scoring and protest resolution. **The respondent's proposal response on this CD may be posted on the IDOA website, (<http://www.in.gov/idoa/2462.htm>) if recommended for selection.** Each copy of the proposal must follow the format indicated in Section Two of this document. Unnecessarily elaborate brochures or other presentations, beyond those necessary to present a complete and effective proposal, are not desired. All proposals must be addressed to:

Teresa Deaton-Reese, CPPO, CPPB
Indiana Department of Administration
Procurement Division
402 West Washington Street, Room W478
Indianapolis, IN 46204

If you hand-deliver solicitation responses:

To facilitate weapons restrictions at Indiana Government Center North and Indiana Government Center South, as of **July 21, 2008**, the public must enter IGC buildings through a designated public entrance. The public entrance to Indiana Government Center South is located at 302 W. Washington St. (the eastern-most Washington St. entrance). This entrance will be equipped with metal detectors and screening devices monitored by Indiana State Police Capitol Police.

Passing through the public entrance may take some time. Please be sure to take this information into consideration if your company plans to submit a solicitation response in person.

If you ship or mail solicitation responses: United States Postal Express and Certified Mail are both delivered to the Government Center Central Mailroom, and not directly to the Procurement Division. It is the responsibility of the Respondent to make sure that solicitation responses are received by the Procurement Division at the Department of Administration's reception desk on or before the designated time and date. Late submissions will not be accepted. The Department of Administration, Procurement Division clock is the official time for all solicitation submissions.

All proposal packages must be clearly marked with the RFP number, due date, and time due. Any proposal received by the Department of Administration, Procurement Division after the due date and time will not be considered. Any late proposals will be returned, unopened, to the Respondent upon request. All rejected proposals not claimed within 30 days of the proposal due date will be destroyed.

No more than one proposal per Respondent may be submitted.

The State accepts no obligations for costs incurred by Respondents in anticipation of being awarded a contract.

All proposals submitted to the State should be double-sided and printed on 30% post-consumer recycled content paper or tree-free paper. When possible, soy ink should be used.

1.8 PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held on Tuesday, June 8, 2010 at the Indiana Government Center, Conference Room 14 at 1:30 PM Eastern Time. At this conference, potential respondents may ask questions about the RFP and the RFP process. Respondents are reminded that no answers issued verbally at the conference are binding on the State and any information provided at the conference, unless it is later issued in writing, also is not binding on the State.

1.9 MODIFICATION OR WITHDRAWAL OF OFFERS

Modifications to responses to this RFP may only be made in the manner and format described in Section 1.6 and clearly identified as a modification.

The Respondent's authorized representative may withdraw the proposal, in person, prior to the due date. Proper documentation and identification will be required before the Procurement Division will release the withdrawn proposal. The authorized representative will be required to sign a receipt for the withdrawn proposal.

Modification to, or withdrawal of, a proposal received by the Procurement Division after the exact hour and date specified for receipt of proposals will not be considered.

1.10 PRICING

Pricing on this RFP must be firm and remain open for a period of not less than 180 days from the proposal due date.

Please refer to the Cost Proposal sub-section under Section 2 for a detailed discussion of the proposal pricing format and requirements.

1.11 PROPOSAL CLARIFICATIONS AND DISCUSSIONS, AND CONTRACT DISCUSSIONS

The State reserves the right to request clarifications on proposals submitted to the State. The State also reserves the right to conduct proposal discussions, either oral or written, with Respondents. These discussions could include request for additional information, request for cost or technical proposal revision, etc. Additionally, in conducting discussions, the State may use information derived from proposals submitted by competing respondents only if the identity of the respondent providing the information is not disclosed to others. The State will provide equivalent information to all respondents which have been chosen for discussions. Discussions, along with negotiations with responsible respondents may be conducted for any appropriate purpose.

The Procurement Division will schedule all discussions. Any information gathered through oral discussions must be confirmed in writing.

A sample contract is provided in Attachment B. Any requested changes to the sample contract must be submitted with your response (See Section 2.3.5 for details). The State reserves the right to reject any of these requested changes. It is the State's expectation that any material elements of the contract will be substantially finalized prior to contract award.

1.12 BEST AND FINAL OFFER

The State may request best and final offers from those Respondents determined by the State to be reasonably viable for contract award. However, the State reserves the right to award a contract on the basis of initial proposals received. Therefore, each proposal should contain the Respondent's best terms from a price and technical standpoint.

Following evaluation of the best and final offers, the State may select for final contract negotiations/execution the offers that are most advantageous to the State, considering cost and the evaluation criteria in this RFP.

1.13 REFERENCE SITE VISITS

The State may request a site visit to a Respondent's working support center to aid in the evaluation of the Respondent's proposal. Site visits, if required will be discussed in the technical proposal.

1.14 TYPE AND TERM OF CONTRACT

The State intends to sign a contract with one or more Respondent(s) to fulfill the requirements in this RFP.

The initial term of the contract shall be for a period of (4) four years from the date of contract execution. There may be two (2) two (2) year renewals for a total of up to four (4) years at the State's option. Total possible contract term including all extensions is eight (8) years.

1.15 CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.*, and, after the contract award, the entire RFP file may be viewed and copied by any member of the public, including news agencies and competitors. Respondents claiming a statutory exception to the APRA must place all confidential documents (including the requisite number of copies) in a sealed envelope clearly marked "Confidential" and must indicate in the Transmittal Letter and on the outside of that envelope that confidential materials are included. The Respondent must also specify which statutory exception of APRA that applies. The State reserves the right to make determinations of confidentiality. If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission

confidential. If the State does not agree that the information designated is confidential under one of the disclosure exceptions to APRA, it may seek the opinion of the Public Access Counselor. Prices are not confidential information.

1.16 TAXES

Proposals should not include any tax from which the State is exempt.

1.17 PROCUREMENT DIVISION REGISTRATION

In order to receive an award, you must be registered as a bidder with the Department of Administration, Procurement Division. Therefore, to ensure there is no delay in the award all Respondents are strongly encouraged to register prior to submission of their response. Respondents should go to www.in.gov/idoa/2464.htm.

1.18 SECRETARY OF STATE REGISTRATION

If awarded the contract, the Respondent will be required to register, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations and limited liability companies. Information concerning registration with the Secretary of State may be obtained by contacting:

Secretary of State of Indiana
Corporation Division
402 West Washington Street, E018
Indianapolis, IN 46204
(317) 232-6576
www.in.gov/sos

1.19 COMPLIANCE CERTIFICATION

Responses to this RFP serve as a representation that it has no current or outstanding criminal, civil, or enforcement actions initiated by the State, and it agrees that it will immediately notify the State of any such actions. The Respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees or other statutory, regulatory or judicially required payments to the State. The Respondent agrees that the State may confirm, at any time, that no such liabilities exist, and, if such liabilities are discovered, that State may bar the Respondent from contracting with the State, cancel existing contracts, withhold payments to setoff such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State and has submitted proof of such payment to the State.

1.20 EQUAL OPPORTUNITY COMMITMENT

Pursuant to IC 4-13-16.5 and in accordance with 25 IAC 5, it has been determined that there is a reasonable expectation of minority and woman business enterprises subcontracting opportunities on a contract awarded under this RFP. Therefore a contract

goal of 8% for Minority Business Enterprises and 8% for Woman Business Enterprises have been established and all respondents will be expected to comply with the regulation set forth in 25 IAC 5.

Failure to meet these requirements will affect the evaluation of your proposal.

**1.21 MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP
SUBCONTRACTOR COMMITMENT**

In accordance with 25 IAC 5-5, the respondent is expected to submit with its proposal a MWBE Subcontractor Commitment Form. The Form must show that there are, participating in the proposed contract, Minority Business Enterprises (MBE) and Women Business Enterprises (WBE) listed in the Minority and Women's Business Enterprises Division (MWBED) directory of certified firms located at <http://www.in.gov/idoa/2352.htm>. If participation is met through use of vendors who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety.

Failure to meet these goals will affect the evaluation of your Proposal. The Department reserves the right to verify all information included on the MWBE Subcontractor Commitment Form.

Respondents are encouraged to contact and work with MWBED at 317-232-3061 to design a subcontractor commitment to meet established goals as referenced in this solicitation.

Prime Contractors must ensure that the proposed subcontractors meet the following criteria:

- Must be listed on the IDOA Directory of Certified Firms
- Each firm may only serve as once classification – MBE or WBE
- A Prime Contractor who is an MBE or WBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement.
- Must serve a commercially useful function. The firm must serve a value-added purpose on the engagement.
- Must provide goods or service only in the industry area for which it is certified as listed in the directory at <http://www.in.gov/idoa/2352.htm>
- Must be used to provide the goods or services specific to the contract
- National Corporate Diversity Plans are generally not acceptable

**MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR
LETTER OF COMMITMENT**

A signed letter(s), on company letterhead, from the MBE and/or WBE must accompany the MWBE Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the MBE and/or WBE of its subcontract amount, a description of products and/or services to be provided on this project and approximate date the subcontractor will perform work on this contract. The State will deny evaluation points if the letter(s) is not attached, not on company letterhead, not signed and/or does not reference and match the subcontract amount and the anticipated period that the Subcontractor will perform work for this solicitation.

By submission of the Proposal, the Respondent acknowledges and agrees to be bound by the regulatory processes involving the State's M/WBE Program. Questions involving the regulations governing the MWBE Subcontractor Commitment Form should be directed to: Minority and Women's Business Enterprises Division at (317) 232-3061 or mwbe@idoa.in.gov.

1.22 AMERICANS WITH DISABILITIES ACT

The Respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.* and 47 U.S.C. 225).

1.23 SUMMARY OF MILESTONES

The following timeline is only an illustration of the RFP process. The dates associated with each step are not to be considered binding. Due to the unpredictable nature of the evaluation period, these dates are commonly subject to change. At the conclusion of the evaluation process, all Respondents will be informed of the evaluation team's findings.

Key RFP Dates:

Activity	Date
Issue of RFP	4/28/2010
Deadline to Submit Written Questions	6/11/2010
Pre-Proposal Conference	6/8/2020
Response to Written Questions/RFP Amendments	6/17/2010
Submission of Proposals	7/14/2010_ 6/30/2010

<i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i>	
Proposal Evaluation	7-1-2010
Proposal Discussions/Clarifications (if necessary)	TBD
Oral Presentations (if necessary)	TBD
Best and Final Offers (if necessary)	TBD
Contract Award	9-1-2010

**SECTION TWO
 PROPOSAL PREPARATION INSTRUCTIONS**

2.1 GENERAL

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. All Respondents are required to format their proposals in a manner consistent with the guidelines described below:

- Each item must be addressed in the Respondent’s proposal.
- The Transmittal Letter must be in the form of a letter. The business and technical proposals must be organized under the specific section titles as listed below.

2.2 TRANSMITTAL LETTER

The Transmittal Letter must address the following topics except those specifically identified as “optional.”

2.2.1 Agreement with Requirement in listed in Section 1

The Respondent must explicitly acknowledge understanding of the general information presented in Section 1 and agreement with any requirements/conditions listed in Section 1.

2.2.2 Summary of Ability and Desire to Supply the Required Products or Services

The Transmittal Letter must briefly summarize the Respondent’s ability to supply the requested products and/or services that meet the requirements defined in Section 2.4 of this RFP. The letter must also contain a statement indicating the Respondent’s willingness to provide the requested products and/or services subject to the terms and conditions set forth in the RFP including, but not limited to, the State’s mandatory contract clauses.

2.2.3 Signature of Authorized Representative

A person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested in Section 2.3.4, must sign the Transmittal Letter. **In the Transmittal Letter, please indicate the principal contact for the proposal along with an address, telephone and fax number as well as an e-mail address, if that contact is different than the individual authorized for signature.**

2.2.4 Respondent Notification

Unless otherwise indicated in the Transmittal Letter, Respondents will be notified via e-mail.

It is the Respondent's obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor/contractor addresses.

2.3 BUSINESS PROPOSAL

The Business Proposal must address the following topics except those specifically identified as "optional."

2.3.1 General (optional)

This section of the business proposal may be used to introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

2.3.2 Respondent's Company Structure

The legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization.

2.3.3 Company Financial Information

This section must include the Respondent's financial statement, including an income statement and balance sheet, for each of the two most recently completed fiscal years. The financial statements must demonstrate the Respondent's financial stability. If the financial statements being provided by the Respondent are those of a parent or holding company, additional financial information should be provided for the entity/organization directly responding to this RFP.

2.3.4 Integrity of Company Structure and Financial Reporting

This section must include a statement indicating that the CEO and/or CFO has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

The Sarbanes Oxley Act of 2002, H.R. 3763, is NOT directly applicable to this procurement; however, its goals and objectives may be used as a guide in the determination of corporate responsibility for financial reports.

2.3.5 Contract Terms/Clauses

A sample contract that the state expects to execute with the successful Respondent(s) is provided in Attachment B. This contract contains both mandatory and non-mandatory clauses. Mandatory clauses are listed below and are non-negotiable. Other clauses are highly desirable. It is the State's expectation that the final contract will be substantially similar to the sample contract provided in Attachment B.

In your Transmittal Letter please indicate acceptance of these mandatory contract terms (see section 2.2.2). In this section please review the rest of the contract and indicate your acceptance of the non-mandatory contract clauses. If a non-mandatory clause is not acceptable as worded, suggest specific alternative wording to address issues raised by the specific clause. If you require additional contract terms please include them in this section. To reiterate it's the State's strong desire to not deviate from the contract provided in the attachment and as such the State reserves the right to reject any and all of these requested changes.

The mandatory contract terms are as follows:

- Authority to Bind Contractor
- Duties of Contractor, Rate of Pay, and Term of Contract
- Compliance with Laws
- Drug-free Workplace Provision and Certification
- Funding Cancellation
- Indemnification
- Governing Laws
- Non-discrimination clause
- Payments
- Penalties/Interest/Attorney's Fees
- Non-collusion and Acceptance
- Information Technology *Only mandatory when contract is for IT products or services

Any or all portions of this RFP and any or all portions of the Respondents response may be incorporated as part of the final contract

2.3.6 References

The Respondent must include a list of at least four (4) clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Any state government for whom the respondent has provided these products and services must be included;** also to be included are customers with locations in or near Indianapolis, as site visits may be requested. Information provided should include the name, address, email address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information.

2.3.7 Registration to do Business

Secretary of State

If awarded the contract, the Respondent will be required to be registered, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations and limited liability companies. The Respondent must indicate the status of registration, if applicable, in this section of the proposal.

Department of Administration, Procurement Division

Additionally, respondents must be registered with the IDOA. This can be accomplished on-line at <http://www.in.gov/idoa/2464.htm>.

The IDOA Procurement Division maintains two databases of vendor information. The Bidder registration database is set up for vendors to register if you are interested in selling a product or service to the State of Indiana. Respondents may register on-line at no cost to become a Bidder with the State of Indiana. To complete the on-line Bidder registration, go to <http://www.in.gov/idoa/2464.htm>. The Bidder registration offers email notification of upcoming solicitation opportunities, corresponding to the Bidder's area(s) of interest, selected during the registration process. Respondents do need to be registered to bid on and receive email notifications. Completion of the Bidder registration will result in your name being added to the Bidder's Database, for email notification. The Bidder registration requires some general business information, an indication of the types of goods and services you can offer the State of Indiana, and locations(s) within the state that you can supply or service. There is no fee to be placed in Procurement Division's Bidder Database. To receive an award, you must be registered as a bidder.

Problems or questions concerning the registration process or the registration form can be e-mailed to Amey Redding, Vendor Registration Coordinator, aredding@idoa.in.gov, or you may reach her by phone at (317) 234-3542.

2.3.8 Authorizing Document

Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.

2.3.9 Subcontractors

The Respondent is responsible for the performance of any obligations that may result from this RFP, and shall not be relieved by the non-performance of any subcontractor. Any Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes, and will be subject to the provisions thereof. For each portion of the proposed products or services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address and the state in which formed that are proposed to be used in providing the required products or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority or Women Owned Business under IC 4-13-16.5-1. See Section 1.21 and Attachment A for Minority and Women Business information.

2.3.10 Extension of Pricing to Other Governmental Bodies

Please indicate your willingness to extend the pricing provided to the State in your RFP response, to Other Governmental Bodies (Note: this is a requirement). Each Respondent is also asked to address this in your Business Proposal.

2.4 TECHNICAL PROPOSAL

The Technical Proposal must be divided into the sections as described in Attachment D. Every point made in each section must be addressed in the order given. The same outline numbers must be used in the response. RFP language should not be repeated within the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the technical proposal must contain a meaningful summary of the referenced material. The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked. If there are multiple references or multiple documents, these must be listed and organized for ease of use by the State

2.5 COST PROPOSAL

CALL RATES & COMMISSION PROPOSAL

The State requires the call rates and commissions associated with this RFP be a firm commission that must remain open and in effect for a period of not less than 180 days

from the proposal due date as well as any extensions agreed to in the course of contract negotiations.

Commissions associated with this RFP are to be paid on gross revenue.

It is essential that the current levels of service remain the same or improve, and the costs of services to public and offender users and their friends and family members decrease. Said service should be made available at a fair and competitive rate to all users, including the general public, offenders, their family members, and friends who make and or receive calls from offender phones, and payphones located on State property.

For purposes of evaluation, a baseline will be used based on previous contract history. The baseline that will be used here is based on an approximation of the historical average rate.

The baseline figures that should be used are 32.5 cents per minute rate for Offender Calls with the Commission Rate of 35%.

Public Payphone Local Coin Call rate cannot be greater than .50 cents per call.

Public Payphone Commission is 18%.

Pricing to be submitted on Attachment H.

See Addendum 4 for additional detail.

2.6 INDIANA ECONOMIC IMPACT

All companies desiring to do business with state agencies must complete an "Indiana Economic Impact" form (Attachment C). The collection and recognition of the information collected with the Indiana Economic Impact form places a strong emphasis on the economic impact a project will have on Indiana and its residents regardless of where a business is located. The collection of this information does not restrict any company or firm from doing business with the state.

2.7 BUY INDIANA INITIATIVE/INDIANA COMPANY

It is the Respondent's responsibility to confirm its Buy Indiana status for this portion of the process. If a Respondent has previously registered its business with IDOA, go to <http://www.in.gov/idoa/2464.htm> and click on the link to update this registration. Click the tab titled Buy Indiana. Select the appropriate category for your business. Respondents may only select one category. Certify this selection by clicking the check box next to the certification paragraph. Once this is complete, save your selection and exit your account.

Respondents that have not previously registered with IDOA must go to <http://www.in.gov/idoa/2464.htm> and click on the link to register. During the registration process, follow the steps outlined in the paragraph above to certify your business' status. The registration process should be complete at the time of proposal submission.

Defining an Indiana Business:

“Indiana business” refers to any of the following:

- (1) A business whose principal place of business is located in Indiana.
- (2) A business that pays a majority of its payroll (in dollar volume) to residents of Indiana.
- (3) A business that employs Indiana residents as a majority of its employees.

Respondents claiming this status must indicate which of the provisions above qualifies them as an Indiana business. They must also fully complete the Indiana Economic Impact Form (Attachment C) and include it with their response.

The following is the policy concerning items 4 & 5 described below. Appropriate documentation must be provided with your proposal response supporting either claim made below:

- (4) A business that makes significant capital investments in Indiana.
- (5) A business that has a substantial positive economic impact on Indiana.

Substantial Capital Investment:

Any company that can demonstrate a minimum capital investment of \$5 million or more in plant and/or equipment or annual lease payments of \$2.5 million or more shall qualify as an Indiana business under category #4. If an out of state company does not meet one of these criteria, it can submit documentation/justification to the State for review for inclusion under this category.

Substantial Indiana Economic Impact:

Any company that is in the top 500 companies (adjusted) for one of the following categories: number of employees (DWD), unemployment taxes (DWD), payroll withholding taxes (DOR), or Corporate Income Taxes (DOR); it shall qualify as an Indiana business under category #5. If a Respondent needs assistance in determining if its business qualifies under this criterion, please send an email inquiry to buyindianainvest@idoa.in.gov and you will receive a response within forty-eight (48) hours. If an out of state company does not meet one of these criteria, it can submit documentation/justification to the State for review for inclusion under this category.

SECTION THREE PROPOSAL EVALUATION

3.1 PROPOSAL EVALUATION PROCEDURE

The State has selected a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals with regard to compliance with RFP requirements. All evaluation personnel will use the evaluation criteria stated in Section 3.2. The Commissioner of IDOA or his designee will, in the exercise of his sole discretion, determine which proposals offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

- 3.1.1 Each proposal will be evaluated for adherence to requirements on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements may be eliminated from consideration.
- 3.1.2 Each proposal will be evaluated on the basis of the categories included in Section 3.2. A point score has been established for each category.
- 3.1.3 If technical proposals are close to equal, greater weight may be given to price.
- 3.1.4 Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State, taking into account all of the evaluation factors, may be selected by IDOA, IOT & IDOC for further action, such as contract negotiations. If, however, IDOA, IOT & IDOC decide that no proposal is sufficiently advantageous to the State, the State may take whatever further action is deemed necessary to fulfill its needs. If, for any reason, a proposal is selected and it is not possible to consummate a contract with the Respondent, IDOA may begin contract negotiations with the next qualified Respondent or determine that no such alternate proposal exists.

3.2 EVALUATION CRITERIA

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the RFP in a cost-effective manner. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category. The points associated with each category are indicated following the category

name (total maximum points = 105). Negative points may be assigned in the cost score. Additionally, there is an opportunity for a bonus of five points if certain criteria are met. For further information, please reference Section 3.2.3 below. If any one or more of the listed criteria on which the responses to this RFP will be evaluated are found to be inconsistent or incompatible with applicable federal laws, regulations or policies, the specific criterion or criteria will be disregarded and the responses will be evaluated and scored without taking into account such criterion or criteria.

Summary of Evaluation Criteria:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	25 points
3. Cost (Cost Proposal) This will be divided into two parts. Cost and Commission with the points added together for a final score.	-30 to +30 available points <u>Offender Calls</u> 15 Pts for Cost Per Minute/Offender Calls 11 Pts for Commission <u>Public Payphone Rates</u> 3 Pts for Local Coin Call 1 pt for Commission <u>(5 bonus points are available if certain criteria is met on the cost portion of the Offender Calls)</u>
4. Indiana Economic Impact	15
5. Buy Indiana	10
6. Minority (10) and Women Business (10) Subcontractor Commitment	20
Total	100 (105 if bonus awarded)

Different per minute rate options can be proposed, however for evaluation purposes all per minute and commission rates will be added together and the average used for the purpose of scoring. For Example:

Rate Worksheet for Offender Calls

Per Minute Rate	Proposed Commission
.25	40%
.15	25%
.10	15%

Your average cost per minute would be .17 cents per minute and your average Commission would be 26%.

The State is requesting pricing for International Offender Rates although this will be taken into consideration it will not be used in the cost scoring evaluation.

The Offender Pay Phones and the Public Payphone rate will be evaluated on the point score listed above and for final evaluation review and cost score, all points will be added together as follows:

Offender Calls per minute rate (15 pts)
+
Commission on Offender Calls (11 pts)
+
Public Payphone Local Coin Call rate (3 pts) (Respondents cannot propose more than a .50 cents call rate)
+
Public Payphone Commission (1 pt)
=
TOTAL COST SCORE

All pricing to be submitted on Attachment H.

All proposals will be evaluated using the following approach.

Step 1

In this step proposals will be evaluated only against Criteria 1 to ensure that they adhere to Mandatory Requirements. Any proposals not meeting the Mandatory Requirements will be disqualified.

Step 2

The proposals that meet the Mandatory Requirements will then be scored based on Criteria 2 and 3 ONLY. This scoring will have a maximum possible score of 55 points with a potential of 5 bonus points if certain criteria are met. All proposals will be ranked on the basis of their combined scores for Criteria 2 and 3 ONLY. This ranking will be used to create a "short list". Any proposal not making the "short list" will not be considered for any further evaluation.

Step 2 may include one or more rounds of proposal discussions focused on cost and other proposal elements.

Step 3

The short-listed proposals will then be evaluated based on all the entire evaluation criteria outlined in the table above.

If the State conducts additional rounds of discussions and a BAFO round which lead to changes in either the technical or cost proposal for the short listed Respondents, their scores will be recomputed.

The section below describes the different evaluation criteria.

- 3.2.1 Adherence to Requirements – Pass/Fail
Respondents passing this category move to Phase 2 and proposal is evaluated for Management Assessment/Quality and Price.

The following 2 categories can not exceed 55 points.

- 3.2.2 Management Assessment/Quality - 25 points

- 3.2.3 Price – 30 points available

Price will be measured against the State's baseline cost for this scope of work. The cost that the State is currently paying or its best estimate will constitute the baseline cost. Cost scoring points will be assigned as follows:

- Respondents who meet the State's current baseline cost will receive zero (0) cost points.
- Respondents who propose a decrease to the State's current costs will receive positive points at the same rate as bid increasing cost.
- Respondents who propose an increase to the State's current cost will receive negative points at the same rate as bid lowering cost.
- Respondents who propose a 10% decrease to the State's current baseline cost will receive all of the available cost points.
- If multiple Respondents decrease costs below 10% of the current baseline, an additional 5 points will be added to the Respondent proposing the lowest cost to the State.

- 3.2.4 Indiana Economic Impact (15 points)

See Section 2.6 for additional information.

The total number of full time equivalent (FTE – please see Section 1.2 for a definition of FTE's) Indiana resident employees for the Respondent's proposal (prime contractor and subcontractors) will be used to evaluate the Respondent's Indiana Economic Impact. Points will be awarded based on a graduated scale. The Respondent with the most Indiana FTEs will be awarded 15 points. Points will then be awarded to the remaining Respondents proportionately.

3.2.5 Buy Indiana Initiative – 10 points

Respondents qualifying as an Indiana Company as defined in Section 2.7 will receive 10 points in this category.

3.2.6 Minority (10 points) & Women's Business (10 points) Subcontractor Commitment - (20 points).

The following formula will be used to determine points to be awarded:

The commitment factor for each proposal will be calculated by multiplying the commitment percentage by one hundred. The RFP score ratio will be determined by dividing the maximum allowable points by the highest commitment factor. The proposal with the highest commitment factor will be given the maximum allowable points. The points awarded to the other proposals will be calculated by multiplying the score ratio by the proposed commitment factor.

Commitment percentage * 100 = commitment factor
Maximum allowable points/highest commitment factor = score ratio
Commitment factor * score ratio = points awarded

The Commissioner of IDOA or his designee will, in the exercise of his sole discretion, determine which proposal(s) offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

**RFP 10-55
Attachment D
TECHNICAL SPECIFICATIONS FOR THE
PROCUREMENT OF OFFENDER PAYPHONES AND CALL CONTROL
EQUIPMENT, PUBLIC PAYPHONES, AND PUBLIC WI-FI INTERNET SERVICE.**

1.0 TECHNICAL PROPOSAL FORMAT – MANDATORY

Technical Proposals submitted in response to this RFP must conform to the following outline. The same outline numbers must be used in your response. RFP language should not be repeated in your response. Failure to comply with these specifications may result in rejection of the proposal.

Number each page of the proposal. 1 of 200, 2 of 200, etc.

In accordance with IC 5-22-23(b)(1), the security and fraud control services that are considered necessary are indicated as mandatory specifications in this document. Mandatory specifications are indicated as such. Each specification listed as MANDATORY requires that the Respondent provide both a written response and a statement that they can provide the service, feature or information requested. Respondents should note that failure to provide mandatory requirements on the proposed services and for the proposed commission may be basis for rejection of the proposal. Responses may be inserted immediately following each section in a type font or color that is distinguishable from the type font of this RFP.

No changes are to be made to the original RFP language by the Respondent. Such action could lead to the disqualification of the proposal.

Desirable specifications will be evaluated on a point system for Specifications. Anything that does not specify MANDATORY will be evaluated on a point system for Quality of Proposal Approach.

Respondent's must note that a response is required for each "Provide the Following" section.

2.0 QUANTITY OF TELEPHONES TO BE SERVICED – MANDATORY (with the exception of 2.3.2 – Site Visits)

The quantities provided in this section include all known Offender & Public Telephones located on or within state facilities. Locations include but are not limited to correctional facilities, DNR State Park & Reservoir Locations, and INDOT rest areas and information centers.

- 2.1 There are approximately 1,439 offender phones located in State correctional facilities.
- 2.2 Approximately 1,336 of these telephones are offender (collect only), 80 are zero contact phones, and 23 are other correctional telephones. Additionally, approximately 530 coin telephones are located at DNR, INDOT rest areas, and other State Office Buildings.
- 2.3 All equipment, phones, enclosures, fiber optic cable, telecom cables, trenching, racks, conduit, access points, voice and data circuits, and any other items necessary to provide a completely operational service will be the responsibility of the Respondent. Existing conduit, racks, and cables may be utilized when available. The State will incur no costs as part of this RFP.
 - 2.3.1 All hardware and cabling installed under the RFP must conform to IOT, NEC,

Bicsi, and all other national, state, and local regulations relating to fire stopping, electrical and telecommunications standards. The IOT telecomm inspector will inspect all installations. Any installation that does not meet the minimum standards will be remedied within 30 days after notification by the State. Failure to remedy the issue will result in the State utilizing a contractor of their choice, and the Respondent will be responsible for all costs. Standards can be found at: <http://www.in.gov/iot/2394.htm>

- 2.3.2 Site Visits see Attachment K: (**Not Mandatory** but highly encouraged - Respondent will be responsible for all phones, software, hardware, enclosures, cabling, conduit, and any other items or labor necessary to completely satisfy this requirement, with or without attending the site visits).
- 2.4 Please refer to Attachment E and F for a complete IDOC facility listing that includes station counts, public payphone counts, usage information for the last reported quarter, and other important IDOC statistics and information.

PROVIDE THE FOLLOWING:

- 2.5 Indicate if the proposed service can provide service to the quantity of Offender and Public Telephones utilized by the state.
- 2.6 Indicate if the proposed service can support additional telephones and lines of service as the States needs grow.
- 2.7 Confirm your agreement and understanding with complying to all applicable professional standards including but not limited to NEC, and Bicsi standards.
- 2.8 Indicate the ability to provide service to all types of Offender and Public Telephones utilized by the state.
- 2.9 Any other information deemed necessary or appropriate to this section.

3.0 AREA TO BE SERVICED – MANDATORY

- 3.1 Respondent must be capable and willing to provide service to all State controlled locations. This includes locations where the state currently has offender phones and public pay telephone service as well as any future State controlled locations.
- 3.2 Services must be provided to all Offender and Public Telephones 24 hours a day, 7 days a week, 365 days a year.

PROVIDE THE FOLLOWING:

- 3.3 Indicate and elaborate on the proposed service's ability to meet this specification.
- 3.4 Any other information deemed necessary or appropriate to this section.

4.0 Integration with IDOC Offender Information System (OIS)/Juvenile Data System (JDS) – Mandatory

The proposed CCS must be able to integrate with the currently operating OIS/JDS. Specifically, the proposed CCS must be able to integrate with the Offender Trust System (OTS), Offender Visit Lists, and Offender Personal Allowed Numbers information housed in the systems. The current OIS/JDS operates on a mainframe COBOL database. The proposed CCS must be able to accept data downloads or extract the necessary information from the system.

The IDOC will be developing a new OIS/JDS system that is Microsoft based. The proposed CCS must have the ability to eventually integrate and share data with the new system upon completion. Respondent must be willing to work and test with IDOC during the development process to aid in successful integration with the new OIS/JDS.

PROVIDE THE FOLLOWING:

- 4.1 Indicate your ability to integrate with the existing OIS to pull the required data.
- 4.2 How will you interface and receive data from the current OIS/JDS system?
- 4.3 Indicate your understanding and willingness to work with IDOC and the new OIS/JDS system.
- 4.4 Any other information deemed necessary or appropriate to this section.

5.0 INTEGRATION WITH OFFENDER KIOSK SYSTEM-MANDATORY

IDOC will be implementing a contract for offender kiosks and trust accounts on or after July 1, 2010. Anticipated services will include trust account funding, offender email, video visitation, and other services.

- 5.1 Respondent must work in good faith with the selected vendor to integrate the proposed CCS to permit offenders and their family and friends to fund their Offender phone accounts should they chose to fund the accounts utilizing this method.
- 5.2 Any and all costs for funding the accounts utilizing the selected vendor will be the responsibility of Respondent and the new vendor. Family and friends funding accounts will bear no costs for utilizing this funding method.
- 5.3 Respondent is still permitted to handle their own account funding and billing utilizing their own customer service center, but families must be able to fund phone accounts using the new vendor should they chose to do so.

PROVIDE THE FOLLOWING:

- 5.4 Your understanding and willingness to work with the selected vendor and integrate with their system.
- 5.5 Your understanding that all costs are the responsibility of Respondent and the selected vendor.
- 5.6 Any other information deemed necessary or appropriate to this section.

6.0 OFFENDER COLLECT-ONLY TELEPHONE SYSTEM REQUIREMENTS-MANDATORY

- 6.1 The proposed CCS at each correctional facility is to have the latest state of the art technology, network connectivity, call recording, call control, and investigative capabilities.
- 6.2 IOT and IDOC have the final authority and approval for the type of offender telephone system and features installed at the IDOC locations.
- 6.3 There shall be one line/channel/port per telephone. All phones must be able to draw dial tone and place a call simultaneously at each IDOC facility. **No line concentration is allowed.**

- 6.4 Once a call is connected, the proposed CCS should ignore any additional numbers dialed accidentally or intentionally by either the offender or the called party. The intent of this feature is to prevent disconnects and fraud attempts such as 3-way calls.
- 6.5 All offender call control platforms are to be common platforms that are Windows based utilizing Windows XP, Linux, or other industry proven operating system. Respondent is required to maintain all systems, software, updates, and related software licensing throughout the life of the resulting contract.
- 6.6 Respondent must supply one computer, monitor, computer mouse, speakers or headphones, and printer at each facility for investigator and site administrator use. Computer must have the ability to burn CD's or DVD's or provide another method of digital output so investigators can easily transport call recordings.
 - 6.6.1 Respondent will be responsible for maintaining this hardware and consumables such as ink refills, CD's, DVD's, portable media device, etc.
- 6.7 Proposed CCS must employ all of the latest investigate tools to help track criminal activity and unauthorized calling. Advanced reporting capabilities must include at a minimum the following capabilities.
 - 6.7.1 Ability to search and compare CDR's and recordings at one IDOC facility or between all IDOC facilities and any other cooperating correctional facility utilizing the same CCS you are proposing.
 - 6.7.2 Proposed CCS should subscribe to reverse lookup or reverse 411 databases to permit IDOC staff to investigate and verify details and the validity of phone numbers and addresses being added to the offenders PAN list, and any phones numbers that are being called from the proposed CCS.
 - 6.7.3 Ability to categorize offenders in the proposed CCS by facility and across facilities into specific known gang affiliations or groups.
 - 6.7.4 Ability to compare allowed call lists and dialed numbers of gang members and offenders to the lists of other gang members and offenders to allow investigators to examine calling patterns to common numbers dialed by gang members and offenders.
 - 6.7.5 Ability to cross reference offender PAN lists with IDOC employee, Respondent, and contractor phone numbers to ensure that offenders are not communicating with employees.
 - 6.7.6 Ability to tag called numbers or offender PIN numbers as "hot" numbers and alert investigators in real time that a call is in progress, or flag the call for later review.
 - 6.7.7 Investigators must have the ability to terminate a call in progress by clicking an icon on the system workstation.
 - 6.7.8 CCS must permit authorized IDOC staff to interrupt or conference into an active call by clicking an icon on the workstation or by dialing a code on the phone to begin participating in the call.
 - 6.7.9 Ability to search for calls by PIN number, dialed number, most common dialed number, etc.
 - 6.7.10 Investigators must be able to add electronic notes or memos to the call records in the proposed CCS.
 - 6.7.11 Investigators must be able to lock a call record and recording if desired to prevent deletion of the record from the CCS.
 - 6.7.12 CCS must be able to call out to at least 2 designated investigator phone numbers per facility for designated hot numbers or any other number or offender PIN that IDOC wants to monitor live.

- 6.7.12.1 IDOC staff must then be able to terminate, monitor, or conference into the call by entering a security code.
- 6.7.12.2 IDOC must be able to flag these calls for later review.
- 6.8 CCS must employ real time call monitoring at each facility. Real time call monitoring must include the ability of remote live monitoring from an approved location anywhere in the IDOC or from any PC connection utilizing a secure connection into the call control system.
- 6.9 CCS must allow an investigator to listen to multiple live calls simultaneously.
- 6.10 CCS must include digital call recording and archiving at each IDOC facility. Recordings may be made and stored at a networked location as long as IDOC has the immediate ability to download, listen live, burn CD's, or download and email the recording to other IDOC staff.
- 6.11 CCS audio files must have the ability to be saved and stored on individual PC's, portable recording and playback devices, as well as media, tapes and CD's. Verify the formats of these files will, or can, be saved (ex: WAV, MP3, etc). This is required so they can be easily e-mailed as needed for investigations.
- 6.12 Call recordings must be a high quality digital recording (WAV, MP3, or other industry accepted standard) that is at least voice grade quality and distortion free. Recordings must be tamper proof and usable as evidence in a court of law.
- 6.13 During a call, even periods of silence must be recorded.
- 6.14 Calls to attorneys and other telephone numbers designated as "privileged" are not to be recorded or monitored. Respondent will be required to verify validity of attorney or privileged phone numbers with the state's judicial authority before adding them to the proposed CCS list of calls that are not to be recorded or monitored.
- 6.15 IDOC facilities are to be networked to allow remote real time access to the call control system. This access must include the ability to allow real time call monitoring and system changes to occur at any remote IDOC location with the proper security access
- 6.16 CDR's and System recordings must be available immediately online for a minimum period of 24 months. After 24 months, all recorded calls may be archived onto a digital format acceptable to the State. CD's or DVD's are the preferred format. If selected Respondent prefers to keep all records online during the life of the contract this is also acceptable to the State.
- 6.17 CCS must include 3-Way Call Detection and Prevention.
- 6.18 Phone and Handset Requirements (Offender Phones):
- 6.18.1 All offender telephones are to be of the highest quality and include industry accepted armored handset cords, tamperproof enclosures, keypads, handsets, and adjustable volume controls. All phones must be hearing aid compatible.
- 6.18.2 No external screws, bolts, metal or plastic fasteners are permitted on the exterior housing of the phones.
- 6.18.3 Keypad must be an inmate industry standard chrome DTMF pad that is weather, graffiti, and vandal resistant.
- 6.18.4 Phone housing must be a minimum of 14 gauge stainless steel and be weather, graffiti, and vandal resistant. Powder coated finishes are not acceptable.
- 6.18.5 Handset cord must be an armored cord with a steel lanyard and retainer bracket to prevent cord or handset removal. Cord length will be no longer than 24" in length.
- 6.18.6 Noise Limiters or confidencers are required for all handsets in noisy areas of IDOC facilities.

- 6.18.7 Ruggedized and secure cordless phones are also required for use in certain secure areas of facilities. Phones must be designed so they may not be disassembled or modified by the offenders.
- 6.18.8 Each phone will be clearly identified with a station ID number to aid in trouble reporting and service.

PROVIDE THE FOLLOWING:

- 6.19 Describe in detail the call control system (CCS) that you are proposing for IDOC facilities.
- 6.20 Describe how you will maintain security to prevent unauthorized users from gaining access to the CCS and associated workstations and network.
- 6.21 How long has the proposed CCS been utilized by your company?
- 6.22 What operating system does your proposed CCS utilize?
- 6.23 Indicate the ability of the proposed CCS to ignore dialed digits as specified in 6.4.
- 6.24 Provide a listing of which IDOC facilities will have an onsite CCS, and which ones that will be connected to a networked location.
- 6.25 Provide a network diagram detailing how the proposed system will be networked.
- 6.26 Provide information regarding your network operations center location and your backup facilities.
- 6.27 Provide information regarding the storage of call recordings and call detail records. Where will the data be stored and backed up, and how can you ensure the State that data will not be lost?
- 6.28 Indicate the ability for the proposed CSS to interface and utilize reverse lookup or reverse 411 databases for phone number and address verification, and investigative purposes.
- 6.29 Provide any other information about the investigative capabilities of your proposed CCS that will be of benefit to the State and IDOC investigators.
- 6.30 Provide a statement that recorded calls are usable as evidence in a court of law. Explain how your system maintains the integrity of the recorded call and the call detail record to ensure that it is admissible as evidence in a court of law.
- 6.31 Confirm and explain how your system handles call monitoring, recording and archiving.
- 6.32 A sample CD of an actual recorded call from the CCS (being proposed) with each proposal copy submitted in response to this RFP.
- 6.33 Describe how your proposed system copies archived and online data onto media for investigations, hearings, etc.
- 6.34 What is your systems current online storage length? Include information for both archiving and recording.
- 6.35 Confirm and explain how your proposed system handles and verifies that phone numbers entered into the call control system as attorney or "privileged" calls are legitimate attorney phone numbers that are not to be recorded or monitored.
- 6.36 Describe how your proposed CCS provides an industry proven method of 3-Way call detection and prevention.
- 6.37 Describe how your proposed system detects and handles 3-way call attempts. Is it based on audio, voltage, etc?
- 6.38 What is the percentage of 3-way calls that your system accurately detects for calls to both analog lines as well as digital lines?
- 6.39 What precautions are taken to insure that legitimate calls are not accidentally

- disconnected due to false detection's of a 3-way call attempt?
- 6.40 How long has this method of 3-way call detection been in use by your company?
- 6.41 Include specifications and illustrations of the type of telephone equipment you will provide as part of this RFP.
- 6.42 Indicate your ability to provide cordless phones.
- 6.43 Any other information deemed necessary or appropriate to this section.
- 6.44 Free Calls and Speed Dials
- 6.44.1 CCS must permit free calls to at least the following numbers and other numbers in the future as determined by the IOT and IDOC.
- 6.44.1.1 Public Defenders Office (Indiana Public Defenders office)
- 6.44.1.2 The following destinations must have the ability to be answered live at the discretion of IDOC and also provide the ability to leave a message and notify investigators when messages have been left. This may require a voice mailbox on the proposed CCS or the ability to transfer to another number inside the facility or outside of the facility.
- 6.44.1.2.1 Crime Stoppers tip line.
- 6.44.1.2.2 T.I.P.S (Timely Information Promotes Safety) Hotline.
- 6.44.1.2.3 Sexual victimization hotline.
- 6.44.1.2.4 Gang Hotline.
- 6.44.1.2.5 Other lines as required by the State.

PROVIDE THE FOLLOWING:

- 6.44.2 Indicate and elaborate on the proposed CCS's ability to meet the requirements specified in 6.44.0.
- 6.44.3 Any other information deemed necessary or appropriate to this section.
- 6.45 Zero Contact Visitation Phones
- 6.45.1 IDOC currently has approximately 80 zero contact phones at various correctional facilities. Respondent will assume responsibility for the existing phones as part of this RFP and any additional zero contact phones required for the life of the resulting contract at no cost to the State.
- 6.45.2 All conversations excluding attorney & privileged conversations are to be recorded by the installed CCS. Verification of such calls is discussed in 6.13
- 6.45.2.1 Periods of silence must be recorded.
- 6.45.2.2 Recorded calls must be logged and searchable just as a regular offender calls and be reviewable by the same CCS.
- 6.45.2.3 IDOC must be supplied with a simple method to disable recording of attorney & privileged conversations. Upon completion of conversation the CCS must automatically start recording the next conversation when the phone is lifted off hook. A Manual cutoff switch will **NOT** satisfy this requirement.
- 6.45.3 Offender will be required to enter their offender PIN to activate the zero contact phones. Upon entering the proper code, the conversation will be logged and recorded in the CCS by the offender PIN number and the conversation may begin.
- 6.45.4 Conversations will be of an unlimited or limited duration as determined by the

superintendent at each facility. For facilities with visitation sessions of a limited duration, the system must announce when one minute remains in conversations and the visitation session.

- 6.45.5 Respondent will be responsible for posting appropriate signage indicating that conversations are being recorded and monitored. Verbiage of signage will be reviewed and approved by IDOC central office before any signs can be posted.
- 6.45.6 Respondent will be responsible for all phones, software, hardware, enclosures, cabling, conduit, and any other items or labor necessary to completely satisfy this requirement.

PROVIDE THE FOLLOWING:

- 6.45.7 Indicate and elaborate on the proposed equipment's ability to meet the above requirements in Section 6.45.
 - 6.45.8 Describe how your proposed system will permit disabling the recording of attorney or privileged calls.
 - 6.45.9 Provide a sample of the language to be used on the signage.
 - 6.45.10 If your proposed CCS cannot meet these exact requirements, provide detailed alternative options to fulfill this requirement.
 - 6.45.11 Any other information deemed necessary or appropriate to this section.
- 6.46 Conversion of Existing Data, CDR's, Recordings, and Offender PINS and PANS
- 6.46.1 Current call detail records and existing recordings with the States current vendor must be preserved converted and maintained online by the selected Respondent. At a minimum, the previous 6 months worth of data must be converted and accessible online via the new CCS.
 - 6.46.2 The existing PIN and PAN (personal allowed numbers) list for IDOC offenders must be migrated from the existing CCS and converted to function with the proposed CCS. **Complete and thorough testing is required before system cutover.**
 - 6.46.3 The State will not be responsible for any costs associated with the data conversion and storage.

PROVIDE THE FOLLOWING:

- 6.46.4 Explain your plan for converting existing data on the existing system to be compatible with the new CCS you are proposing.
 - 6.46.5 Acknowledge your understanding and ability to convert existing PIN & PAN lists.
 - 6.46.6 Acknowledge the requirement for thorough testing before any system cutover.
 - 6.46.7 Any other information deemed necessary or appropriate to this section.
- 6.47 Allowed Calling Lists/ Offender PIN Numbers/Call Times/Hot Lists/Hot Numbers.
- 6.47.1 All offender calls are restricted to allowed call lists. The system proposed must be capable of restricting calls to only those numbers on an offender's list.
 - 6.47.2 Proposed CCS must have the ability to verify a requested phone number against the call recipient's name, and address on an offenders PAN list.
 - 6.47.3 Proposed CCS must have the ability to verify that offenders do not add numbers to their PAN list of any victim registered with the SAVIN system. IDOC will

provide access to victim contact information contained within the SAVIN system. Additional information on the SAVIN system can be found at <http://www.in.gov/idoc/2313.htm#services>

- 6.47.4 Each offender's allowed calling list must be able to be easily modified by IDOC staff and the system administrator both locally and remotely.
- 6.47.5 Modifications to the calling list made by IDOC staff or Respondent's staff must take effect immediately to allow offenders to complete calls to newly added numbers, and to disallow calls to deleted numbers.
- 6.47.6 IDOC requires that offender PIN numbers contain at least 10 digits for security reasons.
- 6.47.7 Allowed calling times and call duration will vary at the discretion of the Superintendent at each IDOC facility. The proposed system must have selectable parameters that can be easily changed by IDOC staff and the system administrator for both allowed call times and call duration for each facility and specific offender PIN.
- 6.47.8 The system must be able to identify "hot list" and "hot numbers," as necessary, and generate industry standard reports for such lists. Hot numbers are to be defined as any number that is being called from more than a single offender at one or more facilities, and/or any number that an investigator adds to the system to create a flag any time the number is called.
- 6.47.9 Offender calls must only be made via collect call procedures through the call control system. All calls must be placed through an automated operator. At no time should an offender be able to talk to a live operator.

PROVIDE THE FOLLOWING:

- 6.47.10 Indicate and elaborate on the proposed systems' ability to meet the above requirements.
 - 6.47.11 Indicate how your proposed CCS verifies the validity of phone numbers being added to an offenders PAN list.
 - 6.47.12 Indicate your ability to ensure that registered victims in the SAVIN system are not added to an offenders PAN list.
 - 6.47.13 Explain in detail the process for making changes to an offender allowed call list.
 - 6.47.14 Confirm that your proposed system complies with 6.45 and explain your requirements or any additional security features included for PIN numbers.
 - 6.47.15 Provide details on any advanced features available with your call control system to assure that offenders do not share PIN's and allowed call lists (i.e., voice printing, etc.).
 - 6.47.16 Confirm and explain in detail how your system handles hot numbers. Include an example of a standard "hotlist/number" report.
 - 6.47.17 Explain how the call control system prevents offenders from talking to a live operator.
 - 6.47.18 Describe other report capabilities that your proposed system offers.
 - 6.47.19 Any other information deemed necessary or appropriate to this section.
- 6.48 Multi-lingual Prompts.
- 6.48.1 The proposed CCS must be programmable with multi-lingual prompts.
 - 6.48.2 English and Spanish are the current selectable prompts with the probability of

other languages being added at a future date.

PROVIDE THE FOLLOWING:

- 6.48.3 Verify that your system can prompt in English and Spanish.
 - 6.48.4 List other language prompts available on the proposed system.
 - 6.48.5 What is the maximum number of language prompts that the proposed system can offer?
 - 6.48.6 Any other information deemed necessary or appropriate to this section.
- 6.49 System Override
- 6.49.1 The CCS must allow for automatic on and off switches for all telephones in the facilities. IDOC staff must be able to turn individual phones, banks of phones, or an entire facility on or off at any time through the system interface.
 - 6.49.2 A manual "kill switch" must also be installed at each facility that will immediately disable all, or a bank of offender telephones.

PROVIDE THE FOLLOWING:

- 6.49.3 Explain in detail the process for turning off an individual telephone, or a bank of telephones through the system interface, and through use of a manual "kill switch".
 - 6.49.4 Any other information deemed necessary or appropriate to this section.
- 6.50 Call Process/Branding/Rate Quoting/Acceptance/Rejection
- The State desires that the current process an offender follows to make a call remains the same. Please review Attachment I for the States current calling prompts and processes.
- 6.50.1 Describe the call process an offender uses to make a call on the proposed CCS and indicate if you can replicate the current process as described in Attachment I
 - 6.50.2 All calls must be identified "Branded" as being from a State of Indiana correctional facility at the beginning of each call and at various intervals during the call. A prerecorded offender name should also be announced at the beginning of the call to the called party indicating the offender name. This recording can be recorded by IDOC staff or recorded by the offender when the account is first setup.
 - 6.50.3 Calls should be connected to the called party in the shortest amount of elapsed time without sacrificing the call quality, security of the call control and call recording.
 - 6.50.4 First time recipients of calls on an offender PAN list should be given the first few minutes of their call for free and then be given the opportunity to be redirected to a customer service representative or automated system to setup an account with the Respondent should they chose to do so. At no time should the offender be permitted to talk or hear once the call recipient is connected to customer service.
 - 6.50.5 Calls originating from offender telephones must automatically quote the rate that the call recipient will be charged before the call is accepted. All charges, including surcharges (if applicable), must be clearly identified before the call is accepted.
 - 6.50.6 Acceptance of all calls will be active. Passive acceptance is not permitted. The

call recipient must always depress a designated key on their phone to either accept or reject the call.

- 6.50.7 Charges for calls are not to begin until all required announcements and rate quoting have been completed and the called party has accepted the call. If the called party rejects the call, no charges are to be assessed.
- 6.50.8 Recipients of offender calls must be able to press a designated key during the call acceptance procedure if they wish to no longer receive collect calls from a specific offender. After pressing the designated key, their number will be immediately removed from the offenders allowed call list and investigators and the site administrator will be notified.
- 6.50.9 Calls not answered, or answered by voicemail or customer owned answering machines must not be charged.
- 6.50.10 Calls placed to the State Public Defenders Office are to be provided at no cost. Only offenders on a list at the Public Defenders office will be permitted to talk to staff at the Public Defenders Office. All others will be rejected.
- 6.50.11 Offender calls must be a collect, debit, or prepay call only. No other types of call (third party, directory assistance, credit card, 800#, etc.) may be placed from an offender telephone. At no time is the offender permitted to talk to a live operator.

PROVIDE THE FOLLOWING:

- 6.50.12 Indicate and elaborate on the proposed systems' ability to meet the above requirements.
 - 6.50.13 Indicate if your proposed CCS can replicate the current IDOC call process as detailed in Attachment I.
 - 6.50.14 If you cannot replicate the current call process, please provide detailed directions describing what steps an offender will be required to perform to process a call on the CCS you are proposing.
 - 6.50.15 Indicate your ability to permit first time recipients of calls on an offender PAN list to receive the first few minutes of their call for free and then be given the opportunity to be redirected to a customer service representative or automated system to setup an account with the Respondent should they chose to do so
 - 6.50.16 What is the approximate amount of time it takes for the proposed CCS to connect a call after the offender depresses the last key on the telephone?
 - 6.50.17 Which key is a call recipient required to depress to accept a call?
 - 6.50.18 Which key is a call recipient required to depress to reject a call?
 - 6.50.19 Describe in detail how a call recipient would remove their telephone number from the offenders allowed call list.
 - 6.50.20 Any other information deemed necessary or appropriate to this section.
- 6.51 Backup Power/Power Outages
- 6.51.1 A backup power (UPS) system is required for all IDOC call control systems and any related recording, and network switching equipment. Each UPS must provide the call control system and related switching equipment with a minimum of 10 minutes up time in case of a power outage.
 - 6.51.2 UPS must be rack mountable or fully contained within the proposed CCS.
 - 6.51.3 Should a power outage last longer than 10 minutes, the system must run a controlled shutdown and must restrict all calling until power has been restored and

the system is completely operational.

- 6.51.4 CCS should automatically reboot to a fully protected, operational status following a complete power loss or any other outage that shuts down the system.

PROVIDE THE FOLLOWING:

- 6.51.5 Specifications and rack space requirements for the proposed UPS for each CCS.
- 6.51.6 Describe how the CCS restricts calls during power outages in excess of 10 minutes.
- 6.51.7 Describe how the system recovers from a power outage, and the process involved ensuring that the system returns to a fully protected status.
- 6.51.8 Any other information deemed necessary or appropriate to this section.
- 6.52 System Maintenance, Site System Administrator, and Spare Parts
- 6.52.1 System downtime for maintenance purposes must be kept to a minimum. Respondent should maintain a standard maintenance window for regularly scheduled upgrades and changes to the CCS.
- 6.52.2 Respondent will provide an on site system administrator for each IDOC facility. The administrator may be assigned to several IDOC facilities, but must be able to manage the number of facilities assigned.
- 6.52.2.1 If an agreement can be reached with the current provider, it is permissible for the respondent to retain the site administrators that currently provide service to the IDOC facilities. The State has the final authority for approving all site administrators at the IDOC facilities.
- 6.52.3 The assigned system administrator must physically visit their assigned facilities at least once each week for maintenance requirements to assure that the system and all phones are completely operational.
- 6.52.4 The assigned system administrator must have remote system access, and the ability to make real time changes to each facility they are responsible for, whether they are physically on site or remote.
- 6.52.5 Respondent must ensure that the number of site administrators assigned to the IDOC facilities is sufficient to properly maintain and support the total number of stations at each facility.
- 6.52.6 Respondent must at all times have adequate spare parts and hardware available to maintain the CCS and keep all offender and public payphones completely operational. Phone or system downtime due to unavailability of parts outside of the prescribed outage requirements is unacceptable and the Respondent can be found in default. It is HIGHLY DESIRABLE that system critical parts be located at several IDOC facilities to ensure the quickest repair time.
- 6.52.7 Within 45 days of contract execution, Respondent will provide the State with a complete listing of all support personnel including contact numbers and email addresses. Listing must be updated and provided to the State whenever personnel changes occur.
- 6.52.8 Respondent will provide an 800# for trouble reporting that is answered by a live operator and is available 24x7x365.
- 6.52.9 The State has the final authority in determining if additional respondent personnel are necessary to support IDOC facilities. Upon notification from IOT or IDOC the respondent will acquire additional personnel within 45 calendar days.

PROVIDE THE FOLLOWING:

- 6.52.10 List the job responsibilities that the site administrator will carry out while at each site.
 - 6.52.11 Provide details of the spare parts inventory that will be maintained for use on the States CCS's. What spare parts will be located at IDOC facilities to minimize broken phones and system outages?
 - 6.52.12 What is your standard system maintenance window for performing system upgrades?
 - 6.52.13 Confirm and explain how you will meet the requirements in section 6.52.
 - 6.52.14 Any other information deemed necessary or appropriate to this section.
- 6.53 System Training
- 6.53.1 Specialized "hands on" training must be provided at no cost to the State on the installed call control systems. Training will take place at each IDOC facility and central offices before and shortly after cutover to the new CCS, and as requested throughout the life of the resulting contract.
 - 6.53.2 Respondent staff conducting the CCS training must have a complete and thorough understanding of the CCS.

PROVIDE THE FOLLOWING:

- 6.53.3 Confirm your understanding and compliance with 6.53.
- 6.53.4 What qualifications does your intended trainer possess?
- 6.53.5 Describe the training contents, method of instruction, training time required, and documentation distributed.
- 6.53.6 Any other information deemed necessary or appropriate to this section.

7.0 RE-USE OF EXISTING OFFENDER AND PUBLIC TELEPHONES, ENCLOSURES, AND WIRING-HIGHLY DESIRABLE

- 7.1 Due to the difficulty and time requirements involved in replacing the large number of public and offender payphones throughout the state it is highly desirable that all currently installed telephones remain in place. Existing telephones and enclosures may be re-used if the selected respondent can reach an agreement with the current vendors for such re-use and/or purchase. **If the current providers are awarded the contract resulting from the RFP, all of these provisions still apply.** Any costs for re-use, refurbishing, or replacement of existing telephones, enclosures and wiring will be the sole responsibility of the selected Respondent.
 - 7.1.1 Telephones that are to be re-used must be clean and in good working condition. Outer casings with worn finishes, worn handsets, tattered or damaged cords must be refurbished to a "like new" condition. Any equipment that does not meet these requirements must be replaced.
 - 7.1.2 Enclosures that are to be re-used must be clean and in good condition. Enclosures with worn or excessively scratched, faded paint/finishes, laminates, or veneers, etc

must be refurbished to a "like new" condition. Any equipment that does not meet these requirements must be replaced.

- 7.1.3 Existing wiring may be re-used as long as it is in good condition, free of static, crosstalk, and other interference. Any wiring that does not meet these requirements must be replaced.
- 7.1.4 Any equipment that is to be re-used must meet the technical specifications outlined in this RFP. Non compliant equipment must be replaced.

PROVIDE THE FOLLOWING:

- 7.1.5 Indicate if you will re-use existing telephones and enclosures or install new equipment.
- 7.1.6 If reusing existing equipment, how will you verify the suitability of reusing the equipment?
- 7.1.7 If reusing existing wiring how will you verify its condition?
- 7.1.8 If you require installing new equipment, include a detailed work plan that includes your timeframe for installation. Offender telephone downtime must be minimal.
- 7.1.9 Include specification sheets on all equipment you propose for installation.
- 7.1.10 Any other information deemed necessary or appropriate to this section.

8.0 PUBLIC PAYPHONES-MANDATORY

Public Payphones are currently located in State Parks, Campgrounds & Inns, Bureau of Motor Vehicle locations, and other State Office Buildings.

- 8.1 The Respondent and the State both recognize that many payphones do not generate sufficient revenues to cover the costs of operating and maintaining the payphones. However, these payphones are necessary for the convenience and safety of the public and must remain in service at all times. No payphones will be removed from service without prior written permission of the payphone specialist at IOT.
- 8.2 Respondent may propose alternative options such as emergency call boxes for locations where a payphone is only needed for public safety. The State will review such requests and determine if the proposed solution is acceptable to the State. If the solution is not acceptable to the State a payphone will be installed at the States request. Respondent is responsible for all costs associated with any alternative solutions agreed upon by the State and Respondent.

PROVIDE THE FOLLOWING:

- 8.2.1 Your understanding and agreement with the above requirements.
 - 8.2.2 Any alternatives to a payphone in areas where public safety necessitates a payphone.
 - 8.2.3 Any other information deemed necessary or appropriate to this section.
- 8.3 Public Payphone Equipment
All Public Payphones, enclosures, pedestals, handsets, handset cords, etc must be industry-accepted models that are of the highest quality and reliability.
- 8.3.1 Handsets must be of high quality and impact & vandal resistant.
 - 8.3.2 Handset cords are to be an armored cord, reinforced with a steel cable/lanyard that

- resists vandalism and abuse.
- 8.3.3 Data ports will be supplied on payphones as requested by the State. Locations likely to require data ports would include State Park Inns, State owned rest areas and other areas as demand requires.
 - 8.3.4 The payphone must be made with a metal housing that is corrosion resistant, weather proof and vandal resistant.
 - 8.3.5 Public Payphones (except card-operated payphones) must be capable of accepting quarters, dimes, and nickels.
 - 8.3.6 The coin mechanism should contain an anti-jam coin acceptor/validator to minimize jams and unnecessary service calls.
 - 8.3.7 Respondent is responsible for providing a directory at each payphone and replacing directories as necessary.
 - 8.3.7.1 No directories will be required if calls to directory assistance are provided free of cost to the caller.
 - 8.3.8 All payphones must be hearing aid compatible and contain an industry standard volume control.
 - 8.3.9 Each Public Payphone must display a sign/placard that explains at least the following:
 - 8.3.9.1 Local call cost.
 - 8.3.9.2 General operation instructions.
 - 8.3.9.3 Procedures to be followed when requesting refunds or reporting repair problems.
 - 8.3.9.4 The payphone provider's name, address, toll free customer service number, and instructions for receiving a refund and/or reporting service problems.
 - 8.3.9.5 The current long distance carrier and their toll free customer service number.

PROVIDE THE FOLLOWING:

- 8.3.10 An illustrated and detailed product listing that includes all of the payphone equipment that you are proposing for the State.
 - 8.3.11 Indicate and elaborate on the proposed equipments ability to meet these specifications.
 - 8.3.12 Indicate the process for requesting a refund.
 - 8.3.13 Any other information deemed necessary or appropriate to this section.
- 8.4 Public Payphone Enclosures/Pedestals
- 8.4.1 All payphones are to be installed with an enclosure, or housing that is suitable for the environment in which they will be located.
 - 8.4.2 Outdoor payphones will be attached to a building and enclosure.
 - 8.4.3 Indoor or outdoor payphones that are freestanding will be installed with a pedestal and enclosure.

PROVIDE THE FOLLOWING:

- 8.4.4 A detailed product listing that includes all of the enclosures, pedestals, etc that you are proposing for the State.

- 8.4.5 Indicate and elaborate on the proposed equipment's ability to meet these specifications.
- 8.4.6 Any other information deemed necessary or appropriate to this section.
- 8.5 Respondent will be responsible for all aspects and costs of the public payphones including the acquisition of equipment and enclosures, installation, cabling, trenching, conduit, operation, service, phone lines/circuits, coin collection and maintenance.
- 8.5.1 The State will provide concrete pads where required. Respondent must provide detailed specifications to aid the State in construction of the pads.
- 8.5.2 At public payphone locations, the State will provide one grounded duplex 120 volt, 60 Hz receptacle up to 15 amps at no cost to the Respondent as requested. Additional power requirements will be the responsibility of the Respondent.
- 8.6 All payphones must be installed in a professional manner and all cabling and conduit used to install the phone and secure cabling must be properly secured to the structure, and match the surrounding environment as close as possible. Any installation not meeting this requirement will be remedied within 7 days after notification from the State.
- 8.7 All phones, enclosures, cabling, conduit and any other hardware and cabling will be maintained and repaired or replaced as necessary by the Respondent during the life of the resulting contract. All cabling and conduit must remain properly secured to its surrounding structure at all times.
- 8.8 Public payphones must provide dial tone first.
- 8.9 Public payphones must provide direct free access to dial tone.
- 8.10 Public payphone users must be able to enter unlimited digits for the duration of their call.
- 8.11 Public payphones must refund any money deposited in the event of a busy signal or no answer.
- 8.12 Users must be able to place "911" and "800" number calls at no charge and without inserting any money into the payphone.
- 8.13 Phones must allow users to access any long distance carrier by dialing codes provided by their carrier.
- 8.14 Local calls are to be of an unlimited duration.
- 8.15 Public payphones must be able to receive incoming calls at no charge.
- 8.15.1 Incoming call restriction must be available on all Public payphones as requested by the State.
- 8.16 Selected payphones at Department of Natural Resources locations will be designated as seasonal and may be disconnected or suspended at the end of each season to help defray costs of operating the payphone. Seasonal phones must be reconnected the following season upon Vendor notification by the State.
- 8.16.1 Any phones that are disconnected or suspended that will be left on state property must be clearly secured, tagged, and bagged to indicate that the phone is not in service. Simple tags attached to the phone indicating that it is out of service are not acceptable.
- 8.17 Respondent will be required to provide additional Public payphones as new buildings and properties open.
- 8.18 Payphones will be lighted during evening hours when light from other sources is not sufficient to read instructions and use the payphone.
- 8.19 All requests for new installations, removals, or relocations will be completed within 45

- calendar days.
- 8.20 When Respondent installs or removes a payphone or enclosure, care should be taken to minimize any damage to drywall and the surrounding area. Mounting holes left from the phone and any enclosures, and back plates will be filled with spackle or appropriate wood filler as needed. Electrical/wiring boxes will be covered with a solid faceplate that matches the surrounding environment as close as possible. Any excess damage either accidental or intentional caused during the installation or removal of a payphone is the responsibility of the Respondent. If the Respondent fails to repair damage, the State will have the damage repaired and all costs will be billed to the Respondent.
 - 8.21 If Respondents public payphone equipment requires space in a MDF or IDF, respondent must provide detailed requirements in their response to this RFP.
 - 8.22 Describe in detail your method for determining when a coin box is near or at capacity and the frequency at which the coin boxes are emptied to insure continued service for coin calls.
 - 8.23 Regular coin collection and payphone maintenance shall also include checking the cleanliness of each payphone station, cleaning the phone and enclosure, and maintaining directories at each payphone station.
 - 8.24 Describe any capabilities that your payphones or related equipment employ to notify you of payphones that are jammed, full, out of service, etc.
 - 8.25 All installed payphones must comply with both State and Federal requirements including the Americans with Disabilities Act.
 - 8.26 Public payphone Providers must be registered with the Federal Communications Commission.
 - 8.27 No advertising or sales solicitations not directly related to the payphone service or other services under this RFP are to be displayed on the payphones, placards, or the immediate areas surrounding the payphones.

PROVIDE THE FOLLOWING:

- 8.28 Indicate and elaborate on your ability to meet these requirements.
- 8.29 Any other information deemed necessary or appropriate to this section.

9.0 OPERATOR SERVICES FOR PUBLIC PAYPHONES – MANDATORY

- 9.1 Recognition of Automatic Number Identification (ANI) and screen codes designating type of originating Public phones enabling efficient processing of operator assisted calls.
- 9.2 General assistance must be provided at no charge.
- 9.3 Users must have access to a directory assistance operator at no charge and without inserting any money into the payphone.
- 9.4 Operators must be able to pass or refer users to other carriers when necessary.
- 9.5 Respondents must have the capability of handling the following types of calls:
 - 9.5.1 Station Collect
 - 9.5.2 Person Collect
 - 9.5.3 Third Number Billed (Operator must verify billing number)
 - 9.5.4 1+ Sent Paid
 - 9.5.5 International Direct Dial Calls
 - 9.5.6 Bell Operating Company (BOC) Calling Cards
 - 9.5.7 Your Company's Calling Cards

- 9.6 Operators must be willing and able to assist users having difficulty dialing a number.
- 9.7 Operators must be willing and able to assist users with emergency calls.
- 9.8 Operator services must be provided 24 hours a day, 7 days a week.
- 9.9 When answering calls from users, the operator must identify the Respondent's company.
- 9.10 If calling party desires to use a credit card (Qwest, AT&T, etc) other than Respondents', then the operator must provide them with instructions.
- 9.11 Operators must be able to provide an instant credit, or a simple means to receive credit, for a poor quality call (i.e., static, crosstalk, garbled talk, disconnect, etc.).
- 9.12 Operators must at all times be courteous to callers.
- 9.13 The Respondent should employ their own operators and maintain their own operator centers.
- 9.14 Calls to operators must be answered in a maximum of 2.5 seconds.

PROVIDE THE FOLLOWING:

- 9.15 Indicate and elaborate the proposed services' ability to meet these specifications.
- 9.16 An outline of your plan for providing the above specifications.
- 9.17 An explanation of calling procedures when using credit cards other than your own.
- 9.18 An explanation of how the use of credit cards (or other dial around methods), other than your own, would affect commissions paid to the State.
- 9.19 An explanation of how operators would assist with emergency calls.
- 9.20 Your method of verifying third number billed calls.
- 9.21 Your method of determining the validity of BOC calling cards.
- 9.22 Outline your method for providing users credit for poor quality calls.
- 9.23 The location (s) of your company's operation center(s).
- 9.24 The total number of operators that the company employs.
- 9.25 A detailed description of the training program that your operators must complete before working with customers.
- 9.26 Any other information deemed necessary or appropriate to this section.

10.0 IC-5-22-23 – MANDATORY

Previous legislation has placed new requirements on offender calling rates and commissions. Please refer to Attachment G for a copy of IC-5-22-23 Chapter 23 "Telephone Calling Systems for Confined Offenders"

PROVIDE THE FOLLOWING:

- 10.1 A certified complete copy of ALL contracts and contract renewals you have with all other Indiana, local and county jails in the State of Indiana. This must show all terms and conditions, per minute rates, call setup fees, and commissions. **Failure to provide this data WILL result in elimination from consideration of award. These documents should be submitted with your proposal in a separate sealed envelope marked "CONFIDENTIAL".** Please review section 1 paragraph 1.15 of the RFP packet that details how the State handles confidential information.
- 10.2 Any other information you deem necessary or appropriate to this section.

11.0 RATES – MANDATORY (Evaluated as a separate Category Attachment H)

- 11.1 For Offender phone calls, the State is seeking a flat per minute rate. No surcharges, long distance fees, call connect fees, or other charges other than the flat per minute rate are permitted under this RFP. Pricing must be based on a flat per minute rate.
- 11.2 The per minute cost for an offender phone call must be the same per minute cost for the entire duration of the call. For example, the first minute may not be billed at \$1.00 with subsequent minutes being billed at \$0.20 per minute.
- 11.3 The per minute cost for an offender phone call must remain the same and not be based on distance, length of call, the time of day, or the day of the week that the call is placed.
- 11.4 Offender calls will be of a limited or an unlimited length. The amount of time an offender is permitted per call is determined on a facility by facility basis. Most facilities currently permit 15-20 minute calls. Offenders are currently permitted to immediately make another call after they complete their first call at most IDOC facilities.
- 11.5 International calls may have a reasonable call connect fee and a per minute rate. No other fees are permitted.
- 11.6 Offender calls will not be rated as local, long distance, etc. All calls will be a flat per minute rate. **RFP responses that show any surcharges or fees (excludes international calls) will be eliminated from the RFP selection process.**
- 11.7 Total call cost must be the same or less than the current dominant carriers rates for the same type/length of call placed the same time of day. (The State considers the dominant carrier to be GTL and Securus due to the number of payphones they provide for the State).
- 11.8 Per minute rates must be the same or less than those of the dominant carrier on calls placed from the State offender telephones. Respondent is to compare their public payphone and offender calling rates to the published rates of up to three (3) of their local competitors and show how their rates compare to those of their competitors.
- 11.9 Public payphone rates may not exceed \$0.50 for a local coin call of unlimited duration.
- 11.10 During the contract period and all subsequent renewals, the rates charged for offender calls, and all State payphone calls will be changed only with written approval from IOT and IDOC. Requests for rate changes must provide specific details as to why the increase or decrease is requested. Failure to secure permission for a rate change will be cause for contract termination. If such termination occurs, the Respondent will be responsible for all commissions remaining through the end of the contract term. The commission owed to the State will be calculated by using the average of the previous twelve (12) months revenues.
- 11.11 Proposals submitted with what the evaluation committee determines to be excessive or unnecessarily justified service fees, costs, or other fees which fail to comply with the requirements set forth in this Document, and cause undo financial hardship on the families and friends of offenders receiving collect only calls will be eliminated from consideration of award.
- 11.12 Complete the provided pricing worksheet attached in Attachment H. Provide the State with several per minute rate options, and the commission percentage you will pay the State. No responses should be submitted that propose a zero percent commission.

PROVIDE THE FOLLOWING:

- 11.13 Indicate how the proposed service can meet these specifications.

- 11.14 Provide detailed rate tables describing call rates for different call lengths. (Tables must be easily understood).
- 11.15 Provide pricing for international calls in Attachment H.
- 11.16 A table/chart listing your current rates in comparison to up to three (3) of your competitors current rates being charged in other states.
- 11.17 A copy of your Company's most recent IURC Tariff filings regarding offender/collect only payphones and public payphone charges, surcharges and fees.
- 11.18 Any other information you deem necessary or appropriate to this section.

12.0 SERVICE QUALITY – MANDATORY

The State requires that the selected Respondents' service provide satisfactory speech quality.

- 12.1 The noise floor must be -40 dB (decibel, $\text{dB}=10 \log P1/P2$, where P1 and P2 are the power level in watts) or better.
- 12.2 The signal to noise ratio must be below 40 dB if the proposed service utilizes an analog network or between 15 and 25 dB if a digital network is utilized.
- 12.3 For VOIP networks and the proposed CCS the minimum acceptable MOS score is 4.0 or better.
- 12.4 If a VOIP system is being proposed it is essential that the Respondents' network employ QOS to ensure that all calls receive priority treatment over other traffic with low jitter, low delay and little or no packet loss across the network.
- 12.5 The level of unwanted frequencies produced by the pair shall be not more than 33 dBm (1milliwatt of power dissipated in a 600 ohm impedance) in the band from 300 to 3400 Hz (hertz).
- 12.6 Lines must be free from crosstalk.
- 12.7 Lines must be free from static.
- 12.8 Audio on the lines must not sound digitized or have any echo.
- 12.9 Service Outages
 - 12.9.1 A **major** outage is any outage that causes a degradation of service to 20% or more of the pay telephones at any facility/location. This shall also include all network, hardware, software, investigative and recording capabilities, and features of the call control system and automated operator scripting. Respondent will provide an onsite response time of no more than four (4) hours, 24 hours a day, 7 days a week, 365 days a year for all major outages.
 - 12.9.1.1 Any trouble ticket related to the ability of IDOC investigations staff to access any CCS, live calls, recordings or call records must be treated as a priority 1 level incident and is considered a major outage.
 - 12.9.2 A **minor** outage is any outage that affects less than 20% of the pay telephones at any facility/location. This shall also include all network, hardware, software, investigative and recording capabilities, and features of the call control system and automated operator scripting. Respondent will provide an onsite response time of no more than eight (8) hours, 24 hours a day, 7 days a week, and 365 days a year for all minor outages.
 - 12.9.3 Use of Offender labor does not constitute an onsite response by the Respondent.
- 12.10 Respondent will repair any and all service degradations 7 days a week, 24 hours a day, and 365 days a year.
- 12.11 Respondent will maintain a proactive approach in the monitoring and maintenance of

- their network and equipment to ensure the greatest amount of reliability.
- 12.12 Respondent will pay the State a credit when service fails to meet any of the above-mentioned levels of service quality, or fails to meet the above response times for outages. The amount of the credit will be based on the average daily revenue of each phone.

PROVIDE THE FOLLOWING:

- 12.13 Indicate and elaborate on your services' ability to meet the above specifications.
- 12.14 Indicate your network's average noise floor.
- 12.15 If proposing a VOIP solution what is your average MOS score?
- 12.16 If proposing a VOIP solution what type of CODEC do you utilize (i.e. G.722, G.729)?
- 12.17 Indicate your network's average signal to noise ratio.
- 12.18 Indicate your method and frequency of testing the quality of your network.
- 12.19 Provide the address, city and state of the dispatch center(s) for the State of Indiana service calls.
- 12.20 Describe the trouble reporting procedures.
- 12.21 Describe your trouble escalation process.
- 12.22 Indicate your understanding and agreement to the required response times for all major and minor service outages.
- 12.23 Any other information deemed necessary or appropriate to this section.

13.0 BILLING, DEBIT, PREPAID ACCOUNTS, ACCOUNT LIMITS & CALL BLOCKING LEVEL- MANDATORY

- 13.1 It shall be the Respondents' sole responsibility to bill and collect for all calls either by establishing prepaid accounts, direct billing or thru LEC billing.
- 13.2 Called parties may not be forced to open a prepaid or debit account in order to receive calls from Offenders.
- 13.3 No billing statement fees are permitted for direct billed or LEC billed accounts.
- 13.4 The maximum fees permitted to setup a prepaid, debit, advance connect account, or any type of other account either online or over the phone may not exceed \$3.00.
- 13.4.1 No fee is permitted to add funding to any account once the initial account is setup.
- 13.4.2 No fee is permitted if payment is mailed in to setup the account and for future funding of the account.
- 13.4.3 No fee is permitted to make any other changes to the account.
- 13.4.4 Any funding remaining in a customer account will be refunded in full upon request. No refund fee is permitted to issue a refund when a customer requests a refund, or closes an account.
- 13.5 The call blocking limit may not be less than \$80.00 in any given rolling 90 day period for offender calls unless approved in writing by IOT and IDOC.
- 13.6 Any account that remains dormant will not forfeit any remaining balance, or be charged an inactivity fee. Any balance remaining in a dormant account must be refunded to the party that opened the account. No fees are permitted for refunds. If the account is dormant for more than 180 days and the party originating the account cannot be contacted, any funding remaining in the account will be refunded to IDOC in its entirety.

PROVIDE THE FOLLOWING:

- 13.7 Indicate and elaborate on the proposed service's ability to meet these specifications.
- 13.8 Indicate the length of your billing cycle and on which days of the month it begins and ends.
- 13.9 How is billing processed for recipients of calls originating from IDOC facilities?
- 13.10 Does your company have billing agreements with all LEC's and CLEC's to handle the billing for calls originating from IDOC facilities?
- 13.11 Explain in detail and list any and all charges that your company charges for setting up a billing account.
- 13.12 If billing agreements do not exist with specific LEC's and CLEC's, how does your company enable calls to be processed and billed?
- 13.13 If call blocking limits are imposed beyond those defined by the State, explain the procedures required to have the dollar limit increased.
- 13.14 Any other information you deem necessary and appropriate to this section.

14.0 CERTIFICATE OF AUTHORITY – MANDATORY

- 14.1 Respondent must provide a copy of their Certificate of Authority, or certified proof of it, from the Indiana Utility Regulatory Commission.

PROVIDE THE FOLLOWING:

- 14.2 A Copy of your Certificate of Authority or certified proof thereof.
- 14.3 Any other information deemed necessary or appropriate to this section.

15.0 SYSTEM DOCUMENTATION & MONTHLY REPORTS – MANDATORY

- 15.1 Respondent must provide each IDOC facility, IDOC investigators, and IOT a complete paper set operation manuals and CD ROMS of operation manuals for the specific system installed at each IDOC facility.
- 15.2 Respondent shall furnish monthly trouble reports to IOT and IDOC on all system software, data circuit, and hardware malfunctions and defects for all State & IDOC facilities. This report shall be in an electronic format that is acceptable to the State.
- 15.3 A paper report detailing the Public Telephone's usage information must accompany each commission check sent to IOT & IDOC. The IDOC report will include only IDOC phones. The IOT report must contain all phones. An electronic report in MS Excel format, or other format agreed on by IOT, is also to be provided monthly on CD-ROM or via email in the same format provided on the paper report.
- 15.4 Report must include an itemized listing by location for each Public Telephone number or offender telephone. The information provided for each telephone must be: the agency identifier, specific location, address, telephone number, collection period, minutes of usage, number of messages (calls), Respondent's revenue, commission percentage, and commission amount.
- 15.5 Although the State is requesting a flat per minute rate, call reports will be broken down to indicate if the call was local, intraLata, interLata, interstate, etc.
- 15.6 Report must include summaries by location containing total revenue, total minutes of usage, total number of messages, total minutes of usage and total commissions paid to

- the State for the particular billing cycle.
- 15.7 Report must include a summary page containing the total number of stations (phones), the Respondent's total monthly revenue (from all State phones), total monthly commissions paid to the State, accumulative number of messages, accumulative minutes of usage, and accumulative commissions paid to the State for the particular billing cycle, as well as year to date.
- 15.8 Report must include a separate detail page for all newly added and deleted phones during the current reporting cycle.
- 15.9 Reports must be accessible online via the Internet for authorized IOT & IDOC personnel.
- 15.10 These reports are to be sent to:

Indiana Office of Technology
Attn: Payphone Specialist
Indiana Government Center North
Room N551
100 N. Senate Ave.
Indianapolis, IN 46204

Indiana Department of Correction
Technology Services
302 W Washington Street
Room W 341
Indianapolis, IN 46204

PROVIDE THE FOLLOWING:

- 15.11 Six complete sets of operation manuals with your response for the call control and recording system you are proposing.
- 15.12 A sample trouble report and detailed explanation of the system trouble report.
- 15.13 A sample of a monthly usage and call detail and commission report.
- 15.14 A sample of any additional information that your report can include.
- 15.15 Your capability to provide online commission reports?
- 15.16 Any other information deemed necessary or appropriate to this section.

16.0 RESPONDENT REQUIREMENTS OF THE STATE- MANDATORY

- 16.1 Proposals must include a detailed list of all duties required of the State by the Respondent before, during, and after cutover to Respondents services.

PROVIDE THE FOLLOWING:

- 16.2 A detailed list of all duties required of the State by the Respondent before, during and after cutover.
- 16.3 Any other information deemed necessary or appropriate to this section.

17.0 END USER BILLING, and CALLING OPTIONS -HIGHLY DESIRABLE

- 17.1 Respondent is encouraged to offer discounted calling plans for recipients of offender collect calls.
- 17.2 Respondent is encouraged to provide alternative calling options for collect only calls from offender payphones. (i.e., prepaid, debit, etc)
- 17.3 Calls may be placed to cellular phone numbers as long as the number is on the offenders allowed call (PAN) list.
- 17.4 Alternative calling plans must not place any additional requirements on State Correctional Facilities or their staff.
- 17.5 Any required administration of alternative calling plans will be the responsibility of the Respondent.
- 17.6 Family and friends receiving calls from offender phones should be provided with a toll free telephone number to call with billing questions and concerns. This number should be clearly displayed on the customer's bill. Respondent personnel assisting customers with such calls should be familiar with all options available to customers to help reduce their collect call costs.
- 17.7 Respondent will provide information to IDOC and call recipients regarding all options available to help reduce the costs of offender collect only phone calls for offenders, their family and friends.

PROVIDE THE FOLLOWING:

- 17.8 List any discount calling plans that your company currently offers that are being proposed under this RFP.
- 17.9 List any alternative calling options for collect only calls from offender payphones that your company currently offers.
- 17.10 Any other information deemed necessary or appropriate to this section.

18.0 CUSTOMER SERVICE-MANDATORY

- 18.1 Customer Service Center **MUST BE** located within the continental United States.
- 18.2 Customer Service Center will have a published toll-free 800 number and will provide easy customer access to a live operator for assistance. Callers must be able to reach a live operator at anytime by pressing zero (0) or another designated number specified in the initial prompts/options they receive when the system first answers.
- 18.3 An automated attendant or an interactive voice response system is permissible as long as callers must select no more than 5 total options before they access the service/s they are calling about. Callers must still be able to reach a live operator at anytime by pressing zero (0) or other designated number.
- 18.4 Customer Service Representatives (CSR's) should be available at a minimum, 7 a.m. EST to Midnight EST seven days a week 365 days a year.
- 18.5 The maximum allowable hold time to speak to a CSR must be kept to a minimum at all times. The system may not disconnect or instruct callers to call back later if the CSR's are busy. Respondent will be responsible for maintaining adequate staffing levels at all times to minimize hold times. Hold times in excess of two minutes to talk to a CSR are unacceptable.
- 18.6 CSR's must at all times be courteous, knowledgeable, friendly, and should be fluent in English and Spanish.
- 18.7 CSR's must be trained on a regular basis and remain familiar with the specifics of the

- services provided under this RFP to adequately assist friends and family members who will be calling for assistance.
- 18.8 Respondent must provide customers simplified methods to request credits or refunds for erroneous disconnects and calls of poor quality. Customers must be able to submit a request online, over the phone by providing the specific details to a CSR, by US mail, or by fax.
- 18.9 Respondent should provide customers with a one-time "no questions asked" courtesy credit when receiving a complaint about an improperly disconnected or poor quality call. Future complaints may be investigated utilizing the standard procedures described by the Respondent and agreed upon by the State in their RFP response before any credits are issued.
- 18.10 Any valid credits due must be applied and received within 2 weeks of the original request/complaint date.
- 18.11 Respondent will develop and maintain a customer service website specific to the State of Indiana IDOC facilities. The site will be Respondent and State "branded" and customized specifically to provide information, rates, guidelines, complaint reporting procedures, pricing, account options, etc related to any contract resulting from this RFP. Respondent will review website details with the State upon contract execution and develop an agreed upon design.

PROVIDE THE FOLLOWING:

- 18.12 Your understanding and ability to adhere to the requirements specified in section 18.0.
- 18.13 What are the proposed hours of operation that your Customer Service Center be operational?
- 18.14 What is the current address of your Customer Service Center?
- 18.15 What is your current staffing level and do you intend to add additional staff if you are awarded a contract from this RFP?
- 18.16 Describe your current CSR training program.
- 18.17 How many hours of training per year does each CSR receive?
- 18.18 Describe in detail the specific processes that you will implement to resolve customer complaints and issue refunds/credits.
- 18.19 Indicate your understanding, ability, and agreement to comply with the one-time courtesy credit requirement.
- 18.20 Describe in detail the processes involved in investigating a customer complaint and issuing a credit/refund for a disconnected or poor quality call.
- 18.21 Indicate your understating and ability to develop and provide a website as specified in 18.11.
- 18.22 Any other information deemed necessary or appropriate to this section.

19.0 COMMISSION PERCENTAGE – MANDATORY (evaluated as a separate category)

- 19.1 The commission percentage bid is the total commission percentage the Respondent agrees to pay the State for offender and public payphone, and Wi-Fi revenue. Respondent must specify Commissions are to be paid on all gross revenues.
- 19.2 Offender and public payphone commissions are to be quoted as separate commission percentage rates. The commission rate for use of the requested public Wi-Fi (Section 30.0) may be proposed separately from the phone commissions.

- 19.3 No responses should be submitted that propose a zero percent commission.
- 19.4 Respondents should note that it is essential that the current level of service not decrease and the cost of services to public and offender users, their friends and family members decrease. Said service should be made available at a fair and competitive price to all users that make and or receive calls from offender phones and public payphones located on State property.

PROVIDE THE FOLLOWING:

- 19.5 Complete Attachment H and indicate the commission percentage you will pay to the State on gross revenue for offender and public payphone calls.
- 19.6 Specify that all commissions are paid on all gross revenues.
- 19.7 Complete Attachment H and indicate the commission percentage you will pay to the State on gross revenue for public Wi-Fi use
- 19.8 Specify that all offender and public payphone commissions and WI-FI commissions will be paid on gross revenues.
- 19.9 A narrative explaining the components that makes up the commission percentage.
- 19.10 Any other information deemed necessary or appropriate to this section.

20.0 COMMISSIONS – MANDATORY

- 20.1 Commissions must be paid on gross revenue.
- 20.2 Commissions must be paid on all calls. Including but not limited to the following:
 - 20.2.1 Local and local long distance and IntraLATA, interLATA, and interstate calls from public payphones.
 - 20.2.2 Operator assisted calls (i.e., collect, third party billing, and person to person).
 - 20.2.3 Calls placed utilizing Bell Operating Company (BOC) calling cards.
 - 20.2.4 All calls placed from IDOC Correctional Facilities utilizing the proposed CCS.

PROVIDE THE FOLLOWING:

- 20.3 Indicate and elaborate on your ability to meet these specifications.
- 20.4 Indicate any other types of calls, not listed above, that you are able to pay the state a commission on.
- 20.5 Any other information deemed necessary or appropriate to this section.

21.0 COMMISSION CHECKS – MANDATORY

- 21.1 Commissions must be paid on a monthly basis.
- 21.2 Commission checks for the total commissions due to the State must be delivered to the designated locations within thirty days following the end of a billing cycle.
- 21.3 Locations that are to receive commission checks will be identified after contract execution. Checks must be received by the State (and various State Agencies) within 30 days after the close of a billing cycle.
- 21.4 The Indiana Office of Technology has the sole authority to determine what agencies receive commission checks. Respondent must not deliver a commission check to any agency other than The Indiana Office of Technology without prior written approval of IOT.

- 21.5 The Respondent must have the ability to separate various agencies' revenue from the total State revenue and issue multiple checks as required. The State anticipates a maximum of thirty (30) checks would be needed.

PROVIDE THE FOLLOWING:

- 21.6 A statement of your compliance with the above requirements.
21.7 Any other information deemed important or appropriate to this section.

22.0 COMMISSIONS – DESIRABLE (evaluated as a separate category)

- 22.1 Commissions should be paid on all local, local long distance, and IntraLATA, InterLATA, and interstate calls including the following:
22.1.1 Calls placed from public payphones utilizing commercial credit cards (i.e., American Express, Visa, MasterCard, etc.).
22.1.2 Calls placed utilizing your company's calling cards.

PROVIDE THE FOLLOWING:

- 22.2 Indicate and elaborate on your ability to meet this specification.
22.3 A list of the types of calls on which you will pay commission. Please list any types, which are in addition to those listed in Section 22.0. If you are unable to pay commissions on any call type listed in Section 22.0, it should be noted here.
22.4 Any other information deemed necessary or appropriate to this section.

23.0 CUTOVER – MANDATORY

Cutover must take place within 4 months after contract execution. The State prefers that cutover take place as quickly as possible with the least amount of service interruptions.

- 23.1 Respondents must provide a detailed transition and implementation plan which must include at least a minimum, the following components:
23.1.1 Timeline for all IDOC facilities
23.1.2 Timeline for all public payphones
23.1.3 Timeline for public Wi-Fi.
23.1.4 Processes and procedures for transitioning from the existing call control systems to the new system (if applicable)
23.1.5 Any staffing requirements for IDOC facilities.
23.1.6 Detailed project management plan that specifies how the Respondent will assist the State in managing the technology and services implementation and ongoing management during the contract term.
23.1.7 Anticipated downtime at each facility.
23.1.8 System testing methods.
23.1.9 Any other items Respondent deems necessary for this section.

PROVIDE THE FOLLOWING:

- 23.2 A detailed transition, project management, and implementation plan which must include at least a minimum, the components listed in 23.0.

23.3 Any other information deemed necessary or appropriate to this section.

24.0 EXPERIENCE AND RELIABILITY –MANDATORY (Evaluated Under Overall Management Judgment)

24.1 Experience and reliability of the Respondent's organization and service will be considered in the evaluation process. Therefore, the Respondent is advised to submit any information which documents successful experience and reliability in providing and implementing the services requested herein. Specifically the Respondent should fully describe any prior experience in providing offender, Public Telephone, long distance, internet, Wi-Fi, and operator services.

PROVIDE THE FOLLOWING:

24.2 Any information you believe best documents your organization's experience and reliability regarding the services requested in this RFP.

24.3 Any other information deemed necessary or appropriate to this section.

25.0 ACCOUNT MANAGEMENT/CUSTOMER SERVICE-MANDATORY

25.1 The State requires that the respondent provide the State with two Account Managers. One will be the primary contact; the second will be a backup.

25.1.1 The primary account manager must have at least 5 years of experience directly related to the public and offender payphone industry.

25.1.2 The assistant account manager must have at least 2 years of experience directly related to the public and offender payphone industry.

25.1.3 The selected Respondent must provide an 800# or local telephone number for the State to use for all business calls to the account managers.

25.2 All telephone calls or emails from the State will be answered no later than the end of the next business day.

25.3 Respondents Primary Account Manager will be responsible for scheduling a quarterly meeting with the State to review the State account.

25.4 The State has the final approval of all account manager(s) and site administrators associated with this RFP and may at any time during the contract; require the removal/replacement of the account manager(s).

PROVIDE THE FOLLOWING:

25.5 Provide the name, address, phone number, and email address of the Primary Account Manager, and Assistant Account Manager that will be responsible for the State account.

25.6 Provide a current resume listing each Primary and Assistant Account Managers' experience, previous employment, and their qualifications for working with the State account.

25.7 Any other information deemed necessary or appropriate to this section.

26.0 SUBCONTRACTING-MANDATORY

26.1 Respondent must provide the State with a list of all subcontractors and their areas of

responsibility that you intend on using to fulfill the terms of this RFP and resulting contract.

PROVIDE THE FOLLOWING:

- 26.2 A list of all intended subcontractors.
- 26.3 Detailed description of what each contractor will be responsible for performing under this RFP.
- 26.4 A copy of any subcontracts with intended subcontractors.
- 26.5 A list of all subcontractor employees and pertinent contact information for those employees that will be working for the State under the resulting contract.
- 26.6 Any other information deemed necessary or appropriate to this section.

27.0 OFFENDER LABOR & TRAINING-MANDATORY

- 27.1 Offender labor will be utilized throughout the lifetime of the resulting contract from this RFP as part of IDOC's ongoing training and education program to provide offenders with job skills and training that they can utilize upon their re-entry into everyday society.
- 27.2 It is anticipated that offenders can assist with the physical installation of cabling, the installation, maintenance, and removal of telephones at a minimum.
- 27.3 CCS system security and staff and public safety must not be compromised in any way from the resulting offender labor performed under the resulting contract.
 - 27.3.1 IDOC will be responsible for providing supervision as needed when offender labor is utilized.

PROVIDE THE FOLLOWING:

- 27.4 Describe in detail what work you anticipate having offenders participate in under the resulting contract from this RFP.
- 27.5 Describe how you will work to ensure that the system security is not compromised from utilizing offender labor.
- 27.6 Any other information deemed necessary or appropriate to this section.

28.0 ADDITIONAL EQUIPMENT- MANDATORY

- 28.1 Respondent is to provide, install (as necessary), and maintain TTYs at correctional facilities, and other State payphone locations at no cost to the State as requested.
 - 28.1.1 TTY equipment shall be portable or of a fixed mount. Requirements will vary depending on the need of each site.
 - 28.1.2 TTY equipment shall contain a display.
 - 28.1.3 TTY equipment must have the ability to print a paper copy (offender phones only).
 - 28.1.4 TTY equipment must have the capability of being remotely monitored and recorded at IDOC facilities. The CCS must be able to convert TTY tones into a readable printout or log the call in a text form within the proposed CCS.

PROVIDE THE FOLLOWING:

- 28.2 Indicate your ability and compliance to supply the requested items above.
- 28.3 Provide a listing and catalog of the specific equipment that is currently available to meet the requirements listed above.
- 28.4 Describe how the proposed CCS logs, converts, and records calls placed utilizing a TTY.
- 28.5 Any other information deemed necessary or appropriate to this section.

29.0 CELLULAR PHONE DETECTION & JAMMING-MANDATORY

The State desires the ability to detect, deter, and intercept unauthorized cellular telephone use at all IDOC facilities. For the purpose of this section, cellular relates to any communication device utilized to access any wireless carrier's network to communicate verbally, via text/SMS/MMS message, or by some other use of data across the carrier's network. Reduction of unauthorized cellular use will benefit both IDOC from a security and investigations standpoint and the Respondent in reducing lost revenue from illegal cellular use.

- 29.1 The State is aware that cellular jamming is not legal at this time. Jamming will be reviewed further upon FCC approval for use in correctional facilities.
- 29.2 Should the FCC not permit jamming, Respondent will work with the State to implement alternative technologies to deter and detect cellular use in IDOC facilities.
- 29.3 Permanent installation of cellular detection equipment is not required every IDOC facility. IDOC requires a minimum of nine systems be made available for IDOC use. Systems should be robust multi functional systems that go above and beyond the typical small handheld units that can be carried around the housing units to detect active cellular phones.
- 29.4 Fixed systems are required at the following IDOC locations: New Castle, Putnamville, Plainfield, Indiana State Prison/Westville, Pendleton/CIF, Miami Correctional, Wabash Valley, and Rockville. The remaining IDOC sites will require systems that can easily be transported between sites.
- 29.5 Antenna installations and any cabling required as part of any proposed fixed solution must be permanently mounted and conform with accepted industry standards for the correctional industry, NEC, Bicsi, and all other national, state, and local regulations relating to fire stopping, electrical and telecommunications standards.
- 29.6 All equipment, software, antennas, cables, and other items related to the system will become the property of IDOC. During the life of the contract Respondent will be responsible for all maintenance, updates, upgrades, and support of the equipment.
- 29.7 Additional systems will be installed as required at the request of IDOC.
- 29.8 Cellular tower replication technology is the most desired solution to meet IDOC needs. The following features are desired.
 - 29.8.1 Ability to intercept and allow or disallow call to proceed.
 - 29.8.2 Ability to record audio from calls in progress.
 - 29.8.3 Ability to log all calls placed and received and the digits being dialed.
 - 29.8.4 Ability to intercept and log or send text messages to and from phones located within the correctional facility.
 - 29.8.5 Ability to capture ESN, MEID, or cellular numbers communicating thru the system.
 - 29.8.6 Ability to triangulate or detect phones within a specific location.
 - 29.8.7 Allowed device list to permit authorized devices to make and receive calls without being recorded, blocked, etc.

- 29.9 Non linear junction detectors may be utilized in addition to other possible solutions proposed by Respondent. However, it should be noted that use of non linear junction detectors alone will not satisfy this requirement.
- 29.10 Proposed system **MUST NOT** cause inference with IDOC communications radios or other approved electronic devices.
- 29.11 Training must be provided to IDOC in the proper operation and setup of the proposed solution. Training will take place upon initial installation and throughout the life of the contract as requested by IDOC staff.
- 29.12 The proposed solution must comply with all applicable State and Federal laws, and all FCC regulations.

PROVIDE THE FOLLOWING:

- 29.13 Describe in detail what technology you can offer the State at this time.
- 29.14 Describe what technology you may be able to provide in the future as guidelines are established to permit jamming.
- 29.15 Indicate your ability to meet the equipment requirements of IDOC.
- 29.16 Describe in detail any installation requirements at IDOC facilities related to antennas, repeaters, etc.
- 29.17 Describe any other emerging technologies that the State may wish to consider related to cellular detection, interception, and jamming.
- 29.18 Any other information deemed necessary or appropriate to this section.

30.0 PUBLIC WI-FI SERVICE-HIGHLY DESIRABLE

The state desires that public Wi-Fi service be provided at state locations such as INDOT rest areas, DNR properties and campgrounds, and other public locations as requested at no cost to the State. Respondent will be responsible for all costs associated to install, operate, and support the service. Service will be a pay-for-use service that can be billed by pay per use, pay-per-day, or pay-per-week with the users of said service paying for using the service. Service may be provided thru the use of internet kiosks, internet enabled payphones with Wi-Fi, or by Wi-Fi access points.

- 30.1 The proposed system should provide a walled garden/splash page upon access that provides cost and payment options for using the service. This site may contain advertising as long as it is not deemed by the state to be offensive in nature. Any material deemed to be offensive by the state must be removed immediately.
- 30.2 The proposed service should also provide free access to a few limited sites such as the DNR website, INDOT road and traffic conditions and closures, local weather information, watches, and warnings. These sites will be determined by the location being served by the proposed service. No advertising or pop-ups are permitted when linking to these sites.
- 30.3 DNR locations, INDOT rest areas, and the surrounding parking lots should provide adequate coverage and bandwidth to support multiple users at the same time. Respondent will monitor bandwidth utilization and add additional capacity as required.
- 30.4 The State will not provide any network or broadband connectivity. Respondent will be required to provide their own network/broadband connectivity for the service
- 30.5 The State will provide access to existing power outlets as need by the Respondent. Any additional power installation requirements not already in place will be the responsibility of the Respondent.

- 30.6 DNR properties will include the campgrounds, camp stores, and other areas as requested.
- 30.7 INDOT locations will include rest areas and the surrounding parking lots.
- 30.8 The State will **NOT** provide technical assistance to users but will re-distribute printed service information to users as long as the information is provided to the State in paper form that can be given to users. Respondent will be responsible for ensuring that adequate materials are available at all locations for distribution to users and will replenish printed materials on a regular basis or upon request of the State.
- 30.9 The State will work with Respondent and permit limited signage advertising the service at most locations. For historical preservation reasons, signage will not be permitted at all locations.
- 30.10 Before charging users for use of the service, Respondent must clearly advise users of the costs for the service and warn users that the information is being transferred over the wireless connection and internet is not secure and that they should exercise caution when using the service to safeguard their information.
- 30.11 Respondent should make all reasonable efforts to maintain security of the data transmitted across the proposed service.
- 30.12 Respondent must provide a toll free customer service number for reporting trouble.
- 30.13 Service must be available 24x7x365 day a year. Seasonal sites such as DNR campgrounds may be disconnected on a seasonal basis.
- 30.14 Respondent must provide a simple process of issuing customer refunds when the service fails to work properly. The refund process must not require users to mail or fax in refund forms. Refunds should be issued over the phone when a user calls customer service to request a refund. The State will not issue refunds.
- 30.15 Respondent will pay the State a commission percentage based on the gross revenue generated from this service. Commission percentage details should be provided in Attachment H.
- 30.16 Respondent will supply the State with monthly commission reports for the Wi-Fi service. The report should include at a minimum the gross revenue per location, the commission being paid to the State, number of users of the service, and the amount of data in megabytes used at each site per month. Reporting information will be finalized between the State and Respondent after contract execution.
- 30.17 Respondent will supply the State a monthly trouble report indicating any problems experienced at the Wi-Fi sites.

PROVIDE THE FOLLOWING:

- 30.18 What is the minimum bandwidth available per user that you are proposing under this service?
- 30.19 Provide a sample of the proposed signage for advertising the service as well as any customer handouts with instructions on using the service.
- 30.20 Provide your proposed user rates in Attachment H.
- 30.21 Provide the commission percentage you will pay the State for users utilizing the service in Attachment H.
- 30.22 What Wi-Fi equipment are you proposing to utilize in order to provide the requested services and what Wi-Fi technologies will it support?
- 30.23 Provide the telephone number for your customer service center.
- 30.24 Describe the process for issuing refunds to customers during service outages, or when

- the service does not meet the minimum performance requirements.
- 30.25 Provide information on any WI-FI implementations you have done with other customers.
- 30.26 Any other information deemed necessary or appropriate to this section.

31.0 NEW TECHNOLOGIES AND SERVICES-HIGHLY DESIRABLE

The State and the Respondent understand that the offender phone technology and the related services requested under this RFP are constantly changing. In an effort to provide the best level and quality of service to the State, the Respondent is encouraged to present new technologies and services to the State for consideration and implementation during any resulting contract from the RFP. This may include new, innovative offender CCS technology, video conferencing, and other beneficial services. In addition to offender CCS innovations, the public payphone and Wi-Fi industry is changing dramatically as well. Any new technologies that would benefit the State may be presented to the State for consideration and implementation during any resulting contract from this RFP.

Technology is important to the State of Indiana and to this CCS procurement. To that end, the State is looking for the combination of technology, rates, commissions, project management, and optional services that deliver the greatest value to the State. The details of the awarded contract may be negotiated with the winning bidder.

PROVIDE THE FOLLOWING:

- 31.1 Indicate your willingness to present new technologies and innovations to the State.
- 31.2 Indicate any additional value add options you are presenting.
- 31.3 Demonstrate to what extent you have integrated with various providers and technologies to deliver exceptional value in other contracts.
- 31.4 Any other information deemed necessary or appropriate to this section.

32.0 CORRECTIONAL FACILITY SECURITY CONDITIONS-MANDATORY

The majority of the work encompassing this project will be performed at State Correctional Facilities and the Respondent must comply with the following special working conditions:

- 32.1 Respondent will be required to submit a list of names, social security numbers, date of birth, and photo identification upon contract execution, of all persons expected to be employed on the project inside a correctional facility. These lists shall be submitted to the Superintendent at each facility for approval prior to any person's arrival at the site for work assignments. All employees are subject to background investigations to include NCIC, III, IDACS, BMV, or any other law enforcement source. The Superintendent and IDOC will have the final decision on allowing access into the facility.
- 32.2 The access times that the Respondent will be allowed to work inside the correctional facilities will be determined by the facility Superintendent on a case-by-case basis. It is expected that the average hours will be from 8:00 am to 5:00 pm Monday through Friday. No work shall be performed on State Holidays, Saturdays, or Sundays

- (Excluding service outage responses as defined in this RFP) without the Superintendents permission. Other time schedules and restrictions may be set by each Facility.
- 32.3 All installation or scheduled maintenance work visits must be pre-scheduled with the facility a minimum of 48 hours in advance and Respondent shall check in and out with the facility.
 - 32.4 Any site visit that is required due to a system outage must be arranged with the facility as soon as the Respondent knows a visit is necessary.
 - 32.5 All employees of the Respondent and subcontractors will be subject to an individual body search (pat down) and will pass thru a metal detector each time they enter a Facility. Tool cases or containers of any kind will be opened for inspection. All employees of the Respondent will be required to have identification cards or badges furnished by the Respondent and the Indiana Department of Correction.
 - 32.6 All vehicles and other equipment will be inspected on both arrival and departure from the facility. Unattended vehicles must be locked and have the keys removed.
 - 32.7 Absolutely no fraternization between offenders and the Respondent's employees will be tolerated. Any attempts at same by offenders are to be reported immediately to IDOC Facility personnel. The selected vendor and its employees must adhere to Prison Rape Elimination Act (2003) guidelines and Departmental policy regarding sexual misconduct and reporting of such behavior.
 - 32.8 No requests for visits with offenders will be granted to Respondent's employees except where such visiting originated prior to award of the Contract.
 - 32.9 Respondent shall follow rules pertaining to foot and vehicle traffic as established by the Facility. Respondent shall observe all off-limit restricted areas beyond which no unauthorized personnel may trespass.
 - 32.10 All heavy power tools and machinery such as air hammers, acetylene tanks, etc., must be removed from the inside of the security perimeter, through the assigned gate nightly, unless approved by the facility. Such heavy equipment as power shovels, compressors, welding machines, etc., can remain inside but must be immobilized in an acceptable manner outside of the security perimeter.
 - 32.11 Cutting torches and cutting tools, in general, shall be securely locked where and as directed by the Facility, and checked out as needed. No tools, small pipe, copper or wire shall remain on the site overnight unless acceptably secured.
 - 32.12 There will be no exchange/loaning/borrowing of tools, equipment or manpower between the facility personnel, offenders, and the Respondent. Offenders working with Respondent under the terms of this RFP may utilize IDOC or Respondent tools as necessary to perform assigned duties.
 - 32.13 The assigned gate through which materials and vehicles must be transported will be opened upon request and as approved by the facility.
 - 32.14 Facility personnel may inspect and search areas under construction at any time, including the Respondents equipment or person.
 - 32.15 Respondent personnel are not allowed in secured areas unless accompanied by facility security personnel.
 - 32.16 Parking of Respondent's and any subcontractor's employee automobiles shall be limited to designated areas.
 - 32.17 No tobacco products of any kind are permitted inside IDOC facilities or on any grounds that are controlled by the IDOC.
 - 32.18 No knives, weapons, drugs (illegal or prescription), cameras etc. are permitted inside IDOC facilities.

- 32.19 Cellular phones, Blackberry's, pagers, recording devices, and other electronic devices (excludes electronic testing tools) are not permitted at IDOC facilities without prior approval from the Superintendent.

PROVIDE THE FOLLOWING

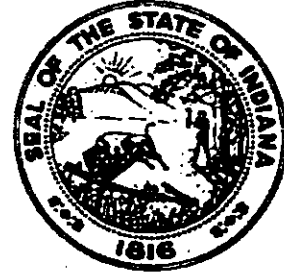
- 32.20 A statement that confirms your agreement and understanding with the requirements above.
- 32.21 Any other information deemed necessary or appropriate to this section.

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Public Communications Services, Inc.

EXHIBIT C
Page 1 of 415

**Attn: Teresa Deaton-Reese, CPPO, CPPB
Indiana Department of Administration
Procurement Division
402 West Washington Street, Room W478
Indianapolis, IN 46204**



**STATE of INDIANA
Indiana Department of Administration
On behalf of
Indiana Department of Corrections**

**RFP 10-55
Offender Pay Telephone Service**

**Release Date: April 28, 2010
Due Date: July 14, 2010 3:00 PM EST**

From:



**Public Communications Services
Public Communications Services, Inc.
11859 Wilshire Boulevard, Suite #600
Los Angeles, CA 90025**



EXHIBIT ^C

Page 2 of 915

Transmittal Letter

July 13, 2010

Attn: Teresa Deaton-Reese, CPPO, CPPB
Indiana Department of Administration
Procurement Division
402 West Washington Street, Room W478
Indianapolis, IN 46204

Dear Ms. Deaton Reese:

Public Communications Services, Inc. (PCS) is pleased to present this proposal for completely turnkey, all-inclusive solutions to fulfill the State's need for offender phones, with call controls, investigative tools, cellular detection, and recording capabilities; public payphones, public internet kiosks, and public pay per use Wi-Fi access to the State of Indiana Departments of Administration and Corrections. This proposal is in response to the Request for Proposal for 10-55, Offender Pay Telephone Service.

PCS's Team has closely reviewed all of the Requirements listed in Section 1 of the State's RFP and understands and agrees with the information and Requirements as presented. PCS will provide the requested products and/or services according to the terms and conditions set forth in the RFP including the State's mandatory contract clauses. By signing I certify that I have read **Attachment B** of the State's RFP and agree to the mandatory contract terms exactly as proposed therein. This proposal contains CONFIDENTIAL information under IC 5-14-3-4 exception number 4.

The PCS-INDIANA Team is pleased to present a Proposal that best satisfies the requirements/conditions listed in the State of Indiana's RFP No. 10-55 for an Offender Pay Telephone System.

- **A new Offender Phone System that is far easier for your staff to use than the antiquated legacy system that you must deal with today. The CCS features secure remote access from any computer or handheld device with Internet access; the same simple point-and-click control that you enjoy on your favorite websites and office applications; and instant access to a reporting system that is 100% customizable.**
- **PCS investment of over \$5,000,000 in capital in Indiana over the life of this contract by working with Indiana-based companies and establishing PCS-Indiana, LLC, including the opportunity of opening a company-wide call center employing Indiana workers under this contract.**
- **Integration and the sharing of information with the state's two largest counties, (Lake and Allen County), as outlined in the State of Indiana's strategic information sharing plan. This provides the ability to log into one system and pull call records, recordings, and offender or gang-related data from Allen County, Lake County, and any other entity for which PCS-INDIANA provides offender phone service**

- Highly experienced Operations and Technical Services staff, a fastest growing minority- and women-owned businesses, BCF Consulting and the State's current offender and payphone service provider, Publicall
- A physical transition of hardware and service with **little to no system downtime** for all facilities in **less than 4 weeks led by a project team with the combined experience of 143 years.**
- A program to **train and pay offenders** so that they may learn new skills, receive certificates of completion for the training, and improve their post-incarceration opportunities to **reduce the likelihood of recidivism.**

PCS has proposed the best equipment, technology, service and support available in today's marketplace. PCS is confident that our proposal provides the best value proposition to meet and exceed the State of Indiana's goals and objectives. **PCS is uniquely capable of providing the right people and the right technology to serve your State's inmate communications needs.**

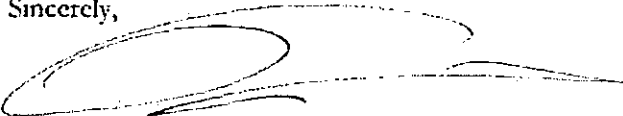
The following individuals are authorized to represent PCS and with the State of Indiana. They will also be PCS's principal contacts to receive any notifications or requests for additional information the State needs. PCS has included a copy of a Proof of Authority indicating Paul Jennings is authorized to enter into a binding agreement for PCS.

Paul Jennings
Co-Owner & Chief Executive Officer
11859 Wilshire Blvd., Suite 600
Los Angeles, CA 90025
paul.jennings@teampcs.com
Contact Number: 800-350-1000, ext. 3101
Fax Number: 310-954-2103

Joseph Pekarovic
Vice President
11859 Wilshire Blvd., Suite 600
Los Angeles, CA 90025
joe.pekarovic@teampcs.com
Contact Number: 800-350-1000 ext. 3015
Fax Number: 310-954-2119

We look forward to responding to any questions resulting from your review of the enclosed proposal. For additional information, please feel free to contact me at 800-350-1000 ext. 3101 (office) or by email at paul.jennings@teampcs.com.

Sincerely,



Paul Jennings
Co-Owner & Chief Executive Officer
Public Communications Services, Inc.

CERTIFICATE OF APPROVAL OF AGREEMENT OF MERGER

Paul Jennings and Joseph Fryzer certify that:

1. They are the President and Secretary, respectively, of Public Communications Services, a Nevada Corporation.

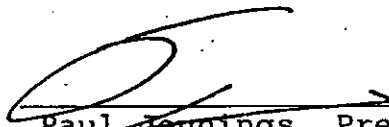
2. The Agreement of Merger in the form attached hereto was duly approved by the board of directors and all shareholders of the Corporation. The undersigned individuals are the sole directors and shareholders of the Corporation.

3. The shareholder approval was by the holders of one hundred percent (100%) of the outstanding shares of the Corporation.

4. There is only one (1) class of shares and the number of shares outstanding is two thousand five hundred (2,500).

We further declare under penalty of perjury under the laws of the State of California that the matters set forth in this Certificate are true and correct of our own knowledge.

DATED: Dec 15, 2000


Paul Jennings, President

Dec 15, 2000



Joseph Fryzer, Secretary



Table of Contents

STATE of INDIANA
Indiana Department of Administration
RFP 10-55
Offender Pay Telephone Service
For the Indiana Department of Corrections

Proposal

Letter of Transmittal 1
Certificate of Approval..... 3
Table of Contents 5
Executive Summary Executive Summary-1
1 Business Proposal 1
2.3.1 General Introduction 1
2.3.2 PCS's Company Structure 4
2.3.3 PCS Financial Information 4
2.3.4 Integrity of Company Structure and Financial Reporting 5
2.3.5 Contract Terms/Clauses 7
2.3.6 References 7
2.3.7 PCS Registration to do Business 13
2.3.8 Authorizing Document 14
2.3.9 Subcontractors 15
2.3.10 Extension of Pricing to Other Governmental Bodies 20
M/WBE Subcontractor Commitment Form (RFP Attachment A) 21
2 Technical Specifications (RFP Attachment D) 1
1. Proposal Format 1
2. Telephones to be Serviced 1
3. Service Area 3
4. Integration with OIS & JDS 5
5. Integration with Kiosk System 13
6. Offender Telephone System 14
7. Use of Existing Phones, Enclosures & Wiring 113
8. Public Payphones 115
9. Payphone Operator Services 127

Public Communications Services, Inc.

10. Compliance with IC-5-22-23	132
11. Rates.....	132
12. Service Quality	135
13. Billing, Debit & Prepaid Accounts, Account Limits & Call Blocking.....	142
14. Certificate of Authority	146
15. System Documentation & Monthly Reports.....	146
16. Requirements of the State	157
17. End-User billing & Calling Options	159
18. Customer Service	163
19. Commission Percentage	170
20. Commissions.....	171
21. Commission Checks	172
22. Commissions (Payphones)	173
23. Cutover	173
24. Experience & Reliability	179
25. Account Management & Customer Service	184
26. Subcontracting.....	187
27. Offender Labor & Training.....	190
28. Additional Equipment.....	191
29. Cellular Phone Detection & Jamming	193
30. Public Wi-Fi Service.....	208
31. New Technologies & Services	213
32. Correctional Facility Security Conditions	220
3 Cost Proposal (RFP Attachment H).....	1
4 Indiana Economic Impact Form (RFP Attachment C).....	1
Completed Attachment C	3
5 Buy Indiana Initiative/Indiana Company.....	1

Appendices

- A IN Certificate of Authorization to Provide Telecommunications Services**
- B Letters of Reference**
- C Sample ICM Call Recording**
- D Equipment Specification Sheets**
- E PCS Offender & Payphone IURC Tariff filings**
- F Sample Trouble Ticket Report**
- G Sample Monthly Commission Reports**

- H Sample ICM Reports**
- I Resumes**
- J Sample Call Prompts/Dialing Instructions**

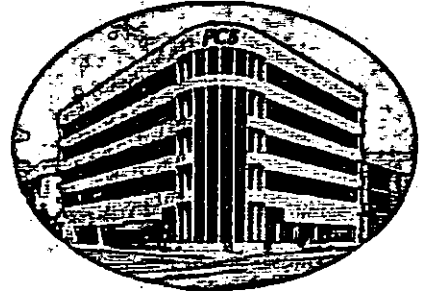
Confidential Appendices

(Separate Sealed Envelope)

- K PCS Audited Financial Statements**
- L Work Plan (Project Plan) & Network Diagram**
- M Sample PCS Implementation Test & Acceptance Plan**
- N Current Indiana Contracts**
- O Six User Guides**
- P Certificate of Organization for PCS – Indiana, LLC**

Executive Summary

The PCS-INDIANA Team is pleased to present a Proposal that best satisfies the requirements/conditions listed in the State of Indiana's RFP No. 10-55 for an Offender Pay Telephone System. In this Executive Summary, we highlight the key benefits of our Proposal for the State: **Technology, Service, and Investment in Indiana**. We designed these benefits, and the others outlined throughout our Proposal, to deliver on our commitment to provide the State of Indiana with the **greatest overall value** in your next Offender Pay Telephone System.



On the following pages, PCS-INDIANA will demonstrate its commitment to delivering exceptional value and will demonstrate why we believe that the solution being offered will meet the full requirements of each evaluation criteria.

- 1. Adherence to Mandatory Requirements** – The PCS-INDIANA Team can and will adhere to all mandatory requirements as described in this RFP.
- 2. Management Assessment/Quality (Business and Technical Approach)** - The PCS-INDIANA Team will deliver an integrated DOC-hardened offender communication system that exceeds the requirements set forth in this RFP. This solution includes both the mandatory and desirable requirements for the offender phones, public pay phones, and Wi-Fi. In addition to what has been requested in this proposal, PCS-INDIANA continues to develop new features that will be offered to the State as they become available, at no additional cost, throughout the life of the contract. In partnership with the State, The PCS-INDIANA Team will create a technology roadmap that will follow IOT, IDOC, and IDOA guidelines and will ensure that the technology offered in the proposed solution stays relevant and up-to-date. This roadmap will include the integration discussions that have already been conducted with individuals, such as Nick Vespa at Microsoft and i2 Solutions, to ensure that the roadmap encompasses all touch points to the Offender Phone System Solution.
- 3. Cost** – The PCS-INDIANA Team has come up with a combination of rates and commissions that will deliver the greatest value to the State. The rate structure proposed provides for a **10% decrease in the current offender and public payphone calling rates** while also accounting for ongoing updates, product development, customization, and fulfillment of the technology roadmap. With the implementation of debit calling, PCS-INDIANA is offering **more than \$3.5 million in yearly commissions** on an estimated \$10 million in revenue. This commission rate represents **more than a 30% increase over the estimated \$2.4 million that the State receives today**. The PCS-INDIANA Team encourages the State to pay special attention to “lowball” rate

quotes and/or artificially high commission offerings that may come with hidden fees or may not include ongoing system upgrades, product development, integrations, and customization. Very low rates and/or high commissions may also indicate that the bidder does not fully understand the scope of the cell detect/control, payphone, and Wi-Fi projects or that the bidder's available staffing resources are not adequate for the size and scope of the projects.

4. **Indiana Economic Impact** – The PCS-INDIANA Team has gone to great lengths to create new, long term high paying jobs in Indiana. To handle the service for the majority of the local support functions, we have engaged local subcontractors and even PEN Products, the DOC's correctional industries company, to do work on this contract in Indiana with Indiana employees. The PCS-INDIANA Team has also developed a program to train and pay offenders so that they may learn new skills, receive certificates of completion for the training, and improve their post-incarceration opportunities to reduce the likelihood of recidivism.

5. **Buy Indiana** – In support of the Governor's initiative to increase the percentage of State procurement from Indiana businesses to over 90% of all state contracts, PCS-INDIANA, Public Communications Services – Indiana, LLC is an Indiana company, employing Indiana residents, and headquartered in downtown Indianapolis. The company has also signed letters of commitment to invest over \$5,000,000 in capital in Indiana over the life of this contract, including the opportunity of opening a company-wide call center employing Indiana workers under this contract.

6. **Minority and Women Business Subcontractor Commitment** – As part of our support of the local Indiana economy and the State's goal for minority and women owned business participation, PCS-INDIANA has letters of support from BCforward and CSCI Consulting, which are certified by the State as an MBE and a WBE respectively. Our proposal commits to spending more than \$36 million over the life of the contract with these two companies. This level of participation is three times greater than the target participation rate of 8% each and reflects PCS-INDIANA's commitment to furthering the goals of the State and supporting minority- and women-owned businesses. Through these two firms, the PCS-INDIANA Team is willing to work with the State to incorporate any other local M/WBE businesses that the State may wish to utilize, such as Publicall, ShawnTech, D&M Communications, and Matrix Technologies, etc.

PCS-INDIANA Value:

We won't leave you in the Stone Age

At the end of the day, most of our clients want the same thing: **A reliable up-to-date offender phone system that maximizes your resources rather than wastes them.**

PCS-INDIANA's Call Control System ("CCS") – both its standard features and the optional features we propose for the State of Indiana – include the newest and latest CCS features as well as an **open architecture that allows us to easily modify everything from the user interface to PIN/PAN management**

to call controls and voice prompts. At the helm of PCS-INDIANA's CCS development and engineering are George McNitt, Chris McNitt, and Brian Dietert.

These individuals have been designing and engineering offender phone systems for over 15 years and are the leading system architects in the industry. It is their passion for telecom, coupled with the feedback from our customer focus groups that drive our relentless and ongoing product development. PCS-INDIANA is not satisfied with being a leader in the CCS market today, but strives to keep delivering value to existing customers by adding new features via our quarterly product updates. As one of our newest and largest customers, **Indiana will be invited to join our product development customer focus group**, which is the source for the majority of our product development initiatives. PCS-INDIANA, more than anyone else in the industry, collaborates with our customers and offers feature and system updates as they are developed and **does not hold new technology hostage only to be offered in exchange for a contract renewal.**

In addition to cutting edge technology that exceeds many of the requirements of this RFP, The PCS-INDIANA Team can further maximize the value of our technology solution by offering the following:

A Powerful and Practical System

PCS-INDIANA understands that State Departments of Correction nationwide are under more pressure today to increase productivity by better managing their staff and their offenders. PCS-INDIANA's CCS is designed to help you do just that. Simply put, after 23 years of designing and implementing offender phone systems **PCS-INDIANA's CCS is the most powerful and yet easy-to-use system available today.** We included all of the features that our clients appreciated, new features our clients were asking for, and none of the problems that plague other systems.

As a result, PCS-INDIANA's CCS is a best-in-class system that features secure remote access from any computer or handheld device with Internet access; the same simple point-and-click control that you enjoy on your favorite websites and office applications; and instant access to a reporting system that is 100% customizable. PCS-INDIANA's intuitive system is so easy to use, that most new users are comfortable navigating the system after as little as half an hour of training.

The **power and simplicity** of the CCS are guaranteed to save IDOC staff countless hours in resource time by making your investigations and phone system administration easier than ever before. Additionally, this centralized calling system will benefit the State by requiring **less equipment onsite; vastly reduced energy consumption** at your facilities; a quick and easy **"plug-and-play" installation** of onsite equipment; and **less onsite maintenance.**

Integration with Indiana County Data

PCS-INDIANA currently holds the contracts for two of the largest Counties in Indiana, Allen and Lake, and hopes to have Marion County under contract before the end of the year. With its database-driven design and centralized architecture, PCS-INDIANA's CCS is ideally suited for integration and the sharing of information outlined in the State of Indiana's strategic information sharing plan. With approval from the respective governing bodies, **PCS-INDIANA can offer what others cannot: the ability to log into one system and pull call records, recordings, and offender data from Allen County, Lake County, and any**

other entity for which PCS-INDIANA provides offender phone service. This means that if an offender leaves the DOC and is later locked up in one of these County facilities, DOC staff can utilize their single user interface to pull that offender's call records, recordings, and gang-related data. Similarly, if an offender was transferred from a County facility to the DOC, investigators would have access to pull call records, recordings, and reports from the County incarceration. This sharing of data has shown to be an invaluable investigative tool and one that can improve the quality of investigations and save both time and money for the State.

PCS-INDIANA Service:

Delivering Excellence, Every Day

Dedication to Offender Communications Throughout Our 23-Year History

PCS-INDIANA's parent company is proud to be the only Offender Telephone Services Company in the United States to have existed under the same ownership for more than two decades, with an unswerving focus on offender telephone service. PCS has remained proudly debt-free throughout our 23-year history. Our strict financial discipline ensures that we can *reinvest in our existing clients through new technology and outstanding service*. Our long-time focus on delivering offender communications solutions to the corrections industry means that we have a long-term track record of reliability that allows us to build strong partnerships with our clients, and to keep the commitments we make.

PCS-INDIANA is also proud to be a "one-stop shop" for all of your offender telecommunications needs. While other vendors rely on outsourcing for their core offender phone system and billing services, we maintain control of our core functions by keeping them in-house. We designed, support, maintain, upgrade, and continue to develop our proprietary calling system, and we perform all of our own billing and back office support. By eliminating our reliance on other vendors for core technology, we put more control and influence over system development and maintenance directly into the hands of our clients.

Unmatched Service through BCforward, CSCI Consulting, and Publicall

At the heart of our Service Plan is a partnership among PCS-INDIANA's highly experienced Operations and Technical Services staff, and the State's largest and fastest growing minority- and women-owned businesses, BCforward and CSCI Consulting. As part of this relationship, PCS-INDIANA and BCforward have also partnered with the State's current offender and payphone service provider, Publicall, to ensure that the current quality and level of service that the State receives today will only improve. With Publicall's historical knowledge, BCforward's superior information technology skills, and PCS-INDIANA's technology, operations, and account management skills, we guarantee that **the level of service in Indiana will drastically increase**. Leading the account management initiative will be PCS-INDIANA's Key Account Team, led by the **Key Personnel** for this proposal, **Chris Moore, Andrew Merrill, and Joe Pekarovic**.

PCS-INDIANA is proud to be able to partner with BCforward and Publicall so that the transition of maintenance service will be easy for the State. Nevertheless, if for any reason the State does not

approve of these subcontractors, PCS-INDIANA is willing to work with the State to choose the providers that best meet its needs. As another option, PCS-INDIANA has the experience and staff to handle the maintenance and support of the account internally if that is what the State would prefer.

PCS-INDIANA Transition Plan:

With PCS-INDIANA, Breaking up is Easy to Do

When you've had a long relationship with a vendor, or in your case multiple vendors, ending that relationship can seem like a massive undertaking.

We also know, however, that when a legacy system is burdening your staff, offenders, and constituents with inefficiencies, dated investigative capabilities, and outmoded calling with rates that are higher than necessary, a change is worth the effort; and ultimately requires less effort than staying with the current vendor. Fortunately, PCS-INDIANA and its parent company have 23 years of experience as an offender telephone services Prime Contractor in seamlessly implementing our solutions for large correctional agencies across the country – including *one out of every five state DOCs* and many large county agencies. The PCS-INDIANA Team takes pride in our relationships as a trusted solutions partner for hundreds of correctional facilities nationwide.

Mr. Chris Moore, MBA and PMP[®] certified PCS Program Manager, is an expert at leading fast, seamless implementations for PCS's largest clients.



For the State of Missouri DOC (MODOC) in 2006, for

example, he led the physical transition of 1,600 phones serving more than 33,000 offenders. At the same time, he led a sophisticated integration to provide for the first-time deployment of electronic Debit calling for MODOC offenders.

MODOC was pleased that Debit calling was available the first day their new phone system was online. And the State was especially pleased that the entire transition – including all phones, hardware, software, and the integration – was completed in only 47 calendar days.

PCS-INDIANA's proposed solution will ensure that the IDOC is continuously in the forefront of technology, efficiency, rates, and investigative possibilities. We will replace your legacy calling system with state-of-the-art technology that will increase your investigative power, save staff time and effort, broaden your call control capabilities, and increase secure contact between offenders and their loved ones.

Best of all, the PCS-INDIANA Team will complete the physical transition of hardware and service for all facilities in less than 4 weeks. Over the years, PCS-INDIANA has demonstrated our ability to transition service quickly and with quality by employing project management best practices, veteran staff, and a centralized offender phone solution that requires minimal onsite hardware. With this solution, the onsite portion of the transition has been reduced to installing just a handful of advanced plug-

and-play devices and connecting them to the PCS-INDIANA network. All of the intelligence and investigative horsepower is located at our redundant Class 4 Carrier Grade Data Centers.

Our plan was designed by – and will be led by – Mr. Chris Moore, a PCS-INDIANA implementations veteran, Program Manager, MBA, and PMP[®] certified Project Manager. Mr. Moore combines the PMBOK[®] (Project Management Body of Knowledge) best practices with more than a decade of

experience designing, installing, and supporting offender phone systems – leading the industry in planning and managing smooth offender phone system implementations.

Mr. Moore is a trusted expert in leading fast and seamless implementations for PCS-INDIANA's largest clients. He will ensure that the State of Indiana is transitioned to its new phone system as quickly as possible, with minimal disruption to offender phone service and ongoing IDOC operations.

Additionally, as our Proposal shows, the PCS-INDIANA Team is full of team members like Chris Moore – implementations, project management, network engineering, IT, and technical services leaders who combined have more than 143 years of experience configuring, installing, and maintaining our offender Phone Systems for large clients like the IDOC. In fact, the architects who created our CCS still work on new system development, customization, and maintenance to this day.

PCS-INDIANA guarantees that the transition to our system will exceed your expectations. And, when it's complete, you will be left with a new Offender Phone System that is far easier for your staff to use than the one antiquated legacy system that you must deal with today. The PCS-INDIANA Team has proven success in large implementations, along with excellent technology and client service, and we invite you to call our references to learn more about our dedication to smooth transitions and quality client care.

***The PCS-INDIANA Team and the IDOC:
Creating the Solution That Delivers the Greatest Value for You***

Thank you for taking the time to review this Executive Summary and the attached Proposal. Our Proposal offers the best products and services based on our research and understanding of the State's specialized needs. We invite you to compare our Proposal with those of our competitors and to choose the solution that truly delivers the greatest overall value. If you need more information from PCS-INDIANA throughout this process, please contact us for a live demonstration. We will be happy to bring a test system to an IDOC facility, or, at the State's option, we can arrange to meet at Allen County, Lake County, or the Missouri DOC to demonstrate a live, fully operational PCS-INDIANA system as it is actually used in a secure corrections environment.

1. BUSINESS PROPOSAL

The Business Proposal must address the following topics except those specifically identified as "optional."

2.3.1 General (optional)

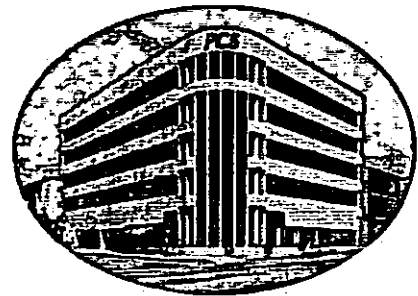
This section of the business proposal may be used to introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

PCS Response: PCS has read, agrees and will comply. Please see our **Executive Summary** of this proposal.

2.3.2 Respondent's Company Structure

The legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization.

PCS Response: PCS has read, agrees and will comply. PCS is a privately held S chapter corporation headquartered and incorporated in California that provides innovative turnkey inmate telephone services and technology solutions to federal, state, and local and private correctional facilities throughout the United States. A technology leader and innovator in Inmate Telecommunications Services for over two decades, we are proud to say that we are one of very few companies dedicated to serving the correctional communications industry for over 20 years—since 1987—and we are still run by the same telecom professionals who founded the company. As the ITS industry has evolved, and large, multi-faceted telecommunications companies have entered and exited the business, PCS has continued to maintain an unwavering focus on, and innovation within, the corrections industry. PCS is an inmate telecommunications provider—that is what we do, and that is *all* we do. Please see **Appendix A** for PCS's Certificate of Authority to provide Telecommunications Services and



PCS Corporate Headquarters in
Los Angeles, California



conduct business in the State of Indiana.

PCS is the **third largest provider** of inmate communications services in the country.

- PCS is dedicated to supporting the goals and initiatives of our customers (e.g., re-entry programs)
- **Hundreds of correctional agencies in 30 states** have chosen PCS because of: PCS's dedication to completing more calls per inmate
- Lower call rates that increase call volume (and therefore revenue generation)
- Billing arrangements with hundreds of CLECs and ILECS
- More calling options, like Debit, to reach nonbillable phones (e.g., cell phones)
- Balancing low rates while maintaining commissions
- Service Level Agreements (SLAs) that are met as promised
- Quality field service and account management
- A dedicated customer service and technical service team

PCS-Indiana, LLC

PCS has established an LLC in the State of Indiana to create new, high paying jobs in Indiana. To handle the service for the majority of the local support functions, PCS-INDIANA has engaged local subcontractors and even PEN Products, DOC's correctional industries company, to do work on this contract in Indiana with Indiana employees. The PCS-INDIANA Team has also developed a program to train and pay offenders so that they may learn new skills, receive certificates of completion for the training, and improve their post-incarceration opportunities to reduce the likelihood of recidivism.

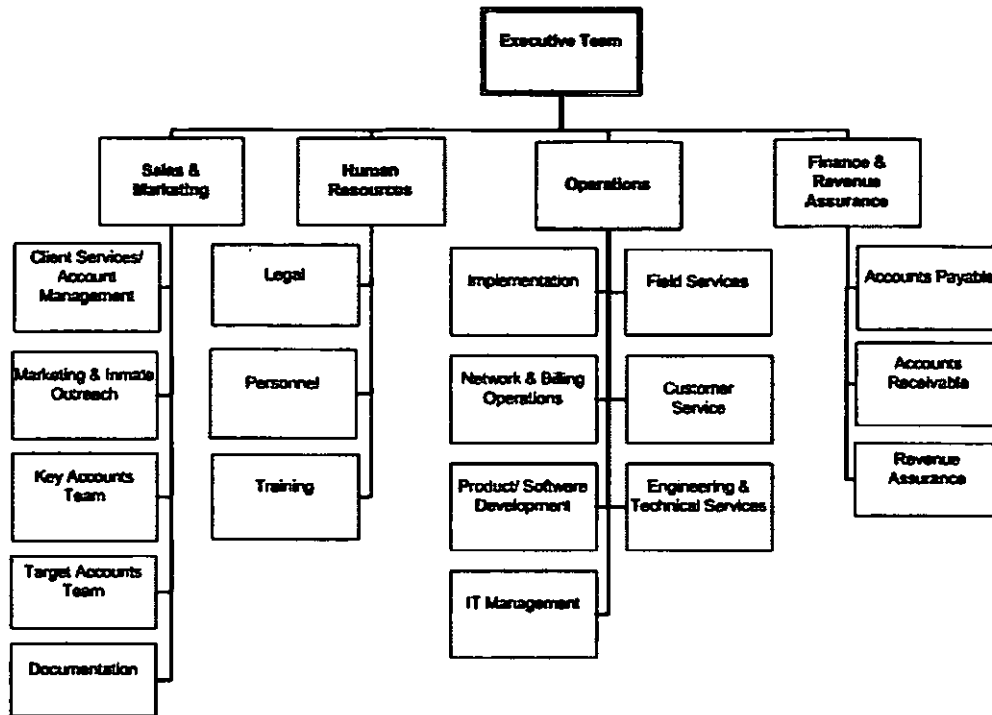
In support of the Governor's initiative to increase the percentage of State procurement from Indiana businesses to over 90% of all state contracts, Public Communications Services – Indiana, LLC is an Indiana company, employing Indiana residents, and headquartered in downtown Indianapolis. The company has also signed letters of commitment to invest over \$5,000,000 in capital in Indiana over the life of this contract, including the opportunity of opening a company-wide call center employing Indiana workers under this contract.

Organizational Structure

PCS's organizational structure reflects our commitment to providing exemplary service. PCS is headquartered in Los Angeles, California, and has an Engineering and Technical Services Center in Dallas, Texas, and remote offices in California, Pennsylvania, Nebraska, North Carolina, and Texas. PCS has more than 30 full-time Field Services technicians across the country—including technicians in Fort Wayne and Crown Point, Indiana—and more than 60 factory-certified technicians available through regional subcontractors who have worked with us on installations and repairs before and are familiar and qualified to provide repairs. PCS regularly responds to repair requests by multiple facilities simultaneously.

PCS is organized into the following functional units:

- Executive Team
- Sales & Marketing
 - Client Services
 - Marketing & Inmate Outreach
 - Key Accounts Team
 - Target Accounts Team
 - Documentation
- Human Resources
 - Legal
 - Personnel
 - Training
- Operations
 - Implementation
 - Field Services
 - Network & Billing Operations
 - Customer Service
 - Product/Software Development
 - Engineering & Technical Services
 - Information Technology (IT) Management
- Finance & Revenue Assurance
 - Accounts Payable
 - Accounts Receivable
 - Revenue Assurance



2.3.3 Company Financial Information

This section must include the Respondent's financial statement, including an income statement and balance sheet, for each of the two most recently completed fiscal years. The financial statements must demonstrate the Respondent's financial stability. If the financial statements being provided by the Respondent are those of a parent or holding company, additional financial information should be provided for the entity/organization directly responding to this RFP.

PCS Response: PCS has read, agrees and will comply. Please see **Appendix J** in the separate, sealed envelope labeled "CONFIDENTIAL" for PCS's **Audited Financial Statements**. As evidenced by these financial statements, PCS is the strongest and most stable company—financially and otherwise—in the Inmate Telephone Services industry. **PCS is still owned and operated by our founders who remain directly available and accountable to our clients.**

PCS has never sought creditor protection and has an excellent commercial credit and bank rating; this is supported by our Dun and Bradstreet® ratings, which are available for public review at www.dnb.com and are the highest among our competitors. Dun & Bradstreet ratings are the standard rating tool for vendors bidding on government contracts, because all companies are subject to Dun & Bradstreet analysis, regardless of their level of debt. Other credit-rating vendors like Moody's and S&P rate only those companies that carry debt; **PCS, however, is proud to have remained debt-free throughout our 23-year history in the inmate telephones industry.**

2.3.4 Integrity of Company Structure and Financial Reporting

This section must include a statement indicating that the CEO and/or CFO has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

The Sarbanes Oxley Act of 2002, H.R. 3763, is NOT directly applicable to this procurement; however, its goals and objectives may be used as a guide in the determination of corporate responsibility for financial reports.

PCS Response: PCS has read, agrees and will comply. PCS's Chief Executive Officer (and co-founder and owner) Paul Jennings and our Chief Financial Officer Dennis Komai have read and take responsibility for the financial information and representations included in this proposal. Please don't hesitate to contact either of them with requests for more information or to hear directly about PCS's Corporate Responsibility and Financial Controls.



Paul Jennings - Co-owner & Chief Executive Officer

11859 Wilshire Blvd., Suite 600
Los Angeles, CA 90025
paul.jennings@teampcs.com
Contact Number: 800-350-1000 ext. 3101
Fax Number: 310-954-2103

Paul Jennings is the founding partner and chief executive officer of Public Communications Services, Inc., (PCS), which is the third largest provider of inmate telephone systems in the country. Mr. Jennings has been in the telecommunications industry since 1983. He is regarded as one of the pioneers in the long distance operator service business that began with AT&T's break-up in January 1984.

PCS has developed core values, which deliver value to the end-user and consistent reliable service to its clients. The company has achieved industry profit margins year after year by its customer/marketing centric focus. PCS's extensive client list includes numerous State DOCs for many of whom PCS provides unique premium services and technology solutions similar to those requested by the Indiana DOC.

Mr. Jennings is a member of Young Presidents Organization (YPO) serving in five chair positions, as well as a board member on several school boards.



Dennis Komai - Chief Financial Officer

11859 Wilshire Blvd. Suite 600
Los Angeles, CA 90025
dennis.komai@teampcs.com
Phone: (800) 350-1000, ext. 5411
Fax: (310) 954-5465

Dennis Y. Komai joined PCS in 2006 bringing more than thirty years of finance and accounting experience in Electronics, Aerospace, and Telecommunications. He has been the CFO/Controller of large and medium-sized companies for more than twenty years and has extensive knowledge of manufacturing and engineering based firms.

Some of the companies Mr. Komai has worked for include Hughes Aircraft (now Raytheon), Cartwright Electronics, and Meggitt, PLC (a British-owned company). Mr. Komai has also been involved in start-up companies and consulting work.

Corporate Responsibility

PCS has an annual financial audit conducted by a Certified Public Accountant in accordance with Generally Accepted Accounting Principles. This ensures that our records are accurate and complete. PCS also conducts our own quarterly rate audit to verify that every call is being billed at the rate agreed upon with that client. In addition, in 2005 PCS hired an independent telecom industry consultant to perform a revenue assurance audit of our validation, billing, commissioning and reporting processes. The auditor's report verified that commission payments were being made accurately and within contractual requirements.

In recent years PCS has engaged Windes & McClaughry of Long Beach, CA as our auditors. PCS also employs Windes & McClaughry to do our taxes. Neither PCS, nor any of our corporate officers, has any other relationship with Windes & McClaughry. PCS has never used consulting or other services from our auditors. PCS's Audited Financial Statements are already signed and certified by the auditors (see **Appendix J** in the separate, sealed envelope labeled "CONFIDENTIAL"). PCS would be happy to also have our Chief Financial Officer sign and certify our financial statements and/or to have our manager of Billing & Revenue Assurance sign our Monthly Commission Statements to the State.

Board Integrity

PCS Indiana is a privately-owned company and not subject to the reporting or audit requirements of the Sarbanes-Oxley Act or other state and federal laws applying to publicly traded companies. Nonetheless, PCS Indiana and its parent company, PCS, are subject to annual, outside, independent audits. All financial information provided in response to this Request for Proposal has been subject to those audits and is accurate and complete. Our company has further implemented a rigorous corporate compliance program and corporate code of conduct to ensure there are not any inappropriate conflicts of interest and that our company and its employees are held to the highest standards of conduct. We believe those policies ensure that our employees have the integrity, character, and reputation to conduct business in Indiana as required by I.C. 5-22-16-1(d).

2.3.5 Contract Terms/Clauses

A sample contract that the state expects to execute with the successful Respondent(s) is provided in Attachment B. This contract contains both mandatory and non-mandatory clauses. Mandatory clauses are listed below and are non-negotiable. Other clauses are highly desirable. It is the State's expectation that the final contract will be substantially similar to the sample contract provided in Attachment B.

In your Transmittal Letter please indicate acceptance of these mandatory contract terms (see section 2.2.2). In this section please review the rest of the contract and indicate your acceptance of the non-mandatory contract clauses. If a non-mandatory clause is not acceptable as worded, suggest specific alternative wording to address issues raised by the specific clause. If you require additional contract terms please include them in this section. To reiterate it's the State's strong desire to not deviate from the contract provided in the attachment and as such the State reserves the right to reject any and all of these requested changes.

The mandatory contract terms are as follows:

- Authority to Bind Contractor
- Duties of Contractor, Rate of Pay, and Term of Contract
- Compliance with Laws
- Drug-free Workplace Provision and Certification
- Funding Cancellation
- Indemnification
- Governing Laws
- Non-discrimination clause
- Payments
- Penalties/Interest/Attorney's Fees
- Non-collusion and Acceptance
- Information Technology *Only mandatory when contract is for IT products or services

Any or all portions of this RFP and any or all portions of the Respondents response may be incorporated as part of the final contract

PCS Response: PCS has read, agrees and will comply. PCS accepts the mandatory and non-mandatory contract clauses. Please see our Transmittal Letter on page 3 on which PCS's co-owner and Chief Executive Officer Paul Jennings has accepted each of the mandatory contract terms exactly as proposed in Attachment B of the State's RFP.

2.3.6 References

The Respondent must include a list of at least four (4) clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Any state government for whom the respondent has provided these products and services must be included;** also to be included are customers with locations in or near Indianapolis, as site visits may be requested. Information provided should include the name, address, email address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information.

PCS Response: PCS has read, agrees and will comply. Please see the four references provided in the tables below that demonstrate PCS's ability to manage successfully the contract resulting from this RFP.

In addition, PCS has also provided Letters of Reference about services provided in the State of Missouri Department of Corrections, Wayne County Sheriff's Office in Michigan, Douglas County DOC in Nebraska, Lubbock County Jail in Texas, Manatee County Jail in Florida, Rappahannock Regional Jail in Virginia, and San Diego Sheriff's Department in **Appendix B**.

References

The references below all included *full-scale data integrations* to provide for agency-wide *electronic Debit calling (not debit cards)* as part of PCS's full suite of calling options. We believe this is a significant factor in evaluating vendor references, as many other Inmate Telephone Systems (ITS) vendors today still do not provide their clients with advanced integration services and electronic Debit calling. In fact, of the states in your area—including Wisconsin, Illinois, Ohio, Pennsylvania, and Kentucky do not have this essential service. **Even our nation's largest correctional systems, the states of California and New York, still do not have advanced systems integrations with electronic Debit calling.** As the State contacts and evaluates vendor references, PCS encourages you to ask each reference specifically whether they are receiving truly similar services to those requested in the State's RFP, like full-scale systems integration, kiosk solutions, visitation monitoring and recording and Cell Phone Detection. For the sake of the evaluation points to be awarded for Prior Experience, PCS respectfully recommends that the State should consider giving full credit only to those vendors that have provided references that can vouch for a vendor's ability to meet the same needs and requirements as those of the Indiana DOC.

Further, **all of the references listed below are accounts that PCS won through a competitive bid process**, where the agency evaluated several vendors and selected PCS as the most qualified ITS provider. In today's ITS environment, where company names and ownership frequently change and large vendors enter and exit the marketplace every couple of years, PCS has been a pillar of strength and stability—we have remained under the same ownership, providing the same inmate phone and CCS services, for more than 22 years. We have remained proudly debt-free throughout our 22-year tenure, allowing us to reinvest in emerging technologies and the clients we serve. And all of our key state DOC and large county clients selected PCS through a competitive bid process, from which PCS emerged time and time again as the vendor that would bring the most value to these clients.

Experience

Our extensive experience with large federal, state, county, city, and private correctional facility accounts includes providing services to: the States of Missouri (our largest multiple facility client with 31,000 inmates in 23 facilities); Nebraska; Iowa; Idaho; Vermont; Maine, Montana and New Mexico and for agencies across the country from San Diego, California to Riker's Island, New York and from Manatee County, Florida to King County, Washington.

PCS understands that large correctional facilities have different needs. A correctional system with multiple locations has different service requirements than a facility with only one location, as multiple software vendors may be involved.

To be successful, it takes experience and an understanding of how departments communicate between facilities, as well as to the outside world; and it takes an understanding of how to identify and overcome unique challenges that are present at each site. For example, at the state of Iowa, PCS currently interfaces with five separate databases to provide information sharing throughout the DOC. As a direct result of this and many other integration experiences, PCS is confident in our ability to interface with Indiana's current applications.

PCS welcomes the opportunity to put our 20+ years of industry knowledge, innovation, and experience to work for the State of Indiana. PCS encourages the State to contact the following references to hear about PCS's ability to provide the premium services requested by the Indiana DOC. State Departments of Corrections are highlighted in orange.

Client Agency	Contact Person	Services Similar to those requested by INDOC
Missouri Department of Corrections 301 West High Street Suite 580 Jefferson City, MO 65102-0809	Theresa Roedel (573) 522-2783 Fax: (573)526-5885 theresa.roedel@doc.mo.gov	ICM CCS, Integration, Kiosks, Over-the-phone debit and commissary ordering, Debit, Collect and Prepaid calling options
San Diego Sheriff's Department P.O. Box 939062 San Diego, CA 92123	Captain Frank Clamser (619) 659-5502 Fax: (619)-615-2588 frank.clamser@sdsheriff.org	ICM CCS, Integration, Debit, Collect and Prepaid calling options
Cornell Group 1700 West Loop South, Suite 1500 Houston, TX 77027	George Killinger, Director of Operations (713) 235-9332 Fax: (713) 623-2853 gkillinger@cornellcompanies.com	ICM CCS, Integration, Over-the-phone debit and commissary ordering, Debit, Collect and Prepaid calling options
CEC Group 35 Fairfield Place West Caldwell, NJ 07006	Michael L. Pelletier, Senior Vice President (973) 575-3925 Fax: None available	ICM CCS, Integration, Debit, Collect and Prepaid

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Client Agency	Contact Person	Services Similar to those requested by INDOC
<p>Idaho Department of Correction 1299 N. Orchard Suite 110 Boise, ID 83706</p>	<p>Natalie Warner (208) 658-2127 Fax: (208) 412-4886 nwarner@idoc.idaho.gov</p>	<p>calling options ICM CCS, Integration, Debit, Collect and Prepaid calling options</p>
<p>King County Department of Adult & Juvenile Detention 500 5th Avenue Seattle, WA 98104</p>	<p>Pat Presson, Finance Manager (206) 296-3410 Fax: (206) 296-0570 pat.presson@kingcounty.gov</p>	<p>ICM CCS, Integration, Debit, Collect and Prepaid calling options</p>
<p>Bernalillo County Metropolitan Detention Center 100 John Dantis Drive SW Albuquerque, NM 87151</p>	<p>Chief Ron Torres (505) 839-8709 Fax: (505)244-6650 rtorres@bernco.gov</p>	<p>ICM CCS, Integration, Debit, Collect and Prepaid calling options</p>
<p>Norfolk City Jail 125 St. Paul Avenue Norfolk, VA 23510</p>	<p>Sheriff Bob McCabe (757) 664-4951 Fax: (757)664-4700</p>	<p>ICM CCS, Integration, Debit, Collect and Prepaid calling options</p>
<p>Franklin County Corrections 2460 Jackson Pike Columbus, OH 43223</p>	<p>Joe McAllister, Telecom Manager (614) 462-3985 Fax: (614)462-3144 Chief Deputy Mark Barrett (614) 462-5785 Fax: (614)462-3144</p>	<p>ICM CCS, Integration, Debit, Collect and Prepaid calling options</p>
<p>Manatee County Central Jail 14470 Harlee Road Palmetto, FL 34221</p>	<p>Tom Salisbury, Comptroller (941) 747-3011, ext. 2033 Fax: (941) 744-3776 tom.salisbury@manateesherriff.com</p>	<p>ICM CCS, Integration, Over-the-phone debit and commissary ordering, Debit, Collect and Prepaid calling options</p>
<p>Allen County Community Corrections 417 S. Calhoun Street Room 101, Courthouse Fort Wayne, IN 46802</p>	<p>Chief Deputy David Gladieux (260) 449-7611 david.gladieux@co.allen.in.us</p>	<p>ICM CCS, Integration, Over-the-phone debit and commissary ordering, Debit, Collect and Prepaid calling options</p>
<p>Wayne County Sheriff's Office 3501 Hamtramack Drive, Division 3 Hamtramack, MI 48211</p>	<p>Chief of Jails Jeriel Heard (313) 875-7010 Fax: (313) 224-8051 jheard@co.wayne.mi.us</p>	<p>ICM CCS, Integration, Over-the-phone debit and commissary ordering, Debit, Collect and Prepaid calling</p>

Client Agency	Contact Person	Services Similar to those requested by INDOC
	Sue Hall, Director of Administration (313) 967-6926 Fax: None available shall@co.wayne.mi.us	options, site administrator
Nebraska Department of Correctional Services 301 Centennial Mall SPO Box 94847 Lincoln, NE 68509-4847	Mr. Terry Ewing (402) 479-5705 Fax: None available tewing@dcs.state.ne.us	ICM CCS, Integration, Over-the-phone debit and commissary ordering, Debit, Collect and Prepaid calling options
Iowa Department of Corrections 510 East 12th Street Des Moines, IA 50319	Fred Scaletta (515) 725-5707 Fax: None available fred.scaletta@doc.state.ia.us	ICM CCS, Integration, Debit, Collect and Prepaid calling options
Vermont Department of Corrections 10 Baldwin St Montpelier, VT 05633	Marcey Hogdon, Business Administrator (802) 241-2297 Fax: None available	ICM CCS, Integration, Over-the-phone debit and commissary ordering, Debit, Collect and Prepaid calling options, site administrator.
Delaware Department of Corrections 801 Silver lake Blvd William Penn Bldg Dover, DE 19904	Kay Buck, Department of Technology & Information (302) 739-9649 Fax: None available kay.buck@state.de.us	ICM CCS, Integration, Debit, Collect and Prepaid calling options
Maine Department of Corrections 111 State House Station Tyson Building Augusta, ME 04333	Christopher Oberg (207) 441-8675 Fax: None Available christopher.r.oberg@maine.gov	ICM CCS, Integration, Debit, Collect and Prepaid calling options
New Mexico Corrections Department 4337 NM 14 Santa Fe, NM 87508	Dwayne Santistevan, STUI Administrator (505) 827-8275 Fax: None available dwayne.santistevan@state.nm.us	ICM CCS, Integration, Debit, Collect and Prepaid calling options
Montana Department of Corrections 11th Ave Dept. of Admin Room 227 Mitchell Bldg 1539 Helena, MT 59620	Gary Willems, DOC-Procurement (406) 444-4941 Fax: None available gwillems@mt.gov	ICM CCS, Integration, Debit, Collect and Prepaid calling options, payphones



PCS welcomes an opportunity to host a visit from the State at one of our nearby client facilities. Please contact any of the following individuals to arrange a visit at one of the following locations:

- Tommie Joe at (800) 350-1000, ext. 3037, or by email at tommie.joe@teampcs.com or
- Andrew Merrill at (916) 698-8343, or by email at andrew.merrill@teampcs.com
- Chris Moore at (310) 954-5418, or by email at chris.moore@teampcs.com

Allen County Community Corrections
417 S. Calhoun St.
Fort Wayne, IN 46802
Chief Deputy David Gladieux
Phone: (260) 449-7611
david.gladieux@co.allen.in.us

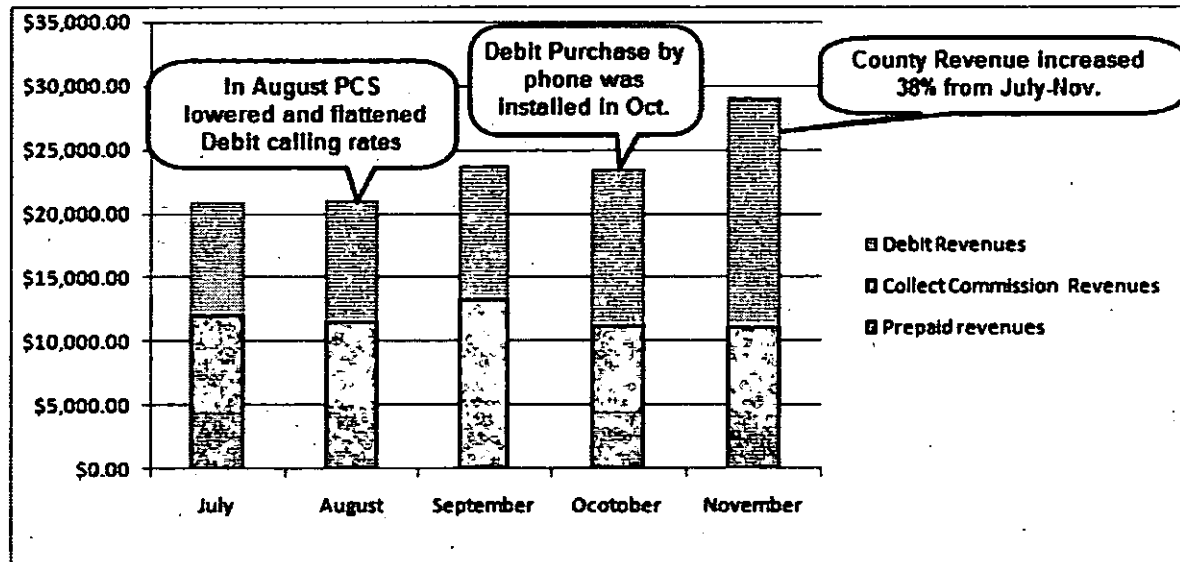
PCS is under contract with Allen County Community Corrections in Indiana to provide a full turnkey inmate telephone system. The Allen County account consists of 2 correctional facilities with a total of 950 beds. PCS installed 198 inmate phones and all cabling required for the inmate telephone system, including the visitation phones.

The hardware installed includes the ICM CCS and peripherals, Navitel inmate telephones, Navitel visitation phones, Ultratec TTY phones, Dell workstations, and Lexmark Printers. PCS provides a full time Site Administrator to ensure that the system is running smoothly and to provide administrative support. PCS has implemented collect and prepaid calling options and is currently installing debit.

Lake County Jail
2293 N. Main Street
Crown Point, IN 46307
Deputy Chief Joe Kumstar
(219)313-1635
jkumstar@lakecountysheriff.com

When Lake County, Indiana wanted to find new ways to increase their commission revenues, PCS suggested cutting Debit rates to a flat 25¢ per minute, with no connect fee. This low, flat price was a striking reduction from calling rates that were previously as high as \$3.95 to connect plus 89¢ per minute.

This dramatic *rate reduction* may sound like a counterintuitive method to stimulate *revenue growth*. However, PCS's careful study of changes in calling rates and revenue patterns at other facilities told us it was the right strategy. We also proposed additional software integration with the County's inmate banking system to allow inmates to make Debit phone time purchases using the inmate phones, via an automated operator system. PCS has found at other clients' facilities that startlingly low rates combined with quick, easy Debit time purchasing encourage inmates to immediately open Debit accounts which—because they have orders of magnitude fewer blocked calls than collect calling—lead to increased call volumes that more than compensate for the lower rates.



Lake County commissions grow 38% with PCS's lower rates and over-the-phone Debit ordering

In August 2009 PCS cut Lake County's Debit calling rates. In just two months, the County's total commission revenues went from \$21,001 (July) to \$23,814 (September). **Just by *slashing* rates, PCS immediately *increased the County's commission revenue by more than 14%*.**

Then, in late October 2009, PCS completed the new software integration to enable inmates to purchase Debit time instantly using any inmate telephone. The County's commission revenues soared again from \$23,460 in October to \$28,992 in November. The speed and convenience of PCS's unique over-the-phone Debit ordering service produced an immediate 24% increase in County revenues. Taken together, the combination of low, flat Debit rates and PCS's software integration services produced a **38% increase in County revenues in just three months**, as well as less paperwork for staff and improved inmate morale. These results demonstrate the importance of working with an inmate telephone vendor that understands the delicate balance among low calling rates, appropriate technology applications, and increased facility revenue.

2.3.7 Registration to do Business

Secretary of State

If awarded the contract, the Respondent will be required to be registered, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations and limited liability companies. The Respondent must indicate the status of registration, if applicable, in this section of the proposal.

Department of Administration, Procurement Division

Additionally, respondents must be registered with the IDOA. This can be accomplished on-line at <http://www.in.gov/idoa/2464.htm>.

The IDOA Procurement Division maintains two databases of vendor information. The Bidder registration database is set up for vendors to register if you are interested in selling a product or service to the State of Indiana. Respondents may register on-line at no cost to become a Bidder with the State of Indiana. To complete the on-line Bidder registration, go to <http://www.in.gov/idoa/2464.htm>. The Bidder registration offers email notification of upcoming solicitation opportunities, corresponding to the Bidder's area(s) of interest, selected during the registration process. Respondents do need to be registered to bid on and receive email notifications. Completion of the Bidder registration will result in your name being added to the Bidder's Database, for email notification. The Bidder registration requires some general business information, an indication of the types of goods and services you can offer the State of Indiana, and locations(s) within the state that you can supply or service. There is no fee to be placed in Procurement Division's Bidder Database. To receive an award, you must be registered as a bidder.

Problems or questions concerning the registration process or the registration form can be e-mailed to Amey Redding, Vendor Registration Coordinator, aredding@idoa.in.gov, or you may reach her by phone at (317) 234-3542.

PCS Response: PCS has read, agrees and will comply. PCS is a registered vendor with the IDOA (Vendor ID# EXT0000027629), is licensed to do business in the State and is in good standing with the Indiana Secretary of State. Please see **Appendix A** for our **Certificate of Good Standing** in the State of Indiana.

2.3.8 Authorizing Document

Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.

PCS Response: PCS has read, agrees and will comply. PCS has included a **Certificate of Approval of Agreement of Merger** behind our Letter of Transmittal attesting to Mr. Jennings's authority to contractually commit PCS, as he is Co-Owner and CEO.

2.3.9 Subcontractors

The Respondent is responsible for the performance of any obligations that may result from this RFP, and shall not be relieved by the non-performance of any subcontractor. Any Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes, and will be subject to the provisions thereof. For each portion of the proposed products or services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address and the state in which formed that are proposed to be used in providing the required products or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority or Women Owned Business under IC 4-13-16.5-1. See Section 1.21 and Attachment A for Minority and Women Business information.

PCS Response: PCS has read, agrees and will comply. PCS has partnered with local M/WBEs, BC Forward and CSCI Consulting, to assist PCS with handling service and support for this contract. If the State chooses to remain with the incumbent service vendor, Publicall, BC Forward can work with Publicall to continue local support of the account and local technicians can be dispatched from Publicall's Local Dispatch Center. Should the State wish to work with another service provider in the future, such as ShawnTech, CSCI Consulting, Matrix, or D&M Communications, PCS is willing to work with the State to utilize the provider that best meets the State's needs.



PCS has provided the Subcontractor Commitment Form and Letters of Agreement from BCforward and CSCI Consulting at the end of this section.

BCforward – MBE Subcontractor

10 W Market Street, Suite 1300
Indianapolis, IN 46204
(317) 493-2017
Sub-Contract Amount: \$18,735,746.00



Functions for this Contract

BCforward will provide the following staff as a subcontractor for PCS at Indiana DOC:

- **Ten (10) Site Administrators (SA)** – Site Administrators handle the day-to-day administrative duties related to the offender phone system. They may perform manual data entry, respond to inmate complaint forms, enter blocked or allowed numbers, and may even replace parts in broken offender phones.
- **Four (4) Phone Technicians (PT)** – Phone Technicians are the “field techs” who install and maintain both the offender and public payphones. They will perform physical repairs as well as new installs. They will also be responsible for collecting the coin phones and servicing the Wi-Fi.
- **2 - 4 Cell Detect/Control Technicians** – Cell Detect/Control Technicians will be responsible for running the cell detect/control hardware including physical install, management of the mobile units, troubleshooting/repair/maintenance, report generation, and other related duties. These technicians would also be cross-trained to handle the duties of the Site Administrators and the Phone Techs.
- **State Service Manager** – The State Service Manager will be the supervisor for all in-state subcontractor employees. This person would report to the PCS Program/Account Manager.
- **Implementation/Project Manager** – This position will lead the subcontractor’s teams during the implementation of PCS’s solution (phones, hardware, etc.). The implementation will be completed within 120 days.

BCforward will also assist with providing:

- 24/7 Payphone Operator Service Call Center
- Installation of 540 public payphones
- Installation of inmate phones
- Cell Detect Yearly Maintenance SLA

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

- Payphones, Enclosures and Pedestals
- Inmate Phones and Backboards

Qualifications & Experience

BCforward is a business solutions and staffing firm that leverages our resources and processes to assist in the solution of business problems and staffing needs. Founded in 1998, BCforward currently maintains a team of nearly 600 resources. BCforward operates delivery centers in Indianapolis, Cincinnati, Cleveland and St. Petersburg, Russia. They currently provide outsourcing and staffing solutions to over 70 clients globally. These teams deliver solutions for multiple industries from both public and private sectors.

Below are a few highlights and key points regarding BCforward:

- BCforward is the largest Enterprise Systems Integrator in Indiana
- BCforward is the largest IT solutions firm headquartered in Indiana
- BCforward is the largest Computer Solutions Firm in Indiana
- BCforward is the largest Business Solution Firm in Indiana
- BCforward is the largest Minority Business Enterprise (MBE) in Indiana

The team of consultants work with clients to understand their business needs then map out the goals and objectives necessary to achieve the desired outcome. BCforward consultants bring a wide range of skill sets to these types of engagements including:

- Six Sigma experience
- Critical Path and Critical Chain Project Management Methodologies
- Pre-defined templates that accelerate implementation
- Industry best practices
- Multiple certifications including PMP's, Six Sigma Green and Black Belts and CMMI experts

Below are a few projects BCforward conducted for the State of Indiana:

- Indiana Criminal Justice Institute: Business Process Review
- Indiana State Police: Computer-Aided Dispatch Implementation
- Indiana Secretary of State: Dealer License System Custom Application Development
- Indiana Family and Social Services Administration: Medicaid Information Technology Architecture Assessment
- Indiana Department of Workforce Development: Call Center Support

Publicall

6330 E. 75th St. Suite 164
Indianapolis, IN 46250

As a subcontractor of BCforward, PCS has teamed with the DOC's current on-call maintenance and repair provider, Publicall, to ensure that the State continues to receive top-flight technical service throughout the State with no disruptions or unnecessary learning curves.

Publicall Telecommunications has been providing world-class service for over 20 years. Publicall has relationships with several Inmate Telephone Providers as well as previous relationships with AT&T, Verizon and many Fortune 500 customers. Publicall also provides service to public payphones for jails, cities, county agencies and airports.



PCS can team with Publicall to continue to provide the exceptional service the State enjoys today. Some of these services include support for the public payphones, inmate phones, inmate telephone systems, workstations, site administrators, and PCS approved new projects.

Qualifications & Experience

Publicall has extensive experience working with large correctional facilities since 1997. Publicall currently provides service to the State of Indiana Department of Corrections' 26 facilities, and is already familiar with the DOC's particular service needs and procedures.

Publicall also provides support and maintenance to numerous other large clients including:

- Massachusetts DOC
- City of Philadelphia
- Philadelphia International Airport
- Rhode Island DOC
- New Jersey DOC
- York County, Pennsylvania
- Daulphin County, Pennsylvania
- Schukyll County, Pennsylvania
- Publicall maintains all aspects of the inmate telephone system, including performing all necessary repairs and preventive maintenance
- Publicall is the single point of accountability. The Publicall Manager is the State's primary contact on a daily basis for all matters related to the operations of the Inmate Telephone system.
- Install new telephone station equipment. Publicall schedules all implementation and cutovers to minimize downtime and perform all work at hours as directed by the County or State.
- Publicall is accessible via a toll-free number, for problem reporting and maintenance requests. The Inmate Services Support Desk is staffed 24 hours a day, 365 days a year

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

to receive and respond to trouble reports and begin the actual diagnostic process of resolving the problem within 30 minutes of notification.

- Publicall installs, services, collects, and maintains all public payphones at contracted locations

CSCI Consulting – WBE Subcontractor



8225 E. 56th Street, Suite B
Indianapolis, IN 46216
(317) 757-8764
Sub-Contract Amount: \$18,328,822.00

Functions for this Contract

CSCI Consulting will provide the following services and hardware as a subcontractor for PCS at Indiana DOC:

- VOIP Services (MRC)
- VOIP Services (LD Termination)
- Cell Detect Cabling
- Cell Detect Hardware
- Network Attached Storage Devices
- SIP Port Licenses
- Network Hardware
- Workstations and UPSs
- Server Chassis

Qualifications & Experience

CSCI Consulting is an Indiana-based leading woman-owned business that provides professional full service consulting support for Information Technology solutions. CSCI is **certified as a Woman-Owned Business Enterprise (WBE) with the State**, with over 90 resources working locally with government customers in Indianapolis. Doubling in size annually since its inception in 2002, CSCI was named the Fastest Growing Privately Held Business in Indianapolis by the Indianapolis Business Journal in June 2010. CSCI's strong emphasis on providing high quality resources combined with government industry experience allows us to provide maximum value to our customers.

CSCI has earned a reputation for delivering creative, robust information technology solutions for Federal, State and Local government customers to enable them to best serve their citizens. Our services include applications design, development, deployment, and systems and infrastructure support. Our teams have worked on some of the largest data warehousing initiatives in the world while using proven approaches to meet project milestones and stay on budget. CSCI associates work hand in hand with our public sector customers including the U.S. Department of Defense and the State of Indiana to deliver streamlined, efficient technology solutions that capture attention from national media for their effectiveness and innovation. We have a proven track record of improving efficiency not only for a project, but for an entire organization.

2.3.10 Extension of Pricing to Other Governmental Bodies

Please indicate your willingness to extend the pricing provided to the State in your RFP response, to Other Governmental Bodies (Note: this is a requirement). Each Respondent is also asked to address this in your Business Proposal.

PCS Response: PCS has read, agrees and will comply. PCS has read and is willing to extend an offer for services similar to those described in this RFP to other Governmental Bodies.

RFP-10-55
ATTACHMENT A
MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR
COMMITMENT FORM

In accordance with 25 IAC 5-5, the respondent is expected to submit with its proposal a MWBE Subcontractor Commitment Form. The Form must show that there are, participating in the proposed contract, Minority Business Enterprises (MBE) and Women Business Enterprises (WBE) listed in the Minority and Women's Business Enterprises Division (MWBED) directory of certified firms located at <http://www.in.gov/idoa/2352.htm>.

If participation is met through use of vendors who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety.

Failure to meet these goals will affect the evaluation of your Proposal. The Department reserves the right to verify all information included on the MWBE Subcontractor Commitment Form.

Respondents are encouraged to contact and work with MWBED at 317-232-3061 to design a subcontractor commitment to meet established goals as referenced in this solicitation.

Prime Contractors must ensure that the proposed subcontractors meet the following criteria:

- Must be listed on the IDOA Directory of Certified Firms
- Each firm may only serve as once classification – MBE or WBE
- A Prime Contractor who is an MBE or WBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement.
- Must serve a commercially useful function. The firm must serve a value-added purpose on the engagement.
- Must provide goods or service only in the industry area for which it is certified as listed in the directory at <http://www.in.gov/idoa/2352.htm>.
- Must be used to provide the goods or services specific to the contract
- National Diversity Plans are generally not acceptable

MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR LETTER OF COMMITMENT

A signed letter(s), on company letterhead, from the MBE and/or WBE must accompany the MWBE Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the MBE and/or WBE of its subcontract amount, a description of products and/or services to be provided on this project, and approximate date the subcontractor will perform work on this contract. The State reserves the right to deny evaluation points if the letter(s) is not attached. The State will deny evaluation points if the letter(s) is attached, not on company letterhead, not signed and/or does not reference and match the subcontract amount and the anticipated period that the Subcontractor will perform work for this solicitation.

By submission of the Proposal, the Respondent acknowledges and agrees to be bound by the regulatory processes involving the State's M/WBE Program. Questions involving the regulations governing the MWBE Subcontractor Commitment Form should be directed to: Minority and Women's Business Enterprises Division at (317) 232-3061 or <http://www.in.gov/idoa/2352.htm>.

STATE OF INDIANA MBE/WBE SUBCONTRACTOR COMMITMENT FORM

EXHIBIT C
Page 33 of 415

RFP# 10-55

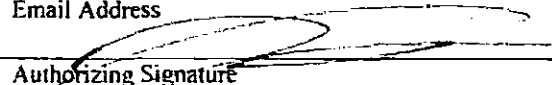
DUE DATE: July 14, 2010

TOTAL BID AMOUNT: Total anticipated revenue for the 4 year initial contract term plus 4 renewal yrs is \$80,093,528.00

<input checked="" type="checkbox"/> MBE Firm <input type="checkbox"/> WBE Firm	
Company Name: BC Forward	Contact Person: Todd Tolson
Address: 10 W Market Street, Suite 1300 Indianapolis, IN 46204	E-mail: todd.tolson@bcforward.com
Sub-Contract Amount: \$18,735,746.00	Telephone Number: (317) 493.2017 Fax Number: (866) 881.7769
Sub-Contract Percentage of Total Bid: 23.4%	Describe service/product to be provided: Information Technology Service
Provide approximate dates when Sub-Contractor will perform on this project: Immediately after contract award	

<input type="checkbox"/> MBE Firm <input checked="" type="checkbox"/> WBE Firm	
Company Name: CSCI Consulting	Contact Person: Tonya Hanshew
Address: 8225 E. 56th Street, Suite B Indianapolis, IN 46216	E-mail: tonyahanshew@csciconsulting.com
Sub-Contract Amount: \$18,328,822.00	Telephone Number: (317) 757.8764 Fax Number: (317) 757.8769
Sub-Contract Percentage of Total Bid: 22.9%	Describe service/product to be provided: Information Technology Service
Provide approximate dates when Sub-Contractor will perform on this project: Immediately after contract award	

Public Communications Services – Indiana, LLC
 Respondent Firm
 201 South Capitol Ave
 Address
 Indianapolis, IN, 46225
 City/State/Zip Code
 Paul Jennings
 Representative:
 July 13, 2010
 Date

(310) 350-1000
 Telephone Number
 (310) 473-4714
 Fax Number
 paul.jennings@teampcs.com
 Email Address

 Authorizing Signature
 Paul Jennings, Co-Owner & Chief Executive Officer
 Printed Name and Title

Please check if additional forms are attached.
 Page _____ of _____

FORM MUST BE COMPLETED IN ITS ENTIRETY WITH COMPLETED LETTERS OF COMMITMENT.

10 west market street
suite 1200
indianapolis, in 46204
p 317.493.2600
f 317.493.2001
w bcforward.com

July 8, 2010

Mr. Chris Moore
Public Communications Services-Indiana, LLC
200 S. Capitol Avenue, Suite 600
Indianapolis, IN 46225

Dear Mr. Moore,

This letter is confirmation that it is the intent of Bucher + Christian Consulting, Inc., D/B/A *BCforward* (*BCforward*) to participate with Public Communications Services-Indiana, LLC. (PCS-Indiana) on the State of Indiana, Request for Proposals ("RFP") 10-55. This RFP is for Offender Pay Telephone Services released by the Indiana Department of Administration and Indiana Department of Correction.

BCforward is pleased to have this opportunity to participate with PCS-Indiana on this RFP. This letter is also our commitment to abide by all State procurement regulations which include:

- Drug free workplace
- Non-collusion
- Equal Opportunity Employer
- Confidentiality

BCforward understands there is no commitment for work by PCS-Indiana, unless the RFP results in a contract/award with the State of Indiana. If PCS-Indiana signs a contract with the State of Indiana, *BCforward* will participate in the contract by providing information technology services as part of the telecommunications systems being deployed and operated by PCS-Indiana on behalf of the Department of Correction and others. *BCforward* will be paid an estimated amount of \$18,735,746 for its services, which represents approximately 23.4% of the entire estimated amount of the contract, for the duration of the term of the contract.

BCforward is a Buy Indiana business, formed in Indiana with its corporate headquarters on Monument Circle in downtown Indiana. We have a sizeable presence in the State with more than 600 employees. This opportunity will expand that presence and result in the hiring of additional Indiana residents to provide the requested subcontract services. We have previously provided service to agencies and elected officials with the State of Indiana.

BCforward is also a certified Minority Business Enterprise ("MBE") with the State of Indiana, and is registered and qualified to provide the type of information technology services requested by PCS-Indiana.





CSCI CONSULTING

An Information Technology Company

EXHIBIT C
Page 37 of 415

July 8, 2010

Mr. Chris Moore
Public Communications Services- Indiana, LLC.
200 South Capitol Avenue, Suite 600
Indianapolis, IN 46225

Dear Mr. Moore:

This letter is confirmation of the intent of Creative Solutions Consulting, Inc. (CSCI) to participate with Public Communication Services-Indiana, LLC (PCS-Indiana) on the State of Indiana Request for Proposals ("RFP") 10-55. This RFP was issued by the Indiana Department of Administration on behalf of the Indiana Department of Correction for the Offender Pay Telephone Service.

CSCI is pleased to have this opportunity to participate with PCS-Indiana on this RFP. This letter is also our commitment to abide by all State procurement regulations which include:

- Drug free workplace
- Non-collusion
- Equal Opportunity Employer
- Confidentiality

CSCI understands there is no commitment for work by PCS-Indiana, unless the RFP results in a contract/award with the State of Indiana. If PCS signs a contract with the State of Indiana, CSCI will participate in the contract by providing information technology support services, including services to deploy, operate, and support the provision of telecommunications services by PCS-Indiana to the Indiana Department of Correction and other state customers. CSCI will be paid an estimated amount of \$18,328,822.00, which accounts for approximately 22.9% of the estimated amount of the contract, throughout the entire projected term of the contract.

CSCI is a Buy Indiana business, formed and headquartered in Indiana. Our principal place of business is in Lawrence, Indiana, where we have regularly provided service to state and federal customers and other private sectors businesses throughout Indiana. We have a sizeable employee base in the State and if successful, our role on this contract will allow us to maintain that presence and grow our small business operations.

• Page 2

BCforward further certifies that Justin Christian, as signatory to this letter, is authorized to make such commitments on behalf of Bucher + Christian Consulting, Inc.

Sincerely,

A handwritten signature in black ink, appearing to read "Justin Christian", written in a cursive style.

Justin Christian
President and CEO

2. TECHNICAL SPECIFICATIONS

1.0 TECHNICAL PROPOSAL FORMAT – MANDATORY

Technical Proposals submitted in response to this RFP must conform to the following outline. The same outline numbers must be used in your response. RFP language should not be repeated in your response. Failure to comply with these specifications may result in rejection of the proposal.

Number each page of the proposal. 1 of 200, 2 of 200, etc.

In accordance with IC 5-22-23(b)(1), the security and fraud control services that are considered necessary are indicated as mandatory specifications in this document. Mandatory specifications are indicated as such. Each specification listed as MANDATORY requires that the Respondent provide both a written response and a statement that they can provide the service, feature or information requested. Respondents should note that failure to provide mandatory requirements on the proposed services and for the proposed commission may be basis for rejection of the proposal. Responses may be inserted immediately following each section in a type font or color that is distinguishable from the type font of this RFP.

No changes are to be made to the original RFP language by the Respondent. Such action could lead to the disqualification of the proposal.

Desirable specifications will be evaluated on a point system for Specifications. Anything that does not specify MANDATORY will be evaluated on a point system for Quality of Proposal Approach.

Respondent's must note that a response is required for each "Provide the Following" section.

PCS Response: PCS has read and complied.

2.0 QUANTITY OF TELEPHONES TO BE SERVICED – MANDATORY (with the exception of 2.3.2 – Site Visits)

The quantities provided in this section include all known Offender & Public Telephones located on or within state facilities. Locations include but are not limited to correctional facilities, DNR State Park & Reservoir Locations, and INDOT rest areas and information centers.

PCS Response: PCS has read, agrees and will comply. PCS's proposal is for a complete solution to all the requirements of the State's RFP including Offender phones and Public Payphones.

2.1 There are approximately 1,439 offender phones located in State correctional facilities.

PCS Response: PCS has read, agrees and will comply.

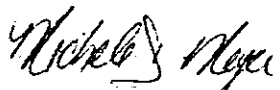
CSCI CONSULTING

An Information Technology Company

CSCI is also certified by the State of Indiana as a Women Business Enterprise ("WBE"). We are qualified and registered with the Department of Administration to provide the type of information technology services requested here. In fact, we have provided similar services to other state and federal government customers.

CSCI further certifies that Michele Meyer, as signatory to this letter, is authorized to make such commitments on behalf of Creative Solutions Consulting, Inc.

Sincerely,



Michele Meyer
President

- 2.2 Approximately 1,336 of these telephones are offender (collect only), 80 are zero contact phones, and 23 are other correctional telephones. Additionally, approximately 530 coin telephones are located at DNR, INDOT rest areas, and other State Office Buildings.

PCS Response: PCS has read, agrees and will comply.

- 2.3 All equipment, phones, enclosures, fiber optic cable, telecom cables, trenching, racks, conduit, access points, voice and data circuits, and any other items necessary to provide a completely operational service will be the responsibility of the Respondent. Existing conduit, racks, and cables may be utilized when available. The State will incur no costs as part of this RFP.

PCS Response: PCS has read, agrees and will comply. The PCS Team's proposal is for an all-inclusive solution to the State's requirements including all installation, circuits, hardware, software, training, support, maintenance and repairs for the full term of the proposed contract at no cost to the State.

The PCS Team proposes to utilize all existing cabling at INDOC and INDOT locations that is determined to be in good operating condition. All installations of new cabling will be pre-approved by the managers of each facility and will comply with industry standards and/or regulatory agency guidelines. Cabling will traverse pre-existing conduit runs where available or routes determined during the site survey. All cabling will be labeled appropriately, and hidden and secured per industry standards. Any internal line quality issues identified by The PCS Team will be reported to the State at the end of each site survey for scheduling of appropriate repair or upgrades. This may include replacing telephone and/or cabling. **All repairs and upgrades necessary to fully meet the requirements of the State's RFP will be done at no cost to the State.**

- 2.3.1 All hardware and cabling installed under the RFP must conform to IOT, NEC, Bicsi, and all other national, state, and local regulations relating to fire stopping, electrical and telecommunications standards. The IOT telecomm inspector will inspect all installations. Any installation that does not meet the minimum standards will be remedied within 30 days after notification by the State. Failure to remedy the issue will result in the State utilizing a contractor of their choice, and the Respondent will be responsible for all costs. Standards can be found at:
<http://www.in.gov/iot/2394.htm>

PCS Response: PCS has read, agrees and will comply.

- 2.3.2 Site Visits see Attachment K. (**Not Mandatory** but highly encouraged - Respondent will be responsible for all phones, software, hardware, enclosures, cabling, conduit, and any other items or labor necessary to completely satisfy this requirement, with or without attending the site visits).

PCS Response: PCS has read, agrees and will comply.

- 2.4 Please refer to Attachment E and F for a complete IDOC facility listing that includes station counts, public payphone counts, usage information for the last reported quarter, and other important IDOC statistics and information.

C

PCS Response: PCS has read and complied.

PROVIDE THE FOLLOWING:

- 2.5 Indicate if the proposed service can provide service to the quantity of Offender and Public Telephones utilized by the state.

PCS Response: PCS has read, agrees and will comply. The proposed offender telephone service currently supports **over 15,000 Offender telephones in 8 DOCs** and a number of large County Facilities across the country, including close to **1,600 Offender phones in the State of Missouri**. PCS has also been a Public Telephone provider for **more than 20 years** and has managed over **5,000 Public Telephones** in multiple States. The PCS Team's proposed solution will have the capacity to service the quantity of offender and public payphones utilized today as well as spare capacity to accommodate future growth.

- 2.6 Indicate if the proposed service can support additional telephones and lines of service as the States needs grow.

PCS Response: PCS has read, agrees and will comply. The PCS Team's CCS is modular and scalable and will be engineered to accommodate future growth. When future expansion is required, additional capacity will be added to the system to accommodate more telephones, new locations, provide more network capacity, and offsite database capacity without interfering with the function of existing systems.

- 2.7 Confirm your agreement and understanding with complying to all applicable professional standards including but not limited to NEC, and Bicsi standards.

PCS Response: PCS has read, agrees and will comply. PCS does and will continue to comply with all professional standards including those of the NEC, ANSI, BICSI applicable to the installation, service, hardware and wiring proposed.

- 2.8 Indicate the ability to provide service to all types of Offender and Public Telephones utilized by the state.

PCS Response: PCS has read, agrees and will comply. PCS's call-processing and Call Control systems are compatible with any FCC-registered phone type and PCS can provide service and support to all types of Offender and Public Payphones utilized by the State.

- 2.9 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. The PCS Team has no additional information to add to this section.

3.0 AREA TO BE SERVICED – MANDATORY

- 3.1 Respondent must be capable and willing to provide service to all State controlled locations. This includes locations where the state currently has offender phones and public pay telephone service as well as any future State controlled locations.

PCS Response: PCS has read, agrees and will comply.

- 3.2 Services must be provided to all Offender and Public Telephones 24 hours a day, 7 days a week, 365 days a year.

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EXHIBIT

Page 1 of 1

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PCS Response: PCS has read, agrees and will comply. PCS will monitor both the Offender and Public Telephones and dispatch repair technicians as necessary. In addition, PCS maintains a toll-free number (800-6-INMATE) **staffed 24 hours per day, 365 days per year** that State personnel may call for repairs as well as technical support. Once a problem has been reported to PCS, Technical Services staff will create a trouble ticket and begin remote diagnostics. If the problem cannot be fixed remotely, Technical Services will dispatch a Technician to make the repair.

PROVIDE THE FOLLOWING:

3.3 Indicate and elaborate on the proposed service's ability to meet this specification.

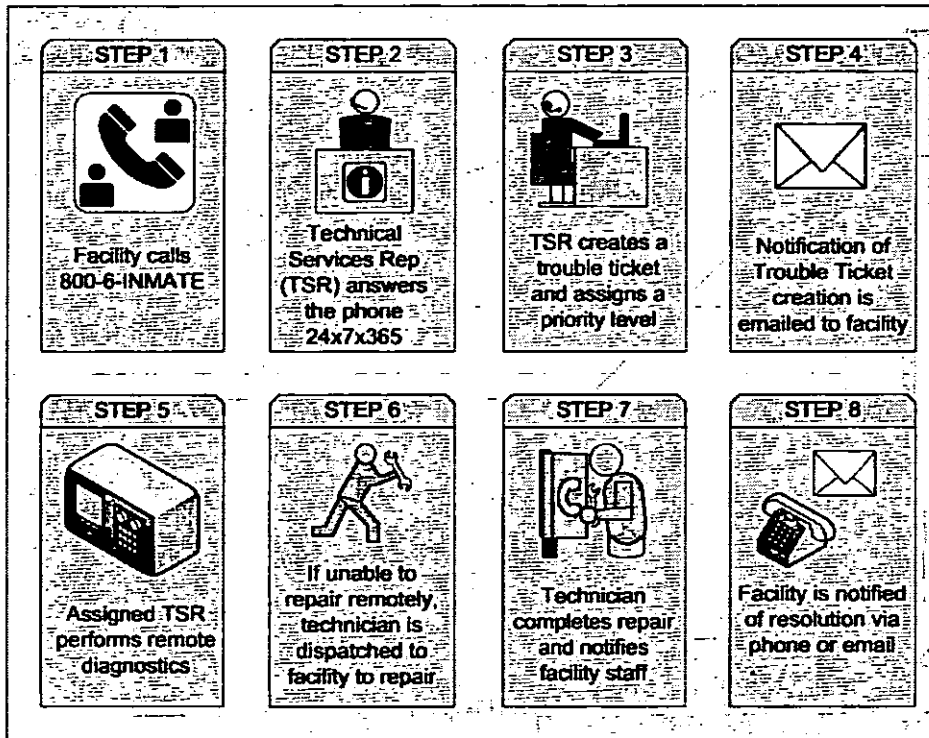
PCS Response: PCS has read, agrees and will comply. PCS provides best-in-class service for a number of State, County, and Federal customers throughout the U.S. PCS provides a U.S.-based Technical Services call center to assist DOC staff with everything from technical concerns to blocked number requests. This service includes proactive monitoring of the hardware and circuits, trouble ticket reporting, and real-time complaint resolution.

Once a problem has been reported to or identified by PCS, Technical Services staff will create a trouble ticket and begin remote diagnostics. If the problem cannot be fixed remotely, Technical Services will dispatch a technician to go to the correctional facility or other State location to make the repair.

PCS will adhere to the following protocol:

1. When the facility contacts PCS via the 800-6-INMATE line, a ticket will be opened and a phone call put through to a backup technician.
2. The backup technician will report their status and provide an ETA.
3. A PCS Technical Services representative will contact the DOC representative that reported the issue to let them know the ticket number and provide an ETA for the technician en route.
4. The technician will notify the PCS Technical Services representative when they have arrived onsite; will sign the facility check-in form on arrival, and meet with the escort provided by the facility (if available/required).
5. The technician will report the status of the issue to PCS if they are unable to resolve the problem immediately.
6. PCS's representative will contact the DOC representative who reported the problem, and provide them with a status report of the situation every hour until resolution.
7. The Technician will notify the PCS representative of ticket completion if they are able to resolve the issue.
8. PCS's representative will contact the DOC representative who reported the problem to let them know that the problem has been resolved. If they are satisfied with the resolution, the ticket will be closed.

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service



PCS also provides a 24/7 Customer Service department dedicated to end user support. Customer Service handles issues such as setting up prepaid accounts, customer billing, call rate inquiries, disputes, credits, refunds, complaints, and questions.

3.4 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS will work with the IDOC to create customized Service Level Agreements (SLAs). These SLAs will be used to measure PCS's performance in regards to the service and maintenance on the account.

4.0 Integration with IDOC Offender Information System (OIS)/Juvenile Data System (JDS) – Mandatory

The proposed CCS must be able to integrate with the currently operating OIS/JDS. Specifically, the proposed CCS must be able to integrate with the Offender Trust System (OTS), Offender Visit Lists, and Offender Personal Allowed Numbers information housed in the systems. The current OIS/JDS operates on a mainframe COBOL database. The proposed CCS must be able to accept data downloads or extract the necessary information from the system.

The IDOC will be developing a new OIS/JDS system that is Microsoft based. The proposed CCS must have the ability to eventually integrate and share data with the new system upon completion. Respondent must be willing to work and test with IDOC during the development process to aid in successful integration with the new OIS/JDS.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

4.1 Indicate your ability to integrate with the existing OIS to pull the required data.

PCS Response: PCS has read, agrees and will comply. PCS guarantees our ability to integrate with both the State's current OIS database and your future Microsoft-based application to pull the required data.

One of PCS's core strengths is the ability to integrate our systems with other vendors' software, such as OIS, Commissary, Offender Trust Systems, in-house IT departments, and kiosks. More than 80% of PCS's clients have some form of integration.

Integration benefits both your staff and your offenders. For Indiana, **integration means:**

- **Increased revenues due to integrated debit calling, increased call volumes and faster account set-up**
- **Debit time ordering automation – faster for offenders, and no order processing for your staff**
- **Data consistency across many integral systems at your facilities**
- **Reduced paperwork and data management for your staff**

Better yet, not only can your offenders buy phone time more quickly and easily, but with Debit and Prepaid they can complete more calls (such as to cell phones and businesses). More calling keeps offenders connected with their family and support network and results in fewer complaints, easier re-entry into society, and lower rates of recidivism.

Recent Integrations

Here are some of our recent integrations, demonstrating the many services PCS can provide to free up your staff to focus on more important matters:

Recent PCS Integrations			
Type of System	Vendor	No. of Facilities	Benefit of Integration
Commissary	Keefe Commissary	22	<ul style="list-style-type: none"> • Enable offenders to purchase phone time through the commissary
	Huber Commissary	20	<ul style="list-style-type: none"> • PIN enrollment • Enable offenders to purchase cardless debit phone time through the commissary • Friends and family can add funds to debit and prepaid accounts

Type of System	Vendor	No. of Facilities	Benefit of Integration
	Swanson Commissary	14	<ul style="list-style-type: none"> • PIN enrollment • Enable offenders to purchase phone time through the commissary • Friends and family can add funds to debit and prepaid accounts and receive refunds on debit accounts from commissary upon release
	ATG Commissary	9	<ul style="list-style-type: none"> • Enable offenders to purchase cardless debit phone time through the commissary
	Aysis Commissary	8	<ul style="list-style-type: none"> • PIN sharing for automatic cardless debit account set-up upon booking • Movement with the prisoner if they are transferred • Deactivation upon release
	Oasis Commissary	5	<ul style="list-style-type: none"> • PIN enrollment • Transfer and purchase of cardless debit phone time through the commissary
	Canteen Commissary	4	<ul style="list-style-type: none"> • Allow offenders to purchase phone time through the commissary • Friends and families can purchase phone time for offenders via online commissary
	ACJIT Commissary	2	<ul style="list-style-type: none"> • PIN sharing for automatic cardless debit account set-up upon booking • Movement with the prisoner if they are transferred • Deactivation upon release
	Aramark Commissary	2	<ul style="list-style-type: none"> • Enable offenders to purchase cardless debit phone time through the commissary
	Cactus Commissary	1	<ul style="list-style-type: none"> • PIN enrollment • Allows offenders to purchase cardless debit phone time through the commissary
	Golden Eagle Commissary	1	<ul style="list-style-type: none"> • PIN enrollment • Electronic debit time purchasing
	Spillman Commissary	1	<ul style="list-style-type: none"> • Enable offenders to purchase phone time through the commissary • Receive refunds on debit accounts from commissary upon release
	Syscon Commissary	1	<ul style="list-style-type: none"> • PIN enrollment • Transfer and purchase of cardless debit phone time through the commissary

Type of System	Vendor	No. of Facilities	Benefit of Integration
OIS/OMS	Huber OMS	20	<ul style="list-style-type: none"> PIN enrollment Enable offenders to purchase phone time through the commissary Friends and family can add funds to debit and prepaid accounts
	Swanson OMS	14	<ul style="list-style-type: none"> PIN enrollment Enable offenders to purchase phone time through the commissary Friends and family can add funds to debit and prepaid accounts and receive refunds on debit accounts from commissary upon release
	Cornell OMS	8	<ul style="list-style-type: none"> PIN enrollment Electronic debit time purchasing
	Oasis OMS	5	<ul style="list-style-type: none"> PIN enrollment Transfer and purchase of cardless debit phone time through the commissary
	Core Logic	4	<ul style="list-style-type: none"> PIN sharing for automatic cardless debit account set-up upon booking Movement with the prisoner if they are transferred Deactivation upon release
	KiCorp OMS	3	<ul style="list-style-type: none"> PIN enrollment Enable offenders to purchase phone time through the commissary
	CJIS	2	<ul style="list-style-type: none"> PIN sharing for automatic cardless debit account set-up upon booking Movement with the prisoner if they are transferred Deactivation upon release
	Spillman OMS	2	<ul style="list-style-type: none"> PIN sharing for automatic cardless debit account set-up upon booking Movement with the prisoner if they are transferred Deactivation upon release
	DotComm OMS	1	<ul style="list-style-type: none"> PIN sharing for automatic cardless debit account set-up upon booking Movement with the prisoner if they are transferred Deactivation upon release
	Golden Eagle OMS	1	<ul style="list-style-type: none"> PIN enrollment Electronic debit time purchasing
Syscon OMS	1	<ul style="list-style-type: none"> PIN enrollment Transfer and purchase of cardless debit phone time through the commissary 	



Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

Type of System	Vendor	No. of Facilities	Benefit of Integration
In-House IT Department	SDS IT	13	<ul style="list-style-type: none"> • PIN sharing for automatic cardless debit account set-up upon booking • Movement with the prisoner if they are transferred • Deactivation upon release
	Hillsborough In-House System	1	<ul style="list-style-type: none"> • PIN sharing for automatic cardless debit account set-up upon booking • Movement with the prisoner if they are transferred • Deactivation upon release
Kiosks	Huber Kiosks	20	<ul style="list-style-type: none"> • PIN enrollment • Enable offenders to purchase phone time through the commissary • Friends and family to add funds to debit and prepaid accounts
	Swanson Kiosks	14	<ul style="list-style-type: none"> • PIN enrollment • Enable offenders to purchase phone time through the commissary • Friends and family can add funds to debit and prepaid accounts and receive refunds on debit accounts from commissary upon release
	TouchPay Kiosks	2	<ul style="list-style-type: none"> • Friends and family can add funds to debit and prepaid accounts
	Keefe Kiosks	2	<ul style="list-style-type: none"> • Enable offenders to purchase phone time through the commissary • Friends and family can add funds to debit and prepaid accounts and receive refunds on debit accounts from commissary upon release

4.2 How will you interface and receive data from the current OIS/JDS system?

PCS Response: PCS has read, agrees and will comply. PCS currently designs custom interfaces that best fit the configurations and capabilities of each client's existing and future vendors and will perform this service for IDOC. The PCS Team will work with the State to determine if the data exchange will still occur via nightly batch downloads or if there is an opportunity to upgrade the interface. PCS has a solid track record as a systems integrator and has designed and implemented solutions including: XML format file sharing, web services-based exchanges, Network Node Interfaces (NNI), and more. PCS uses web services and a variety of other file transfer protocols to integrate with other vendors.

PCS is also involved with national associations related to information sharing in the public safety/criminal justice domains and has practical implementation experience working with NIEM, JIEM, JRA and GFIPM standards. This flexible approach, combined with our extensive experience in software development, ensures a fast, smooth transition to the new phone system. With the cooperation of other vendors and our expertise as a planner and **implementer of statewide and regional information sharing systems**, PCS is confident in our ability to integrate with the State's current OIS/OMS and Offender Trust systems and/or any OIS or Trust/Banking/Commissary systems IDOC may implement in the future.

What your Peers Say about the Benefits of Integration with PCS...

Real-Time Debit:

"This has not only improved their service to our offenders, it has almost tripled the amount of revenue we receive from debit calls. PCS developed this capability for us in less than six weeks."

Integrating phone, accounting, and food services systems:

"This will save our staff countless hours of manual data entry and provide a link to our case management and dietary restriction as well."

Overall:

"I would highly recommend PCS to any agency looking for a high-quality offender calling service with dedicated professionals working throughout the company providing exceptional service."

—Roland K. Hamann, Administrative Service Manager, Douglas County Corrections, 3/15/2010

PCS's integration plan to meet IDOC's needs includes, but is not limited to, the following:

Offender Data

PCS will integrate with the State's current COBOL database and future Microsoft-based application to receive offender data, such as the name and housing location, and to automatically generate Personal Identification Numbers (PINs) for the offender telephone accounts. This integration will be coordinated with the current OIS/JDS provider and will be installed and operational prior to implementation of the new CCS. With the automatic generation of PINs, offenders will be able to select their own PIN upon first use of the offender phone system, so no manual intervention will be necessary.

Offender Debit System Activation

PCS will integrate with the State's Offender Trust System and/or Commissary System in order to provide card-free debit to offenders. This integration will be coordinated with the State, and be installed and operational prior to cutover of the new CCS. Upon system turn up, offenders will be able to purchase debit time automatically through the offender telephones.

System Data Downloads

Relevant data will be required to ensure that any security and/or administrative information is available for immediate use. PCS will work with the State to receive sample data files from the current COBOL database. This data will be downloaded into our system for test conversions. Once these conversions are approved, then PCS will request that a full data file transfer be

arranged as close to the cutover date as possible. This will ensure that the information is current prior to turning up the system. The data requested from the current database will include, but not be limited to:

1. Offender Data (Name, Housing Location, etc.)
2. Offender Personal Allowed Numbers
3. Offender Visitation Lists
4. Alert Lists
5. Attorney Lists
6. Blocked Number Lists

4.3 Indicate your understanding and willingness to work with IDOC and the new OIS/JDS system.

PCS Response: PCS has read, agrees and will comply. The PCS Team has executed a non-disclosure agreement with the Microsoft Team who is working on the new OIS/JDS and has started discussion on integration options. The PCS Team has discussed the new OIS/JDS with Microsoft Team members, such as Nick Vespa, and has developed a good understanding of the direction that the new OIS/JDS will take. The PCS Team and Microsoft have exchanged ideas that will allow for a seamless interface upon implementation of the new offender telephone service. The interface will employ web services to create a real-time integration with error checking and reporting capabilities. PCS will be able to receive all pertinent offender data, including the offender name, ID, PIN, housing location, and any other relevant data that the DOC chooses to incorporate from the new OIS/JDS.

4.4 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has spent a great deal of time getting to know the IDOC OIS system and has already formulated an integration plan. Upon contract execution, PCS will be prepared to work with the DOC to have the integration in place upon transition to the new CCS. As a value added service, PCS is also willing to offer IDOC the ability for offenders to order debit phone time, and possibly commissary goods, via the Offender phones. PCS is in the process of implementing this new service to a number of customers throughout the U.S. and has seen a significant jump in both Offender satisfaction and debit revenue.

In many cases, PCS has been able to successfully integrate with other systems and implement advanced services where our competitors have not. PCS uses web services and a variety of other file transfer protocols to integrate with other vendors. This flexible approach, combined with our extensive experience in software development, will ensure a fast and smooth transition to the State's new phone system. With the cooperation of other vendors, PCS is confident in our ability to integrate with State's current OIS and Trust systems, and any new applications the State may implement in the future.

The most complex transition of offender telephone service that PCS has managed was for the



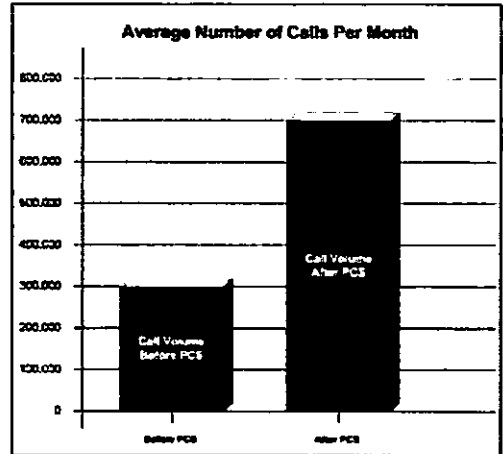
State of Missouri, currently PCS's largest customer with almost 1,600 phones serving more than 30,000 offenders.

Debit Integration Case Study: The State of Missouri

The physical transition to the new offender telephone system (CCS) started on September 25, 2006 and was completed 47 calendar days later on November 10, 2006. **PCS Program Manager, Chris Moore (who will also serve as the Program Manager for the State of Indiana)**, was selected to serve as the single point of contact for the State to manage the delivery of all products and services. The complexity of the project included not only the coordination of swapping out all the incumbent's offender phones and hardware, but also the deployment of electronic debit via an integration with the State's AS400 system. Prior to the transition to PCS, the State was not able to offer Debit calling to the offenders.

In parallel with the project to implement the offender telephone system, Mr. Moore led an integration project between PCS and the State so that Debit calling could be offered as soon as the new offender phone system was online.

The result was a dramatic increase in call volumes: more than 100% after we implemented cardless Debit calling. An increase of this magnitude in call volumes means 1) more revenue for the State, 2) lower call rates for the offenders, and 3) more communication between offenders and their loved ones.



PCS and Debit Calling at the State of Missouri

Integration Case Study: The State of Iowa

When PCS won the bid for the State of Iowa Department of Corrections, we interfaced across four of the State's divisions (Departments of Corrections, Human Resources, Finance, and the Iowa Communications Network); within the Department of Corrections, we also integrated the offender records files, the Oakdale Intake database, and DOC banking.

Each day, all CCS-critical information (e.g., transfers between facilities, new in-takes, financial deposits) flowing through these departments is captured in Excel format; each night, that information is "data dumped" into the phone system. This saves countless staff hours of duplicative data entry, and prevents the inevitable manual errors that arise from such duplication.

This integration worked so well that the Iowa DOC recently returned to PCS—abandoning a contract with one of our competitors—because of our proven skill and experience in systems integration and remains our client to this day. Unlike so many vendors, PCS has the history, skill, and experience to deliver the integrations that we promise.

5.0 INTEGRATION WITH OFFENDER KIOSK SYSTEM-MANDATORY

IDOC will be implementing a contract for offender kiosks and trust accounts on or after July 1, 2010. Anticipated services will include trust account funding, offender email, video visitation, and other services.

PCS Response: PCS has read, agrees and will comply.

- 5.1 Respondent must work in good faith with the selected vendor to integrate the proposed CCS to permit offenders and their family and friends to fund their Offender phone accounts should they chose to fund the accounts utilizing this method.

PCS Response: PCS has read, agrees and will comply.

- 5.2 Any and all costs for funding the accounts utilizing the selected vendor will be the responsibility of Respondent and the new vendor. Family and friends funding accounts will bear no costs for utilizing this funding method.

PCS Response: PCS has read, agrees and will comply.

- 5.3 Respondent is still permitted to handle their own account funding and billing utilizing their own customer service center, but families must be able to fund phone accounts using the new vendor should they chose to do so.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

- 5.4 Your understanding and willingness to work with the selected vendor and integrate with their system.

PCS Response: PCS has read, agrees and will comply. PCS has existing integrations with a number of kiosks vendors including, but not limited to, Keefe, Swanson, Huber, Canteen, and TouchPay. PCS will be able to leverage our years of experience integrating with kiosks providers to create a seamless interface with either the existing vendor, JPay, or any new vendor that may be selected. PCS has integrated with Lobby/Visiting Area Kiosks to facilitate deposits to offender trust and debit accounts and has integrated with Offender Housing Unit Kiosks for services such as electronic debit time purchase, email and more.

Type of System	Vendor	No. of Facilities	Benefit of Integration
Kiosks	Huber Kiosks	20	<ul style="list-style-type: none"> • PIN enrollment • Enable offenders to purchase phone time through the commissary • Friends and family to add funds to debit and prepaid accounts

Type of System	Vendor	No. of Facilities	Benefit of Integration
	Swanson Kiosks	14	<ul style="list-style-type: none"> • PIN enrollment • Enable offenders to purchase phone time through the commissary • Friends and family can add funds to debit and prepaid accounts and receive refunds on debit accounts from commissary upon release
	TouchPay Kiosks	2	<ul style="list-style-type: none"> • Friends and family can add funds to debit and prepaid accounts
	Keefe Kiosks	2	<ul style="list-style-type: none"> • Friends and family can add funds to debit and prepaid accounts • Enable offenders to purchase phone time through the commissary

5.5 Your understanding that all costs are the responsibility of Respondent and the selected vendor.

PCS Response: PCS has read, agrees and will comply. PCS understands that all costs associated with funding an Offender phone account via the kiosk will be the responsibility of the Respondent and the new vendor. Family and friends funding accounts via the kiosk will bear no costs for utilizing this funding method.

5.6 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS would like to note that we offer a full suite of funding options including, but not limited to, funding via the web, live operator, IVR, Western Union, and Money Gram. The PCS Team will work with the State and the new vendor to establish the suite of funding options that works best for the State.

6.0 OFFENDER COLLECT-ONLY TELEPHONE SYSTEM REQUIREMENTS—MANDATORY

6.1 The proposed CCS at each correctional facility is to have the latest state of the art technology, network connectivity, call recording, call control, and investigative capabilities.

PCS Response: PCS has read, agrees and will comply. The PCS CCS is a **turnkey system** that includes state-of-the-art equipment, hardware, and software—including the telephone network, recording system, call-control system, telephones, workstations, printers, and associated software. This solution uses cutting edge call-processing and data-management technology that is designed specifically to operate with the highest degree of reliability in the challenging environment of the corrections industry. This system has been engineered to provide the highest level of call-processing accuracy available and incorporates an extensive array of call-control features and investigative tools for use at every client facility.

6.2 IOT and IDOC have the final authority and approval for the type of offender telephone system and features installed at the IDOC locations.



PCS Response: PCS has read, agrees and will comply. During the first meeting with the State following contract award, PCS's Program Manager, **Chris Moore**, will confirm the State's exact requirements including all hardware and features to be implemented at each facility. Immediately following installation at each facility, PCS's Implementation Manager, Anthony Arellano, will perform a thorough test of each item of equipment, each internal and external circuit, each software feature and all other contract deliverables.

He will complete and sign the exhaustive **PCS Test and Acceptance Plan** (See Attachment E) before submitting it to the manager of each facility and/or contract representative from the State, which allows the State to conduct additional testing before accepting the installation as complete and satisfactory. Implementation will not be considered complete until the State has accepted each deliverable in writing as completely satisfactory.

- 6.3 There shall be one line/channel/port per telephone. All phones must be able to draw dial tone and place a call simultaneously at each IDOC facility. **No line concentration is allowed.**

PCS Response: PCS has read, agrees and will comply. PCS understands that no line concentration is allowed and that all phones must be able to draw a "dial tone" and place a call simultaneously at each IDOC facility. Please note that digital telephony does not actually rely on the number of separate lines, but on the total available bandwidth. A T-1 line has 24 copper channels that are the equivalent of 24 separate lines. These channels, when used for packet routing—rather than being individually seized for point-to-point calling—have enough bandwidth to carry more than 24 simultaneous calls.

- 6.4 Once a call is connected, the proposed CCS should ignore any additional numbers dialed accidentally or intentionally by either the offender or the called party. The intent of this feature is to prevent disconnects and fraud attempts such as 3-way calls.

PCS Response: PCS has read, agrees and will comply.

- 6.5 All offender call control platforms are to be common platforms that are Windows based utilizing Windows XP, Linux, or other industry proven operating system. Respondent is required to maintain all systems, software, updates, and related software licensing throughout the life of the resulting contract.

PCS Response: PCS has read, agrees and will comply. The proposed CCS uses a standard Microsoft SQL database and is accessed by authorized users through Internet Explorer. The PCS Team will maintain the systems, software, licenses and upgrades necessary to provide all the services requested by the State for the full term of the proposed contract at no cost to the State.

- 6.6 Respondent must supply one computer, monitor, computer mouse, speakers or headphones, and printer at each facility for investigator and site administrator use. Computer must have the ability to burn CD's or DVD's or provide another method of digital output so investigators can easily transport call recordings.

PCS Response: PCS has read, agrees and will comply. The PCS Team will work with the State to select a computer, monitor, mouse, printer, and speakers or headphones that best meet the needs of the State. Alternately, PCS can provide the standard **Equipment** models



defined in **Appendix D**.

- 6.6.1 Respondent will be responsible for maintaining this hardware and consumables such as ink refills, CD's, DVD's, portable media device, etc.

PCS Response: PCS has read, agrees and will comply.

- 6.7 Proposed CCS must employ all of the latest investigate tools to help track criminal activity and unauthorized calling. Advanced reporting capabilities must include at a minimum the following capabilities.

PCS Response: PCS has read, agrees and will comply. The PCS CCS greatly enhances the ability of correctional staff and other investigators to solve crime and maintain safety and security within their facilities by providing a full array of investigative features including Recording and Monitoring of calls, Alerts, Reverse Lookup, instant reports on potentially fraudulent activity and more. The intuitive point and click interface is so easy to use that we have found that investigators and facility staff are able to use the tools fluently and effectively after their first training session.

The PCS CCS will improve the efficiency of investigations by quickly identifying individual offenders' call records. The calling platform keeps a comprehensive record of the call details for every call attempted, not just calls completed. These records are logged by the system and are easily accessible through standard or user-customized reports. Our recording and monitoring features are fully integrated into the system to provide seamless management of recorded telephone conversations while providing stringent security controls that prevent unauthorized access to the call recordings.

Investigative features include:

- High quality digital recording of all calls.
- Live monitoring capability of all calls.
- Redundant on-line storage of all call records.
- PINs to authenticate offender identity and track calling activities.
- Reverse Lookup and satellite mapping.
- Call Alerts.
- Extensive fraud detection features including three-way calling and call forwarding detection.
- Investigative reports searchable, sortable and storable according to virtually any criteria investigators desire.
- Remote access to the system from virtually anywhere.
- Complete and verifiable Audit trail of all actions taken by ICM Users.

- 6.7.1 Ability to search and compare CDR's and recordings at one IDOC facility or between all IDOC facilities and any other cooperating correctional facility utilizing the same CCS you are proposing.

PCS Response: PCS has read, agrees and will comply. The PCS CCS will operate in a centralized network environment, which means that sharing data will be as simple as allowing access to the appropriate database. This will allow users to search and compare CDR's and recordings at one IDOC facility or between all IDOC facilities and any other cooperating correctional facility.

- 6.7.2 Proposed CCS should subscribe to reverse lookup or reverse 411 databases to permit IDOC staff to investigate and verify details and the validity of phone numbers and addresses being added to the offenders PAN list, and

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

any phones numbers that are being called from the proposed CCS.

PCS Response: PCS has read, agrees and will comply. The PCS CCS includes a Reverse Lookup feature that can be utilized to check a called-to number while a call is in progress, for any frequently called number, or for numbers that have not yet been called before they are added to the offender's personal number list (PAN). *PCS's Reverse Lookup feature is offered at no cost to the State.*

The Reverse Lookup feature can be accessed on any screen in the system where a billed-to number is underlined in blue.

TOOLS	BTN	PHONE	TRUNK DUR.	CHARGE	TYPE	RESULT	ENERGY
		8177537269	20081124 1420	<u>333333</u>	Test - 101	402 00:25 \$2.95 Collect	Inmate Hungup 00:00
		8177537269	20081124 1419	<u>333333</u>	Test - 101	402 00:35 \$2.95 Collect	Inmate Hungup 00:00

Call Detail Results - BTN

The Reverse Lookup feature provides the billing name and address associated with a given telephone number and a map, and satellite photo if available. The user merely clicks on the called-to number to bring up the Reverse Lookup dialog box that shows the name and address of the called party.

6.7.3 Ability to categorize offenders in the proposed CCS by facility and across facilities into specific known gang affiliations or groups.

PCS Response: PCS has read, agrees and will comply. The PIN Detail screen of the proposed CCS allows investigators to attach gang information to any offender that can then be easily searched to pull up a list of all offenders with a particular word or phrase in their description field. PCS can also import any designated information from the OIS to auto-populate this field for each offender so that, for instance, each offender identified as a "Crip" in the OIS would automatically have the word "Crip" added to their PIN Detail notes field with no human intervention. PCS can also integrate with Indiana's i2 investigative software to cross reference and link all call data for gang management and identification across facilities.

6.7.4 Ability to compare allowed call lists and dialed numbers of gang members and offenders to the lists of other gang members and offenders to allow investigators to examine calling patterns to common numbers dialed by gang members and offenders.

PCS Response: PCS has read, agrees and will comply. The CCS has a standard PAN

(Personal Allowed Number) Search that allows investigators to search for any and all offenders with a particular outside number on their PAN. Standard reports also include PANs in common (a list of all numbers on more than one offender's PAN), Frequently Dialed Numbers, Numbers Dialed by Multiple Inmates and a host of other one-touch tools to enable investigators to swiftly compare and drill down into calling patterns between offenders, between facilities, and within certain groups of offenders. In addition to these tools, PCS has recently developed a robust ad-hoc query reporting tool that allows investigators to create and save their own custom reports. Please refer to **Requirement 6.47.18 on page 88** for a complete description of our ad-hoc reporting feature, **Report Builder**.

- 6.7.5 Ability to cross reference offender PAN lists with IDOC employee, Respondent, and contractor phone numbers to ensure that offenders are not communicating with employees.

PCS Response: PCS has read, agrees and will comply. PCS typically requests a list of all employee numbers from our clients during our first meeting following contract award to load into a blocked numbers file prior to system installation. If the IDOC prefers to leave them unblocked and periodically check offender calling for calls to this or any other list of numbers you can do so with our Call Detail Reporting function, or PCS will have our Site Administrators do so for you on any schedule the State chooses.

PCS can also integrate with Indiana's i2 investigative software to cross reference and link all call data for gang management and identification across facilities.

- 6.7.6 Ability to tag called numbers or offender PIN numbers as "hot" numbers and alert investigators in real time that a call is in progress, or flag the call for later review.


PCS Response: PCS has read, agrees and will comply. Investigators can set alerts on specific billed-to telephone numbers (BTNs) or PINs, so they can be contacted whenever there is activity. Once investigators designate in the CCS that a BTN or PIN is "Hot", when that "Hot" PIN is used to place a call, or a call is made to a "Hot" BTN, the alert is triggered and the CCS contacts the "Alert ANI" (Automatic Number Identification) on that record. When the investigator answers their phone, they can then listen to the call in progress without detection by offender or called party. The investigator also has the option to terminate the call while it is in progress from any computer with network access. Alerts can also be sent to an investigator's email, pager, or PC, or to all PCs on the network.

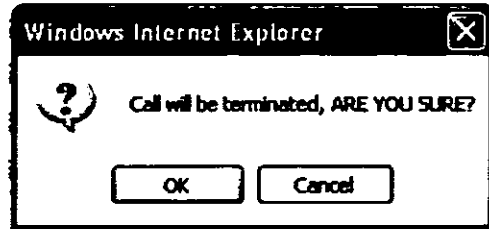
- 6.7.7 Investigators must have the ability to terminate a call in progress by clicking an icon on the system workstation.

PCS Response: PCS has read, agrees and will comply. With the PCS CCS, system users with the appropriate login and password will be able to break-in on a call-in-progress to talk to the offender and called party.

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service



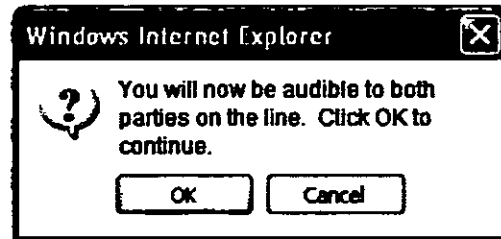
To disconnect the call being monitored click on the  icon in the Live Monitoring screen. The following prompt will give you one chance to cancel or confirm the action. To immediately disconnect the call click OK. A voice prompt will inform both parties on the line that their call has been terminated.



Call Termination Warning

6.7.8 CCS must permit authorized IDOC staff to interrupt or conference into an active call by clicking an icon on the workstation or by dialing a code on the phone to begin participating in the call.

PCS Response: PCS has read, agrees and will comply. The CCS offers users the ability to interrupt or conference into an active call by either clicking an icon on the workstation or by dialing a code on the phone. To break in to a call while monitoring via the workstation, double click on the speaker icon (it will be in green) and the following option will appear.



Call Break-in Warning Message

Click OK and you will join the call can be audible to both parties on the line.

6.7.9 Ability to search for calls by PIN number, dialed number, most common dialed number, etc.

PCS Response: PCS has read, agrees and will comply. Investigators can search for calls by dialed number, PIN, or run a frequently dialed number report as well as customizing reports by many other parameters from the Call Detail Reporting screen of the CCS shown below.




Call Detail Reporting

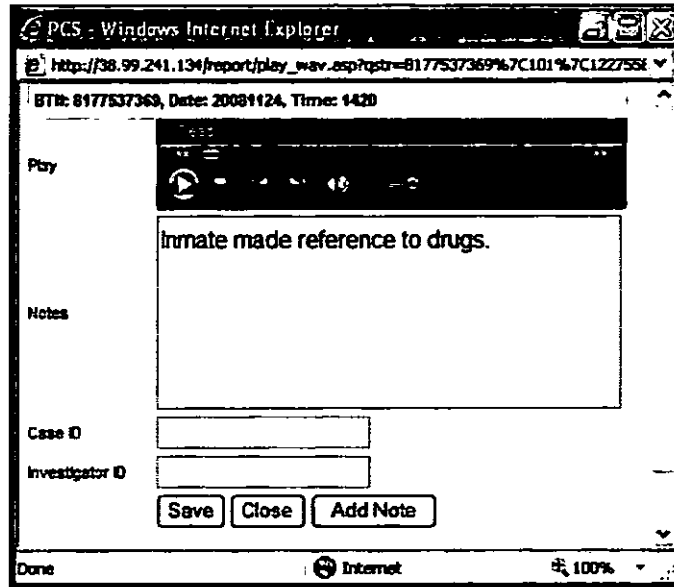
6.7.10 Investigators must be able to add electronic notes or memos to the call records in the proposed CCS.

PCS Response: PCS has read, agrees and will comply. While Live Monitoring or listening to any recorded call Investigators will see the Call Playback screen on which they can make notes, or mark a particular spot in a call.

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service




This screen allows the user to read and add to the notes while listening to the playback of call recordings.

If an offender has made a call to a number designated as Private in the CCS database, no recording will be available, but Investigators may still add a note to the Call Detail Record by clicking the Add Note icon, , which will appear for all private calls.




Call Playback

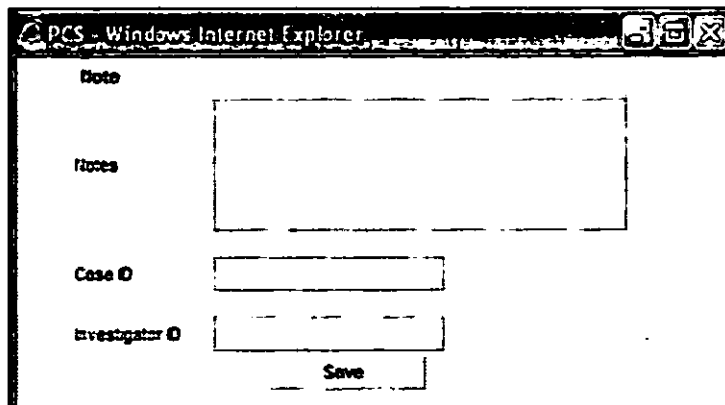
When an offender has made a call to a number designated as "Private" in the CCS database, the call record will have an Add Notes button next to it.

	7075847158	20090522	1426	0193911	Default - J MOD #6	02:22	\$2.94	Collect	Inmate Hungap	00:00
	7075852701	20090522	1426	0105997	Default - J MOD #1	01:24	\$0.00	Free	Inmate Hungap	00:00
	7076237583	20090522	1424	0153658	Default - BKYT #2	03:10	\$0.00	Free	Inmate Hungap	00:00

Call Detail Results screen

Click on the  Add note tool to bring up the screen shown at right.

Investigators may add notes here which will be stored with the Call Detail Record and follow it to CD/DVD/USB whenever it is downloaded or archived.



Add Notes screen

Search Investigator Call Notes

Authorized users can search records of calls with notes attached in the Call Detail Reporting screen by selecting "Search Investigator Call Notes." Three new fields will appear to the right as follows:



Open a Report Type	Note	Case ID	Investigator ID
Search Investigator Call Notes	<input type="text"/>	<input type="text"/>	<input type="text"/>

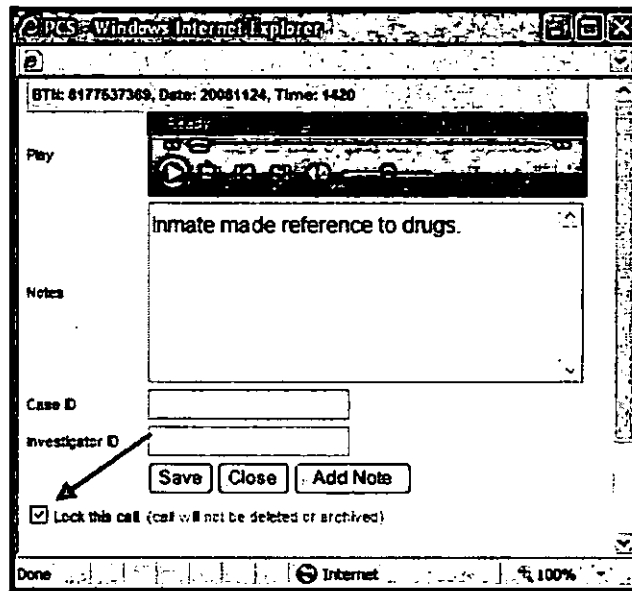
Search Investigator Call Notes

If no information is entered in any of these fields, the search will bring up all calls within that date range. To search for notes made by a specific investigator, regarding a specific case, or for a note mentioning a specific word or words, enter information in any one or more of the fields. Entries in these fields are not case sensitive and do not have to be complete.

For example, to search for the note, "Murder one suspect," you can just type "one," in the "Note" field, and all call records with a note including the word "one" in the note field would be listed. The "Search Investigator Notes" format searches only notes made while listening to call recordings, and not notes made in the "Description" field of the Edit BTN function or other fields where ICM Users append notes to inmate or call data.

6.7.11 Investigators must be able to lock a call record and recording if desired to prevent deletion of the record from the CCS.

PCS Response: PCS has read, agrees and will comply. When IDOC personnel need to "lock" a call for long term storage, the authorized user can flag the recording in the Playback Window to be retained beyond the specified standard storage window. To lock the recording, the user can click the checkbox labeled "Lock this call," as shown in the screen below. Regardless of when a recording is set for purge, if this box is checked, the recording will be retained indefinitely.



Locking the Call Recording

6.7.12 CCS must be able to call out to at least 2 designated investigator phone numbers per facility for designated hot numbers or any other number or offender PIN that IDOC wants to monitor live.

PCS Response: PCS has read, agrees and will comply. The Number Management screen below shows how investigators can set a BTN to "Hot" and designate the contact method by which the investigator is notified. The CCS can call out to multiple designated investigator phone numbers per facility.

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service



Number Management

Alerts can also be placed on PINs and/or debit card numbers from the PIN Detail screen:

Hot PIN

6.7.12.1 IDOC staff must then be able to terminate, monitor, or conference into the call by entering a security code.

PCS Response: PCS has read, agrees and will comply.

6.7.12.2 IDOC must be able to flag these calls for later review.



PCS Response: PCS has read, agrees and will comply. Simply click the "Return Hot Status Records only" on the Call Detail Reporting screen to instantly generate a list of flagged calls for additional review.

Return HOT status records only

- 6.8 CCS must employ real time call monitoring at each facility. Real time call monitoring must include the ability of remote live monitoring from an approved location anywhere in the IDOC or from any PC connection utilizing a secure connection into the call control system.

PCS Response: PCS has read, agrees and will comply. Calls in progress can be monitored from workstations at the facilities or from any computer connected to the private network via the internet that is equipped with a soundcard and speakers. Calls can be monitored by clicking the record in the Live Monitoring screen, shown below:

TOOLS	BTN	Date	Time	Pin	First Name	Last Name	Phone	Trunk
[Speaker]	2345678910	20090115	1702	0315134			SF LEFT	406
[Speaker]	2345678910	20090115	1702	N/A	N/A	N/A	SA RIGHT	407
[Speaker]	2345678910	20090115	1701	0314212			SE1	403
[Speaker]	2345678910	20090115	1701	N/A	N/A	N/A	297	529
[Speaker]	2345678910	20090115	1701	0900209			3E RIGHT	405
[Speaker]	2345678910	20090115	1659	N/A	N/A	N/A	DAY ROOM B RIGHT	402
[Speaker]	2345678910	20090115	1652	N/A	N/A	N/A	H7	465
[Speaker]	2345678910	20090115	1651	N/A	N/A	N/A	H2	468

Calls in Progress

From this screen, authorized users can observe what calls are in progress at the facility. They can select a call on the basis of the billed-to number (BTN), PIN number, or offender telephone. In order to monitor a call, users merely click on the speaker icon for the desired call. They will hear the call in progress (the speaker icon turns green but the screen does not change).

Monitoring of calls does not interfere with the continuous recording of all calls, and it is not detectable by the offender or by the called party. Several investigators may monitor the same call at the same time.

- 6.9 CCS must allow an investigator to listen to multiple live calls simultaneously.

PCS Response: PCS has read, agrees and will comply.



- 6.10 CCS must include digital call recording and archiving at each IDOC facility. Recordings may be made and stored at a networked location as long as IDOC has the immediate ability to download, listen live, burn CD's, or download and email the recording to other IDOC staff.

PCS Response: PCS has read, agrees and will comply. The PCS CCS automatically records all calls, with the exception of those marked "Private," such as calls protected under the attorney/client privilege. When an offender places a call, the call recording (and the call details to accompany that recording) are made, stored, and backed up at the PCS secure data center. The bandwidth into each site and into the data center will be sufficient to provide the ability to immediately download, listen live, burn CD's, or download and email the recordings to other IDOC staff.

The PCS Solution Solves Crimes

On June 6, 2005 a WCAX News in St. Johnsbury Vermont broke the story of a prison guard who uncovered a plot by offenders to smuggle cocaine and pills into the prison while listening to offender phone call wherein a prisoner ordered his wife to deliver the drugs. Four of the seven suspects pled guilty when faced with the recorded evidence against them.

Call-processing and call-recording operate off the same clock and have the same date and time "stamp." Additional servers will be installed as needed. Call recordings are encrypted and date-and-time stamped and are stored along with the associated call data. A log is maintained in the PCS system of all user activity related to every call—who listened to a call, for example, who burned the call to a CD, and when the CD was made.

Call Archiving

Call archiving is simple with the PCS Solution. Any authorized user who wishes to store call recordings on external media can easily download these calls and the accompanying call details to CD/DVD. The CD/DVD will produce recordings with no loss in quality and will be capable of placing an audio time and date stamp within the recording.

In addition, the investigator simply searches for the calls he/she wants to download (Call recordings can be searched by PIN, date, start or stop time, offender telephone station, called number, and other criteria). Once the desired recordings have been selected, the investigator inserts the CD/DVD and clicks on "Data CD/DVD" to burn the CD/DVD. The Investigator may listen to the CD/DVD through Windows Media Player.

- 6.11 CCS audio files must have the ability to be saved and stored on individual PC's, portable recording and playback devices, as well as media, tapes and CD's. Verify the formats of these files will, or can, be saved (ex: WAV, MP3, etc). This is required so they can be easily e-mailed as needed for investigations.

PCS Response: PCS has read, agrees and will comply. The PCS system allows recorded calls to be played, sent and stored in various formats, including Windows WAV, PCM, MP3 and QuickTime. These secure file formats are non-proprietary and can be played on standard media players such as QuickTime or Windows Media Player. This allows for a portability of call recordings that is unequaled by most competitors. Any authorized user can access call recordings from a computer with Internet access or access to the State network. Downloading



to CD/DVD can be performed on any computer that has access to the call recordings, whether at the facility or at a remote location. Users can access all system calls and recordings and can copy them to CD, DVD, USB drive, etc., at any time from anywhere.

- 6.12 Call recordings must be a high quality digital recording (WAV, MP3, or other industry accepted standard) that is at least voice grade quality and distortion free. Recordings must be tamper proof and usable as evidence in a court of law.

PCS Response: PCS has read, agrees and will comply. It is crucial to note that unlike some other CCS platforms PCS records calls directly in .wav-compatible format, stores them in the same easily accessible and widely supported format and allows indefinite onsite archiving of any call in the exact same format. When files are reformatted for storage- on tape for example- they are often regarded as unverifiable and thus inadmissible in court. Any time a recording is listened to, a new note is added to the comments section, or all or part of the call is copied, sent, or downloaded a new date and time stamp is fixed to the new information and both are attached to the existing file but the existing file is not overwritten or edited. These features maintain the integrity and verifiability of the chain of evidence, ensuring that our records stand up to the highest degree of judicial scrutiny. PCS promises to provide expert testimony regarding the reliability of your records and call recordings free of charge if they are ever challenged.

The PCS Solution Solves Crimes

On March 14, 2008 prosecutors in Buffalo, New York convicted "Rusty" Chatt of killing his sister-in-law during a, "drunken sex attack" 34 years ago. A key piece of evidence against him was finally uncovered by listening to a recorded telephone call made from jail. The call was recorded by the PCS Inmate Telephone System installed in the Erie County Jail.

- 6.13 During a call, even periods of silence must be recorded.

PCS Response: PCS has read, agrees and will comply.

- 6.14 Calls to attorneys and other telephone numbers designated as "privileged" are not to be recorded or monitored. Respondent will be required to verify validity of attorney or privileged phone numbers with the state's judicial authority before adding them to the proposed CCS list of calls that are not to be recorded or monitored.

PCS Response: PCS has read, agrees and will comply. PCS typically obtains a list of numbers to be marked Private in the CCS database from the outgoing vendor and/or the State Bar Association prior to installation. PCS will submit this list to Indiana's judicial authority for confirmation prior to configuring the CCS for installation at IDOC facilities.

By designating a telephone number as "Private," as shown below, you can easily exclude that number (to an attorney, for example) from all monitoring and recording.

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service



Facility Name	Advanced Reports	Live Monitoring	PIN - PAN	CD / DVD Usages	
User ID					
	System Control	User Management	Number Management	User Guide	Log Out

Number Management	
Add New BTN Edit BTN Reverse Lookup	Edit Collect Return Status Validated Block
Enter BTN: <input type="text" value="3168241423"/>	<input type="checkbox"/> Blocked <input checked="" type="checkbox"/> Private <input type="checkbox"/> Free <input type="checkbox"/> Secure Block: <input type="text"/> <input type="checkbox"/> Hct
Alert AID: <input type="text" value="0"/>	
Description: <input type="text"/>	
Save	Delete

Number Management - Private Number

As an alternative, the IDOC can also designate specific offender phones for privileged calling, and you can deactivate monitoring and recording of those phones. Authorized users can easily turn these functions off or on at any time for any phones, phone groups etc.

PCS can also provide additional measures to ensure that calls to approved attorneys are never recorded.

- 6.15 IDOC facilities are to be networked to allow remote real time access to the call control system. This access must include the ability to allow real time call monitoring and system changes to occur at any remote IDOC location with the proper security access

PCS Response: PCS has read, agrees and will comply. The CCS software allows investigators and other authorized staff to log into the system from anywhere that offers Internet access at **no cost to the State**. Once the user has securely logged in, using their user name and password, they will be able to use all the tools the system has to offer from any location.



Remote access to the system requires users to establish a VPN connection to the CCS data-center, which can be done with one click of a mouse from the Log-in screen. The CCS exchanges data with off-network users through a Secure Sockets Layer (SSL) exchange. SSL is a protocol developed for transmitting private documents via the Internet. SSL uses a cryptographic system that uses two keys to encrypt data.

User Login Name:
Password:
Facility Number:
Use VPN:

This is the same security system that is successfully used by many Web sites to obtain confidential user information, such as credit card numbers, without compromising security. These systems provide a triple layer of protection to ensure that only authorized users can access the network and that the data cannot be intercepted.

There is no need for specialized computers. Any PC that is capable of running Microsoft Internet Explorer 6.0 or greater and that has a connection of sufficient bandwidth, may conveniently use all of the CCS's features, including live monitoring and playback of call recordings.

By allowing investigators access to CDRs, recordings, and investigative tools; accounting department members access to call-completion and billing data; and detention facility staff to set and adjust offender calling parameters—all at any time and from whatever station or workplace each user prefers, the PCS CCS integrates easily with all affected users' existing work habits and procedures, saves considerable time, and adds no organizational burden or busywork to our clients.

- 6.16 CDR's and System recordings must be available immediately online for a minimum period of 24 months. After 24 months, all recorded calls may be archived onto a digital format acceptable to the State. CD's or DVD's are the preferred format. If selected Respondent prefers to keep all records online during the life of the contract this is also acceptable to the State.

PCS Response: PCS has read, agrees and will comply. PCS utilizes hardened co-located data centers to provide a highly resilient, highly available, redundant network capable of storing all system settings and recordings and simultaneously serving them out to hundreds of users across the State. **PCS can exceed the 24 month requirement by providing online storage for the life of the contract. This is superior to an offer to archive to CD or DVD because all recordings for the life of the contract would be available immediately in real-time.**

- 6.17 CCS must include 3-Way Call Detection and Prevention.

PCS Response: PCS has read, agrees and will comply. The CCS's call-processing software continuously scans all non-private calls for potential signs of three-way call, conference call and call forwarding attempts. 100% of these attempts that are detected will be flagged for investigators and, if the IDOC wishes, can be terminated immediately. Depending on the

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service



IDOC's preference, a warning message can be played, or calls can be terminated and an explanatory message can be played to both parties on the call.

6.18 Phone and Handset Requirements (Offender Phones):

6.18.1 All offender telephones are to be of the highest quality and include industry accepted armored handset cords, tamperproof enclosures, keypads, handsets, and adjustable volume controls. All phones must be hearing aid compatible.

PCS Response: PCS has read, agrees and will comply. PCS has provided a detailed description of the proposed offender phones in response to **Requirement 6.41**.

6.18.2 No external screws, bolts, metal or plastic fasteners are permitted on the exterior housing of the phones.

PCS Response: PCS has read, agrees and will comply.

6.18.3 Keypad must be an inmate industry standard chrome DTMF pad that is weather, graffiti, and vandal resistant.

PCS Response: PCS has read, agrees and will comply.

6.18.4 Phone housing must be a minimum of 14 gauge stainless steel and be weather, graffiti, and vandal resistant. Powder coated finishes are not acceptable.

PCS Response: PCS has read, agrees and will comply.

6.18.5 Handset cord must be an armored cord with a steel lanyard and retainer bracket to prevent cord or handset removal. Cord length will be no longer than 24" in length.

PCS Response: PCS has read, agrees and will comply.

6.18.6 Noise Limiters or confidencers are required for all handsets in noisy areas of IDOC facilities.

PCS Response: PCS has read, agrees and will comply. Navitel OTC-2110V2 Offender Telephones have noise-cancelling transmitters to reduce background noise. In addition, inside of the phone there is a switch on the circuit board that can be adjusted to accommodate the size of the rooms and how much noise reduction is required. This provides the ability to fine tune each phone to meet the need of any acoustic environment.

6.18.7 Ruggedized and secure cordless phones are also required for use in certain secure areas of facilities. Phones must be designed so they may not be disassembled or modified by the offenders.

PCS Response: PCS has read, agrees and will comply.

6.18.8 Each phone will be clearly identified with a station ID number to aid in trouble reporting and service.



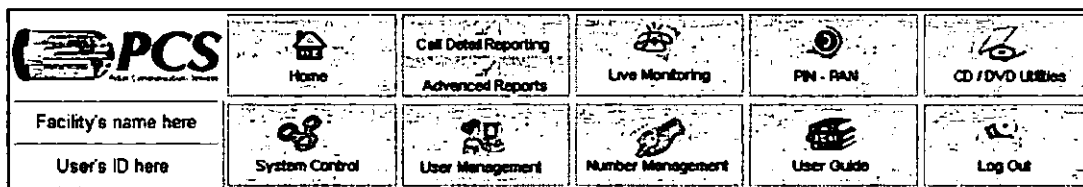
PCS Response: PCS has read, agrees and will comply. Each phone will have a unique ID # (or description i.e. Booking 1, POD 3, phone 1, etc.) that will appear on the Call Detail Results screen for each call made from that phone and which will be recognized by PCS's Remote Diagnostics and test-call systems so that maintenance issues can immediately be tracked to an exact location.

PROVIDE THE FOLLOWING:

6.19 Describe in detail the call control system (CCS) that you are proposing for IDOC facilities.

PCS Response: PCS has read, agrees and will comply. PCS's state-of-the-art Call Control System (CCS), branded the ICM (Inmate Call Manager), is a straightforward and intuitive web-based system. Its simple design will allow IDOC personnel and investigators to use powerful investigative tools and a wide range of administrative features fluently regardless of their computing expertise. To login, simply connect to the Internet, open Internet Explorer, enter <http://pcsicm.com> in the address bar, and then enter a valid user name, password, and facility number.

As soon as you log in, the home screen provides a summary of your facility's revenue and call data in an easy-to-understand graphical format. As an option, if the State prefers to customize the home screen to show most used data, PCS has the ability to modify the home screen to meet the State's needs. The following dashboard appears at the top of each screen:














This dashboard remains in place so that, regardless of what features you access, you never have to track back through a page history or hunt for links.

Furthermore, almost all reporting functions can be handled from a single screen (Call Detail Reporting) eliminating the need to toggle back and forth, merge files, or copy and export data from different pages to assemble the combinations you need. Fields are labeled in plain English—for example, the option to add a new user is simply a button on the User Management page labeled "Add New User." To search for numbers that are dialed most frequently from your facility, just click "Search for Frequently Dialed Numbers." You will never need to learn any specialized computer commands or codes.

To make the system as easy to navigate as possible, PCS groups related functions—like call-monitoring, forwarding and termination, for example—into convenient menu options. The following table describes the functions you can perform by selecting each option.

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

 Home	<p>Appears when you log in and graphically displays call volume, call type, termination types, and revenue summary for the day, week, month or any time frame designated.</p>
 System Control	<p>Lets you turn phones and phone trunks on and off; activate and deactivate automatic call recording by phone; enable and disable time limits, or override global limits; make some phones or locations local only, collect only and much more.</p>
 Live Monitoring	<p>Lets you listen to, forward, disconnect, and attach notes to calls in progress.</p>
 Advanced Reports	<p>Lets system administrators and technical personnel view histories and check activity on all prepaid and debit accounts; track the usage and history of all CCS users or individual users and much more.</p>
 Call Detail Reporting	<p>Lets you custom set any of dozens of parameters like call date, time, duration, phone, offender, and more, to search all call data and records. You can also listen to call recordings and perform reverse lookups on any dialed number listed on a search results screen.</p>
 User Management	<p>Lets you quickly add or remove users, or adjust the levels of access and use of features allowed to any system user or group of users, change passwords and more.</p>
 PIN - PAN	<p>Lets you apply an extraordinary range of fine grained, customized restrictions to individual offender's calling privileges- including setting alerts; and view histories of their activity and status of their debit account (if any).</p>
 Number Management	<p>Lets you apply specialized call restrictions to outside numbers including blocking calls and setting alerts for when any number or area is dialed.</p>
 CD / DVD Utilities	<p>Allows you to download call detail records and call recordings to data DVD or audio CD. You can also email call recordings and more.</p>
 User Guide	<p>Provides basic help information about the functions and features available with the CCS.</p>
 Log Out	<p>Allows you to click one button to Log Out from any screen.</p>

6.20 Describe how you will maintain security to prevent unauthorized users from gaining access to the CCS and associated workstations and network.



PCS Response: PCS has read, agrees and will comply. For security purposes, PCS's CCS software offers tiers of access to data and features determined by each user's security level to ensure that even authorized IDOC users can only access information for which they have proper clearance. PCS's employees also have security levels. All data is accessed on a "need to know" basis. Users who do not need to have access to sensitive data will be prevented from accessing it. Users with the administrator level password have the ability to set and differentiate user-access parameters according to each facility's security requirements. Inmate accounts, monitoring usage, call searching, running and printing CDRs, etc. may be restricted or allowed on a user by user basis.

Network Security

Once IDOC facilities are connected to our WAN by the CCS's MPLS circuits, all data transmissions between the onsite telephony box, user workstations, offender calling stations, and offsite databases and servers at our Los Angeles and Dallas facilities is encrypted according to IPSec protocols. IPSec cryptographic protocols:

1. Encrypt traffic so that it cannot be read by parties other than those for whom it is intended. This prevents "snooping and thus any "packet sniffing."
2. Validate traffic integrity, ensuring that data streams or packets have not been modified or rearranged at any step along its path, assuring message integrity.
3. Authenticates network peers, ensuring that all traffic is from a trusted party authorized to transmit on the WAN. This prevents "spoofing."
4. Prevent replay of a secure session, ensuring that data in transit is not copied, replayed or diverted at any point in the transmission process.

PCS uses IPSec in "tunnel mode" rather than the less secure "transport mode," meaning that between PCS's servers and client's intranet/LAN even the sender, and data-type labels are encrypted, thus preventing even information about the network from being accessed by anyone other than an authorized network user.

PCS's WAN and firewall are constantly monitored for possible intruders. The proposed system software/hardware is designed so that it will perform self-testing diagnostics without State personnel intervention.

Remote access to the system requires users to establish a VPN connection to the CCS data-center, which can be done with one click of a mouse from the Log-in screen. The CCS exchanges data with off-network users through a Secure Sockets Layer (SSL) exchange. SSL is a protocol developed for transmitting private documents via the Internet. SSL uses a cryptographic system that uses two keys to encrypt data.

User Login Name:
Password:
Facility Number:
Use VPN:



This is the same security system that is successfully used by many Web sites to obtain confidential user information, such as credit card numbers, without compromising security. These systems provide a triple layer of protection to ensure that only authorized users can access the network and that the data cannot be intercepted.

6.21 How long has the proposed CCS been utilized by your company?

PCS Response: PCS has read, agrees and will comply. The earliest version of PCS's CCS was implemented in 2005. Our latest Software Release was fully tested and we began upgrading the new system in over 200 State, County, and private facilities in February 2010.

6.22 What operating system does your proposed CCS utilize?

PCS Response: PCS has read, agrees and will comply. The CCS's central database runs on the Microsoft Windows 2007 operating system with a Microsoft SQL Enterprise 2008 database. Workstations and interfaces to control the calling platform and related systems are only required to have Microsoft Internet Explorer 6.0 or above.

6.23 Indicate the ability of the proposed CCS to ignore dialed digits as specified in 6.4.

PCS Response: PCS has read, agrees and will comply. PCS will use a G.729 Codec (Compressor/De-compressor) that eliminates DTMF tones (the sound of dialed digits) from the audio portion of each call. No matter how many digits an offender dials they will not be disconnected and chain-dialing will be impossible. The proposed Codec is ITU-approved (International Telecommunications Union) and specifically recommended for VoIP applications.

6.24 Provide a listing of which IDOC facilities will have an onsite CCS, and which ones that will be connected to a networked location.

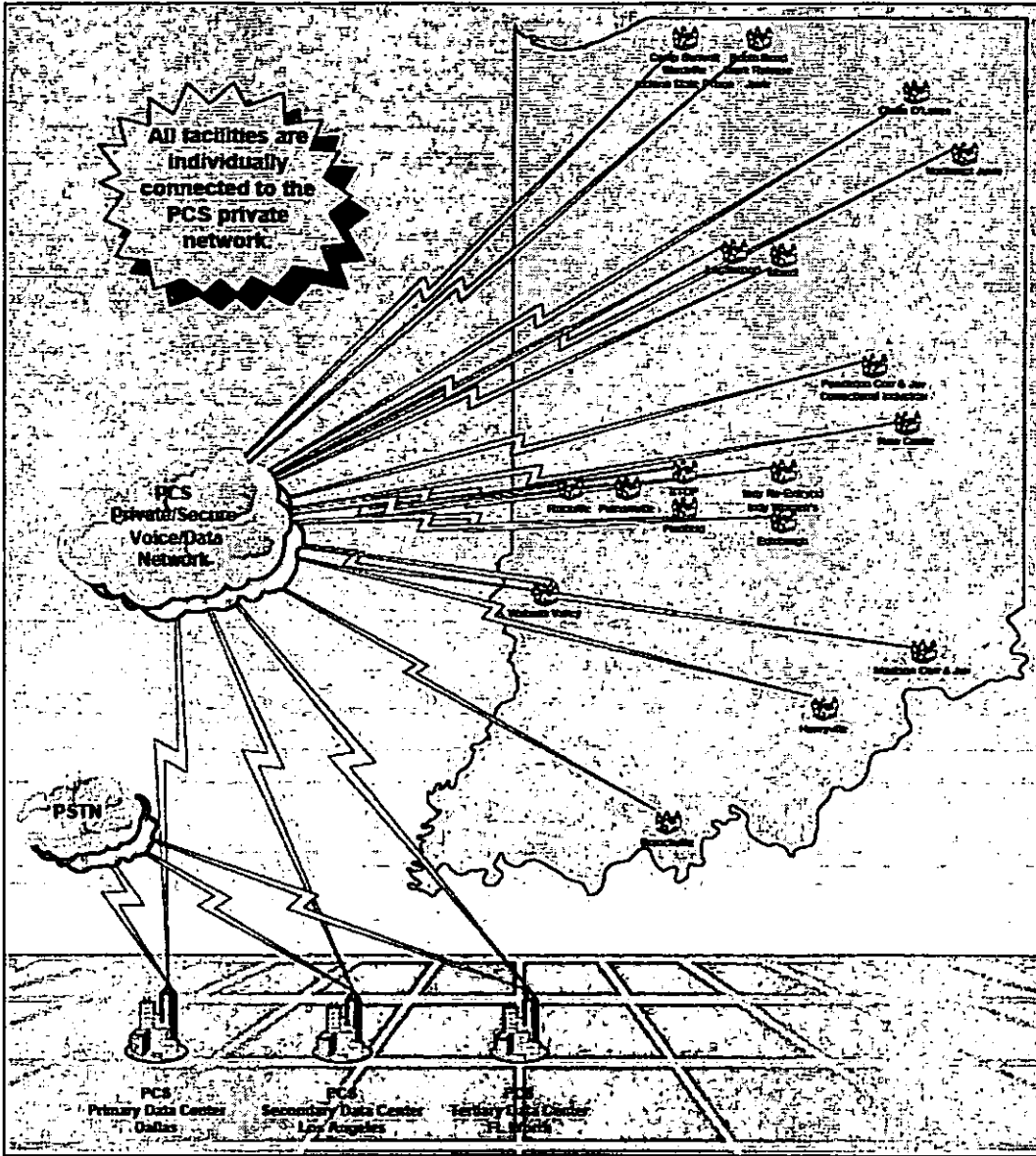
PCS Response: PCS has read, agrees and will comply. PCS proposes a centralized solution wherein all IDOC facilities will have onsite network hardware, but the core CCS will be centralized in PCS's Class 4 data center. Each facility will be connected to the data center via PCS's secure, private WAN (Wide Area Network). This allows instant access to data for any or all facilities and instant implementation of any change in CCS settings entered by an authorized user.

6.25 Provide a network diagram detailing how the proposed system will be networked.

PCS Response: PCS has read, agrees and will comply. PCS has provided a high-level diagram that details how all facilities will be networked. Following the high level diagram, PCS has provided a Facility Level network diagram that details the facility network architecture.

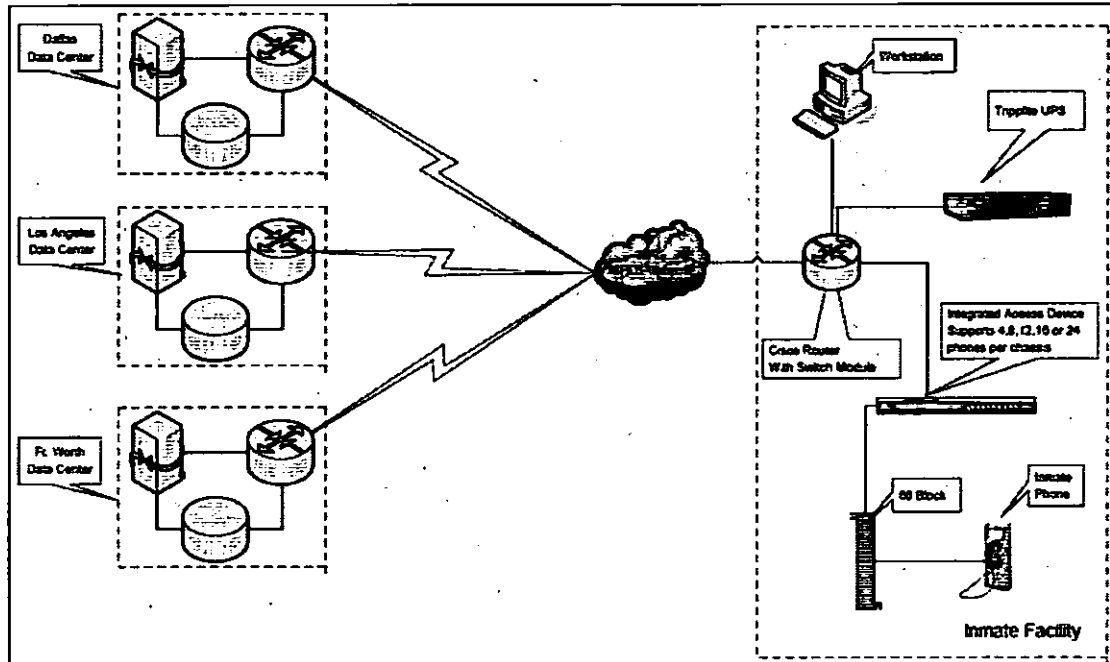


Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service



High Level Network Diagram

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service



Facility Level Network Diagram

6.26 Provide information regarding your network operations center location and your backup facilities.



PCS Response: PCS has read, agrees and will comply. PCS utilizes hardened co-located facilities to provide a highly resilient, highly available, redundant network capable of handling all of PCS's voice, data and call validation and management requirements in the event that one co-location facility fails while in service.

PCS's primary network operations center is located in a class 4 data center in Dallas, Texas. In the event of a failure, network traffic is automatically routed to a secondary Class 4 data center in Los Angeles, California. All data centers are lightning and surge-protected and have UPS and back-up power generators. The databases housed at each data center are automatically updated, so that each center holds a complete and up-to-date database of the call data from each facility.

A Call Detail Record (CDR) for each call is created and stored in the primary data center, and immediately replicated to the secondary data centers.

Each telephony server connects to a RAID (Redundant Array of Independent Disks), which backs up all call recordings on multiple disks. This creates high fault tolerance and extremely robust data recovery capabilities in the event of system damage. In addition the systems are configured with dual "boot" drives and Uninterruptible Power Supply (UPS) units to minimize the possibility of data loss.

- 6.27 Provide information regarding the storage of call recordings and call detail records. Where will the data be stored and backed up, and how can you ensure the State that data will not be lost?

PCS Response: PCS has read, agrees and will comply. PCS's storage architecture is by far the most robust and resilient in the ITS industry, copying files to multiple locations across the country and making records of the file names, formats and sizes of each file transferred.

PCS's Solution includes applications that provide supervision, guard against corruption, and enable recovery or correction of errors at each step of the data exchange process. PCS has

PCS's Class 4 Data Centers

The Telecommunications Industry of America recommends the Uptime Institute's 4-tier standards for commercial data centers. According to TIA-942, "The most stringent level is a **Class 4 data center**, which is designed to host mission critical computer systems, with fully redundant subsystems and compartmentalized security zones controlled by biometric access controls methods."* The Uptime Institute is a consortium dedicated to providing best practices and benchmark comparisons for improving the design and management of data centers. Tier 4 means "Fault Tolerant with **99.995% Availability**."

PCS's Class 4 Data Centers include:

- Firewalls, VPN gateways, intrusion detection systems, passive and active fire detection and suppression, raised floors and monitoring systems for the network and applications.
- Annual downtime of 0.4 hours.
- A Class 4 data center can sustain at least one worst-case unplanned event with no critical load impact.
- All elements of the electrical systems, including backup system, are duplicated, and critical servers are connected to both A- and B-side power feeds. Static switches are used to ensure instantaneous switchover from one supply to the other in the event of a power failure. **This eliminates single points of failure.**

*TIA-942 Data Center Standards Overview White Paper



three databases—all of which are part of the same SAN (Storage Area Network) linked by PCS's highly-reliable and secure always-on WAN (Wide Area Network). All PCS databases are firewall-protected with restricted access. Even PCS employees can only view data and are not able to make any entries into the data fields.

Each recording and CDR is stored on a RAID (Redundant Array of Independent Disks) which writes each file to multiple discs on different independent drive stacks that can continue operating if one stack fails. Each RAID is located in a Class 4 data center and plugged into at least two independent power sources with their own UPSs and electric conditioning. Each data center has at least two independent links to the network; and the entire database in each data center is duplicated to at least one co-located twin across the country. The duplication process itself is monitored and records/directories of each file type and heading are also independently retained.

1. When any file (CDR or recording) is uploaded from a client facility to any of our databases, whether the CCS application database or the billing database, for instance, the file is immediately checked for completeness and format to be sure the data wasn't corrupted en route. If there is an error or any field is missing expected data, the data centers will re-attempt to upload the file.
2. The CCS databases are continuously replicated between our Los Angeles and Dallas facilities. When a file is replicated, the SAN-level auto-repair application automatically tests the duplicate file against the original for integrity and accuracy.
3. The CCS includes a .wav-file-specific application to test the headers and content of call-recordings and ensure that the recordings are synced (with the accompanying CDRs) and linked properly when stored.
4. The databases take **four "snapshots" a day of data, and PCS does a nightly log back-up and weekly data-dump to tape.** These records can be used to repair or restore any corrupt files in the future by the databases' internal auto-repair procedures, which are built into the database software for each database. These snapshots and log also enable the SAN-level auto-repair application to spot check and correct the database directory and individual files to detect any data-loss or fragmentation.
5. Once a file is stored in any database, the SAN-level auto-repair application monitors the internal data in the SAN for corruption or fragmentation and automatically repairs any bad files.
6. Each data download and exchange is pre-scheduled and monitored by our Network Monitoring application, Big Brother, which will send out automatic alerts if any scheduled exchange or connection fails or is not completed as expected. Big Brother monitors the actual PERL script to ensure each data exchange or duplication includes whole files of the proper type in uncorrupted format. If any co-location attempts to, but cannot, sync to the primary database, an alert is also automatically generated.

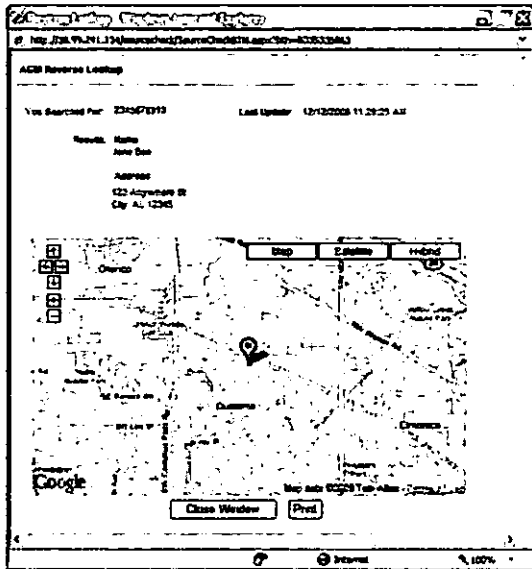
With multiple layers of redundancy and duplicated copies of read-only independent records at locations separated by hundreds of miles, PCS's records are *extraordinarily*



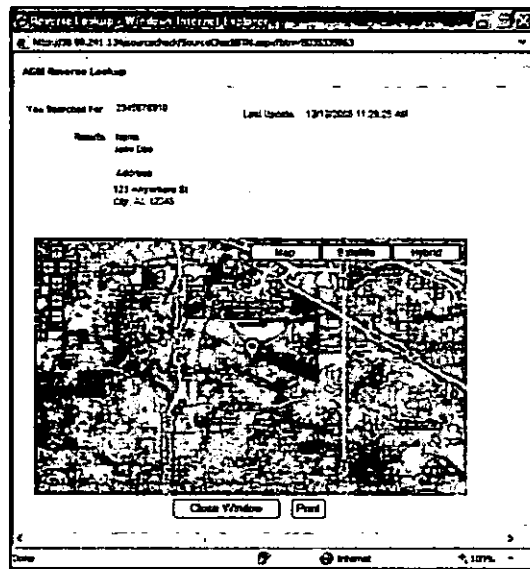
resistant to any form of corruption, loss or tampering.

- 6.28 Indicate the ability for the proposed CSS to interface and utilize reverse lookup or reverse 411 databases for phone number and address verification, and investigative purposes.

PCS Response: PCS has read, agrees and will comply. In order to look up a number that has not yet been called, the user (with appropriate authorization) simply clicks on the Number Management Screen and then clicks the Reverse Lookup key. A dialogue box will appear into which any 10-digit telephone number may be entered. The Reverse Lookup Feature will return the Reverse Lookup Screen with the name and address of the party to whom the telephone number is billed.



Map



Satellite

- 6.29 Provide any other information about the investigative capabilities of your proposed CCS that will be of benefit to the State and IDOC investigators.

PCS Response: PCS has read, agrees and will comply. The following are standard features of the PCS CCS, which we believe set our solution apart from those offered by other vendors. These features will enhance IDOC revenue and investigative power—above and beyond the requirements of this RFP. All of these features will be provided at absolutely no cost to the IDOC.

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service



Standard Value-Added Features of the PCS Solution

Feature	Benefits to IDOC	Cost to IDOC
Systems Integrations	PCS can interface with commissary, OMS, banking, kiosks, Reduce staff's data entry workload Ensure consistency of data across multiple systems Provide for card-free, electronic Debit calling	NO COST
Remote access	Easy and secure website login Administrative and investigative access – from any location No special software or hardware required Investigators can work from their office, their home, or the road Allow limited access to investigators from external agencies – these investigators will never have to enter your facilities	NO COST
Easy-to-use GUI Interface	Point and click to access data, reports, recordings, etc. Click directly on a piece of data (e.g., a PIN) to drill down Search and sort information to quickly find the data you need So easy that new users can work after only ½ hour of training	NO COST
Offender PINs	Provide secure, PIN-based offender calling Restrict and track offender calling activity by PIN Run reports based on PINs	NO COST
Card-free Debit calling	Increase offender communication Inmates pre-pay for discounted calling time through commissary Inmates can reach cell numbers, business phones, etc. Eliminate physical cards (contraband)	NO COST
Pay2Talk	Loved ones pay for one call, at the time of call acceptance Flat, one-time fee No account setup necessary Collect calls that would otherwise be blocked are now connected	NO COST
Prepaid calling	Family and friends pay for discounted calling in advance Offenders can reach cell numbers, business phones, etc. One telephone number per account ensures security of deposits	NO COST
Customizable reports	Run your own customized reports in minutes Select from hundreds of parameters No PCS intervention is necessary	NO COST
100% monitoring & recording capability	Simultaneous recording and live monitoring Automatically record 100% of non-private calls Multiple investigators can monitor the same call Undetectable by offenders and their loved ones	NO COST
Encrypted call recordings	128-bit encryption ensures judicial integrity of recordings Any attempts to tamper will break the 128-bit encryption Attached date-and-time stamps verify call times	NO COST
Expert testimony	PCS experts will testify to the security of your recorded evidence	NO COST
Portable call recordings	Digital recordings stored in non-proprietary file format No special hardware or software required to play Copy call recordings to CD, DVD, thumb drive, etc. Email call recordings to interested parties Portable recordings maintain security encryption	NO COST
"Lock" call recordings	Store important conversations online indefinitely	NO COST
Quarterly Business Reviews	Meet with your personal account manager Learn about new technology and system features Analyze your account's financial and technical performance Obtain additional training	NO COST



This lets you select the calls by any one or more PINs and further filter them without having to go back a run another report just on those PINs.

Apps like these supplement the flexibility of PCS's web-based CCS while allowing PCS to provide all updates, changes, data storage etc. remotely. This cutting-edge, hybrid software architecture enabled by the CCS allows unlimited precision and individualization of reports and data analysis, while maintaining all records in central, unaltered, universally accessible databases.

15.15 Your capability to provide online commission reports?

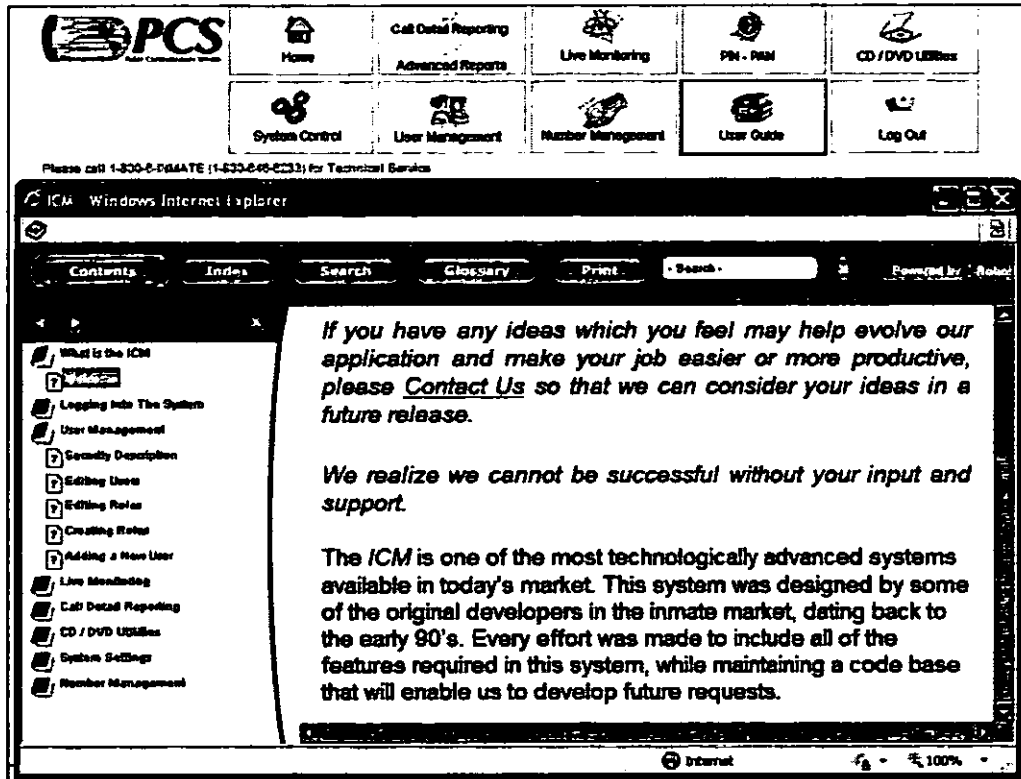
PCS Response: PCS has read, agrees and will comply. All the information contained in PCS's monthly Commission and Traffic Reports including lists of calls made from each phone, to each number, of each type, in each band, and the exact cost for each call and cumulative charges for any group of calls is available online via the CCS GUI to authorized users at any time. PCS can submit our standard or any customized reports via email, on CD, or in any other format the State prefers.

15.16 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS will provide user guides in hard copy and on CD to every IDOC facility, investigators and to IOT personnel, as deemed necessary by the State.

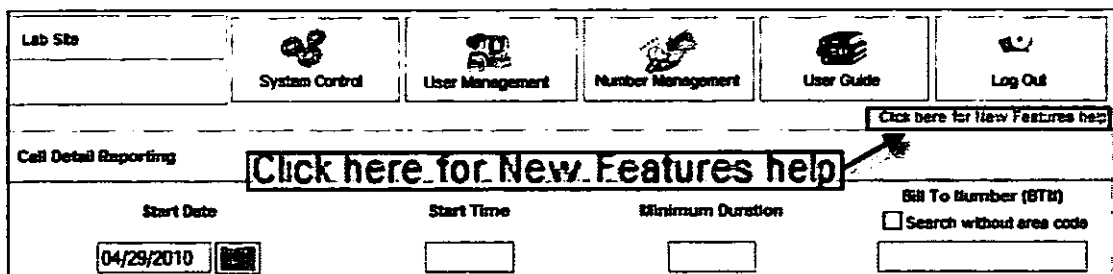
PCS also provides an online User Guide that is always accessible through the CCS. You can access the User Guide by clicking the User Guide menu heading from any screen in the system:

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service



User Guide

After any upgrade has been issued a note will automatically appear on the CCS inviting your staff to "Click here for new features help."



Call Detail Reporting Screen - New Features Available

By clicking on the text in red, CCS users can view and download an explanation of the new features available. Staff may also request up-to-date hard copies of the CCS User Guide from their Client Services representative at any time.

16.0 RESPONDENT REQUIREMENTS OF THE STATE- MANDATORY

16.1 Proposals must include a detailed list of all duties required of the State by the Respondent before, during, and after cutover to Respondents services.



PCS Response: PCS has read, agrees and will comply. The PCS work plan/project plan has been specifically designed to reduce the burden to IDOC staff and any disruptions in daily operations. To successfully transition service and minimize downtime it is essential that the incumbent work closely with the incoming provider to ensure that service remains up until the new system has been installed, tested, and is ready to go live. It is also critical that the incumbent provide up-to-date information, such as the PINs, PANs, blocked numbers, free numbers, privileged attorney numbers, speed dials, and any other special configurations the IDOC has requested during the contract term. Getting all of the necessary information and getting it in a timely fashion is necessary to ensure a quality implementation of service.

Regarding the expectations of IDOC staff during the transition, PCS would request the following:

- Assistance with getting cooperation from the incumbent vendor should the need arise
- Clearance for the install and maintenance technicians to work in approved areas without the need for an IDOC escort
- Assistance with any facility specific challenges regarding access, delivery of hardware and circuits, install, etc
- A project, program or contract compliance manager at the IDOC who can serve as a single point of contact for the PCS program manager.
- Signoff on the contract deliverables prior to the start of the project. From the RFP, amendments, and contract, PCS will document the contract deliverables and promises made to the State. The PCS account manager will work with the State to ensure that all deliverables and promises have been captured and approved so that both entities are in alignment with everything that is to be delivered during the implementation of service

PROVIDE THE FOLLOWING:

- 16.2 A detailed list of all duties required of the State by the Respondent before, during and after cutover.

PCS Response: PCS has read, agrees and will comply. As explained in **Requirement 16.1**, PCS's project plan has been designed to minimize the burden to IDOC staff. A detailed list of all duties required of the State are as follows:

- Perform any State required clearance or background checks.
- Provide escorts for on-site technicians where required by the State.
- Provide a secure location for the minimal amount of hardware that will need to be shipped to each facility.
- Provide a contact to give final customer acceptance/signoff upon completion of the transition at each facility.
- Provide a contact to work with the PCS Project Manager to load any State held data (such as Public Defender Numbers, new Speed Dials, etc.)



Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

- Assist PCS with encouraging the incumbent to provide all the requested data from the current offender phone system (such as the current list of blocked numbers, attorney numbers, free numbers, speed dials, offender data, call data, etc.)

16.3 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

17.0 END USER BILLING, and CALLING OPTIONS –HIGHLY DESIRABLE

17.1 Respondent is encouraged to offer discounted calling plans for recipients of offender collect calls.

PCS Response: PCS has read, agrees and will comply. PCS's proposal includes discounted calling plans for recipients of offender collect calls. For more information about the available calling options, please refer to Requirement 17.8.

17.2 Respondent is encouraged to provide alternative calling options for collect only calls from offender payphones. (i.e., prepaid, debit, etc)

PCS Response: PCS has read, agrees and will comply. PCS's proposal includes our full range of prepaid and Debit calling alternatives. For more information about the available calling options, please refer to Requirement 17.8.

17.3 Calls may be placed to cellular phone numbers as long as the number is on the offenders allowed call (PAN) list.

PCS Response: PCS has read, agrees and will comply.

17.4 Alternative calling plans must not place any additional requirements on State Correctional Facilities or their staff.

PCS Response: PCS has read, agrees and will comply. PCS's prepaid and Debit calling options are administered by PCS and will place no burden on IDOC staff. On the contrary, with solutions like PCS's integrated cardless Debit accounts and Debit/Commissary purchase by phone, PCS can eliminate the need for manual distribution and collection of order forms or cards and any involvement by IDOC staff.

17.5 Any required administration of alternative calling plans will be the responsibility of the Respondent.

PCS Response: PCS has read, agrees and will comply.

17.6 Family and friends receiving calls from offender phones should be provided with a toll free telephone number to call with billing questions and concerns. This number should be clearly displayed on the customer's bill. Respondent personnel assisting customers with such calls should be familiar with all options available to customers to help reduce their collect call costs.

PCS Response: PCS has read, agrees and will comply. Anytime an offender makes a collect call to a number which is allowed by the facility but that is not able to accept the charges, the



called party is offered a toll-free number they can call to set up a Prepaid account. The called party is also given the option of a one-minute courtesy call to speak with the offender before setting up an account. Anytime an offender completes a collect call the called party will be provided with PCS's customer service number on their phone bill. If an offender attempts a collect call and the called party declines to accept it they called party will be given PCS's customer service number by the automated operator and told they may call it to set up a discounted prepaid plan.

PCS's Customer Service Representatives are trained on all of PCS's calling and funding options to reduce the cost of accepting offender calls.

- 17.7 Respondent will provide information to IDOC and call recipients regarding all options available to help reduce the costs of offender collect only phone calls for offenders, their family and friends.

PCS Response: PCS has read, agrees and will comply. PCS actively reaches out to all called parties to inform them about our lower cost prepaid programs. PCS's efforts include outbound marketing campaigns, directions to our customer service IVR, website and call centers and postings and leaflets in facilities and visiting areas at each facility.

PROVIDE THE FOLLOWING:

- 17.8 List any discount calling plans that your company currently offers that are being proposed under this RFP.

PCS Response: PCS has read, agrees and will comply. Lower calling rates enable offenders to maintain more regular contact with their families and outside support networks. Offenders who stay connected to the outside world do better in rehabilitation and job training programs and are more likely to obtain work and less likely to reoffend after leaving prison. Regular contact with their families also improves offender morale and creates a safer and more stable correctional environment.

Many vendors may offer higher rates and higher commissions than PCS proposes. While this may superficially look attractive, it usually means less and not more overall revenue for the State. Most offenders depend on their friends and family members to fund their commissary or offender trust accounts, or to accept the charges for collect calls. Most families make a set contribution based on what fits into their own monthly budget. A family member who prefers to accept only \$50 dollars a month in collect calls, or who can afford to send the offender only \$50 a month for canteen supplies will not spend more when rates are higher—the offender will just call less.

Therefore, PCS proposes multiple calling options that offer discounted rates to recipients of offender collect calls.

Prepaid Calling Options

Anytime an offender makes a collect call to a number which is allowed by the facility but that is not able to accept the charges, the called party is offered a toll-free number they can call to set up a DailyDial™ Prepaid account. The called party is also given the option of a one-minute courtesy call to speak with the offender before setting up an account.

Indiana Departments of Administration & Corrections

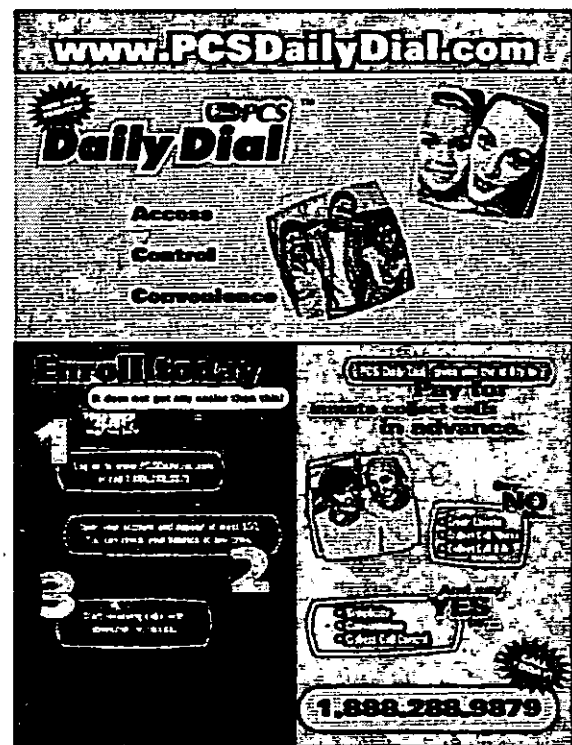
RFP No. 10-55

Offender Pay Telephone Service

Prepaid Accounts are created for any specified amount to pay only for calls to a particular destination number. Offenders can thus place a call to a number that might otherwise be blocked through a collect-only system but which may be the best way to reach their family and friends such as cell phones, international locations, places of business, and nursing homes. Offenders' friends and family members may receive calls wherever and whenever they prefer; pay only for offenders' calls to them; remain in regular touch with their loved one regardless of offenders' other calling habits or commissary needs; and select and stay within a budget that they deem appropriate.

Prepaid accounts enable called parties to avoid charges their local phone carrier may bill them for accepting collect calls and benefit from bulk purchase of minutes. Prepaid is thus particularly helpful for family members or friends who may be on a fixed or limited income. Each call will be processed using standard voice prompts; and, as with a traditional collect call, only after each call is positively accepted are the parties connected.

In one facility (El Dorado County, California), call revenues increased 36% when Prepaid was implemented and promoted. At another (Blue Ridge Regional Jail, Lynchburg, Virginia), revenue from the Prepaid programs has averaged 38% of the total call revenue for the jail. These figures show how great the demand for this program is. Families like it, because Prepaid calling provides an easy-to-use way of keeping in touch while staying within the family budget.



Posting explaining Prepaid Accounts to Offenders

In addition to traditional Collect calling, the PCS CCS offers offenders several dynamic methods for connecting to their loved ones—Prepaid, including PCS's unique SpeedPay and Pay2Talk options, and Cardless Debit calling. These options provide offenders and their loved ones with a variety of ways to fund offender calling, and they can facilitate more calls by connecting to telephone numbers that are restricted from traditional collect calling, like cell phones.

By broadening the spectrum of calling methods and payment options available, the PCS CCS delivers the most flexible, easy-to-use suite of calling services available in the offender telecommunications marketplace today.



Feature	Benefits to IDOC	Cost to IDOC
Instant access to real-time call data	Collect data as calls are being made Access data from any place with an internet connection	NO COST
On-screen highlighting of 3-way call attempts	Easily locate fraud attempts at a glance Monitor or terminate suspected 3-way calls	NO COST
Reverse lookup	Look up name and address for any dialed number Staff can look up an unlimited number of dialed numbers Display results on a map or satellite image Use Reverse Lookup for calls in progress or completed calls	NO COST
Password-controlled access	Administrators control each user's level of access Users perform only those functions for which they are authorized Login security from any location - onsite, remote office, home	NO COST
User logs	See what actions each user has performed in the system Includes monitoring calls and playing/copying recordings	NO COST
Call alerts	Assign "hot" PINs and telephone numbers Receive real-time investigative notifications by phone or email Monitor "hot" calls live via cell phone, telephone, or computer	NO COST
Live, remote monitoring	Monitor calls in progress from any PC with internet connection Secure monitoring restricted by user login and password Respond to alerts by instantly monitoring via cell phone or PC	NO COST
Fraud detection	Detect three-way call attempts Restrict and track offender calling by PIN Easily block restricted telephone numbers	NO COST
Notes	Attach investigative notes to encrypted call recordings Bookmark important points in a conversation	NO COST

6.30 Provide a statement that recorded calls are usable as evidence in a court of law. Explain how your system maintains the integrity of the recorded call and the call detail record to ensure that it is admissible as evidence in a court of law.

PCS Response: PCS has read, agrees and will comply. Once an offender places any call, the call will be digitally stored in a secure, dedicated Redundant Array of Independent Disks (RAID). In order to assure a judge that a call recording has not been tampered with, original call recordings are encrypted using a 128-bit key and are also date-and-time stamped when they are stored on the RAID. This ensures that if any records are tampered with (which would be very unlikely due to the many levels of security), the altered recording would immediately be distinguishable from the original.

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service



Any time a recording is listened to, a new note is added to the comments section, or all or part of the call is copied, sent, or downloaded a new date and time stamp is fixed to the new information and both are attached to the existing file but the existing file is not overwritten or edited. These features maintain the integrity and verifiability of the chain of custody, ensuring that our records stand up to the highest degree of judicial scrutiny.

The PCS Solution Solves Crimes

On April 17, 2009 testimony wrapped up in the murder trial of Roy Ellis, accused of abducting and killing 12-year-old Amber Harris in November of 2005. As part of the prosecution's case, PCS's site administrator was called to testify to the validity and content of call records and recordings entered as evidence against Mr. Ellis. Unfortunately for Mr. Ellis, the evidence was admitted.

PCS promises to provide expert testimony regarding the reliability of your records and call recordings free of charge if they are ever challenged.

- 6.31 Confirm and explain how your system handles call monitoring, recording and archiving.

PCS Response: PCS has read, agrees and will comply. The PCS CCS automatically records all calls, with the exception of those marked as "do not record," such as calls protected under the attorney/client privilege.

Call Recording

When an offender places a call, the call recording (and the call details to accompany that recording) is digitally stored in a RAID. Call-processing and call-recording operate off the same clock and have the same date and time "stamp." The RAID can store a recording for a minimum of two years, as requested by the State, and additional capacity will be installed as needed. Detailed records of all calls will be stored in Dallas, Texas and at the PCS data centers in Los Angeles, CA. Call recordings are encrypted and date-and-time stamped and are stored along with their associated call data.

Monitoring Calls in Progress

Calls in progress can be monitored from workstations at the facilities or from any computer connected to the private network via the internet that is equipped with a soundcard and speakers. Calls can be monitored by clicking the record in the Live Monitoring screen, shown below:



TOOLS	BTN	Date	Time	Pin	First Name	Last Name	Phone	Trunk
	2345678910	20090115	1702	0815134			SF LEFT	406
	2345678910	20090115	1702	N/A	N/A	N/A	SA RIGHT	407
	2345678910	20090115	1701	0814212			SE1	403
	2345678910	20090115	1701	N/A	N/A	N/A	297	520
	2345678910	20090115	1701	0900209			SE RIGHT	405
	2345678910	20090115	1659	N/A	N/A	N/A	DAY ROOM B RIGHT	402
	2345678910	20090115	1652	N/A	N/A	N/A	H7	465
	2345678910	20090115	1651	N/A	N/A	N/A	H2	468

Calls in Progress












From this screen, authorized users can observe what calls are in progress at the facility. They can select a call on the basis of the billed-to number (BTN), PIN number, or offender telephone. In order to monitor a call, users merely click on the speaker icon for the desired call. They will hear the call in progress (the speaker icon turns green but the screen does not change).

Monitoring of calls does not interfere with the continuous recording of all calls, and it is not detectable by the offender or by the called party. Several investigators may monitor the same call at the same time.



Monitoring Calls Previously Recorded

Investigators can also monitor calls that have been previously recorded. Call recordings can be searched by PIN, date, start or stop time, offender telephone station, called number, and other criteria. Call recordings are searched from the Call Detail Reporting screen, shown below.

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

	 Home	 Call Detail Reporting Advanced Reports	 Live Monitoring	 PIN - PAM	 CD / DVD Licenses
	 System Control	 User Management	 Number Management	 User Guide	 Log Out

Call Detail Reporting

Start Date 02/26/2009  End Date 02/26/2009 	Start Time <input type="text"/> End Time <input type="text"/>	Minimum Duration <input type="text"/> Maximum Duration <input type="text"/>	Bill To Number (BTN) <input type="checkbox"/> Search without area code <input type="text"/> PIN <input type="checkbox"/> Active Only <input type="text"/>
Call Type Collect CourtesyD Test Detk Pay2Talk PreBono	Completion Status All Calls Complete Incomplete	Call Band Local IntraLata InterLata InterState International	Stop Reasons Activated Debit card Admin Terminated After Hours Block Bad Debit Cards Bad Number
Open a Saved Report Select Report Name <input type="text"/>	Inmate Phone 101 102 103 104 105	First Name <input type="text"/> Last Name <input type="text"/>	Phone Group Test

Return HOT status records only
 Return PRIVATE status records only
 List Pin with inmate name Return ENERGY status records only

Call Detail Reporting - Selection criteria

From this screen, users can select the parameters of the calls they wish to investigate. For example, they may enter the start and end dates for the period they wish to search, the start and end times for the calls, the offender phone station, the called number, the PIN number, and so on. After selecting the desired criteria, the user clicks on "Submit Report" to retrieve the CDR data as shown in the sample screen below:



	Home	Call Detail Reporting Advanced Reports	Live Monitoring	PIN - PAN	CD / DVD URBLES
System Control	User Management	Number Management	User Guide	Log Out	

Call Detail Results

TOOLS	BTN	DATE	TIME	PIN	PHONE	TRUNK	DUR.	CHARGE	TYPE	RESULT	ENERGY
	8177537359	20081124	1420	333333	Test - 101	402	00:25	\$2.95	Collect	Inmate Hungup	00:00
	8177537359	20081124	1419	333333	Test - 101	402	00:35	\$2.95	Collect	Inmate Hungup	00:00
	8177537359	20081124	1416	333333	Test - 101	402	00:23	\$2.95	Collect	Inmate Hungup	00:00
	4247210852	20081118	1410		Test - 103	401	01:56	\$3.15	Collect	Inmate Hungup	00:00
	4247210852	20081118	1405		Test - 103	401	00:06	\$2.95	Collect	Inmate Hungup	00:00
	8177537359	20081118	0951	333333	Test - 101	402	00:08	\$2.95	Collect	Inmate Hungup	00:00
	8177537359	20081118	0948	333333	Test - 101	402	00:10	\$2.95	Collect	Inmate Hungup	00:00
	8177537359	20081118	0943	333333	Test - 101	402	00:08	\$2.95	Collect	Inmate Hungup	00:00
	8177537359	20081113	1009		Test - 101	402	00:20	\$2.95	Collect	Inmate Hungup	00:00
						Total	\$26.75				

Select all calls to burn on CD/DVD

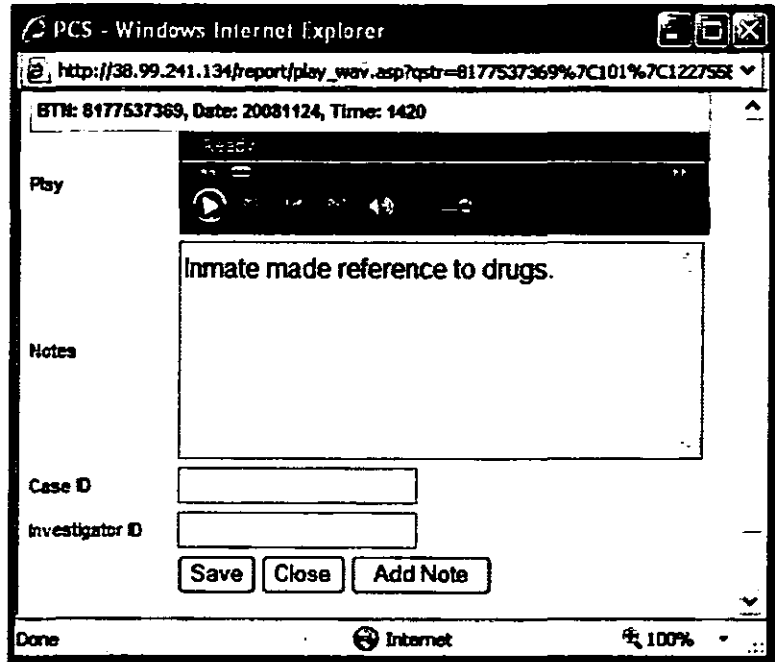
Report ran On: 12/10/2008
Report ran by User: pcs123 pcs123

Report Name:

Save Report Template Save Report In Excel Format Print Back

Call Detail Results

This screen shows all the CDRs that match the specified criteria. In order to playback a call recording, the user need only click on the speaker icon for the desired call.





Call Playback

The Call Playback function uses standard Microsoft Media Playback. This screen allows the user to read and add to the notes while listening to the playback of call recordings. In addition to monitoring and recording, the PCS CCS provides investigators with additional tools to assist in their investigations. These include:

- Reverse Lookup
- Search notes to a call recording, or search call recordings by Case ID or Investigator ID
- Download call recordings to CD/DVD
- “Lock” call recordings so that they remain accessible online beyond the 365 day limit
- “Hot” number alerts to investigators

Call Analyzer

The PCS CCS also includes Call Analyzer, an advanced feature for analyzing call recordings.

Call records on the Call Detail Results screen will have a Call Analyzer icon  next to the speaker icon  used to play recordings. The ICM’s Call Analyzer App downloads the selected recording(s) to your computer rather than just streaming out the audio as the Standard playback function does. This enables you to vary the speed, pitch and tempo of playback, playback and manipulate each side of the conversation individually (sometimes slowing or


Call Archiving

Call archiving is simple with the PCS CCS. Call recordings can be stored online for the life of the contract, so no archiving to physical media would be necessary. However, any authorized user who wishes to store call recordings on external media can easily download these calls and the accompanying call details to CD/DVD. The CD/DVD will produce recordings with no loss in quality and will be capable of placing an audio time and date stamp within the recording. Downloading to CD/DVD can be performed on any computer that has access to the call recordings, whether at the facility or at a remote location. The investigator simply searches for the calls he/she wants to download (Call recordings can be searched by PIN, date, start or stop time, offender telephone station, called number, and other criteria). Once the desired recordings have been selected, the investigator inserts the CD/DVD and clicks on "Data CD/DVD" to burn the CD/DVD. The Investigator may listen to the CD/DVD through Windows Media Player. Files may also be stored on USB or thumb drives, hard disk, or any other medium preferred by the user.

- 6.32 A sample CD of an actual recorded call from the CCS (being proposed) with each proposal copy submitted in response to this RFP.

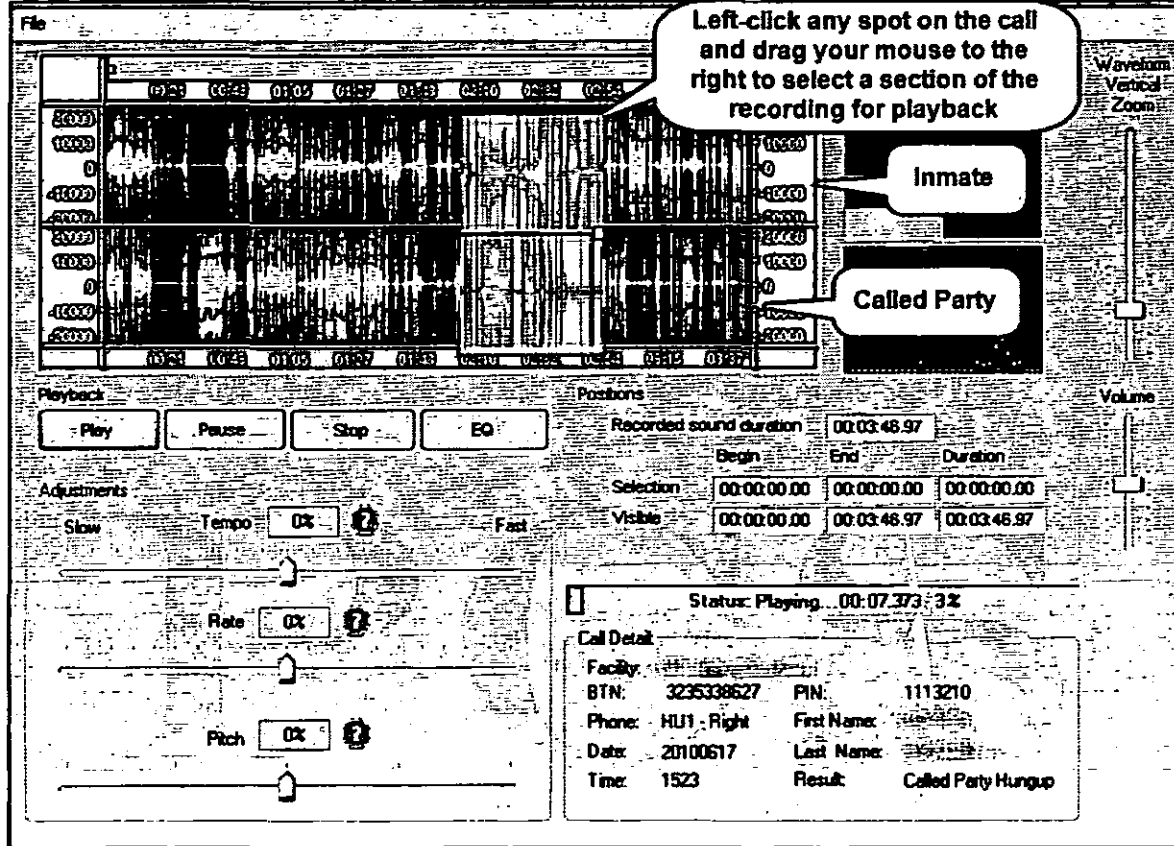
PCS Response: PCS has read, agrees and will comply. Please see **Attachment F** for a CD with an **Actual CCS Call Recording**.

- 6.33 Describe how your proposed system copies archived and online data onto media for investigations, hearings, etc.

PCS Response: PCS has read, agrees and will comply. Simply click the CD icon  next to any call record on the Call Detail Results or Live Monitoring pages (Please see our response to **Requirement 6.31** for illustrations) to send a recording to your CD/DVD Queue. An authorized user can send and save as many recordings in their queue as they like. When you're ready to burn a disk, go the CD/DVD Utilities feature of the CCS.



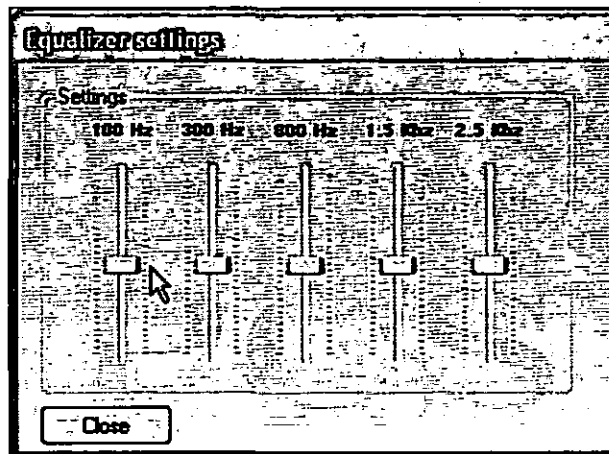
speeding up the rate of playback will make a call easier to understand). You can also click on any point in the call to leap ahead or back in the recording.



Call Analyzer App

By clicking EQ (Equalizer), you can open tools allowing you to turn up or down each segment of the Waveform.

By playing back any part of either side of a recording and turning up and/or down different audio bands, you can identify background speech and noises and screen them out to make a conversation clearer, or focus on the background speech and noises themselves.



Equalizer Tools



Call ID	Phone	Date	Time	Status	SELECT	REMOVE
8177537369	101	20031113	1009		<input checked="" type="checkbox"/>	<input type="checkbox"/>
8177537369	101	20031113	0951		<input checked="" type="checkbox"/>	<input type="checkbox"/>
4247310652	103	20031113	1405		<input checked="" type="checkbox"/>	<input type="checkbox"/>
8177537369	101	20031113	0943		<input checked="" type="checkbox"/>	<input type="checkbox"/>
8177537369	101	20031124	1416		<input checked="" type="checkbox"/>	<input type="checkbox"/>
8177537369	101	20031124	1420		<input checked="" type="checkbox"/>	<input type="checkbox"/>
8177537369	101	20031113	0943		<input checked="" type="checkbox"/>	<input type="checkbox"/>
8177537369	101	20031124	1419		<input checked="" type="checkbox"/>	<input type="checkbox"/>

CD/DVD Utilities Page

To listen to any call in the CD Queue, or to make notes about it, click on the speaker icon

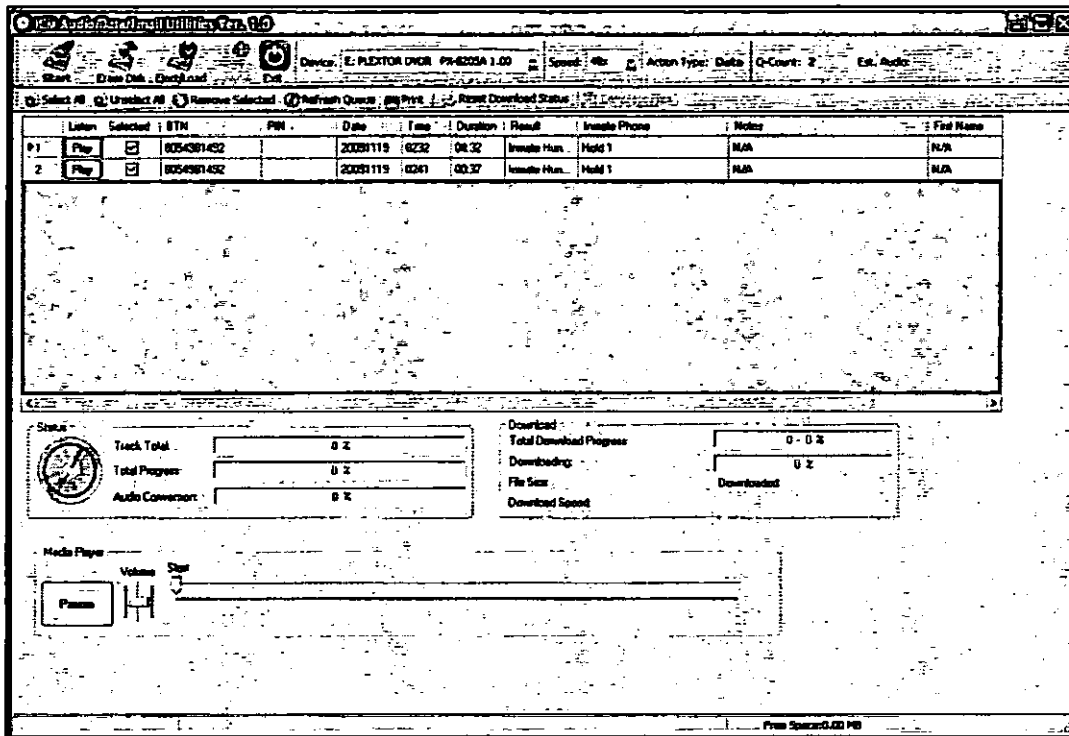


beside the call. Save any notes before burning a copy or the notes will not be part of the file when it is copied. Any recording in the CD Queue will be locked so that it is never deleted from online storage.

Downloading Calls

To burn or download the selected calls, users simply click Download or Create CD to open the CCS's Audio File Utility:

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service



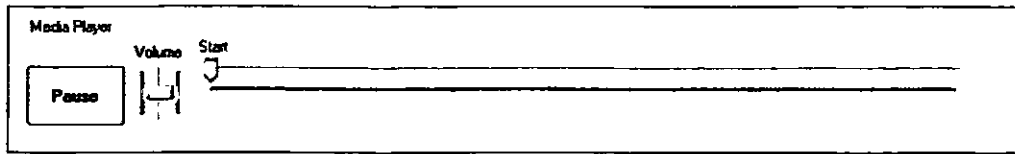
CCS Audio/Data Utilities

The menu bar across the top of this screen lets you (from left to right starting with the top row) Start burning the recordings to disk, Erase a disk currently in your burner, Eject the current disk or Load a new one, Exit this Utilities screen, select a device or drive on your computer to download the selected files to; (second row) Select all of the recording files listed below, Unselect all, remove one file from the Queue, refresh the Queue, Print a list of the files in the Queue, or Reset a download and begin again.



Audio File Utility Tool Bar

Press **Play** next to any file in the Queue to preview it before burning/emailing or downloading. The Media Play function provides the ability to advance, pause, or rewind a recording being previewed:



Audio Files Utility screen - Media Player Controls

Any recording burned to a CD/DVD automatically includes an HTML copy of the CCS User Interface. The files, when opened from disc, will list calls as if on the Call Detail Reporting screen and recordings can be played and attached notes read exactly as if you were logged in to the CCS itself.

6.34 What is your systems current online storage length? Include information for both archiving and recording.

PCS Response: PCS has read, agrees and will comply. Call Detail Records are always stored for seven years (Call detail records are records of financial transactions, and the IRS requires that record retention for at least 7 years) or for the full term of any contract—whichever is longer. Since PCS uses standard modular Network Attached Storage (NAS) devices for the online storage of call recordings, the current online storage length can be customized to meet the needs of the State. PCS can configure storage for the required 2 years and add on additional years as the State deems necessary or can engineer the NAS with capacity for the life of the contract. Archiving can be performed as described in the answer to **Requirement 6.31** above.

6.35 Confirm and explain how your proposed system handles and verifies that phone numbers entered into the call control system as attorney or “privileged” calls are legitimate attorney phone numbers that are not to be recorded or monitored.

PCS Response: PCS has read, agrees and will comply. PCS typically obtains a list of numbers to be marked Private in the CCS database from the outgoing vendor and/or the State Bar Association prior to installation. PCS will submit this list to Indiana’s judicial authority for confirmation prior to configuring the CCS for installation at IDOC facilities.

For calls already in progress that **are not on the** “Do Not Record” list, PCS can repeat voice prompts prior to the phone call being connected and subsequently recorded.

Legal Calls not Set as Private

1. “This call is subject to recording and monitoring”
 - This prompt informs anyone accepting the call that is not on a “Do not Record List” that the call that they are accepting will be recorded and possibly monitored. Phone numbers that are already on a privileged do not record list will not receive this message.
2. “If you are an attorney or provide legal counsel, please hang up or press 6 to have someone contact you to add this call to a Do Not Record list.”



Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

- If they press 6 then they will hear the following message.

“Your phone call will now be terminated. Please have the offender contact you on a number that is already presubscribed on the IDOC or IDOC facility “Do Not Record List.” Within 3 business hours you will be contacted by a PCS representative to obtain verification that this number is used for legal counseling. Please be prepared to answer and verifying and clarifying questions regarding your status as a legal counsel.

- If someone that feels that their call should not be recorded has the option to hang up or provides them the option to have their number added to the “Do Not Record List”.
 - By pressing 3, PCS will be notified of this request and will contact this number within 3 business hours and the call will not be connected. On this call the end-user will be requested to provide verification that they are an attorney. This verification will follow the guidelines and procedures specified by the IDOC or the State’s judicial authority.
3. **“To accept this call please press 1, to reject this call press 2, to prevent any further phone calls to your number press 9.”**

- The end-user accepting the call must now once again positively and proactively accept the phone call. If no action is taken after 30 seconds the call will be terminated.

4. **“Please state your name”**

- To ensure that end-user is identified they are also asked to state their name. Thus, if for some reason there is contention that an attorney did not hear the prompts, then their name will be stored for future verification.

6.36 Describe how your proposed CCS provides an industry proven method of 3-Way call detection and prevention.

PCS Response: PCS has read, agrees and will comply. PCS’s algorithms combine several techniques to detect three-way call attempts including hookswitch flashing (the distinctive 0.8 second sound of a call being forwarded or a third party joining a call); DTMF tones (Dual Tone Multi-Frequency); variations in the time between rings, long silences and extra dialed digits and the electricity on the phone line that accompanies them and others.

Because no one signal is perfectly accurate at distinguishing three-way calls from other anomalies (background noise on the line, accidental pushing of digits during a call etc.) PCS’s algorithms combine different types of information and calculate the likelihood that the call is a three-way attempt. PCS’s software scans both ends of each call separately. This prevents the offenders from fooling the algorithm by blowing into their receiver to create background noise while the called party dials a new phone number.

The threshold of certainty at which a call is automatically disconnected can be adjusted so that calls are not prematurely disconnected as a result of a noisy connection. Everything from line



quality to the weather (for cell phone connections) can affect the probability that one risk factor detected during a call actually indicates a three-way call attempt, and these conditions can vary across the country. For this reason our algorithm has been made completely “tunable” so that it can be set to operate optimally at each individual facility. This ability to tune the three-way call algorithm makes it more reliable than many one-size-fits-all solutions. As accurately as we can determine, these methods are as highly effective as any in the industry in detecting three-way call attempts.

Calls on which a three-way call was attempted will be highlighted on the Call Detail Results screen anytime an investigator views a report.

Main Adult Detention						

TOOLS	RIN	DATE	TIME	PHN	PHONE	DEBIT CARD	DUR.	CHARGE	TYPE	RESULT	ENERGY
	7075240881	20090522	1418	0223575	Default - F MOD #5		00:46	\$2.76	Collect	Inmate Hungup	00:00
	7075421047	20090522	1417	0153956	Default - BKWLD #2		06:06	\$0.00	Free	Inmate Hungup	01:40
	7075969978	20090522	1417	0223743	Default - BKWLD #11		03:33	\$0.00	Free	Inmate Hungup	00:00
	6183075299	20090522	1412	0181108	Default - J MOD #1	2E2259568323	04:27	\$5.17	Debit	Inmate Hungup	00:00
	7072362502	20090522	1412	0222268	Default - BKWLD #5		02:15	\$0.00	Free	Inmate Hungup	00:00
	7075847159	20090522	1411	0186011	Default - J MOD #6		10:40	\$3.66	Collect	Inmate Hungup	00:00
	7078216746	20090522	1411	0223617	Default - J MOD #4	565772611372	04:00	\$2.55	Debit	Inmate Hungup	00:00
	7075263194	20090522	1409	0203559	Default - J MOD #5	918632444455	21:25	\$3.81	Debit	Inmate Hungup	00:00
	7075887865	20090522	1409	0128260	Default - E MOD #2		03:04	\$3.03	Collect	Inmate Hungup	00:00
	7076236583	20090522	1408	0153656	Default - BKWLD #3		03:14	\$0.00	Free	Inmate Hungup	00:00
	7072282438	20090522	1407	0188162	Default - J MOD #6	915824048040	01:31	\$2.41	Debit	Inmate Hungup	02:06
	6183075299	20090522	1406	0181108	Default - J MOD #1	2E2259568323	00:38	\$2.89	Debit	Inmate Hungup	00:00

Call Detail Results

Removing the Incentive

There are two effective methods of reducing three-way calling. First is detection and enforcement and the second is by removing the incentive for offenders to make these calls.

PCS’s experience tracking three-way call attempts at facilities before and after implementing our debit and prepaid calling options show that around 97% of three-way calling vanishes when offenders are offered a full range of calling options rather than a collect-only system. This does not excuse the offenders and the called-to parties’ participation in this prohibited activity; however offenders have stated that they did not have another option. For example, if an offender wants to call his brother who only has a cell phone, collect calling is not an option.

However, if debit calling has been instituted at the facility, calls to cell phones will be allowed to go through. This also holds true for an offender who calls his spouse at her place of business or his parent who resides in a nursing home. Thus, by adding debit calling, PCS expects to see a minimum of a 90% decrease in three-way call attempts.

In addition, implementing flat, simplified rates—like those proposed for Indiana DOC—encourages inmates to make more debit and prepaid calls, which remove the financial incentive for making three-way calls. The tendency of offender telephone service providers to charge substantially less for local calls than for long-distance calls has created a market demand for inmate call forwarding companies. These call-forwarding companies allow inmates' families and friends to bypass long distance calling rates by establishing a local number which then forwards all calls on to the actual long-distance number. While this provides the called parties with a somewhat more affordable option, it greatly sacrifices correctional facility security. Facility personnel are no longer able to track which numbers and what areas inmates are actually calling.

PCS estimates that over 10 percent of all inmate calls coming from correctional facilities are going through a forwarding company. However, implementing flat pricing for all call bands eliminates the incentive for called parties to use this type of service.

- 6.37 Describe how your proposed system detects and handles 3-way call attempts. Is it based on audio, voltage, etc?

PCS Response: PCS has read, agrees and will comply. As mentioned in Requirement 6.36 above, PCS's algorithms combine several techniques to detect three-way call attempts including hook switch flashing (the distinctive 0.8 second sound of a call being forwarded or a third party joining a call); DTMF tones (Dual Tone Multi-Frequency); variations in the time between rings, long silences and extra dialed digits and the electricity on the phone line that accompanies them and others.

- 6.38 What is the percentage of 3-way calls that your system accurately detects for calls to both analog lines as well as digital lines?

PCS Response: PCS has read, agrees and will comply. In laboratory conditions, when testers have done their best to fool the system, the CCS can detect and terminate more than 90% of three-way call attempts with an insignificant number of false positives.

The effectiveness rate for blocking three-way calling depends on who is doing the measuring. There is no independent body that performs comparative testing of offender calling platforms and their three-way call detection capabilities. Under laboratory conditions, it is easy to detect 100% of certain types of three-way calls.

What many vendors will not admit, is that when they adjust their three-way call detection features to detect the maximum number of three-way calls, they also identify a huge number of false positives—calls that are perfectly legitimate.

PCS's experience tracking three-way call attempts at facilities before and after implementing our debit and prepaid calling options show that around 97% of three-way calling vanishes when the CCS is implemented and offenders are offered a full range of calling options rather



than a collect-only system.

- 6.39 What precautions are taken to insure that legitimate calls are not accidentally disconnected due to false detection's of a 3-way call attempt?

PCS Response: PCS has read, agrees and will comply. The threshold of certainty at which a call is automatically disconnected can be adjusted so that calls are not prematurely disconnected as a result of a noisy connection. Everything from line quality to the weather (for cell phone connections) can affect the probability that one risk factor detected during a call actually indicates a three-way call attempt, and these conditions can vary across the country. For this reason our algorithm has been made completely "tunable" so that it can be set to operate optimally at each individual facility. This ability to tune the three-way call algorithm makes it more reliable than many one-size-fits-all solutions.

- 6.40 How long has this method of 3-way call detection been in use by your company?

PCS Response: PCS has read, agrees and will comply. Most of the broad techniques that PCS uses to detect three-way call attempts have been part of the CCS platform since its launch in 2005, but many modifications to improve the three-way call detection system, such as separating the two sides of a call for scanning and tuning the disconnect threshold, have been added within the last three years. PCS continues to research and develop new and innovative ways to detect call fraud.

- 6.41 Include specifications and illustrations of the type of telephone equipment you will provide as part of this RFP.

PCS Response: PCS has read, agrees and will comply. The PCS Team proposes the following models of offender phones:

Offender Phones

The Navitel OTC-2110V2 offender telephones are vandal-resistant, surface-mounted telephones with metal housing, steel armored handset cord and stainless steel lanyard. The 14-gauge stainless steel body of the Navitel OTC-2110V2 has a floating case hardened metal plate to prevent attempts at side drilling and any other attempts to gain access to the internal components of the telephone. The OTC-2110V2 keypad is chrome-plated, DTMF compatible, and water, flame and shock resistant. All telephones are compatible with standard Telco mountings. The offender phones will have no exposed screws, bolts, or other fasteners that can be removed from the phone without a special security removal device. The phones are thoroughly field-tested, and are currently used in indoor and outdoor correctional facilities.



Navitel OTC-2110V2

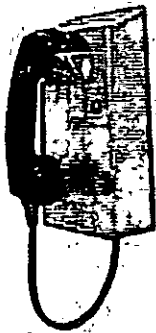
Standard Features

- Built in secondary lightning
- Line-powered and compatible with

- protection.
- Electronics are conformal coated to resist moisture and corrosion.
 - All-weather DTMF metal key pad is moisture, fire, and shock resistant.
 - Built in volume control button
 - Fine-brushed finish is mar and scratch resistant.
 - Armored handset cord that can take at least 800lbs linear stress without breaking.
 - Highly durable Lexan™ polycarbonate polymer shatterproof handset.
 - Tamper proof housing.
- standard subscriber carrier loop.
 - All major components are modular for easy field replacement and cost effectiveness.
 - Hearing aid compatible and FCC/ACTA registered, with field adjustable noise reduction, anti-static receiver, and 3 additional steps of volume to meet ADA requirements.
 - Instructions on faceplate for ease of use.
 - Dimensions: 21.25" H x 7.5" W x 2.5" D (4.5" deep with cradle).
 - Suitable for indoor or outdoor installation.
 - Secure installation with security studs.

Navitel OTC-2110V2 Offender Telephones have noise-cancelling transmitters to reduce background noise. In addition, inside of the phone there is a switch on the circuit board that can be adjusted to accommodate the size of the rooms and how much noise reduction is required. This provides the ability to fine tune each phone to meet the need of any acoustic environment.

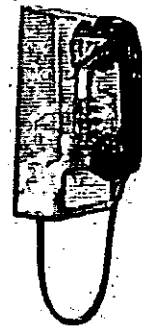
Zero-contact Visitation Telephones



OTC-2120S No-Dial Service Phone

PCS will provide the State with PIN-operated visitation phones that will allow visitation phone calls to be monitored and recorded, as requested by the INDOC. PCS will provide Navitel (OTC-2120S Visitor Side; OTC-2110V Offender Side) visitation phones.

Most visitation phones only have a handset with a hook-switch. When an offender picks up the phone and speaks to the visitor, there is a simple connection from one handset to another. With this type of visitation phone system there is no tracking or monitoring of the call.



OTC 2110V Full-Feature Mini Inmate Phone

However, PCS provides a visitation phone with a keypad that requires the offender to enter his PIN in order to connect to their visitor. This allows for the identification of the offender through the CCS. Once the offender is identified, the call can be recorded and monitored just like an outgoing call.



Indiana Departments of Administration & Corrections

RFP No. 10-55

Offender Pay Telephone Service

Offender Phones alternative

The Navitel OTC-2110V2 offender telephones can easily be configured with longer or shorter cords for the convenience of offenders in different pods or facilities. A longer cord can allow offenders to sit down (where seating is available) while talking and a shorter cord can eliminate the ability of offenders to choke themselves or each other with the cord. The configuration shown at right has a 10 inch cord extending from the top of the phone, the recommended safety arrangement for offenders on suicide watch.



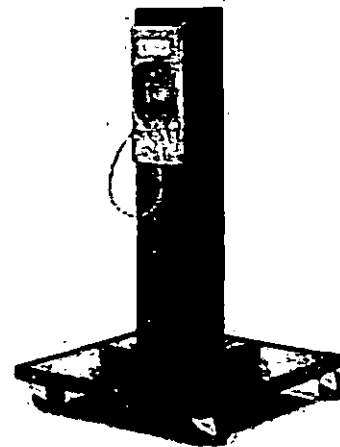
Navitel OTC-2110V2

Portable Phones



2-wheel Portable Phone Cart can be used like a hand truck

PCS offers the option to use portable, cart-mounted offender phones. These phones will be connected to the call-processor and can be of varied heights to easily allow a handset to be passed through the security doors in segregation areas. The cart-mounted phones can be configured so that the handset fits through a standard cell food slot. The phones can also be fitted with a covering that locks over the touch-tone pad. This covering will allow corrections personnel to lock the keypad once the initial call has been placed.



4-wheel Portable Phone Cart provides additional stability for easy portability

During our detailed site survey, we will assess, in consultation with facility management, the best phone solution for each facility and make recommendations accordingly. The portable, cart-mounted phones roll easily from one location to the next, and can be relocated by facility personnel as required. They have a small "footprint" that allows them to be stored easily in a closet or storage room.

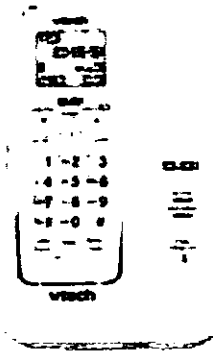
Calls from these special management unit telephones will be routed and connected through the CCS call-processor in the same way as all other offender calls. All call restrictions available with the proposed CCS will apply to all calls made from both cordless phones and portable offender phones.

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

6.42 Indicate your ability to provide cordless phones.

PCS Response: PCS has read, agrees and will comply. PCS can include a variety of cordless phones for offenders in isolation units, hospital beds or any other environment the IDOC requires service to.

Cordless Phones



Vtech CS5113/12571593

A standard portable phone can also have its base wired to the CCS to allow offenders confined to bed-rest to make calls. This 5.8 GHz VTech cordless phone has:

- Comfortable handset size
- Large lighted display for easier viewing
- Backlit keypad
- Trilingual prompts in English, Spanish or French
- Page/handset locator
- Selectable ring tones
- Wall-mount bracket included
- Handset volume control
- Last number redial for the last 5 numbers called
- Wi-Fi friendly so it won't interfere with wireless networks

Hands-Free Telephones

For locations where using a cordless phone is not viable, PCS proposes the completely hands-free CEECO - SSC-501-F - Payphone sized stainless steel wall-mounted telephone with chrome tone dial for standard speakerphone operation with high security brackets, instruction card window and tamper resistant hardware. With no moveable parts and a steel case, this is a perfect option for offenders under security restrictions.



CEECO - SSC-501-F

6.43 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

6.44 Free Calls and Speed Dials

PCS Response: PCS has read, agrees and will comply.



- 6.44.1 CCS must permit free calls to at least the following numbers and other numbers in the future as determined by the IOT and IDOC.

PCS Response: PCS has read, agrees and will comply.

- 6.44.1.1 Public Defenders Office (Indiana Public Defenders office)

PCS Response: PCS has read, agrees and will comply.

- 6.44.1.2 The following destinations must have the ability to be answered live at the discretion of IDOC and also provide the ability to leave a message and notify investigators when messages have been left. This may require a voice mailbox on the proposed CCS or the ability to transfer to another number inside the facility or outside of the facility.

6.44.1.2.1 Crime Stoppers tip line.

6.44.1.2.2 T.I.P.S (Timely Information Promotes Safety) Hotline.

6.44.1.2.3 Sexual victimization hotline.

6.44.1.2.4 Gang Hotline.

6.44.1.2.5 Other lines as required by the State.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

- 6.44.2 Indicate and elaborate on the proposed CCS's ability to meet the requirements specified in 6.44.0.

PCS Response: PCS has read, agrees and will comply. The tools and services required in 6.44 are standard features of PCS's proposed Call Control System.

Free Calls

During installation and at any time thereafter, PCS can program any outside numbers as the State wishes for free calls and/or speed dial access. These numbers can be set as Free and, at the IDOC's discretion, may also be set as Private (i.e., calls which are not recorded) in the CCS database. PCS usually uses a three-key, two digit code for speed dial numbers—for example *10, *11, *12, etc. This default setting will easily accommodate up to 99 speed dial numbers. PCS will also be happy to provide custom signage and dialing instructions in English, Spanish and any other languages the IDOC requests explaining to offenders how to use and whom these speed dial lines reach.

With just a few clicks of the mouse, PCS's CCS software allows authorized users to designate a specific outside number as a free call either for a specific offender or for all offenders. Additional free numbers, such as for clergy and medical providers, may be added at any time, as shown below.

These changes, like all input to the proposed CCS, can be made by any authorized user with a PC and an Internet connection, regardless of whether that user is on-site or remote.

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

Number Management - Edit BTN settings

When PINs are in use, outside numbers can be designated as free for a specific offender only by using the Personal Allowed Number (PAN) feature. Just enter the phone number into the offender's PAN, and then check the "Free" box:

PAN Detail



Specific phone lines can be set to allow free calling either to all phone numbers, all local numbers, or to specific numbers from the System Control page of the proposed CCS:

Pin Override Type	Override Value	Phone Description	Duration	Recording	Free Local	FCD
Disabled	5	101 101	15	Recording	No	0
Disabled	5	102 102	15	Recording	No	0
Disabled	5	103 103	15	Recording	No	0
Disabled	5	104 104	15	Recording	No	0
Disabled	5	105 105	15	Recording	No	0
Disabled	5	106 106	15	Recording	No	0
Disabled	5	107 107	15	Recording	No	0
Disabled	5	147 147	15	Recording	No	0
Disabled	5	148 148	15	Recording	No	0

System Control - Phone Settings

Authorized CCS users can allow offenders to make a specific number of free calls per day (Free Calls Daily (FCD), highlighted in the image above), or can set any phone line or phone group (booking phones, for instance) to allow an unlimited number of free calls per day. All call recording and monitoring, time limits, and tracking features apply to free calls just as they would to other calls.

Messaging

In addition to processing and recording all outgoing calls the onsite call-processor can also serve as a messaging center for offender tip lines, including a crime stoppers tip line, PREA hotline, Gang hotline, and any other lines requested by the State. The facility can designate full ten-digit numbers or simple speed dial numbers for these tip lines. The offender can be required to dial the entire 10 digit telephone number, or simply dial the speed dial number, which in turn will automatically dial the associated telephone number for them. The pound (#) sign can be entered either before or after the speed dial, allowing for ease of use.

- 1-800-555-1212
- 1-817-999-9999
- 1-800-555-9999
- #311
- 800#
- #411

One number can be used for all offender tips and complaints, or separate numbers can be designated for different types of offender tips. For instance signs and posters could instruct the offenders to dial #311 from any phone to register any complaints about their offender calling account, and #800 to leave a tip about any crime that has occurred in the facility. A line might also be designated to receive complaints about instances of rape as many prisons are doing to comply with the PREA (Prison Rape Elimination Act). PCS will assist with postings instructing how lines can be accessed.

- Allow offenders to report theft or violence
- Allow offenders to leave tips about ongoing investigations
- Allow offenders to report drugs or cell-phones in the prison
- Leave a message for medical staff
- Leave a message for ITS technician
- Leave a message for prison clergy or drug counselors
- Leave a message for commissary vendor

When the numbers are called, the offender will simply be played a prompt that states "Please leave your message after the tone". The message length can be set from 1 minute to several minutes depending on facility requirements. The limit can be set differently for each specific line.

PCS Tip-Lines Help Clean up Jail.
On January 28, 2010 RISTV in Corpus Christi, TX reported the arrest of an employee at the County Jail who had been smuggling in cocaine:
"The whole operation was an undercover sting that stemmed from tip a provided by an offender.
"An inmate let us know about drugs that were being brought into our jail facility by a correction officer," said Captain Stan Repka with the Nueces County Sheriff's Department.
The new tip-line enables inmates to alert officers about any illegal activity going on inside the jail; in exchange the prisoner receives a reward."
Nueces County's new offender tip-lines had been installed by PCS only two months earlier at no cost to the County.

Each internal tip-line can also be set to automatically send an email alert each time it is called. Each line can send an alert to a different designated investigator or staff member. For instance PCS's Site Administrator or Technician could be notified each time an offender left a complaint or comment regarding the phone account or phone privileges, a designated investigator could receive an alert each time a message was left on the line designated for PREA complaints, and another investigator could receive an alert each time a message was left on the line designated to receive reports of theft or harassment in the prison.

In the Call Detail Reporting section of the CCS, investigators can select "Inmate MSG" in the Call Type field and enter the number associated with the line they are interested in reviewing. The recordings will show up as normal calls for review, playback, burning to CD, etc.

Call Detail Reporting Screen - Search for offender messages

A staff member who has been designated to respond to messages left on a particular line can simply select "Inmate MSG" and their assigned number and then "Save Report Type" to be able to immediately see a list of messages left for them with one click of the mouse anytime the login to the CCS.

The PCS Offender Messaging feature can help facilities reduce their staff workload by automating offender complaints and reports, facilitate investigations and reduce crime, and has been specifically designed to help facilities comply with the requirements of the National PREA Commission Draft Standards for Adult Prisons and Jails, and for Facilities Holding Immigration Detainees.

NATIONAL PRISON RABBIT ELIMINATION COMMISSION

III. DETECTION AND RESPONSE

A. Reporting

"... Agencies should use a number of strategies to encourage inmates to report sexual abuse. These can include, for example, placing locked drop boxes in common areas for inmates to drop reports, requests, or grievances and installing dedicated phones or programming existing phones with toll-free hotline numbers to internal affairs departments, offices of professional responsibility, or similar internal investigative departments."

6.44.3 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

6.45 Zero Contact Visitation Phones

PCS Response: PCS has read, agrees and will comply. Please see **Requirement 6.45.7** below for detail on the proposed visitation phones.

6.45.1 IDOC currently has approximately 80 zero contact phones at various correctional facilities. Respondent will assume responsibility for the existing phones as part of this RFP and any additional zero contact phones required for the life of the resulting contract at no cost to the State.

PCS Response: PCS has read, agrees and will comply.

6.45.2 All conversations excluding attorney & privileged conversations are to be recorded by the installed CCS. Verification of such calls is discussed in 6.13

PCS Response: PCS has read, agrees and will comply.

6.45.2.1 Periods of silence must be recorded.

PCS Response: PCS has read, agrees and will comply.

6.45.2.2 Recorded calls must be logged and searchable just as a regular offender calls and be reviewable by the same CCS.

PCS Response: PCS has read, agrees and will comply.

6.45.2.3 IDOC must be supplied with a simple method to disable recording of attorney & privileged conversations. Upon completion of conversation the CCS must automatically start recording the next conversation when the phone is lifted off hook. A Manual cutoff switch will **NOT** satisfy this requirement.

PCS Response: PCS has read, agrees and will comply. PCS's CCS is quite flexible in its ability to disable recording for individual phones or groups of phones, such as phones on which inmates are having attorney and privileged conversations. From any workstation or Internet connection, facility users with the appropriate access can turn recording on or off with a couple of clicks of the mouse. From this screen, phones and recording can be turned On or Off by group. Simply change phone setting from "Recording" to "Off", as shown in the sample screen below.



System Control

Phone Settings | Phone Details | Default Settings

Phone Group: Minutes Per Day Global Pin Override Type: 15 Global Override Value: 15 Duration: 15 Global Phone Status: Recording Free Local: 1.0 FCD: 0

Update Test

Recording
Off
No Recording
Recording

On/Off Phone Control

From the System Control screen, individual phones can be accessed by clicking the hyperlinks underlined in blue or plum in the Phone Group column. The sample screen below shows the System Control screen from which individual phones may be turned on or off.

System Control

Phone Settings | Phone Details | Default Settings

Pin Override Type	Override Value	Phone	Description	Duration	Recording	Free Local	FCD
<u>Calls Per Day</u>	<u>3</u>	101	101	15	Recording	1.0	0
<u>Calls Per Day</u>	<u>3</u>	102	102	15	Recording	1.0	0
<u>Calls Per Day</u>	<u>3</u>	103	103	15	Recording	1.0	0
<u>Calls Per Day</u>	<u>3</u>	104	104	15	Recording	1.0	0
<u>Calls Per Day</u>	<u>3</u>	105	105	15	Recording	1.0	0
<u>Calls Per Day</u>	<u>3</u>	106	106	15	Recording	1.0	0
<u>Calls Per Day</u>	<u>3</u>	107	107	15	Recording	1.0	0
<u>Calls Per Day</u>	<u>3</u>	108	108	15	Recording	1.0	0

Telephone Status – Individual Phone Settings

- 6.45.3 Offender will be required to enter their offender PIN to activate the zero contact phones. Upon entering the proper code, the conversation will be logged and recorded in the CCS by the offender PIN number and the conversation may begin.

PCS Response: PCS has read, agrees and will comply.

- 6.45.4 Conversations will be of an unlimited or limited duration as determined by the superintendent at each facility. For facilities with visitation sessions of a limited duration, the system must announce when one minute remains in conversations and the visitation session.

PCS Response: PCS has read, agrees and will comply.

- 6.45.5 Respondent will be responsible for posting appropriate signage indicating that conversations are being recorded and monitored. Verbiage of signage will be reviewed and approved by IDOC central office before any signs can be posted.

PCS Response: PCS has read, agrees and will comply.

- 6.45.6 Respondent will be responsible for all phones, software, hardware, enclosures, cabling, conduit, and any other items or labor necessary to completely satisfy this requirement.

PCS Response: PCS has read, agrees and will comply.

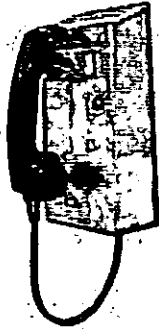
PROVIDE THE FOLLOWING:

- 6.45.7 Indicate and elaborate on the proposed equipment's ability to meet the above requirements in Section 6.45.

PCS Response: PCS has read, agrees and will comply. The PCS Team has extensive experience installing, maintaining, and servicing zero-contact, PIN-operated visitation telephones. In fact, PCS developed the first fully integrated system in the United States that linked visitation and offender telephone services. The project included custom design of a correctional grade visitation phone that contained a hookswitch and keypad, but was small enough to mount to a standard 4" x 4" electrical junction box and fit between windows in a visitation room. This new phone was designed by **PCS Program Manager, Chris Moore**, who will be working directly with the State throughout the life of the contract.

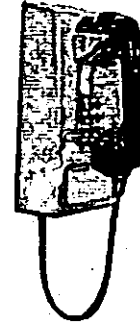


Zero-contact Visitation Telephones



OTC-2120S No-Dial Service Phone

PCS will provide the INDOC with PIN-operated visitation phones that will allow visitation phone calls to be monitored and recorded, as requested by the State. For most sites, PCS will provide Navitel (OTC-2120S Visitor Side; OTC-2110V Offender Side) visitation phones. For any sites with limited space or special requirements, PCS will either provided the smaller footprint visitation phone or can specially design one based on the needs of the institution.



OTC 2110V Full Feature Mini Inmate Phone

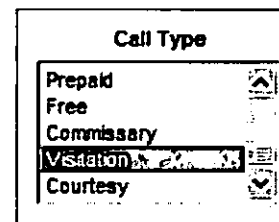
Most visitation phones only have a handset with a hook-switch. When an offender picks up the phone and speaks to the visitor, there is a simple connection from one handset to another. With this type of visitation phone system there is no tracking or monitoring of the call.

Unlike many of our competitors, PCS has the ability to provide a visitation phone with a keypad that requires the offender to enter his PIN in order to connect to their visitor. This allows for the identification of the offender through the CCS. Once the offender is identified, the call can be recorded and monitored just like an outgoing call.

Visitation Phone Recording

Recording only ceases when the call is terminated. If there are fifteen minutes of silence on a live line, the entire call will still be recorded. These visitation phone pairs will be wired to the CCS and can be recorded or set as Private just like any other offender phone. Please also see our response to **Requirement 6.13**.

In addition, the records and recordings of visitation calls appear in the results page of a CDR search just like any other offender calls. The records & recordings of these calls will be time-stamped, encrypted and attached to the offender's PIN, the station ID etc. and can be searched just like any other offender calls. To search for records only of visitation calls, simply select Visitation in the Call Type field on the Call Detail Reporting screen of the CCS.



Search Visitation Records

Time Limits

Specific time limits (or no limit at all) can be adjusted by facility, by phone group, and even by individual phone. PCS will work with the superintendent at each facility to configure the

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

durations to best suit the needs of each superintendent. To adjust call duration limits for a specific phone group, an authorized CCS user simply opens the System Control screen and enters the new duration limit in minutes in the field shown below.

System Control

After selecting any new setting, click Update to make the change. This will allow the State to give offenders in one POD or area of the facility a different time limit than offenders in another area.

To alter limits on the ability of offenders to make calls from an individual phone, go to the Phone Group column on the screen above and click the hyperlink (in blue or plum) of any Phone Group to bring up a screen listing each individual phone in that phone group.

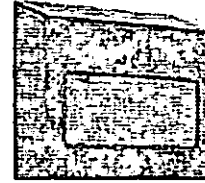
Pin Override Type	Override Value	Phone Description	Duration	Recording	Free Local	FCD
Disabled	5	101 101	15	Recording	No	0
Disabled	5	102 102	15	Recording	No	0
Disabled	5	103 103	15	Recording	No	0
Disabled	5	104 104	15	Recording	No	0
Disabled	5	105 105	15	Recording	No	0
Disabled	5	106 106	15	Recording	No	0
Disabled	5	107 107	15	Recording	No	0
Disabled	5	147 147	15	Recording	No	0
Disabled	5	148 148	15	Recording	No	0

Phone Settings of a Selected Phone Group



Visitation Phone Signage

Custom signage including dialing instructions and notice of call recording will be provided in both English and Spanish (see sample following) will be mounted on the face of the phone under an unbreakable, sealed clear shield. Alternately, they may be laminated and posted next to the phones. To assist with the State Mission of education and re-entry, **PCS has engaged John Rardin at PEN Products** to assist with the manufacture of the signs.



Place for Instructions on Faceplate of Offender Phone

PCS has provided zero-contact visitation stations with full monitoring and recording and all the Call Control features the State has requested for dozens of our clients including Kern County in Bakersfield, California, who is also a reference for PCS. Please see PCS's **References in Section 2 and Letters of Reference in Appendix C** for confirmation that PCS is capable of providing all the equipment and services required by the State. PCS has an in-house marketing department that will work with the IDOC and managers of each facility to exactly meet their requirements.

6.45.8 Describe how your proposed system will permit disabling the recording of attorney or privileged calls.

PCS Response: PCS has read, agrees and will comply. The CCS has a feature whereby an authorized user can disable recording on a single phone through the PCS GUI (user interface) and mark the phone to begin recording again on the next call. Within the system, when the "record next call" feature is enabled, a job runs in the background to monitor for the current non-recorded call to be disconnected and then restarts the recording application so that subsequent calls on the target phone are recorded.

6.45.9 Provide a sample of the language to be used on the signage.

PCS Response: PCS has read, agrees and will comply. PCS will work with the superintendent at each facility to ensure that the signage meets the needs of their facility. PCS has provided a sample of the language that can be used, language similar to what is in place at Indiana DOC now, on the signage in **Appendix J**.

6.45.10 If your proposed CCS cannot meet these exact requirements, provide detailed alternative options to fulfill this requirement.

PCS Response: PCS has read, agrees and will comply. PCS's proposed CCS can meet the State's exact requirements.

6.45.11 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. The PCS Team has no other information deemed necessary at this time.

6.46 Conversion of Existing Data, CDR's, Recordings, and Offender PINS and PANS

PCS Response: PCS has read, agrees and will comply.

- 6.46.1 Current call detail records and existing recordings with the States current vendor must be preserved converted and maintained online by the selected Respondent. At a minimum, the previous 6 months worth of data must be converted and accessible online via the new CCS.

PCS Response: PCS has read, agrees and will comply. With the cooperation of your current service providers, The PCS Team can deposit copies of your current call records and recordings onto the new calling system, making them accessible to authorized IDOC users from any computer with an Internet connection. You will be able to access both pre-transition (GTL/Securus) records and recordings and post-transition (PCS) records and recordings in the same manner from your onsite workstations, office computers, home computer, laptops, etc. To do this, PCS will map the existing records into our database so that a call detail record (CDR) appears in our database for each call.

Using the procedure described above, the CDRs for all calls will be included and searchable with our Offender CCS software. For day-to-day searching, playback, and investigative CD-burning purposes, investigators can rely on the flexible and open database format provided through the new CCS system.

- 6.46.2 The existing PIN and PAN (personal allowed numbers) list for IDOC offenders must be migrated from the existing CCS and converted to function with the proposed CCS. **Complete and thorough testing is required before system cutover.**

PCS Response: PCS has read, agrees and will comply. Once the incumbent has agreed on a standard format for the data, PCS will go through a sample file test process to ensure that the converted data is received and processed as planned. PCS will follow the quality control test plan for data transfers and will only move forward with the full database conversion once the test plan has been completed. Upon successful completion of the plan, PCS will transfer the current database information and then validate with the incumbent that all relevant data has been received and is complete. **Complete and thorough testing will be completed and PCS will seek customer acceptance and signoff before system cutover.**

- 6.46.3 The State will not be responsible for any costs associated with the data conversion and storage.

PCS Response: PCS has read, agrees and will comply. PCS will perform all work associated with this migration; no State resources, finances, time, or effort will be required.

PROVIDE THE FOLLOWING:

- 6.46.4 Explain your plan for converting existing data on the existing system to be compatible with the new CCS you are proposing.

PCS Response: PCS has read, agrees and will comply. PCS will work with the incumbent provider to ensure that the current system database information is copied to the new system. PCS has extensive experience working with CCS vendors to translate their proprietary



database information into a useable format that can be copied into the PCS CCS. Once the incumbent has agreed on a standard format for the data, PCS will go through a sample file test process to ensure that the converted data is received and processed as planned. PCS will follow the quality control test plan for data transfers and will only move forward with the full database conversion once the test plan has been completed. Upon successful completion of the plan, PCS will transfer the current database information and then validate with the incumbent that all relevant data has been received and is complete.

6.46.5 Acknowledge your understanding and ability to convert existing PIN & PAN lists.

PCS Response: PCS has read, agrees and will comply. PCS has extensive experience converting existing offender data from the pre-existing system into PCS's solution. The data to be transferred will include the following:

- **Offender data, such as Name, Offender ID, PIN, PANs, and security parameters.**
- Blocked numbers, free numbers, speed dials, and non-recorded numbers (such as attorneys)
- On/off times, call durations, and other relevant system parameters
- Station names and other facility specific information
- Call records

At the State of Missouri DOC, PCS converted Offender data including PIN and PAN information from incumbent GTL for 22 facilities housing more than 30,000 offenders. The conversion was so smooth that PCS completed installation before the scheduled completion date.

The physical transition to the new inmate telephone system started on September 25, 2006 and was completed exactly on the projected date, 47 calendar days later on November 10, 2006. To manage the project, PCS assigned **PCS Account Manager Chris Moore** (who is also the proposed Primary Account Manager for the State of Indiana) to work directly with the stakeholders within Missouri. Mr. Moore served as the single point of contact for Missouri and managed the delivery of all products and services. The complexity of the project included not only the coordination of swapping out all the incumbent's inmate phones and hardware, but also the deployment of electronic debit. Prior to the transition to PCS, Missouri was not able to offer debit calling to the inmates. In parallel with the project to implement the inmate telephone system, Mr. Moore led an integration project between PCS and the MODOC's commissary systems so that debit calling could be offered as soon as the new inmate phone system was online.

6.46.6 Acknowledge the requirement for thorough testing before any system cutover.

PCS Response: PCS has read, agrees and will comply. PCS will thoroughly test the initial sample file conversions and the final conversions on the new CCS system and will give the

State's representative a chance to additionally test the converted files before submitting the implementation for acceptance by the State.

6.46.7 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. The PCS Team will work with the incumbent provider to ensure that the current system database information is copied to the new system. PCS has extensive experience working with CCS vendors to translate their proprietary database information into a useable format that can be copied into the PCS CCS system. Once the incumbent has agreed on a standard format for the data, The PCS Team will go through a sample file test process to ensure that the converted data is received and processed as planned. The PCS Team will follow the quality control test plan for data transfers and will only move forward with the full database conversion once the test plan has been completed. Upon successful completion of the plan, The PCS Team will transfer the current database information and then validate with the incumbent that all relevant data has been received and is complete.

The data to be transferred will include the following:

- Offender data, such as Name, Offender ID, PIN, PANs, and security parameters.
- Blocked numbers, free numbers, speed dials, and non-recorded numbers (such as attorneys)
- On/off times, call durations, and other relevant system parameters
- Station names and other facility specific information
- Call records

PCS can deposit copies of your current call records onto the new calling system, making them accessible to authorized IDOC users from any computer with an Internet connection. You will be able to access both legacy records and new records in the same manner from your onsite workstations, office computers, home computer, laptops, etc. To do this, PCS will map the existing records into our database so that a call detail record (CDR) appears in our database for each call.

PCS will perform all work associated with this migration; no State resources, finances, time, or effort will be required.

Using the procedure described above, the CDRs for all the pre-transition (GTL/Securus) calls will be included and searchable with our CCS software. For day-to-day searching, playback, and investigative CD-burning purposes, investigators can rely on the flexible and open database format provided through the new CCS system.

PCS has experience migrating call records from Securus proprietary formats to our open architecture platform. We have recently succeeded with exactly this procedure for Kern County, California.



6.47 Allowed Calling Lists/ Offender PIN Numbers/Call Times/Hot Lists/Hot Numbers.

PCS Response: PCS has read, agrees and will comply. Allowed Calling Lists (PANs— Personal Allowed Numbers), PINs, PIN-Specific Call Limits, and Hot Numbers are all standard features of PCS's proposed CCS.

6.47.1 All offender calls are restricted to allowed call lists. The system proposed must be capable of restricting calls to only those numbers on an offender's list.

PCS Response: PCS has read, agrees and will comply. When PINs are in use, Personal Allowed Number (PAN) lists may also be employed by preventing an offender from making any call except to a number or list of numbers that system administrators deem acceptable such as family, friends, and legal representation. The PAN feature provides the tightest possible control on offender calling. It may be used for all offenders, or implemented only in cases where facility staff has special reason to prefer such measures. For more detail on the PAN feature, please refer to **Requirement 6.47.10**.

6.47.2 Proposed CCS must have the ability to verify a requested phone number against the call recipient's name, and address on an offenders PAN list.

PCS Response: PCS has read, agrees and will comply. The CCS's Reverse Lookup feature can be utilized to verify a requested phone number against the call recipient's name and address. Authorized users can simply enter the phone number on the reverse lookup screen and the CCS will hit the subscriber database to return a name and address for the requested phone number. Similarly, PCS can dip BNA with our provider and store the information in the CCS database. Based on the response received, validation can be performed against the data to ensure accuracy of the offenders PAN lists. Screen shots of the Reverse Lookup feature have been provided in the response to **Requirement 6.47.11**.

6.47.3 Proposed CCS must have the ability to verify that offenders do not add numbers to their PAN list of any victim registered with the SAVIN system. IDOC will provide access to victim contact information contained within the SAVIN system. Additional information on the SAVIN system can be found at <http://www.in.gov/idoc/2313.htm#services>

PCS Response: PCS has read, agrees and will comply. Please see our response to **Requirement 6.47.12** for more detail about our proposed solution.

6.47.4 Each offender's allowed calling list must be able to be easily modified by IDOC staff and the system administrator both locally and remotely.

PCS Response: PCS has read, agrees and will comply. Please see our response to **Requirement 6.47.10** for an illustration of how easy it is for any authorized CCS user to modify any offender's PAN from any location at any time.

6.47.5 Modifications to the calling list made by IDOC staff or Respondent's staff must take effect immediately to allow offenders to complete calls to newly added numbers, and to disallow calls to deleted numbers.

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

PCS Response: PCS has read, agrees and will comply. Any modification made to an offender's call privileges in the CCS database takes effect immediately. PCS's proposed system is a Web-based application so that users in all locations have direct access to the controlling CCS database. PCS does not rely on periodic uploads of information or overnight updates to system settings.

6.47.6 IDOC requires that offender PIN numbers contain at least 10 digits for security reasons.

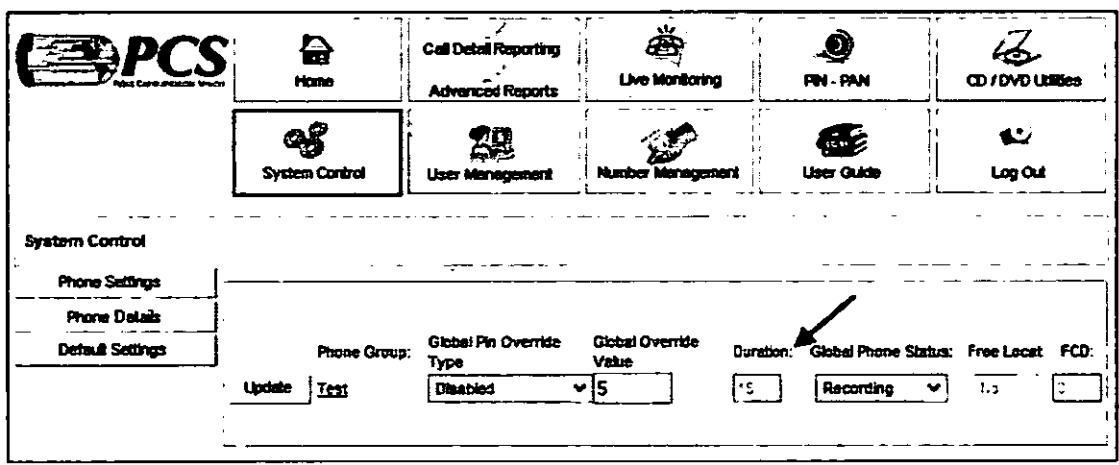
PCS Response: PCS has read, agrees and will comply. PCS's proposed system allows PINs of any length the State prefers. Typically PINs are between 4 and 12 digits. The CCS can assign PINs at random, or create PINs as a combination of the facility-assigned offender ID number plus a random PIN (typically between four and twelve digits).

6.47.7 Allowed calling times and call duration will vary at the discretion of the Superintendent at each IDOC facility. The proposed system must have selectable parameters that can be easily changed by IDOC staff and the system administrator for both allowed call times and call duration for each facility and specific offender PIN.

PCS Response: PCS has read, agrees and will comply. The CCS allows users to adjust call time limits by phone, by phone group, or for individual offenders. The system can also be set to announce the time remaining at specific intervals, such as one or five minutes prior to the call expiration.

Call Duration Limits

To adjust call duration limits for a specific phone group, an authorized CCS user simply opens the System Control screen and enters the new duration limit in minutes in the field shown below.



The screenshot shows the PCS System Control interface. At the top, there is a navigation menu with icons for Home, Call Detail Reporting, Live Monitoring, PIN - PAN, CD / DVD Utilities, System Control, User Management, Number Management, User Guide, and Log Out. Below this is the 'System Control' section, which includes a sidebar for Phone Settings, Phone Details, and Default Settings. The main area displays configuration options for a phone group, including 'Global Pin Override Type' (set to Disabled), 'Global Override Value' (set to 5), 'Duration' (set to 5), 'Global Phone Status' (set to Recording), 'Free Locat' (set to 1.5), and 'FCD' (set to 0). An arrow points to the 'Duration' field.

System Control



After selecting any new setting, click Update to make the change. This will allow the State to give offenders in one pod or area of the facility a different time limit than offenders in another area.

To alter limits on the ability of offenders to make calls from an individual phone, go to the Phone Group column on the screen above and click the hyperlink (in blue or plum) of any Phone Group to bring up a screen listing each individual phone in that phone group.

Pin Override Type	Override Value	Phone	Description	Duration	Recording	Free Local	FCD
Disabled	5	101	101	15	Recording	No	0
Disabled	5	102	102	15	Recording	No	0
Disabled	5	103	103	15	Recording	No	0
Disabled	5	104	104	15	Recording	No	0
Disabled	5	105	105	15	Recording	No	0
Disabled	5	106	106	15	Recording	No	0
Disabled	5	107	107	15	Recording	No	0
Disabled	5	147	147	15	Recording	No	0
Disabled	5	148	148	15	Recording	No	0

Update

Phone Settings of a Selected Phone Group

From this screen, authorized personnel can set or remove limits on the number of calls per day, maximum duration allowed, etc., for calls made from any individual phone. To change the allowed duration for any phone simply enter the desired limit in minutes in the Duration field for that phone and click Update to apply the change. The State might choose, for instance, to set a longer allowed duration for offenders calling from a TDD phone, or a shorter limit for offenders using a phone in Booking.

To set a call time limit for an individual offender, any authorized CCS user can simply open the PIN Detail screen for that offender and set the PIN Specific Call Limits options as shown below.

- 6.47.8 The system must be able to identify “hot list” and “hot numbers,” as necessary, and generate industry standard reports for such lists. Hot numbers are to be defined as any number that is being called from more than a single offender at one or more facilities, and/or any number that an investigator adds to the system to create a flag any time the number is called.

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service



PCS Response: PCS has read, agrees and will comply. Please see our description of this feature in **Requirement 6.47.16.**

6.47.9 Offender calls must only be made via collect call procedures through the call control system. All calls must be placed through an automated operator. At no time should an offender be able to talk to a live operator.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

6.47.10 Indicate and elaborate on the proposed systems' ability to meet the above requirements.

PCS Response: PCS has read, agrees and will comply. When PINs are in use, Personal Allowed Number (PAN) lists may also be employed by preventing an offender from making any call except to a number or list of numbers that system administrators deem acceptable such as family, friends, and legal representation. The PAN feature provides the tightest possible control on offender calling. It may be used for all offenders, or implemented only in cases where facility staff has special reason to prefer such measures. When this tool is used administrators designate a "personal allowed number" list for the PIN of each offender whose calling they wish to restrict. Use of PANs makes the stealing of other offenders PINs of little value.

The screenshot shows the PCS web application interface. At the top, there is a navigation menu with icons and labels for: Home, Call Detail Reporting, Live Monitoring, PIN - PAN, CD / DVD Utilities, System Control, User Management, Number Management, User Guide, and Log Out. Below the navigation is the "PAN Detail" form. The form contains the following fields and controls:

- PAN:** A text input field.
- Called Party's First Name:** A text input field.
- Called Party's Last Name:** A text input field.
- Called Party's Middle Name:** A text input field.
- PIN:** A text input field containing "000000002186".
- Status Checkboxes:** Active, Private, Hot, Blocked, Free, Called Party Block.
- Site ID:** A dropdown menu showing "AGM Lab Site".
- Entered Date:** A text input field.
- Last Date Used:** A text input field.
- Last Phone Used:** A text input field.
- Relationship:** A dropdown menu with options: "Not Set", "Attorney", "Aunt", "Ball Bondsman", "Boyfriend".
- Description:** A large text area for notes.
- Action Buttons:** "New", "Save", "Delete", and "Pin Detail".

PAN Detail



The PAN detail screen provides important information and options for each individual number. The called party's entire name is listed, and each telephone number in the list can be marked as "Active", "Private", "Hot", "Blocked", "Free", and "Called Party Block".

- Active - The number is currently available for the inmate to call.
- Private - The number will not be recorded or monitored.
- Hot - Any time the number is called, alerts will be sent to the appropriate investigators.
- Blocked - The number can be blocked so the inmate cannot call.
- Free - A number listed as free will not incur any charges.
- Called Party Block - The called party may block the inmate from placing any calls to their number.

The relationship of the called party to the inmate can be stored in the system using a selection from the "Relationship" list (e.g., attorney, boyfriend, etc.). Also, the "Description" box allows investigators and authorized DOC staff to enter notes regarding the PAN or the called party.



Home

Call Detail Reporting
Advanced Reports

Live Monitoring

PIN - PAN

CD / DVD Users

System Control

User Management

Number Management

User Guide

Log Out

PIN Detail

ISSUATE ID / DEBIT PIN

Active
 PIN Currently In Use NOT

LOCATION

AGM Lab Site

Entered Date

Last Date Used

First Name

Last Name

Middle Name

AUTO PAN

ON

MAX PAN

Card ID

Balance (\$)

Description

Call Detail

Entered Date: 20031212

Last Date Used:

PAN List

PAN	Last Name	First Name	Blocked	Active	Relationship
#####	Smith	Jane	No	Yes	Aunt
#####	Mogley	Bronx	No	Yes	
2345678910	Smith	Joe	No	Yes	Father
#####	Shmoee	Joe	No	Yes	Attorney
#####	Jerry	Tom	No	Yes	Brother
#####	Simpson	Homer	No	Yes	
#####	Fudd	Elmer	No	Yes	
#####	Smith	Sue	No	Yes	Daughter
#####	Washington	George	No	Yes	Friend
#####	Simpson	Jessica	No	Yes	Ex-Wife

PIN Specific Call Limits

Free Private Debit Collect PrePaid

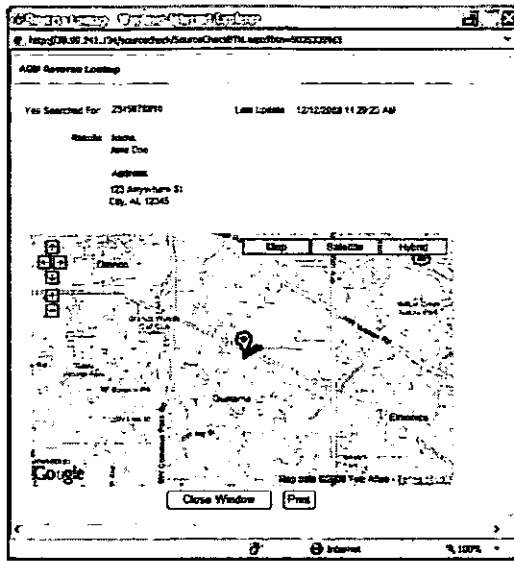
Calls/Minutes:

Statistics:	Used
Free:	0
Private:	0
Debit:	0
Collect:	0
PrePaid:	0
Total Used:	0

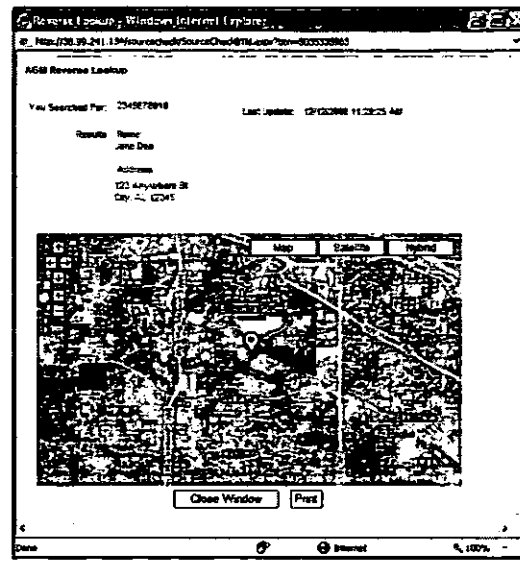
PIN Detail Screen

6.47.11 Indicate how your proposed CCS verifies the validity of phone numbers being added to an offenders PAN list.

PCS Response: PCS has read, agrees and will comply. As mentioned in the response to Requirement 6.47.2, the CCS's Reverse Lookup feature provides the billing name and address associated with a given telephone number and a map, and satellite photo if available. Please see the sample screen below:



Map



Satellite

In order to look up a number that has not yet been called, the user (with appropriate authorization) simply clicks on the Number Management Screen and then clicks the Reverse Lookup key. A dialogue box will appear into which any 10-digit telephone number may be entered. The Reverse Lookup Feature will return the Reverse Lookup Screen with the name and address of the party to whom the telephone number is billed.

6.47.12 Indicate your ability to ensure that registered victims in the SAVIN system are not added to an offenders PAN list.

PCS Response: PCS has read, agrees and will comply. As explained in **Section 4.0**, PCS has extensive experience integrating with other vendors to share data. The PCS Team will work with the State and the current provider of victim identification/notification services, Appriss, Inc., to ensure that offenders are not able to add numbers to their PAN list of any victim registered with the SAVIN system. PCS will either integrate with the SAVIN system to electronically load this information, or, if the current provider is not able to provide the data electronically, we will work with the State to develop a manual process to ensure that the victim numbers cannot be called. This manual process would be handled by PCS staff so that no IDOC staff are burdened with the process. Should the SAVIN system change, PCS agrees to work with any new vendors to offer the same commitment and level of service.

6.47.13 Explain in detail the process for making changes to an offender allowed call list.

PCS Response: PCS has read, agrees and will comply. The sample screen below shows the PAN option on PCS's proposed CCS.



	Home	Call Detail Reporting Advanced Reports	Live Monitoring	PIN - PAN	CD / DVD Utilities
	System Control	User Management	Number Management	User Guide	Log Out

PAN Detail

PAN <input type="text"/>	Called Party's First Name <input type="text"/>	Called Party's Last Name <input type="text"/>	Called Party's Middle Name <input type="text"/>
PIN <input type="text" value="0000000052186"/>	<input checked="" type="checkbox"/> Active <input type="checkbox"/> Private <input type="checkbox"/> Hot <input type="checkbox"/> Blocked <input type="checkbox"/> Free <input type="checkbox"/> Called Party Block		
Site ID AGM Lab Site	Entered Date <input type="text"/>	Last Date Used <input type="text"/>	Last Phone Used <input type="text"/>
Relationship Not Sure Attorney Aunt Bad Bondsman Boyfriend	Description <input type="text"/>		
<input type="button" value="New"/> <input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Pin Detail"/>			

PAN Detail

From this screen, new numbers can be added to an offender's PAN list, current PANs can be removed and individual PANs can be marked as private, blocked, hot or free for calls only from that offender.

The PCS CCS also offers an optional self-learning function for PANs. This simplifies administration of the lists by allowing offenders to set up their own calling lists. Usually this is done from designated phones (e.g., booking area) during a specified period of time (24-hour window).

This automated feature permits offenders to add numbers his/her Allow List up to the maximum number allowed. Like other forms of calling restriction PANs can be set up during installation, or added and altered at any time thereafter by authorized system users.

The PAN detail screen provides important information and options for each individual number. The called party's entire name is listed as are the call control settings for calls from that offender to the selected number.

- Active - The number is currently available for the offender to call.
- Private - The number will not be recorded or monitored.
- Hot - Any time the number is called, alerts will be sent to the appropriate investigators.



- Blocked - The number can be blocked so the offender cannot call.
- Free - A number listed as free will not incur any charges.
- Called Party Block - The called party may block the offender from placing any calls to their number.

The relationship of the called party to the offender can be stored in the system. Also, the "description" box allows for any notes regarding the PAN or the called party to be saved in the database as well.

6.47.14 Confirm that your proposed system complies with 6.45 and explain your requirements or any additional security features included for PIN numbers.

PCS Response: PCS has read, agrees and will comply. PCS's proposed system fully meets the requirements in **Requirement 6.45**.

Personal Identification Number (PIN) technology is a standard feature in PCS's CCS system. The PIN system is active and available as soon as the CCS is installed. PIN usage can be assigned on three levels: by phone group, by phone number, and by individual offender.

The CCS's PIN feature permits the facility to assign a unique PIN to each offender within a given facility. The system can assign PINs at random, or create PINs as a combination of the facility-assigned offender ID number plus a random PIN (typically between four and twelve digits). The PIN for each call is recorded for tracking purposes, regardless of whether a call was also monitored or recorded. PINs also facilitate the use of cardless Debit accounts on the Offender phones.

Because PIN usage can be assigned by phone group, phone number, and individual offender, different parts of a facility can be set up to operate with or without PINs. For example, the booking area phones may be designated as a no-PIN area, while the rest of the facility requires a PIN for every call. All PINs may be created at the time of booking and eliminated at the time of discharge. PCS's system can also retain specific offender PINs where the offender is booked or incarcerated in absentia due to, for example, trial or hospitalization at a separate location.

When PINs are in use, the system walks offenders through the process of recording their names the first time they use the system; thereafter, the system uses the recorded name to announce the offender's identity to the called party. The use of a pre-recorded name linked to the offender's PIN eliminates fraudulent message passing during the three second space where the name is announced.

Additional Security Features Available When PINs are Implemented

Feature	Description
Blocking of Individual Offender by Called Party	A called party can block calls from a specific offender, but still allow other offenders to call them.

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service



Feature	Description
Limit the Number of Refused Calls	Limits an offender's ability to continue making calls after a specified number of called parties have refused a call in a specified period of time. This reduces attempts at hacking, as well as harassment.
Pre-Recorded Offender Name Announcement	Prevents offenders from misidentifying themselves to make unwanted or harassing calls. Eliminates the opportunity for offenders to make free calls by delivering short messages when prompted to state name.
Instant Identification of Offender on Three-way Call Detection	CCS automatically flags the complete call detail record for follow-up when a three-way call attempt is detected.
Monitoring Calls in Progress by Offender	Investigators listening to calls in progress can quickly identify the offender caller.
Offender Accounts	Allows an offender to place Prepaid calls using a commissary account or a purchased calling card. Inmates are able to call numbers that do not accept collect calls, such as cell phones. Greatly reduces fraud, and eliminates bad debt, making possible lower rates for offenders and their families, and higher commissions for correctional facilities.
Send an Alert When a Particular PIN is Used	Notifies investigators by phone, email, or on their workstation when a particular offender's PIN is being used to place a call. The conditions for triggering the alert can be further limited to the offender calling a particular number or group of numbers; group of phones, or during a specified time of day.
"DO NOT RECORD" Calls by Offender	Protects the offender's legal right to privacy by identifying numbers specific to that offender that are not to be monitored or recorded such as attorneys, physicians, and clergy. While global numbers can be set up for the use of the general offender population (e.g., public defender's office), some numbers (e.g., an out-of-state attorney) may be specific to certain individual offenders.
Play Back Recorded Conversations of Specific Offender	Investigators can retrieve recorded conversations by offender PIN and listen to them or download them to CD/DVD for use as evidence.
Call Reporting by Offender	It is critical for investigators to be able to track calls by individual offenders and to see who made a particular call. PINs make it possible to identify the caller on screen and on printed reports.
Exceptions to Globally Allowed Number List	Globally Allowed Numbers are numbers that offenders are allowed to call even though they may not be on any offender's Personal Allowed Number list (e.g., public defender's office). In some cases, individual offenders may lose this privilege.
PIN Limitation Overrides	Exempts individual offenders from otherwise globally set restrictions on call duration, frequency, or minutes per day/week/month.
Limit PIN by Location	Restricts an offender's PIN to making calls from a particular location.
Call Duration Limit by Combination of Factors	Allows for setting of individual call duration limits for offenders. Limits can also be flexible, depending on the location from which the offender is calling (e.g., infirmary, solitary confinement, work areas). Extended durations can be permitted for certain calls (e.g., attorney, clergy, physician, or other).
Individual Number Blocking	Prevents calls to certain numbers and groups of numbers for certain offenders. Usually used to stop harassing or abusive calls.



Feature	Description
Individual Exceptions to Group Number Blocking	Allows certain offenders to call numbers not otherwise permitted to the general offender population.
Offender Calling Privileges Suspension	Suspend any offender's calling privileges beginning and ended at any time or date administrator chooses.
Limit Completed Calls	Limits the number of completed calls an offender is allowed to make to any one number in a single day. This prevents offenders from monopolizing the phones by repeatedly calling the same number after their call duration has elapsed. It also helps families keep costs down.
Individual Offender Hours Restrictions	Provides additional restrictions for individual offenders to limit the number of hours and times of day when they are allowed to place calls.
Personal Allowed Numbers (PANs)	Restrict an offender to allowing calls only the numbers on their pre-approved Personal Allowed Number list. This makes stealing another offender's PIN of little value.
Self-Learning Option for PANs	Simplifies the administration of PANs by allowing offenders to set up their own calling lists. Usually this is done from designated phones during a specified period of time (e.g., booking area phones within the first 24 hours).
Track Offender by Phone Usage	Allows users to track the phones, phone trunks, cell blocks, etc. from which each PIN makes calls.
Language Selection	When offenders are enrolled in the system, they have the option to select the language in which they want to hear voice prompts. They can also select the language in which their called party will hear voice prompts. These choices will be stored in the CCS and automatically used for that offender and called party in the future. This eliminates the number of steps an offender has to go through in order to place a call.
Free Calls for Inmates	Allows facilities to designate specific telephone numbers that individual offenders are allowed to call for free. This can be used to allow offenders to call tip lines, public defenders' offices, or other special numbers.
Individual Speed Dialing Numbers	Inmates often feel the need to keep the telephone numbers of their friends and families private from other offenders. Speed dialing enables them to dial a two- to four-digit speed dial code in place of the actual number; this code will only work in combination with their PIN.

6.47.15 Provide details on any advanced features available with your call control system to assure that offenders do not share PIN's and allowed call lists (i.e., voice printing, etc.).

PCS Response: PCS has read, agrees and will comply. PCS's System comes with multiple features to prevent PIN-theft or sharing between offenders. PANs are linked to the offender's PIN and can only be accessed via that PIN, preventing offenders from sharing allowed calling lists.

Voice Printing

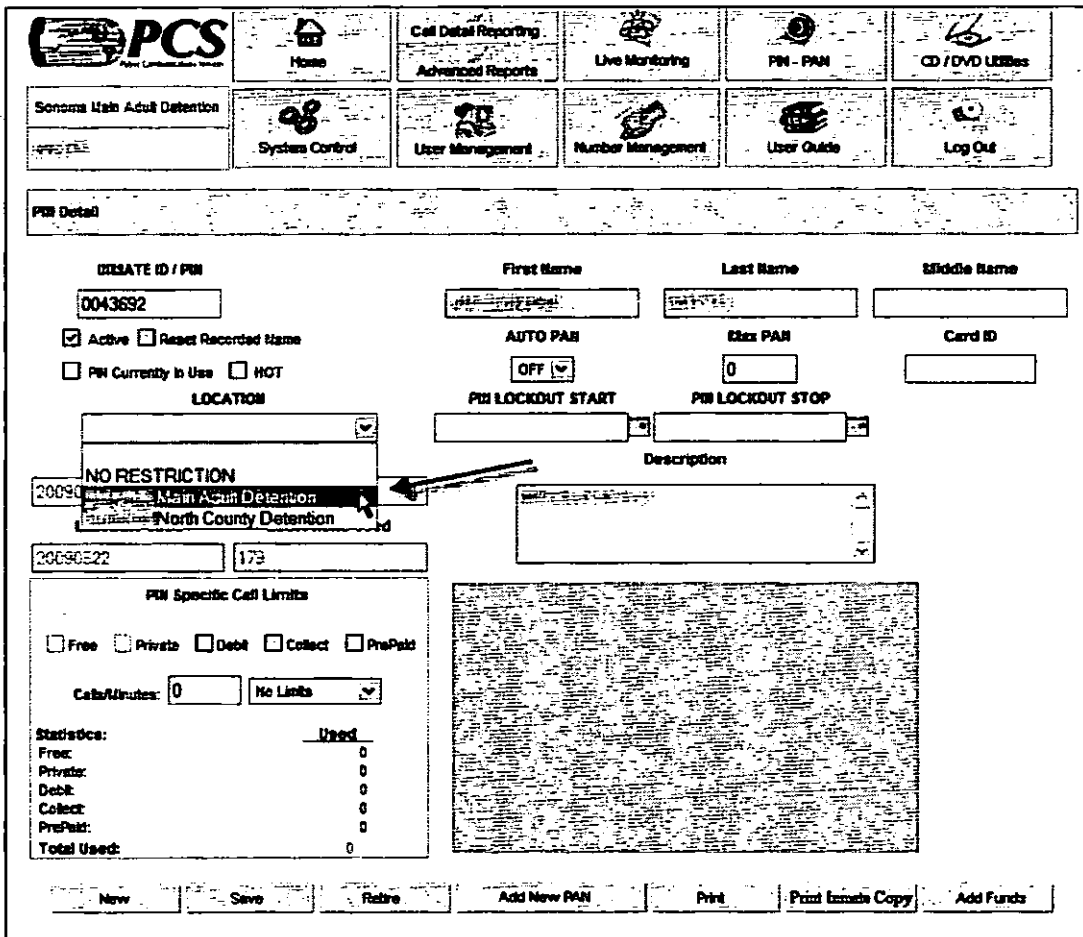
PCS can provide various voice-printing options to ensure that offenders are not able to share PINs. The first time offenders use the system, the automated operator walks offenders

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

through the process of recording their names; thereafter, the system uses the recorded name to announce the offender's identity to the called party. The use of a pre-recorded name linked to the offender's PIN eliminates fraudulent message passing during the three-second space where the name is announced. For additional security, PCS also has the ability to implement voice biometrics using leading voice algorithms. If the State is interested in this technology, The PCS Team can provide additional data and pricing for this feature.

Restricting PINs to a Specific Location

The CCS has the ability to assign a PIN to a specific location so that an offender may make calls only from that location. If someone attempts a call using that PIN from an unauthorized location the call will not be completed and it will be identified on the CDR search results page with the stop code "Improper Location." On large correctional campuses this can help detect and deter PIN theft by offenders.



PIN Detail Screen

When PCS integrates with the State's OIS, PCS can auto-populate the Limit PIN by Location field with each offender's housing assignment so that all PINs are useless outside of their

particular housing unit.

Voice Verification

PCS can also offer a Voice Verification feature employed in conjunction with keyed-in PIN numbers. With this technology, offenders are required to speak their PIN as well as provide a keyed-in PIN number in order to make a telephone call. The offender's voice is matched against the spoken PIN as recorded during account enrollment and also against the PIN number. The call will only go through if the voice and PIN match. This prevents offenders from making fraudulent calls using another offender's PIN.

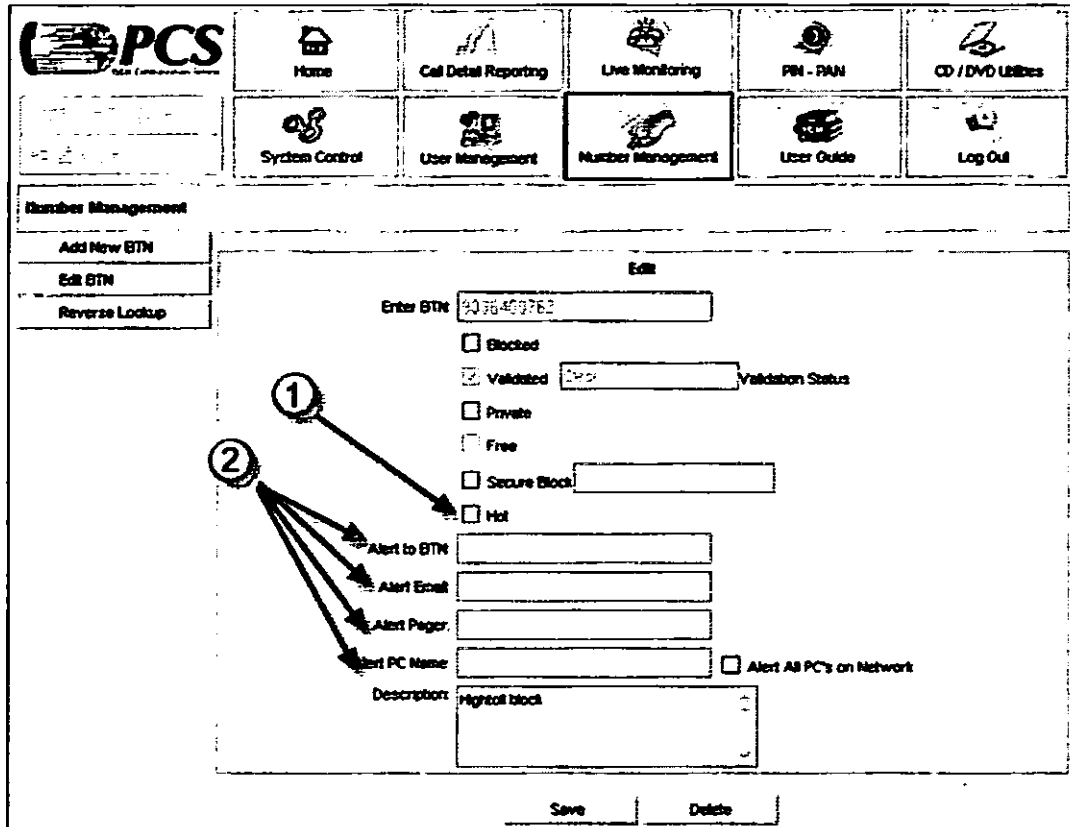
Inmates must go through an enrollment process the first time they use an offender phone. When the offender picks up the handset, they are prompted to enter their PIN and enroll in voice verification. The system asks the offender to speak different number patterns so that the system can "learn" the offender's voice. Enrollment requires 6 utterances of 5 static digits that are the same every time for all enrollments. The process takes approximately 1 minute to complete and provides a good sample for future verifications.

After the voiceprint is registered on the call-processor in association with the PIN, the offender must enter a PIN and speak their PIN when prompted anytime they make a call. The spoken PIN is compared to the original voiceprint registration for the PIN and, if positive, the call is allowed. If negative, they are prompted to speak their PIN again. If the spoken name does not match the original voiceprint for that PIN number, the call will not be allowed. The Voice Verification solution may affect our financial offer. PCS will work with IDOC to negotiate a favorable offer should the State choose to implement this feature.

6.47.16 Confirm and explain in detail how your system handles hot numbers. Include an example of a standard "hotlist/number" report.

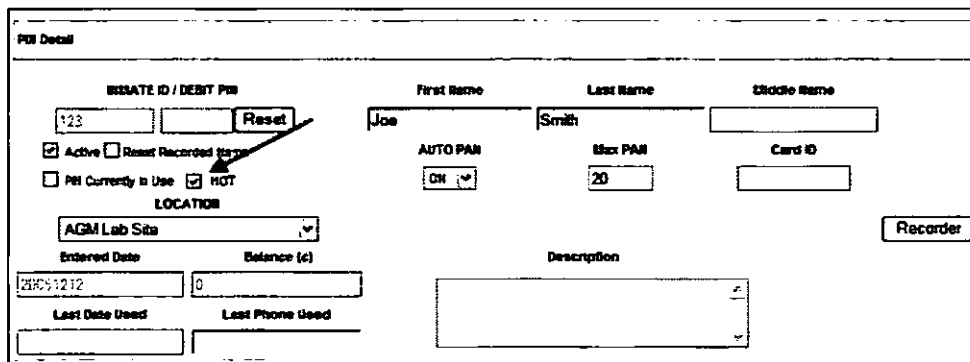
PCS Response: PCS has read, agrees and will comply. Investigators can set alerts on specific billed-to telephone numbers (BTN) or PINs, so they can be contacted whenever there is activity. Once investigators designate in the CCS that a BTN or PIN is "Hot", when that "Hot" PIN is used to place a call, or a call is made to a "Hot" BTN, the alert is triggered and the CCS contacts the "Alert ANI" (Automatic Number Identification) on that record. When the investigator answers their phone, they can then listen to the call in progress without detection by offender or called party. The investigator also has the option to terminate the call while it is in progress from any computer with network access. Alerts can also be sent to an investigator's email, pager, or PC, or to all PCs on the network.

The Number Management screen below shows how investigators can set a BTN to "Hot" and designate the contact method by which the investigator is notified.



Number Management

Alerts can also be placed on PINs and/or debit card numbers from the PIN Detail screen:



Hot PIN

Alert (Hot) Number Reports

To run a report showing calls that have been made to hot numbers or by hot PINs, simply select the "Return Hot Records Only" field on the Call Detail Reporting screen.

Return HOT status records only

Sample Alert (Hot) Number Report

Alert Report

TOOLS	BTN	DATE	TIME	PIN	Phone	DUR.	CHARGE	TYPE	RESULT
	2828320459	20060104	1103	4252271938	BE-RIGHT	01:38	\$4.38	Collect	HOT - Alert Phone
	5807188634	20060104	1048	3784869138	AO-RIGHT	07:49	\$5.00	Collect	HOT - ALERT PIN
	4057892027	20060104	1033	3895365360	CB-4	09:08	\$4.11	Collect	HOT - Alert Phone
	8163784193	20060104	1021	3886533852	BD-LEFT	01:01	\$1.09	Debit	HOT - ALERT BTN
	4057670522	20060104	1008	2452144497	CA-1	00:06	\$1.09	Debit	HOT - Alert Phone
	4052012710	20060104	1003	4501536201	AO-LEFT	01:01	\$1.09	Debit	HOT - ALERT BTN
	7127479721	20060104	0958	1697868428	CC-2	09:01	\$3.90	Debit	HOT - ALERT BTN
						Total	\$61.55		

Page 1 of 2 1 2 >

Select all calls to burn in CD/DVD

Report Name:

Report ran On: 01/04/2006
Report ran by User: George McNEZ

Save Report Template Save Report in Excel Format Print Back

Sample Alert (Hot) Number Report

The Alert (Hot) Number Report displays all offenders or telephone numbers placed on Hot status by facility staff. The ability to see the alerts is determined by the security role assigned to the User ID logging into the system. The Alert Notification report provides the following information:

- BTN (The number the offender dialed) with direct link to Reverse Lookup
- Date of Call
- Time of Call
- PIN (Personal Identification Number) with direct link to Inmate detail
- Offender phone
- Duration
- Charge of call
- Type of Call
- Type of Alert

To see a list of all outside numbers that have been flagged for alerts to be sent when they are dialed, use the Number Management page of the CCS as shown below. Optionally, you can enter a phone number in the Alert ANI field and see a list only of the numbers for which one investigator will be notified when they are dialed.

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

The screenshot shows the PCS web interface. At the top is a navigation menu with buttons for Home, Call Detail Reporting (Advanced Reports), Live Monitoring, PIN - PAN, CD / DVD Utilities, System Control, User Management, Number Management, User Guide, and Log Out. The 'Number Management' section is active, showing options for Add New BTN, Edit BTN, and Reverse Lookup. A 'Search for BTN' form is displayed with the following fields and options:

- Enter BTN: [Text Input]
- Blocked
- Private
- Free
- Hot
- Secure Block
- Alert: [Text Input]
- Description: [Text Input]
- [Search] [Cancel]

Number Management- Search for Hot BTNs

To report on all offender PINs that have been flagged, use the PIN/PAN page and Search for all "Pins with Hot Status" as shown below.



PIN/PAN- Search for Hot PINs

6.47.17 Explain how the call control system prevents offenders from talking to a live operator.

PCS Response: PCS has read, agrees and will comply. Inmates are never allowed access to a live operator under the PCS Solution. The system processes all calls through an automated attendant, providing clear and concise instructions in English or Spanish. The proposed offender phones will connect only to the CCS box at each facility, not to any outside lines. Only when a call has been validated and processed by the CCS will it be connected to an outside phone line. The proposed offender phones are dumb units with keypads and microphones but no ability to place a call except via the CCS.

6.47.18 Describe other report capabilities that your proposed system offers.

PCS Response: PCS has read, agrees and will comply. PCS has provided Sample ICM Reports in **Appendix H**. *The PCS CCS comes with more than 2,000 different possible reports* available using the Call Detail Reporting function in the CCS. Any report format may be saved to be used as needed. Facility staff may develop and customize reports based on the



Call Detail Reporting screen or through our new report-building feature that was recently implemented at several client facilities, including the Missouri Department of Corrections.

Reports can include information on phone calls by phone, phone trunk line, PIN, dialed number (BTN: billed-to-number), location, time, date, user minutes, call type (free, debit, prepaid), call band (local, interstate, international, etc.) You can also run a report to determine if a recording is available and to view reverse directory information on listed calls.

PCS has provided Samples of some of the call detail reports available through the CCS in Appendix H.

Reports in the Call Detail Reporting Screen

By clicking on the Call Detail Reporting icon, users will see the Call Detail Reporting screen, from which users may specify the start date and the end date for the report, and the types of calls in which they are interested. Reports can be customized in the Call Detail Reporting screen using the report parameters highlighted below.

The screenshot shows the 'Call Detail Reporting' interface with the following highlighted parameters:

- Start & End Dates:** Start Date (02/26/2009) and End Date (02/26/2009).
- Start & End Times:** Start Time and End Time fields.
- Duration:** Minimum Duration and Maximum Duration fields.
- Bill to Number:** Bill to Number (BTN) with a checkbox for 'Search without area code' and a note 'Bill to Number with or without area code'.
- Call Type:** A dropdown menu with options: Collect, Courtesy, Test, Debt, Pay2Talk, PreDebit.
- Completion Status:** A dropdown menu with options: All Calls, Complete, Incomplete.
- Call Band:** A dropdown menu with options: Local, IntraLata, InterLata, InterState, International.
- Stop Reasons:** A dropdown menu with options: Activated Debt card, Admin Terminated, After Hours Block, Bad Debt Card, Bad Number.
- Phone Group:** A dropdown menu with the option: Test.
- Hot Records Only:** A checkbox option.
- Private Records Only:** A checkbox option.
- 3-Way Calls Only:** A checkbox option.
- Other parameters:** PINs (Active Only), Inmate Phone (101-105), First & Last Name, and Phone Group.

Custom Report Parameters

CCS Report Builder

The Report Builder App will enable you to create custom reports incorporating call detail information with more advanced tools for sorting and combining data. The "BTN List



Editor” and “PIN List Editor” tabs allow you to create and save lists of outside numbers or offenders PINs.



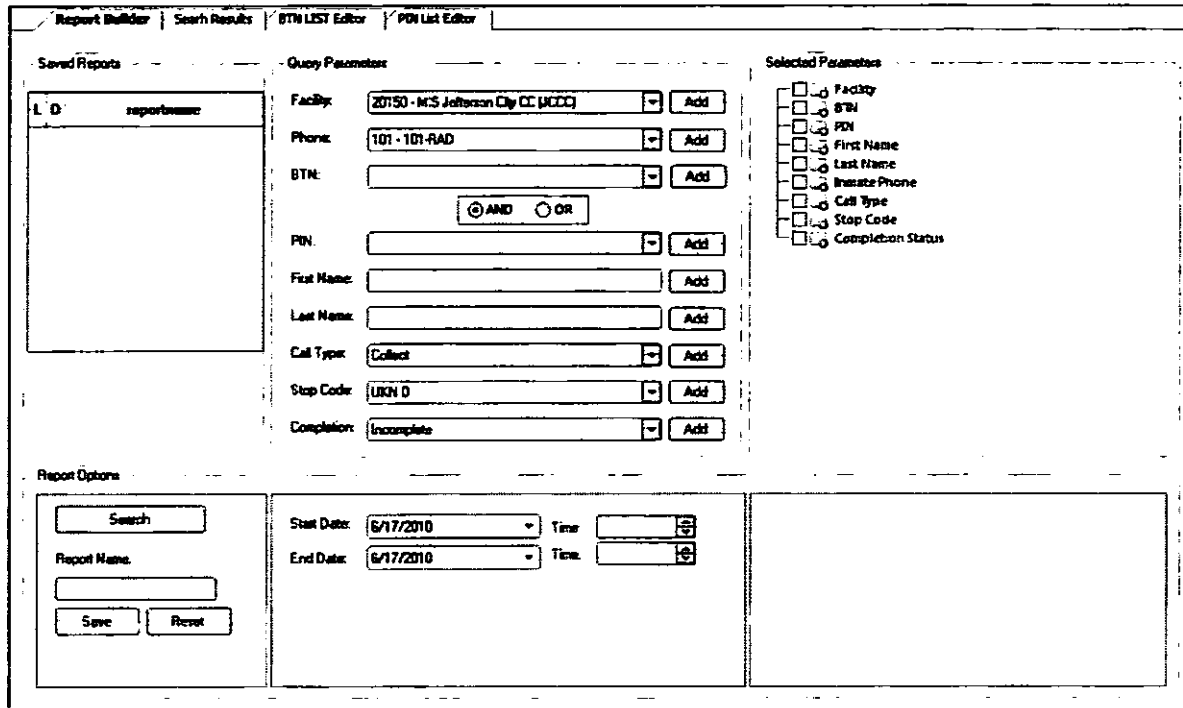
For each BTN or PIN you add to a list, you can enter a First Name, Last Name, Title, City, State, Zip and Notes. Each list you create will be saved with its own name which will then appear in the BTN or PIN dropdown menus on the Report Builder tab.

For instance you can make a list of all the PINs of known members of each gang. By selecting that list in the PIN field and you could create a custom report that will show calls made by members of that gang for any dates you like. You could also save a list of all your employees' phone numbers and then at any time be able to run a report showing all calls to any employee.

Query Parameters	
Facility:	20150 - MIS Jefferson City CC (JCDC) [Add]
Phone:	101 - 101-RAD [Add]
BTN:	[Add]
<input checked="" type="radio"/> AND <input type="radio"/> OR	
PIN:	[Add]
First Name:	[Add]
Last Name:	[Add]
Call Type:	Collect [Add]
Stop Code:	Collect [Add]
Completion:	Comp Card [Add] CourtesyD [Add] Test Debit [Add] Pay2Talk [Add] ProBono HlsSpecial EXTERNAL DEBIT

Report Builder-Query Parameters

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service



Advanced Reports- Report Builder

The “Query Parameters” also allow you to select specific facilities, then any or all phones or phone groups from each facility; any or all call types, stop codes etc. when creating your custom reports. This allows you, for instance, to select only the booking phones at each facility so that you can run a report on calls made from every booking area in your jurisdiction. Or you could also select a PIN list for a particular gang and see what number each gang member dialed from booking over the last year. Saving that list of numbers as its own BTN list and then run another report on calls made by anyone from any facility to any of those same numbers could then lead you to other gang members in your facilities that hadn’t previously been identified as such.

Report Builder Search Results

Any Search from the Report Builder App will return a Search Results screen with yet more tools for sorting your data.



Report Builder Search Results BTN LIST Editor PIN List Editor


Drag a column here to group by this column.


PLAY	FACILITY	BTN	DATE	TIME	PIN	FIRST	LAST	PHONE	DUR	CHRG	TYPE	RESULT
No filter												
Contains												
Does not contain												
Starts with												
Ends with												
Equals												
Not equal to												
Greater than												
Less than												
Greater than or equal to												
Less than or equal to												
Is empty												
Is not empty												
Is null												
Is not null												
Custom												










Results Returned: 18

Print / Export

Report Builder - Search Results

Clicking the dropdown icon  under any column will let you apply additional filters, or you can drag a column heading to the "group by column" field to sort the results into blocks which can then be re-sorted and filtered. For instance dragging the PIN column heading onto the "group by column" field would bring up a screen like the following:

PIN - 

PLAY	FACILITY	BTN	DATE	TIME	FIRST	LAST	PHONE	DUR	CHRG	TYPE	RESULT	
^ PIN: 0340434:												
	MIS Alcoa CC (ACC)		20100616	1935	DAVID	COLLINS	HU3 - Lower	0	0	Collect	PIN Disabled	
^ PIN: 0358092:												
	MIS Alcoa CC (ACC)	573696025	20100616	1436	LAURENCE	ESTRADA	HU3 - Lower	184	40	Debit	Inmate Hungup	
	MIS Alcoa CC (ACC)	573696025	20100616	1429	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Not Accepted	
	MIS Alcoa CC (ACC)	573696025	20100616	1436	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Not Accepted	
	MIS Alcoa CC (ACC)	573474395	20100616	1428	LAURENCE	ESTRADA	HU3 - Lower	385	70	Debit	Inmate Hungup	
	MIS Alcoa CC (ACC)	5732539061	20100616	1426	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Not Accepted	
	MIS Alcoa CC (ACC)	5732539061	20100616	1422	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Not Accepted	
	MIS Alcoa CC (ACC)		20100616	1433	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Inmate Hungup	
	MIS Alcoa CC (ACC)		20100616	1424	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Inmate Hungup	
v PIN: 0386300:												
v PIN: 0516541:												
v PIN: 1171229:												

Print / Export

Search Results - Group by PIN

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

This allows you to select the calls by any one or more PINs and further filter them without having to go back a run another report just on those PINs.

Apps like these supplement the flexibility of PCS's web-based CCS while allowing PCS to provide all updates, changes, data storage etc. remotely. This cutting-edge, hybrid software architecture enabled by the CCS allows unlimited precision and individualization of reports and data analysis, while maintaining all records in central, unaltered, universally accessible databases.

6.47.19 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. The PCS Team has no additional information deemed necessary or appropriate at this time.

6.48 Multi-lingual Prompts.

6.48.1 The proposed CCS must be programmable with multi-lingual prompts.

PCS Response: PCS has read, agrees and will comply.

6.48.2 English and Spanish are the current selectable prompts with the probability of other languages being added at a future date.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

6.48.3 Verify that your system can prompt in English and Spanish.

PCS Response: PCS has read, agrees and will comply. By default, the PCS CCS is initially configured to provide voice prompts and dialing instructions in English and Spanish.

6.48.4 List other language prompts available on the proposed system.

PCS Response: PCS has read, agrees and will comply. Besides English and Spanish, PCS currently supports Arabic, Mandarin, Navajo, French, Polish and Vietnamese, among others and can support any other languages the IDOC chooses. PCS contracts with a language support firm that can record the full suite of required prompts within 30 days should any additional language be required.

6.48.5 What is the maximum number of language prompts that the proposed system can offer?

PCS Response: PCS has read, agrees and will comply. Since the PCS CCS operates in a flexible database environment, the language selection option could be set to 2 digits, 3 digits, or more to accommodate 99,999 languages, or all languages in existence. In the default configuration, the CCS is setup with single digit language selection and can support up to 9 languages. Single digit language selection is setup by default to speed up the call process and cut down on the number of prompts played to the offenders.

6.48.6 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PIN-based facilities using PAN



(Personal Allowed Number) lists can set different language preferences for each phone number on an offender's PAN list. When the PAN number is dialed, the system will automatically use the language attached to that number. This sample screen shows how the language choice (in this case either English or Spanish) can be set for a PAN number:

PAN Detail Screen

6.49 System Override

6.49.1 The CCS must allow for automatic on and off switches for all telephones in the facilities. IDOC staff must be able to turn individual phones, banks of phones, or an entire facility on or off at any time through the system interface.

PCS Response: PCS has read, agrees and will comply. PCS's proposed CCS allows any authorized user to turn off individual phones, phone groups or all phones in a facility with just a few clicks of a mouse from any location.

6.49.2 A manual "kill switch" must also be installed at each facility that will immediately disable all, or a bank of offender telephones.

PCS Response: PCS has read, agrees and will comply. For detail on the manual "kill switch," please refer to **Requirement 6.49.3.**

PROVIDE THE FOLLOWING:

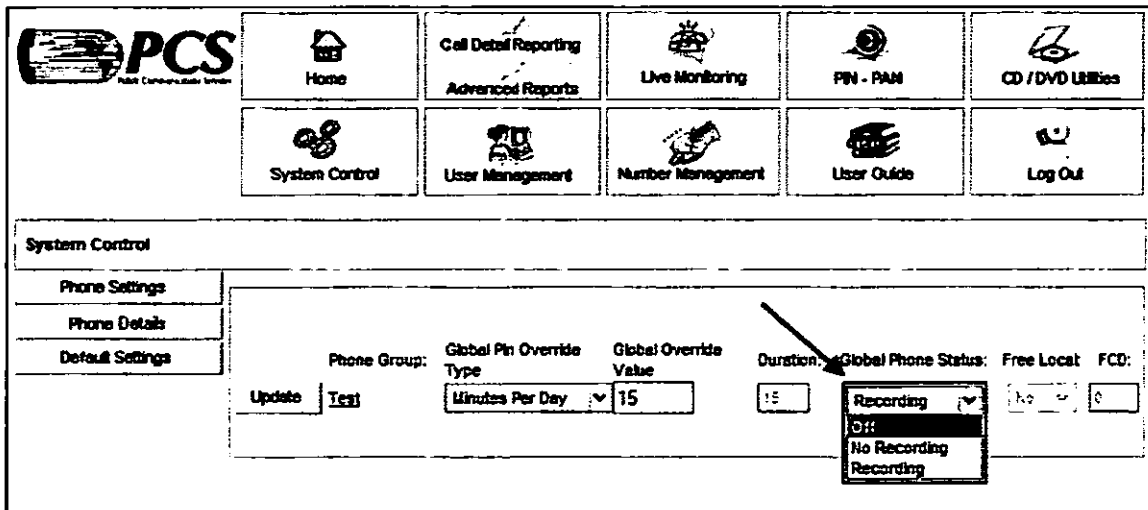
6.49.3 Explain in detail the process for turning off an individual telephone, or a bank of telephones through the system interface, and through use of a

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service



manual "kill switch".

PCS Response: PCS has read, agrees and will comply. From any workstation or Internet connection, users with the appropriate access can turn the entire phone system on or off with a couple of clicks of the mouse. From this screen, phones and recording can be turned On or Off by group. Simply change phone setting from "Recording" to "Off."



On/Off Phone Control

In addition, phones can be turned on or off individually. From the System Control screen, individual phones can be accessed by clicking the hyperlinks in the Phone Group column. The sample screen below shows the System Control screen from which individual phones may be turned on or off.



System Control

- Phone Settings
- Phone Details
- Default Settings

Pin Override Type	Override Value	Phone	Description	Duration	Recording	Free Local	FCD
Disabled	5	101	101	15	Recording	1.0	0
Disabled	5	102	102	15	Off	1.0	0
Disabled	5	103	103	15	No Recording	1.0	0
Disabled	5	104	104	15	Recording	1.0	0
Disabled	5	105	105	15	Recording	1.0	0
Disabled	5	106	106	15	Recording	1.0	0
Disabled	5	107	107	15	Recording	1.0	0
Disabled	5	147	147	15	Recording	1.0	0
Disabled	5	148	148	15	Recording	1.0	0

Telephone Status - Individual Phone Settings

Manual Shutdown of Phones

Where manual cut-off switches are in place today and are in good working condition and acceptable to the facility, PCS will support the switches that are in place. For any switches that are not in compliance, The PCS Team will replace, refurbish, or redesign the cut-off switch layout. The PCS Team has experience installing everything from individual single pole double throw switches-to-multi phone configurations using ice cube relays-to-custom designs integrated into control panels or custom switch boxes. With these configurations, phones can be cutoff individually, as a bank, or for the entire facility.

6.49.4 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. The PCS Team has no additional information deemed necessary or appropriate at this time.

6.50 Call Process/Branding/Rate Quoting/Acceptance/Rejection

The State desires that the current process an offender follows to make a call remains the same. Please review Attachment I for the States current calling prompts and processes.

PCS Response: PCS has read, agrees and will comply.

6.50.1 Describe the call process an offender uses to make a call on the proposed CCS and indicate if you can replicate the current process as described in



Attachment I

PCS Response: PCS has read, agrees and will comply. PCS's proposed system is highly customizable and all call prompts can be configured to exactly match the State's call process found in Attachment I. All calls are processed through a multi-lingual, automated operator. **These call prompts can be customized during installation according to the State's specific requirements, including exactly matching your current process** as stated in Attachment I. Additional prompts may be added throughout the life of the contract, upon request from the State. PCS uses only high-quality, professionally recorded voice prompts, not a voice synthesizer.

PCS has provided **Examples of Call Prompts in Appendix J.**

6.50.2 All calls must be identified "Branded" as being from a State of Indiana correctional facility at the beginning of each call and at various intervals during the call. A prerecorded offender name should also be announced at the beginning of the call to the called party indicating the offender name. This recording can be recorded by IDOC staff or recorded by the offender when the account is first setup.

PCS Response: PCS has read, agrees and will comply. Call overlays are a standard feature of the PCS CCS. At the beginning of each call, the called party will hear "This is a collect call from [offender name] at the Indiana Department of Corrections [or whatever language the State would like to use here]. When PINs are in use, the system walks offenders through the process of recording their names the first time they use the system; thereafter, the system uses the recorded name to announce the offender's identity to the called party.

The PCS CCS offers three options for capturing the offender's name. The name can be pre-recorded by a site administrator or DOC staff, it can be recorded by the offender upon first use and played back for subsequent calls, or it can be set to allow the offender to state their name with each new phone call. PCS's user interface also provides a simple way to reset the name recording should the offender make a mistake during their initial recording.

PCS's automated operator can play any message to the called-party either at set times, or randomly throughout the call (so that offenders who know that these messages are played cannot anticipate them and attempt to mask them by shouting). These voice prompts can be custom recorded or a standard message like, "This call is from a correctional facility, and is subject to monitoring and recording." All overlays and announcements can be customized to the State's preferences during system installation.

Voice overlay announcements are an effective fraud and harassment prevention tool. If an offender attempts to fraudulently access outside numbers, voice overlays limit abuse of the general population and provide an indication of where the call originated. The called party is made aware of the origin of the call at all times, which is especially important if the called party accepts the call in error. Any inappropriate calls can be easily reported to facility personnel.

Unfortunately, offenders continue to come up with ways to get around the system. As an attempt to reduce the effectiveness of voice overlays, offenders may try to mask the random message by making noise when the message is played. In addition, end users may complain

that voice overlays take up valuable talk time. To reduce complaints, the frequency and length of the notification can be adjusted. It is often better to have a muted message within the first minute of the call and then a soft overlay during the call at random intervals.

Typically, the message is programmed to repeat every five minutes, resulting in three announcements during a 15-minute call. PCS will work with the State to establish these settings for maximum effectiveness and minimal call intrusion.

- 6.50.3 Calls should be connected to the called party in the shortest amount of elapsed time without sacrificing the call quality, security of the call control and call recording.

PCS Response: PCS has read, agrees and will comply. With the PCS dedicated network, an offender will begin to hear voice prompts as soon as the phone goes off hook. Similarly, as soon as the last digit is entered, the PCS system will dial out to connect the call without sacrificing the call quality or security of call controls and call recording.

- 6.50.4 First time recipients of calls on an offender PAN list should be given the first few minutes of their call for free and then be given the opportunity to be redirected to a customer service representative or automated system to setup an account with the Respondent should they chose to do so. At no time should the offender be permitted to talk or hear once the call recipient is connected to customer service.

PCS Response: PCS has read, agrees and will comply. Anytime an offender makes a collect call to a number that is allowed by the State but is not able to accept the charges, the called party is also given the option of a free courtesy call. The called party will then be offered a toll-free number they can call to set up a Prepaid account. PCS can support any duration for this call and will work with the State to determine the length that should be set for the free courtesy call. At no time can the offender talk or listen in once the call recipient is connected to Customer Service.

- 6.50.5 Calls originating from offender telephones must automatically quote the rate that the call recipient will be charged before the call is accepted. All charges, including surcharges (if applicable), must be clearly identified before the call is accepted.

PCS Response: PCS has read, agrees and will comply. PCS can set our automated operator to announce the rate for each call, or to give the called-party the option of pressing a key to receive a rates quote.

- 6.50.6 Acceptance of all calls will be active. Passive acceptance is not permitted. The call recipient must always depress a designated key on their phone to either accept or reject the call.

PCS Response: PCS has read, agrees and will comply. Active acceptance is required for all calls made through the PCS CCS. The called party positively accepts a call by pressing 0 on the keypad upon receiving a call and being prompted to do so. If the called party does not positively accept the call, the call is not connected. No voice confirmation is allowed.

- 6.50.7 Charges for calls are not to begin until all required announcements and rate quoting have been completed and the called party has accepted the call. If



the called party rejects the call, no charges are to be assessed.

PCS Response: PCS has read, agrees and will comply. Billing for an offender call begins after the called party positively accepts the call, and not before. If the called party does not positively accept the call, there is no charge. If a call is accepted, that portion of the call that takes place before positive acceptance is never billed.

6.50.8 Recipients of offender calls must be able to press a designated key during the call acceptance procedure if they wish to no longer receive collect calls from a specific offender. After pressing the designated key, their number will be immediately removed from the offenders allowed call list and investigators and the site administrator will be notified.

PCS Response: PCS has read, agrees and will comply. The CCS's "secure block" feature gives called parties the option to block their own number from receiving calls from the facility. Alternately, the CCS may be set up to block calls to a number after a State-designated number of refusals within a designated time period. In either instance, the PCS solution can be setup to remove the blocked PAN from the offenders allowed call list.

When an offender calls any called party, the called party will hear call prompts describing how to block calls from the facility. The called party will have the opportunity to either block calls just from a single inmate or to permanently block any future call from the facility. If the called party wants to block calls from one inmate, their number would be removed only from that particular inmate's allowed list. PCS can also set up an alert so that any time a called party requests a block on a particular inmate, facility staff would receive an email notifying them that the block has been requested. Additionally, facility personnel may run a report on blocked numbers removed from an inmate's PAN list.

If the called party chooses to block all calls from the facility, their phone number would be added to the call block database, and no inmates would be allowed to contact that particular called party. Once a called party chooses to block their number, the system asks the called party to select a four-digit PIN, which will be required to unblock the line in the future.

6.50.9 Calls not answered, or answered by voicemail or customer owned answering machines must not be charged.

PCS Response: PCS has read, agrees and will comply.

6.50.10 Calls placed to the State Public Defenders Office are to be provided at no cost. Only offenders on a list at the Public Defenders office will be permitted to talk to staff at the Public Defenders Office. All others will be rejected.

PCS Response: PCS has read, agrees and will comply. PCS will integrate with the State's OIS to automatically import a list of offenders on the Public Defender's list into the CCS. The Public Defenders Office's number will then automatically be added to the PAN (and set as both private and free) without State personnel intervention. Only offenders with this number on their PAN will be able to call the Public Defender's Office.

6.50.11 Offender calls must be a collect, debit, or prepay call only. No other types



of call (third party, directory assistance, credit card, 800#, etc.) may be placed from an offender telephone. At no time is the offender permitted to talk to a live operator.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

6.50.12 Indicate and elaborate on the proposed systems' ability to meet the above requirements.

PCS Response: PCS has read, agrees and will comply. All of the services and tools requested above are standard features of PCS's proposed CCS and are described in detail in Requirements 6.50 to 6.50.11 above.

6.50.13 Indicate if your proposed CCS can replicate the current IDOC call process as detailed in Attachment I.

PCS Response: PCS has read, agrees and will comply. PCS customizes our call prompts and processes for most of our clients. PCS's CCS can replicate and/or improve upon the current IDOC call process as detailed in Attachment I.

6.50.14 If you cannot replicate the current call process, please provide detailed directions describing what steps an offender will be required to perform to process a call on the CCS you are proposing.

PCS Response: PCS has read, agrees and will comply. PCS can replicate the current call process.

6.50.15 Indicate your ability to permit first time recipients of calls on an offender PAN list to receive the first few minutes of their call for free and then be given the opportunity to be redirected to a customer service representative or automated system to setup an account with the Respondent should they chose to do so

PCS Response: PCS has read, agrees and will comply. PCS offers a courtesy call (usually one-minute but the duration can be changed at the IDOC's request) to all approved called-parties who receive a collect call. PCS then connects them to our customer service line and offers them a chance to set up a prepaid account. Each offender is allowed only a set number of courtesy calls to any number. They cannot call a number over and over and continue to get brief courtesy calls.

6.50.16 What is the approximate amount of time it takes for the proposed CCS to connect a call after the offender depresses the last key on the telephone?

PCS Response: PCS has read, agrees and will comply. After the last digit is pressed, the system follows a validation process (PAN list, blocked number, billable for collect calls, etc.), typically dials the call within 4-5 seconds, and, if the call is accepted on the first ring, it generally takes only 3-4 seconds to connect depending on the called party's home phone service. The call is never billed until it is accepted by the called party.

6.50.17 Which key is a call recipient required to depress to accept a call?

PCS Response: PCS has read, agrees and will comply. PCS will set the accept digit to 0 to match what the State has today.

6.50.18 Which key is a call recipient required to depress to reject a call?

PCS Response: PCS has read, agrees and will comply. The called party can either press 1 or simply hang up the phone to reject a call. This matches the current call process referenced in Attachment I.

6.50.19 Describe in detail how a call recipient would remove their telephone number from the offenders allowed call list.

PCS Response: PCS has read, agrees and will comply. The CCS's "secure block" feature gives called parties the option to block their own number from receiving calls from the facility. Alternately, the CCS may be set up to block calls to a number after a County-designated number of refusals within a designated time period.

When an offender calls any called party, the called party will hear call prompts describing how to block calls from the facility. The called party will have the opportunity to permanently block any future call from the facility. If a called party selects this option, the system asks the called party to select a four-digit PIN, which will be required to unblock the line in the future.

PCS has provided **Examples of the Call Prompt Process in Appendix J.**

Alternately, a called party may contact our Customer Service department at (888) 288-9879 24 hours a day, seven days a week to request a block be placed on their phone number.

6.50.20 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

6.51 Backup Power/Power Outages

6.51.1 A backup power (UPS) system is required for all IDOC call control systems and any related recording, and network switching equipment. Each UPS must provide the call control system and related switching equipment with a minimum of 10 minutes up time in case of a power outage.

PCS Response: PCS has read, agrees and will comply. All telephones provided by PCS will be line-powered. The onsite CCS hardware and ancillary equipment will include an uninterruptible power supply (UPS) that provides both electrical conditioning and battery back-up in case of a power outage. The proposed UPS exceeds the 10-minute requirement ensuring a minimum uptime of thirty (30) minutes to one (1) hour in the event of a power outage.

6.51.2 UPS must be rack mountable or fully contained within the proposed CCS.

PCS Response: PCS has read, agrees and will comply. The UPS will be rack mounted in the



same cabinet as the router, IAD and other CCS components.

- 6.51.3 Should a power outage last longer than 10 minutes, the system must run a controlled shutdown and must restrict all calling until power has been restored and the system is completely operational.

PCS Response: PCS has read, agrees and will comply.

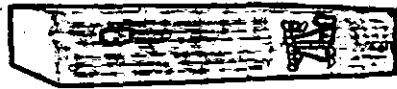
- 6.51.4 CCS should automatically reboot to a fully protected, operational status following a complete power loss or any other outage that shuts down the system.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

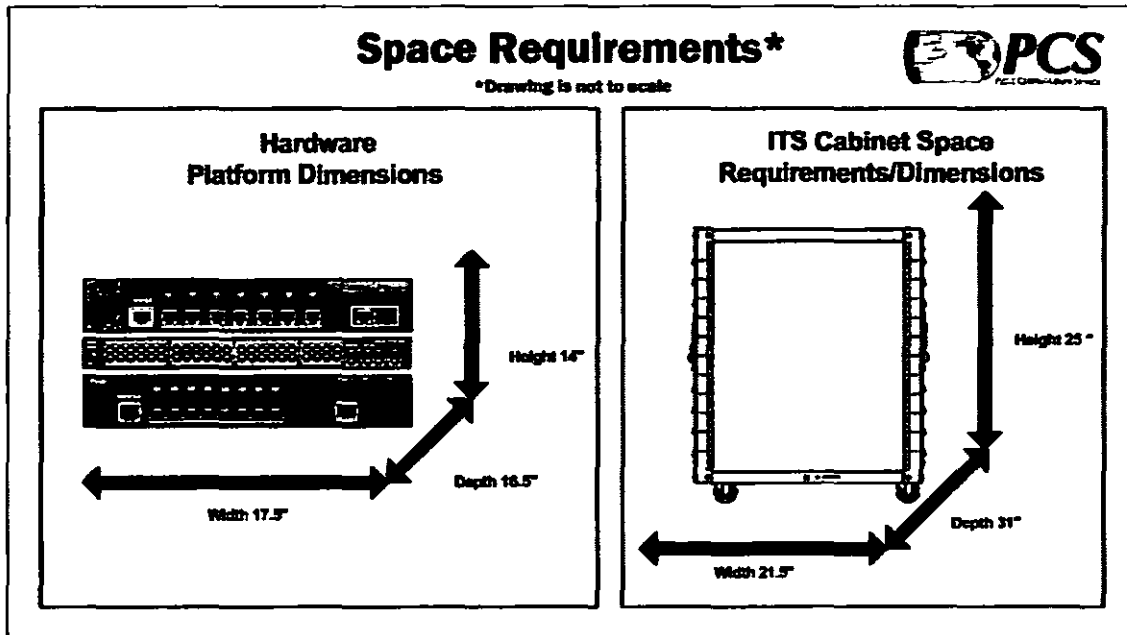
- 6.51.5 Specifications and rack space requirements for the proposed UPS for each CCS.

PCS Response: PCS has read, agrees and will comply. PCS will provide an Uninterruptible Power Supply (UPS) that is designed to meet the runtime requirements for each individual facility. For the CCS hardware, PCS proposes the Tripplite SU1500RTXL2UA UPS, which offers a runtime of 54 minutes at 200 watts. PCS will work with the DOC and the contact for each facility to ensure that UPS runtime is sufficient for each site and will add additional battery backup units to increase runtime as necessary.



UPSs for Onsite CCS Hardware

The UPS will be rack mountable and will be placed in the cabinet with the other CCS components. PCS can provide a new wall-mountable or rolling cabinet or can use the existing rack or cabinet if that is what IDOC desires.



6.51.6 Describe how the CCS restricts calls during power outages in excess of 10 minutes.

PCS Response: PCS has read, agrees and will comply. The UPS units used by PCS have remote shutdown software that can remotely shutdown the CCS and corresponding components in the event of a prolonged power outage. When the CCS is shutdown, no calls can be made.

6.51.7 Describe how the system recovers from a power outage, and the process involved ensuring that the system returns to a fully protected status.

PCS Response: PCS has read, agrees and will comply. In the event of a power surge, outage or utility service interruption, the UPS will indicate the shift to battery backup with an audible sound in the IDOC's equipment room and in PCS's Network Operations Centers. Should power be restored within the UPS run-time, there will be no interruption of call processing or workstation functionality. If the interruption exceeds this period, call-processing functions are suspended until power is restored. Regardless of any interruption in power, call records are protected at all times and not subject to loss. When power is restored, all servers, routers, and network hardware will auto-recover and return to fully protected status.

6.51.8 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. The PCS Team has no additional information deemed necessary or appropriate at this time.

6.52 System Maintenance, Site System Administrator, and Spare Parts

6.52.1 System downtime for maintenance purposes must be kept to a minimum. Respondent should maintain a standard maintenance window for regularly



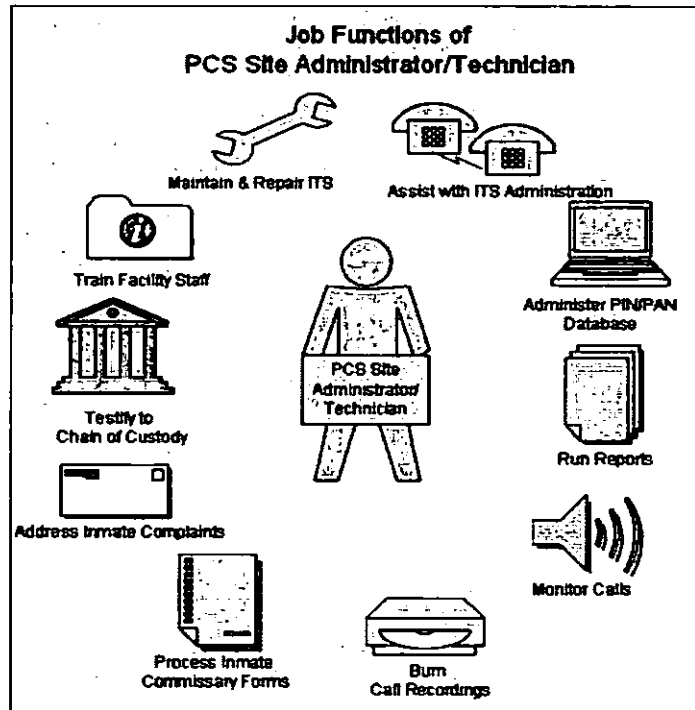
scheduled upgrades and changes to the CCS.

PCS Response: PCS has read, agrees and will comply. The PCS CCS is designed and built for reliability. Reliability is provided through high-quality components, multiple hardware redundancies, network design, data backups, and constant remote monitoring and diagnostics. In designing the CCS, PCS identifies and establishes contingency plans for the single points of failure (SPF). If the SPF is hardware-related, PCS may install a redundant component, leave behind a hot-standby, or setup automatic rerouting of processes to eliminate system downtime.

In regards to SPFs in the network, PCS installs carrier grade hardware and circuits and holds its vendors to strict Service Level Agreements to maintain the highest levels of service. Both PCS and its network vendors monitor the health of the network and automatically generate trouble tickets and service dispatches should a problem arise with the network. While it is nearly impossible to guarantee 100% uptime for all systems, networks, and components, PCS has addressed all known SPFs to virtually eliminate downtime.

6.52.2 Respondent will provide an on site system administrator for each IDOC facility. The administrator may be assigned to several IDOC facilities, but must be able to manage the number of facilities assigned.

PCS Response: PCS has read, agrees and will comply. PCS will provide full time on-site administrators covering all the IDOC facilities who will monitor the overall operations of the CCS, testify as to chain of custody, perform data entry, respond to requests and complaints from both the community and the offender population and arrange for repair of on-site equipment as necessary. These Administrators will be your first point of contact for the offender phone system. They will reduce the paperwork burden on IDOC staff and help to optimize system benefits, such as monitoring calls to alert staff of a security breach and reporting three-way call attempts.



6.52.2.1 If an agreement can be reached with the current provider, it is permissible for the respondent to retain the site administrators that currently provide service to the IDOC facilities. The State has the final authority for approving all site administrators at the IDOC facilities.

PCS Response: PCS has read, agrees and will comply. PCS has been in contact with Publicall in regards to retaining the site administrators that currently provide service to the IDOC facilities. Publicall is one of PCS's subcontractor partners for this proposal.

6.52.3 The assigned system administrator must physically visit their assigned facilities at least once each week for maintenance requirements to assure that the system and all phones are completely operational.

PCS Response: PCS has read, agrees and will comply. Site Administrators will visit each facility at least once each week for maintenance requirements to ensure that the system and all phones are completely operational. Each phone will be checked at least once each week for the following criteria:

1. Physically test all offender phones for functionality including voice prompts, keypad operation, and handset operation; test all outbound trunks and complete all required offender phone repairs.
2. Perform operations tests of all call processing equipment and perform routine maintenance and cleaning.
3. Ensure that all new facility personnel who work with the offender phone system are familiar with the proper operation of the system and provide training as necessary.
4. Insure that the appropriate facility personnel have repair and technical service escalation materials.
5. Forward the completed PCS Scheduled Maintenance & Service Form to PCS for Technical Service to evaluate and track.

The PCS Solution Solves Crimes

While monitoring a booking call in December of 2006, A PCS Site Administrator overheard a female telling her boyfriend that she had drugs on her. She had already gotten through the strip-search procedure and was getting ready to be sent upstairs to her cell with a bag of drugs concealed on her body.

The PCS Site Admin contacted the booking staff and let them know what she had heard. They indicated they would not be able to identify the suspect because nobody was on the phone any more. The PCS Site Admin told them to yell out the nick name she had used during the call, which the staff member did. Sure enough the female turned around when they yelled out her nickname. They searched her again and found the drugs.

What started out as a 10 day stay turned into a Federal charge.

6.52.4 The assigned system administrator must have remote system access, and the ability to make real time changes to each facility they are responsible for, whether they are physically on site or remote.

PCS Response: PCS has read, agrees and will comply. Site Administrators, like all authorized CCS users can make changes to the CCS database settings in real-time from any location.

Unlike many other vendors PCS's system was designed specifically to accommodate many users and many locations. Our CCS software is a truly web-based and server hosted system allowing for as many individual users to access it as can reach the public internet. Our truly web-based CCS is vastly more flexible and scalable than older architectures that can only allow offsite users to access the system if a data connection into the correctional facility itself is available. No individual prison or jail can have as much bandwidth running in and out of it as



any one of PCS's three data-centers which handle 200,000 calls a day without difficulty. Systems that only host their database and software on one onsite server will inevitably suffer severe degradations and inconsistencies in providing access to offsite investigators if and when multiple users log-in simultaneously. With the PCS CCS the State can grant 100 or 1,000 staff-members passwords to access their system and not come close to straining the capacity of PCS's WAN or data-centers.

Many other vendors will claim to support remote use of their systems, but with PCS can you access the CCS from a computer with no specialized software meaning that investigators can not only use the CCS from anywhere, but also from any computer. Furthermore with PCS's system calls can be forwarded offsite, live-monitored from remote locations, and recordings or alert notices can be emailed—all over a highly secure and firewall-protected WAN. No other system unchains investigators from the workstations at their correctional facilities or allows access privileges to be freely assigned to and used by as many users from as many locations as the CCS does.

6.52.5 Respondent must ensure that the number of site administrators assigned to the IDOC facilities is sufficient to properly maintain and support the total number of stations at each facility.

PCS Response: PCS has read, agrees and will comply.

6.52.6 Respondent must at all times have adequate spare parts and hardware available to maintain the CCS and keep all offender and public payphones completely operational. Phone or system downtime due to unavailability of parts outside of the prescribed outage requirements is unacceptable and the Respondent can be found in default. It is HIGHLY DESIRABLE that system critical parts be located at several IDOC facilities to ensure the quickest repair time.

PCS Response: PCS has read, agrees and will comply. PCS will provide maintenance technicians with adequate spare parts and hardware available to maintain the CCS and keep the offender and public payphones completely operational. Mission critical parts and hot-standby units will be provided to the technicians and located at several IDOC facilities to ensure the quickest repair time.

6.52.7 Within 45 days of contract execution, Respondent will provide the State with a complete listing of all support personnel including contact numbers and email addresses. Listing must be updated and provided to the State whenever personnel changes occur.

PCS Response: PCS has read, agrees and will comply. Following contract award, PCS's Program Manager, **Chris Moore**, will meet with the IDOC to finalize the implementation schedule and deliverables. During this meeting they will provide a list of all personnel who will be onsite at any IDOC facility for any part of installation or to provide service thereafter for the State to check and approve. Any personnel not acceptable to the IDOC will be replaced with equally qualified staff. PCS's State representative will keep the contact information for all service personnel and escalation team members up-to-date with the State

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

for the full term of the proposed contract and any extensions.

6.52.8 Respondent will provide an 800# for trouble reporting that is answered by a live operator and is available 24x7x365.

PCS Response: PCS has read, agrees and will comply. PCS maintains a toll-free number (800-6-INMATE) staffed 24 hours per day, 365 days per year that facility personnel may call for repairs as well as telephone technical support. This service may be used to report system problems including preparation of trouble tickets, personnel notifications, escalation procedures, call lists, maintenance logs, management reports, trouble ticket closure, and any other issues. Once a problem has been reported to PCS, Technical Services staff will create a trouble ticket and begin remote diagnostics. If the problem cannot be fixed remotely, Technical Services will arrange for a technician to go to the facility to make the repair.

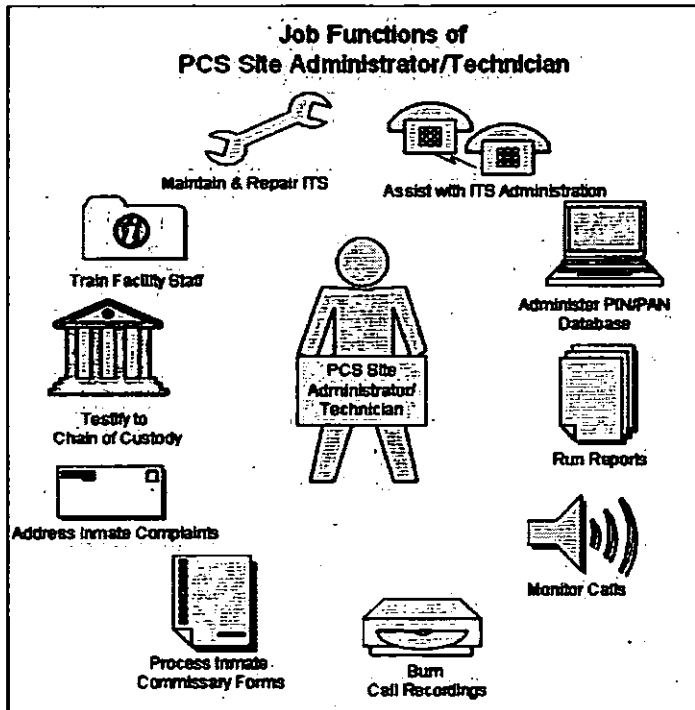
6.52.9 The State has the final authority in determining if additional respondent personnel are necessary to support IDOC facilities. Upon notification from IOT or IDOC the respondent will acquire additional personnel within 45 calendar days.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

6.52.10 List the job responsibilities that the site administrator will carry out while at each site.

PCS Response: PCS has read, agrees and will comply. PCS will provide full time on-site administrators covering all the IDOC facilities who will monitor the overall operations of the CCS, testify as to chain of custody, perform data entry, respond to requests and complaints from both the community and the offender population and arrange for repair of on-site equipment as necessary. These Administrators will be your first point of contact for the CCS. They will reduce the paperwork burden on IDOC staff and help to optimize system benefits, such as monitoring calls to alert staff of a security breach and reporting three-way call attempts.





Site Administrators will also conduct preventive maintenance on a regularly scheduled basis and make contact with key facility personnel to address any new concerns, including the following:

1. Physical test of all offender phones for functionality including voice prompts, keypad operation, and handset operation. Test all outbound trunks. Complete all required offender phone repairs.
2. Operational test of all call processing equipment and perform routine maintenance and cleaning.
3. Verification that all new facility personnel who work with the offender phone system are familiar with the proper operation of the system and provide training as necessary.
4. Verification that the appropriate facility personnel have repair and technical service escalation materials.

The PCS Solution Solves Crimes
 In March 2006, our Site Administrator in San Diego was called to a facility at 11 p.m. to assist investigators in tracking an escapee. Through his understanding of the telephone system, as well as a background in criminal investigations, he was able to sift through large amounts of call data to narrow down the number of calls that might have been significant. The escapee was subsequently apprehended and returned to the facility.

After every visit, technicians will complete a PCS Scheduled Maintenance & Service Form that is forwarded to PCS for Technical Services to evaluate and track.

6.52.11 Provide details of the spare parts inventory that will maintained for use on the States CCS's. What spare parts will be located at IDOC facilities to minimize broken phones and system outages?

PCS Response: PCS has read, agrees and will comply. PCS technicians will maintain a spare parts inventory in the locations designated by IDOC to repair broken phones and prevent or address system outages. Spare parts include extra phones, handsets, keypads, and hook switches.

To address system outages, Site Administrators will also keep a supply of the UPSs, routers, switches and IADs. Spare parts can also be housed at centrally located IDOC facilities for ease of access.

6.52.12 What is your standard system maintenance window for performing system upgrades?

PCS Response: PCS has read, agrees and will comply. PCS's technicians typically perform repairs as needed. Individual phones can be repaired or routinely maintained without taking any stations out of service. Major repairs will be scheduled with each facility's managers. Software upgrades or expansions or reboots can be performed remotely and scheduled after normal hours of phone usage so that no IDOC facility loses service at any time. PCS typically releases software upgrades and new features two or three times a year.

6.52.13 Confirm and explain how you will meet the requirements in section 6.52.

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

PCS Response: PCS has read, agrees and will comply. Please see our responses to **Requirements 6.52 through 6.52.12** for an explanation of PCS's plan to meet each of the State's requirements.

6.52.14 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. The PCS Team has no additional information deemed necessary or appropriate at this time.

6.53 System Training

6.53.1 Specialized "hands on" training must be provided at no cost to the State on the installed call control systems. Training will take place at each IDOC facility and central offices before and shortly after cutover to the new CCS, and as requested throughout the life of the resulting contract.

PCS Response: PCS has read, agrees and will comply.

6.53.2 Respondent staff conducting the CCS training must have a complete and thorough understanding of the CCS.

PCS Response: PCS has read, agrees and will comply. All trainers conducting CCS training have at least 5 years' experience using the proposed CCS. As a result of this experience, they have a complete and thorough understanding of the CCS.

PROVIDE THE FOLLOWING:

6.53.3 Confirm your understanding and compliance with 6.53.

PCS Response: PCS has read, agrees and will comply. PCS has fully read and understands IDOC's requirements for System Training.

6.53.4 What qualifications does your intended trainer possess?

PCS Response: PCS has read, agrees and will comply. All PCS trainers are factory trained on all aspects of the CCS. Each trainer has over 5 years of experience in CCS systems and applications and in providing training sessions at over 100 facilities nationwide with various feature sets deployed. Our trainers have engaged agencies training personnel from investigative to accounting roles in relation to the CCS. Each trainer participates in ongoing education and certification classes in the delivery of systems training and effective public speaking and communication skills.

6.53.5 Describe the training contents, method of instruction, training time required, and documentation distributed.

PCS Response: PCS has read, agrees and will comply. PCS's commitment to excellent service includes providing Introductory as well as regular, Ongoing training for IDOC personnel and facility staff. Initial training will be conducted in-person at the facility. Ongoing training can be conducted in-person, over the phone, or remotely via the internet. PCS provides user guides to all staff that detail how to use the CCS software.



Training on the PCS Offender Telephone System (CCS/ICM)

After award of contract PCS's project manager will develop a list of all IDOC and related department staff who will need or want training in the use of new equipment and/or software. Training is typically done the day after the implementation and cutover of the call processing equipment. Training can occur at each facility individually, or at a central location; and will include a multimedia presentation, printed materials, and a question and answer session. The **PCS CCS is easy to use and therefore easy to learn**, and training typically requires only 30 minutes to an hour. However, PCS can adjust training time to ensure that all staff are comfortable with the CCS. Training will include:

- Introduction to PCS's CCS
- How to use Administrative Tools including setting offender usage limits, security parameters, and how to generate Usage or Billing Reports
- Offender Reporting Features and Functions including how to generate and view sample Call Detail Reports (CDRs)
- Use of Investigative Features and Functions such as call recording, forwarding, and keyword search.
- Trouble Reporting and Escalation Procedures
- PCS Calling Options (prepaid, debit, etc., as applicable)

Refer to the table below for a sample of what may be covered during a training session.

Module	Subject
Login	How to Login. Use of password and other system security features.
Home	Overview of system and modules; explanation of graphs.
User Guide	Overview of online manual
Call Detail Reporting	Discuss all options for running various reports, setting up a template for a report and printing of a report; demonstrate the investigative reports, call playback, reverse lookup, making notes, creating revenue reports.
Live Monitoring	Monitoring and forwarding calls in progress.
PIN	Explain all features that are available to a facility that is using facility-generated PINs for the offenders; using PINs as applicable to cardless debit.
CD/DVD Use	Selecting calls to burn on a CD/DVD and actually burning a CD.
System Control	Turning phones on and off and other options.
User Management	Establishing authorized users with IDs, passwords and roles.

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

Module	Subject
Number Management	Doing reverse lookups; blocking and unblocking called to numbers, entering private numbers that are not to be recorded, entering Hot numbers, and other number management details..
Log Out	Logging out.

Your PCS Training Team will be onsite during system installation to provide you with detailed introductory training on the CCS. This training typically occurs within a few days of cutover to the new system, and it is intended for all IDOC investigators, site administrators, and any other facility staff who will be authorized to log into the system. PCS also offers remote training via the Internet if desired.

Introductory Training

Introductory Training on the PCS CCS covers:

- PCS company information.
- PCS contact information.
- PCS escalation procedures.
- PCS services and software.
- A live demo of the Offender Calling Manager from the IDOC's dedicated login site at pcsicm.com including running basic administrative, usage, maintenance, investigative and financial reports.

Your PCS Training Team will discuss call process, calling types (traditional collect, debit, and prepaid), and collect call restrictions, as well as trouble ticket procedures. The Team will also present the PCS marketing materials that we leave behind for offenders and their loved ones and will take suggestions regarding the best display materials for your facility going forward.

The New Client Training concludes with a live demo of the CCS. By scheduling training just following system cutover, your PCS Training Team is able to train you **live on your own system**, and tailor the training session to fit your specific needs. Your PCS Training Team will demonstrate how to log in to your customized system home page at www.pcsicm.com and will show you how to navigate the CCS user interface. This system overview will include:

- How to read and run call detail reports and frequently dialed number reports.
- How to create customized reports and save them for future use.
- How to track offender activity by PIN.
- How to monitor both live and recorded calls.
- How to conduct investigative searches by PIN or by called party.
- How to use reverse look-up to track crime in progress.



- How to forward a call to an investigator.
- How to terminate a call when illegal activity is suspected.
- How to add notes to a call recording and search those notes later.
- How to archive call recordings and call detail records to CD or DVD.

Ongoing Training

In addition to the onsite New Client Training provided during transition, PCS offers clients ongoing, onsite training four times a year (or more, if needed). Every PCS client receives (at a minimum) an Annual Business Review, although PCS prefers to conduct these meetings on a semi-annual or quarterly basis. Again, PCS also offers remote training via the Internet upon request.

The PCS Business Review is an excellent opportunity for your PCS Representative to demonstrate and provide training on new features, review your revenue with you, respond to your questions and requests, and offer additional training as needed. Your PCS Business Review will include:

- A revenue overview that covers the number of calls, call types, total revenue, and commissions.
- A review of trouble ticket history.
- A systems-usage update that details who has been logging on to the system and what they've been doing.
- A Technology Roadmap update that includes a demo of all new calling system features.
- Introductory Training for any new IDOC personnel or facility staff who may need training on the system, or a refresher session for staff who desire additional training.

6.53.6 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

7.0 RE-USE OF EXISTING OFFENDER AND PUBLIC TELEPHONES, ENCLOSURES, AND WIRING-HIGHLY DESIRABLE

7.1 Due to the difficulty and time requirements involved in replacing the large number of public and offender payphones throughout the state it is highly desirable that all currently installed telephones remain in place. Existing telephones and enclosures may be re-used if the selected respondent can reach an agreement with the current vendors for such re-use and/or purchase. **If the current providers are awarded the contract resulting from the RFP, all of these provisions still apply.** Any costs for re-use, refurbishing, or replacement of existing telephones, enclosures and wiring will be the sole responsibility of the selected Respondent.

PCS Response: PCS has read, agrees and will comply. The PCS Project Team will inspect existing telephones and enclosures to determine whether the equipment can be purchased from the incumbent vendor and re-used or refurbished. PCS will absorb all costs for installation, re-use, refurbishing or replacement of existing telephones, enclosures and wiring.

7.1.1 Telephones that are to be re-used must be clean and in good working condition. Outer casings with worn finishes, worn handsets, tattered or damaged cords must be refurbished to a "like new" condition. Any equipment that does not meet these requirements must be replaced.

PCS Response: PCS has read, agrees and will comply. The PCS Team will replace or refurbish any worn equipment to return it to a "like new" condition. The PCS Team will clean all re-used telephones and refurbish outer casings, handsets and damaged cords as needed.

7.1.2 Enclosures that are to be re-used must be clean and in good condition. Enclosures with worn or excessively scratched, faded paint/finishes, laminates, or veneers, etc must be refurbished to a "like new" condition. Any equipment that does not meet these requirements must be replaced.

PCS Response: PCS has read, agrees and will comply.

7.1.3 Existing wiring may be re-used as long as it is in good condition, free of static, crosstalk, and other interference. Any wiring that does not meet these requirements must be replaced.

PCS Response: PCS has read, agrees and will comply. Please refer to our response to Requirement 7.1.7 for additional information on The PCS Team's plans in regards to the existing wiring.

7.1.4 Any equipment that is to be re-used must meet the technical specifications outlined in this RFP. Non compliant equipment must be replaced.

PCS Response: PCS has read, agrees and will comply. The PCS Project Team will inspect all existing equipment during installation to ensure that re-used equipment is in compliance with the technical specifications provided in this RFP. The PCS Team will replace any equipment that is not in compliance.

PROVIDE THE FOLLOWING:

7.1.5 Indicate if you will re-use existing telephones and enclosures or install new



equipment.

PCS Response: PCS has read, agrees and will comply. The PCS Team will negotiate with incumbent vendor to re-use existing telephones and enclosures that are determined to be in good operating condition and meet the compliance specifications above. Any telephones or enclosures that are not in good condition will be replaced with completely new equipment.

7.1.6 If reusing existing equipment, how will you verify the suitability of reusing the equipment?

PCS Response: PCS has read, agrees and will comply. PCS's Project Team will inspect the existing equipment to determine if it is suitable for re-use. The PCS Team will verify the suitability of reusing the existing equipment by testing each piece of hardware for form and function.

For the Offender and Public telephones, the PCS technicians will visually inspect the phones for wear and then will make test calls to verify the internal components, call quality, and estimated useful life for the components that can be replaced. Once testing is complete, the technician will either refurbish the unit to bring it to a "like new" condition or the unit will be replaced.

For the backboards, enclosures, and pedestals, the PCS technicians will visually inspect the unit for wear and then verify that it is still suitable for its intended purpose. Once testing is complete, the technician will either refurbish the unit to bring it to a "like new" condition or the unit will be replaced.

7.1.7 If reusing existing wiring how will you verify its condition?

PCS Response: PCS has read, agrees and will comply. The PCS Project Team will inspect all wiring to verify whether it is in reusable condition. The Implementation Team will test and check the following internal wiring at the facilities:

- Line quality between the phone station and the phone room. Any Intermediate Distribution Frame (IDF) and Main Distribution Frame (MDF) blocks will be checked for quality of connections.
- Cabling connections between the phone room and the locations designated for workstations will be tested for quality of connection.
- Cable connections between phone stations and any cut off switches prior to installing cutoff switches will be checked and confirmed.
- Labeling and configuration will be updated to ensure that PCS has a correct inventory of all lines available and any that may be required.

The PCS Team will utilize all existing cabling that is determined to be in good operating condition. All installations of new cabling will be pre-approved by the State's representative and will comply with industry standards and/or regulatory agency guidelines. Cabling will traverse pre-existing conduit runs where available or routes determined during the site survey. All cabling will be labeled appropriately, and hidden and secured per industry standards. Any

internal line quality issues identified by The PCS Team will be reported to the State at the end of each site survey for scheduling of appropriate repair or upgrades. This may include replacing telephone and/or cabling. All repairs will be done at no cost to the State.

- 7.1.8 If you require installing new equipment, include a detailed work plan that includes your timeframe for installation. Offender telephone downtime must be minimal.

PCS Response: PCS has read, agrees and will comply. In **Appendix K**, The PCS Team has provided a detailed work plan/project plan that includes the timeframe required for the installation of all new equipment. For any equipment that can be re-used, The PCS Team will be able to reduce the amount of time required in the pre-install/staging portion of the work plan/project plan. The PCS Team's work plan has been designed to minimize or even eliminate telephone downtime by employing the following steps:

- Pre-staging of hardware and circuits
- Swapping phones prior to the transition of the offender telephone system
- Performing a "flash cut" of the offender telephone system

In a flash cut, the new system is installed parallel to the current telephone system. The current system remains in place and functions normally during installation. Once the CCS has been fully installed and has been tested and approved by the State, the actual system cutover can commence. At this point in time, a facility's phone closet will contain both the current offender telephone system and PCS's system, and both will be fully operational.

The only step required for cutover is to connect the offender phones to the CCS. At a pre-agreed time, the connectors will be changed from the current offender telephone system to the new PCS CCS. ***The new system will be operating fully within minutes. This process ensures ongoing operation of offender phone service without any interruptions.***

Once the system has been cutover to the PCS CCS, the pre-existing calling equipment will be removed, and PCS's equipment will be moved into the final location. At this point, all extension cabling is removed and final acceptance testing will be conducted.

- 7.1.9 Include specification sheets on all equipment you propose for installation.

PCS Response: PCS has read, agrees and will comply. The PCS Team has provided specifications sheets on the proposed equipment in **Appendix D**.

- 7.1.10 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. The PCS Team has no additional information to add to this section.

8.0 PUBLIC PAYPHONES-MANDATORY

Public Payphones are currently located in State Parks, Campgrounds & Inns, Bureau of Motor Vehicle locations, and other State Office Buildings.

- 8.1 The Respondent and the State both recognize that many payphones do not generate



sufficient revenues to cover the costs of operating and maintaining the payphones. However, these payphones are necessary for the convenience and safety of the public and must remain in service at all times. No payphones will be removed from service without prior written permission of the payphone specialist at IOT.

PCS Response: PCS has read, agrees and will comply.

- 8.2 Respondent may propose alternative options such as emergency call boxes for locations where a payphone is only needed for public safety. The State will review such requests and determine if the proposed solution is acceptable to the State. If the solution is not acceptable to the State a payphone will be installed at the States request. Respondent is responsible for all costs associated with any alternative solutions agreed upon by the State and Respondent.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

- 8.2.1 Your understanding and agreement with the above requirements.

PCS Response: PCS has read, agrees and will comply. The PCS Team understands and agrees with the above requirements.

- 8.2.2 Any alternatives to a payphone in areas where public safety necessitates a payphone.

PCS Response: PCS has read, agrees and will comply. The PCS Team understands and agrees with the above requirements.

- 8.2.3 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. The PCS Team has no other information deemed necessary or appropriate to this section at this time.

- 8.3 **Public Payphone Equipment**
All Public Payphones, enclosures, pedestals, handsets, handset cords, etc must be industry-accepted models that are of the highest quality and reliability.

PCS Response: PCS has read, agrees and will comply.

- 8.3.1 Handsets must be of high quality and impact & vandal resistant.

PCS Response: PCS has read, agrees and will comply.

- 8.3.2 Handset cords are to be an armored cord, reinforced with a steel cable/lanyard that resists vandalism and abuse.

PCS Response: PCS has read, agrees and will comply.

- 8.3.3 Data ports will be supplied on payphones as requested by the State. Locations likely to require data ports would include State Park Inns, State owned rest areas and other areas as demand requires.

PCS Response: PCS has read, agrees and will comply.

- 8.3.4 The payphone must be made with a metal housing that is corrosion resistant, weather proof and vandal resistant.

PCS Response: PCS has read, agrees and will comply. All payphones provided will have 14 gauge or better stainless steel housings that are water, scratch, mar and shock resistant.

- 8.3.5 Public Payphones (except card-operated payphones) must be capable of accepting quarters, dimes, and nickels.

PCS Response: PCS has read, agrees and will comply.

- 8.3.6 The coin mechanism should contain an anti-jam coin acceptor/validator to minimize jams and unnecessary service calls.

PCS Response: PCS has read, agrees and will comply.

- 8.3.7 Respondent is responsible for providing a directory at each payphone and replacing directories as necessary.

PCS Response: PCS has read, agrees and will comply.

- 8.3.7.1 No directories will be required if calls to directory assistance are provided free of cost to the caller.

PCS Response: PCS has read, agrees and will comply.

- 8.3.8 All payphones must be hearing aid compatible and contain an industry standard volume control.

PCS Response: PCS has read, agrees and will comply.

- 8.3.9 Each Public Payphone must display a sign/placard that explains at least the following:

- 8.3.9.1 Local call cost.
- 8.3.9.2 General operation instructions.
- 8.3.9.3 Procedures to be followed when requesting refunds or reporting repair problems.
- 8.3.9.4 The payphone provider's name, address, toll free customer service number, and instructions for receiving a refund and/or reporting service problems.
- 8.3.9.5 The current long distance carrier and their toll free customer service number.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

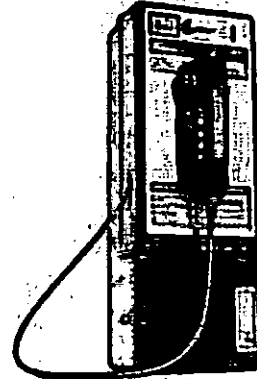
- 8.3.10 An illustrated and detailed product listing that includes all of the payphone equipment that you are proposing for the State.

PCS Response: PCS has read, agrees and will comply. Through our partnerships with your current payphone service provider, Publicall, and other Indiana-based M/WBE vendors, The PCS Team can offer the State a number of options in regards to the payphone equipment. However, given the current payphone hardware and infrastructure in the State, The PCS Team

recommends the Elcotel Series 5 and Elcotel Eclipse (or equivalent models) "smart" public payphones. These models allow for remote access, are fully programmable, and are completely line powered.

Additional features for the Elcotel Series 5 include:

- Can accept both credit and calling cards
- Hardened handset with reinforced armored cord
- Vandal resistant locks
- Full spectrum answer supervision
- Diagnostic event recorder capable of self-reporting on more than 40 possible service affecting conditions
- Remote monitoring of the cashbox with alarms
- Call routing customization with stored-memory rating
- Volume control
- Capacity to store up to 999 speed dials
- Complies with ADA handset, hearing aid, and acoustic coupling requirements
- Able to provide SMDR data
- Human voice prompts (digitally recorded)
- On-board solid-state transient surge protector on telephone line
- Standards Compliance: Complies with Part 68 and Part 15 of the US Federal Communications Commission Rules and Regulations and is in general compliance with all requirements described in applicable CCITT recommendations.



The specifications for the Elcotel Series 5 are as follows:

- Power Requirements: 48 VDC Line Voltage (on hook) and 23 ma Loop Current (off hook)
- Operating Temperature Range: -4 to +140 Degrees Fahrenheit
- Relative Humidity Range: 0% to 95% non-condensing
- Ringer Equivalency Range (REN): 0.7 – 1.0 B
- Chassis Weight: 2.0 Pounds (0.9 Kg)
- Phone Weight: 48 Pounds (22 Kg)

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

- Phone Dimensions: 21 x 7.625 x 6 (54cm x 19.4cm x 15.4cm)
- FCC Registration: E2DUSA-61027-CX-E
- Standards Compliance: Complies with Part 68 and Part 15 of the US Federal Communications Commission Rules and Regulations and is in general compliance with all requirements described in applicable CCITT recommendations.

As an alternative to the standard Elcotel Series 5, PCS can offer the Elcotel Eclipse multi-pay station "smart" public payphone. In addition to the features found in the Elcotel Series 5, the **Elcotel Eclipse** offers these bonus features:

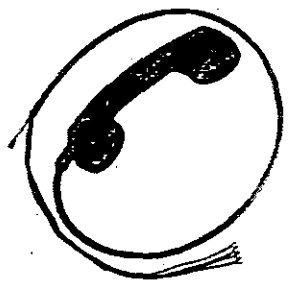
- Scrolling LED display that can provide both audible and bi-lingual instructions
- Internet capable via an integrated data port
- Can accept coin, credit card, debit card, prepaid card and coinless transactions
- Multiple payment methods accept coin, credit card, debit card, prepaid card and coinless transactions
- Integrated volume control button to ensure ADA compliance
- Ability to download operational files
- User defined Macros



8.3.11 Indicate and elaborate on the proposed equipments ability to meet these specifications.

PCS Response: PCS has read, agrees and will comply. The proposed equipment is fully capable of meeting the required specifications.

- The high-quality tamper resistant handsets are made of flame retardant materials and are impact and vandal resistant.
- The handset cords are comprised of an armored cord that is reinforced with a corrosion resistant steel cable/lanyard, is vandal and abuse resistant, and can withstand a pull force of 800 lbs.



- Data ports will be supplied on payphones as requested by the State. For these locations, PCS proposes the Elcotel Eclipse payphone with the optional data port.
- The proposed Elcotel payphones have a metal housing that is corrosion resistant, weather proof and vandal resistant. These housings are exceptionally reliable even when subjected to extreme weather conditions and abuse.
- The proposed Elcotel payphones are capable of accepting quarters, dimes, and nickels. The Elcotel Eclipse phone can also be equipped with a card reader for credit, debit, and calling card payments.
- The coin mechanism in the proposed Elcotel payphones contains an anti-jam coin acceptor/validator to minimize jams and unnecessary service calls. Each phone is equipped with the M16 electronic coin validation system, which uses two pairs of frequency oscillators to create a unique signature for each coin denomination (nickels, dimes, and quarters). The electronic signature of each coin is validated by a micro-processor and matched to the corresponding denomination.



- The PCS Team will take responsibility for providing a directory at each payphone and for replacing directories as necessary. The PCS Team understands that no directories will be required if calls to directory assistance are provided free of cost to the caller.
- The proposed Elcotel payphones are hearing aid compatible and contain an industry standard volume control. The volume control button is connected to the internal smart card and offers incremental settings to amplify the earpiece

and transmitter by roughly 3 decibels per setting. When the call is terminated, the volume returns to the default setting.

- Each Public Payphone will display the following signs and/or placards:
 - Local call cost
 - General operation/dialing instructions
 - Procedures to be followed for refunds and/or repair problems
 - The PCS Team's name, address, toll free customer service number, and instructions for receiving a refund and/or reporting service problems
 - The current long distance carrier and their toll free customer service number

8.3.12 Indicate the process for requesting a refund.

PCS Response: PCS has read, agrees and will comply. To request a refund due to a dropped call or other unacceptable system performance, the user can call the customer service center at (800) 752-9191 or simply dial 611 from the payphone. Operators at the center will have the ability to remotely poll the phone and determine the operational state of the unit as well as the results of the call. Refund requests will be validated by the Operators and refunds can be credited back to the card used for payment or mailed to the customer.

8.3.13 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. The PCS Team has assembled a team of Indiana-based M/WBE providers to provide a level of service that meets or exceeds what the State currently receives today. Leading this team will be the current payphone service provider, Publicall. Publicall has been servicing payphone equipment for over 25 years and has been maintaining the payphones for the State of Indiana for the past 6 years. This experience, both within Indiana and throughout the country, has given Publicall a unique understanding of what the State has today and how things could be improved in the future.

8.4 Public Payphone Enclosures/Pedestals

- 8.4.1 All payphones are to be installed with an enclosure, or housing that is suitable for the environment in which they will be located.**

PCS Response: PCS has read, agrees and will comply.

- 8.4.2 Outdoor payphones will be attached to a building and enclosure.**

PCS Response: PCS has read, agrees and will comply.

- 8.4.3 Indoor or outdoor payphones that are freestanding will be installed with a pedestal and enclosure.**

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

- 8.4.4 A detailed product listing that includes all of the enclosures, pedestals, etc that you are proposing for the State.**

PCS Response: PCS has read, agrees and will comply. PCS has the ability to provide a wide range of enclosures and pedestals, but suggests the following for the State of Indiana:

Equipment Type	Recommendation
Sit-down units	ADCO Model 800 Series
Wall-mounted units	ADCO Model 90L
Pedestal-mounted units	ADCO G-5 or ADCO Capsule 80
Flush-mounted units	ADCO Panel Housing
Telephone-mounted units	ADCO Model 104
Telephone booths	ADCO Model 120L-UA
Drive-up units	ADCO 120
Traditional type public telephones	ADCO Model 104

8.4.5 Indicate and elaborate on the proposed equipment's ability to meet these specifications.

PCS Response: PCS has read, agrees and will comply. The proposed equipment is fully capable of meeting the required specifications. All sites will be surveyed by certified payphone technicians and locations will be brought into compliance with the following requirements:

- All payphones will be installed with an enclosure or housing that is suitable for the environment in which they are located.
- Outdoor payphones will be attached to a building and enclosure.
- Indoor or outdoor payphones that are freestanding will be installed with a pedestal and enclosure.
- All locations will be in compliance with federal and state requirements for the physically disabled.

8.4.6 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. The PCS Team's proposal includes the upgrade of existing payphones and enclosure/pedestals where required to meet ADA compliance standards. PCS will also consider upgrading any existing payphones that are not built on the latest "smart phone" technology that allows for the latest remote monitoring and diagnostic capabilities.

- 8.5** Respondent will be responsible for all aspects and costs of the public payphones including the acquisition of equipment and enclosures, installation, cabling, trenching, conduit, operation, service, phone lines/circuits, coin collection and maintenance.

PCS Response: PCS has read, agrees and will comply.

- 8.5.1 The State will provide concrete pads where required. Respondent must provide detailed specifications to aid the State in construction of the pads.

PCS Response: PCS has read, agrees and will comply. Upon contract award, The PCS Team will schedule and conduct site surveys at each of the current and proposed payphone locations. From the surveys, The PCS Team will provide detailed specifications to aid the State in construction of the pads.

- 8.5.2 At public payphone locations, the State will provide one grounded duplex 120 volt, 60 Hz receptacle up to 15 amps at no cost to the Respondent as requested. Additional power requirements will be the responsibility of the Respondent.

PCS Response: PCS has read, agrees and will comply.

- 8.6 All payphones must be installed in a professional manner and all cabling and conduit used to install the phone and secure cabling must be properly secured to the structure, and match the surrounding environment as close as possible. Any installation not meeting this requirement will be remedied within 7 days after notification from the State.

PCS Response: PCS has read, agrees and will comply.

- 8.7 All phones, enclosures, cabling, conduit and any other hardware and cabling will be maintained and repaired or replaced as necessary by the Respondent during the life of the resulting contract. All cabling and conduit must remain properly secured to its surrounding structure at all times.

PCS Response: PCS has read, agrees and will comply.

- 8.8 Public payphones must provide dial tone first.

PCS Response: PCS has read, agrees and will comply.

- 8.9 Public payphones must provide direct free access to dial tone.

PCS Response: PCS has read, agrees and will comply.

- 8.10 Public payphone users must be able to enter unlimited digits for the duration of their call.

PCS Response: PCS has read, agrees and will comply.

- 8.11 Public payphones must refund any money deposited in the event of a busy signal or no answer.

PCS Response: PCS has read, agrees and will comply.

- 8.12 Users must be able to place "911" and "800" number calls at no charge and without inserting any money into the payphone.

PCS Response: PCS has read, agrees and will comply.

- 8.13 Phones must allow users to access any long distance carrier by dialing codes provided by their carrier.



PCS Response: PCS has read, agrees and will comply.

8.14 Local calls are to be of an unlimited duration.

PCS Response: PCS has read, agrees and will comply.

8.15 Public payphones must be able to receive incoming calls at no charge.

PCS Response: PCS has read, agrees and will comply.

8.15.1 Incoming call restriction must be available on all Public payphones as requested by the State.

PCS Response: PCS has read, agrees and will comply.

8.16 Selected payphones at Department of Natural Resources locations will be designated as seasonal and may be disconnected or suspended at the end of each season to help defray costs of operating the payphone. Seasonal phones must be reconnected the following season upon Vendor notification by the State.

PCS Response: PCS has read, agrees and will comply.

8.16.1 Any phones that are disconnected or suspended that will be left on state property must be clearly secured, tagged, and bagged to indicate that the phone is not in service. Simple tags attached to the phone indicating that it is out of service are not acceptable.

PCS Response: PCS has read, agrees and will comply.

8.17 Respondent will be required to provide additional Public payphones as new buildings and properties open.

PCS Response: PCS has read, agrees and will comply.

8.18 Payphones will be lighted during evening hours when light from other sources is not sufficient to read instructions and use the payphone.

PCS Response: PCS has read, agrees and will comply.

8.19 All requests for new installations, removals, or relocations will be completed within 45 calendar days.

PCS Response: PCS has read, agrees and will comply.

8.20 When Respondent installs or removes a payphone or enclosure, care should be taken to minimize any damage to drywall and the surrounding area. Mounting holes left from the phone and any enclosures, and back plates will be filled with spackle or appropriate wood filler as needed. Electrical/wiring boxes will be covered with a solid faceplate that matches the surrounding environment as close as possible. Any excess damage either accidental or intentional caused during the installation or removal of a payphone is the responsibility of the Respondent. If the Respondent fails to repair damage, the State will have the damage repaired and all costs will be billed to the Respondent.

PCS Response: PCS has read, agrees and will comply.



- 8.21 If Respondents public payphone equipment requires space in a MDF or IDF, respondent must provide detailed requirements in their response to this RFP.

PCS Response: PCS has read, agrees and will comply.

- 8.22 Describe in detail your method for determining when a coin box is near or at capacity and the frequency at which the coin boxes are emptied to insure continued service for coin calls.

PCS Response: PCS has read, agrees and will comply. Each public payphone will be polled throughout the day to determine the operational status of the phone, including the capacity of the coin box. The system will automatically identify the phones to be emptied based on a predetermined threshold (typically \$180), will create a schedule, and will provide technicians with optimum route for collection. The Coin collections are currently scheduled for Monday through Friday of each week, excluding holidays, but other arrangements can be made based on the level of usage for each phone.

- 8.23 Regular coin collection and payphone maintenance shall also include checking the cleanliness of each payphone station, cleaning the phone and enclosure, and maintaining directories at each payphone station.

PCS Response: PCS has read, agrees and will comply.

- 8.24 Describe any capabilities that your payphones or related equipment employ to notify you of payphones that are jammed, full, out of service, etc.

PCS Response: PCS has read, agrees and will comply. The same polling process that is used to determine the operational status of the phone and the coin capacity is also able to provide system alerts on jammed, full, and out-of-service phones. The raw polling data is imported into a call management system that creates exception reports that are reviewed by technicians. Based on the results of these exception reports, the technicians schedule maintenance and repairs.

One of the key components of the polling system is the "ring no answer" module. This module identifies payphones that did not successfully pass the polling process. Unsuccessful attempts to poll a phone could be caused by a phone that is currently in use (busy), a network failure, or physical hardware malfunction.

For any phones classified as a "ring no answer", technicians will manually poll each phone to troubleshoot the problem. If a successful connection cannot be established, a technician will be dispatched to perform on-site maintenance and/or repairs.

In addition to the "ring no answer" report, the polling system also has reports for alarm conditions. This report identifies phones that have successfully been polled, but that have reported an alarm condition. These conditions are checked by the payphone technicians to determine if the alarm is service affecting or simply a notification for future maintenance. For any service affecting alarms, a technician will be dispatched to perform physical on-site maintenance and/or repairs.

- 8.25 All installed payphones must comply with both State and Federal requirements including the Americans with Disabilities Act.



PCS Response: PCS has read, agrees and will comply.

- 8.26 Public payphone Providers must be registered with the Federal Communications Commission.

PCS Response: PCS has read, agrees and will comply.

- 8.27 No advertising or sales solicitations not directly related to the payphone service or other services under this RFP are to be displayed on the payphones, placards, or the immediate areas surrounding the payphones.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

- 8.28 Indicate and elaborate on your ability to meet these requirements.

PCS Response: PCS has read, agrees and will comply. The proposed equipment is fully capable of meeting the required specifications.

- The PCS Team understands that it will be responsible for all aspects and costs of the public payphones and the hardware, circuits, and labor necessary to bring the phones into service. The only exceptions will be the concrete pad and one grounded 15 amp circuit for power to the phone.
- All payphones, cabling, and conduit will be installed and secured in a professional manner to match the surrounding environment as close as possible. Any installation that is not in compliance will be remedied within 7-days notice after notification from the State.
- All payphones, cabling, hardware, and conduit will be maintained by The PCS Team for the life of the contract.
- Payphones will provide dial tone first and will provide direct free access to dial tone.
- Payphone users will be able to enter unlimited digits for the duration of their call.
- Payphones will refund any money deposited in the event of a busy signal or no answer.
- Users will be able to place "911" and "800" number calls at no charge and without inserting any money into the payphone.
- Phones will allow users to access any long distance carrier by dialing codes provided by their carrier.
- Local calls will be permitted to be of an unlimited duration.
- Payphones will be configured to receive incoming calls at no charge. However, incoming call restrictions will be available on all Public payphones as requested by the State.



- Selected payphones at Department of Natural Resources locations will be designated as seasonal and may be disconnected or suspended at the end of each season. Seasonal phones will be reconnected the following season upon Vendor notification by the State. Any phones that are disconnected or suspended that will be left on state property will be clearly secured, tagged, and bagged to indicate that the phone is not in service.
- The PCS Team will be provide additional Public payphones as new buildings and properties open.
- Payphones will be lighted during evening hours when light from other sources is not sufficient to read instructions and use the payphone.
- The PCS Team will complete all requests for new installations, removals, or relocations within 45 days.
- When the PCS Team installs or removes a payphone or enclosure, care will be taken to minimize any damage to drywall and the surrounding area. Mounting holes left from the phone and any enclosures, and back plates will be filled with spackle or appropriate wood filler as needed. Electrical/wiring boxes will be covered with a solid faceplate that matches the surrounding environment as close as possible. Any excess damage either accidental or intentional caused during the installation or removal of a payphone will be the responsibility of the PCS. If The PCS Team fails to repair damage, the State may have the damage repaired and all costs billed to PCS.
- If payphone equipment requires space in a MDF or IDF, The PCS Team will provide detailed requirements.
- Regular coin collection and payphone maintenance will also include checking the cleanliness of each payphone station, cleaning the phone and enclosure, and maintaining directories at each payphone station.
- All installed payphones will comply with both State and Federal requirements including the Americans with Disabilities Act.
- Public payphone Providers will be registered with the Federal Communications Commission.

8.29 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. As part of The PCS Team, Publicall has been servicing the payphones in the State of Indiana for the last 6 years is best suited to continue, and improve upon, the excellent level of service that the State currently receives. By going with a known and proven entity, the State can rest assured that there will be no degradation of service under the new contract.

9.0 OPERATOR SERVICES FOR PUBLIC PAYPHONES – MANDATORY

- 9.1 Recognition of Automatic Number Identification (ANI) and screen codes designating type of originating Public phones enabling efficient processing of operator assisted calls.

PCS Response: PCS has read, agrees and will comply.

- 9.2 General assistance must be provided at no charge.

PCS Response: PCS has read, agrees and will comply.

- 9.3 Users must have access to a directory assistance operator at no charge and without inserting any money into the payphone.

PCS Response: PCS has read, agrees and will comply.

- 9.4 Operators must be able to pass or refer users to other carriers when necessary.

PCS Response: PCS has read, agrees and will comply.

- 9.5 Respondents must have the capability of handling the following types of calls:

- 9.5.1 Station Collect
- 9.5.2 Person Collect
- 9.5.3 Third Number Billed (Operator must verify billing number)
- 9.5.4 1+ Sent Paid
- 9.5.5 International Direct Dial Calls
- 9.5.6 Bell Operating Company (BOC) Calling Cards
- 9.5.7 Your Company's Calling Cards

PCS Response: PCS has read, agrees and will comply.

- 9.6 Operators must be willing and able to assist users having difficulty dialing a number.

PCS Response: PCS has read, agrees and will comply.

- 9.7 Operators must be willing and able to assist users with emergency calls.

PCS Response: PCS has read, agrees and will comply.

- 9.8 Operator services must be provided 24 hours a day, 7 days a week.

PCS Response: PCS has read, agrees and will comply.

- 9.9 When answering calls from users, the operator must identify the Respondent's company.

PCS Response: PCS has read, agrees and will comply.

- 9.10 If calling party desires to use a credit card (Qwest, AT&T, etc) other than Respondents', then the operator must provide them with instructions.

PCS Response: PCS has read, agrees and will comply.

- 9.11 Operators must be able to provide an instant credit, or a simple means to receive credit, for a poor quality call (i.e., static, crosstalk, garbled talk, disconnect, etc.).

PCS Response: PCS has read, agrees and will comply.

- 9.12 Operators must at all times be courteous to callers.

PCS Response: PCS has read, agrees and will comply.



9.13 The Respondent should employ their own operators and maintain their own operator centers.

PCS Response: PCS has read, agrees and will comply.

9.14 Calls to operators must be answered in a maximum of 2.5 seconds.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

9.15 Indicate and elaborate the proposed services' ability to meet these specifications.

PCS Response: PCS has read, agrees and will comply. Along with the incumbent maintenance provider, Publicall, PCS will use the incumbent operator service provider, Legacy Telecommunications. With these two partners, The PCS Team will be able to fully meet the required specifications:

- The PCS Team will provide for recognition of Automatic Number Identification (ANI) and screen codes designating type of originating Public phones enabling efficient processing of operator assisted calls.
- General assistance will be provided at no charge.
- Users will have access to a directory assistance operator at no charge and without inserting any money into the payphone.
- Operators will be able to pass or refer users to other carriers when necessary.
- The PCS Team will have the capability of handling the following types of calls: Station Collect, Person Collect, Third Number Billed (Operator must verify billing number), 1+ Sent Paid, International Direct Dial Calls, Bell Operating Company (BOC) Calling Cards, Your Company's Calling Cards
- Operators will be willing and able to assist users having difficulty dialing a number.
- Operators will be willing and able to assist users with emergency calls.
- Operator services will be provided 24 hours a day, 7 days a week.
- When answering calls from users, the operator will identify the operator's company.
- If calling party desires to use a credit card (Qwest, AT&T, etc), then the operator will provide them with instructions.
- Operators will be able to provide an instant credit, or a simple means to receive credit, for a poor quality call (i.e., static, crosstalk, garbled talk, disconnect, etc.).
- Operators will at all times be courteous to callers.
- The PCS Team will use the same company, Legacy Telecommunications, that provides operators and operator centers to the State today.



- Calls to operators will be answered in a maximum of 2.5 seconds.

9.16 An outline of your plan for providing the above specifications.

PCS Response: PCS has read, agrees and will comply. The PCS Team has partnered with Publicall and Legacy Telecommunications to provide Operator Services for the public payphones. This service will either meet, or exceed, the level of service that is currently being provided on the State's public payphones. Legacy currently provides operator service for thousands of phones nationwide and will continue to provide superior service to the State of Indiana. If in the future the State prefers to transition to an alternate provider for operator services, The PCS Team has incorporated a level of flexibility that will allow for a seamless transition to the new provider.

9.17 An explanation of calling procedures when using credit cards other than your own.

PCS Response: PCS has read, agrees and will comply. The calling procedures for using non-PCS credit cards will be the same as it is currently. For a live operator call, the customer need only provide the operator with the card number, the expiration date, and the number to be called. The operator will validate the available funds on the card, connect the call, and charge the card for the completed call. For an automated operator call, the customer will follow voice prompts to enter the card number, the expiration date, and the number to be called. The system will validate the available funds on the card, connect the call, and charge the card for the completed call.

9.18 An explanation of how the use of credit cards (or other dial around methods), other than your own, would affect commissions paid to the State.

PCS Response: PCS has read, agrees and will comply. The PCS Team will pay commissions on any calls that are carried on Legacy's network and billed by PCS. For any credit cards (or other dial around methods) that are not carried on the Legacy network and are not billed by PCS, commission would not be paid to the State since PCS would not be collecting any revenue for the call.

9.19 An explanation of how operators would assist with emergency calls.

PCS Response: PCS has read, agrees and will comply. Operator assisted emergency calls will be handled quickly and professionally. The operator will gather the required information from the customer and will follow Legacy's internal procedures for notification of the appropriate party. Legacy subscribes to the national emergency database that provides 10-digit emergency numbers for each public payphone location. Fire, police, and poison control hotlines are managed through this database.

9.20 Your method of verifying third number billed calls.

PCS Response: PCS has read, agrees and will comply. All calls that are placed through the live operators must pass billing verification/approval prior to the operator completing connection of the call. The operators will call the third party number to verify acceptance of billing prior to processing the call. If the operator is not able to contact the third party or does not receive approval, the caller will be prompted for an alternate payment method for the call.

9.21 Your method of determining the validity of BOC calling cards.

PCS Response: PCS has read, agrees and will comply. All BOC or LEC calling cards that are used on the Public Payphones will be validated through Legacy Communications just as they are today. Legacy verifies these calling cards against the Line Information Data Base (LIDB) provided by the LECs. If validation does not pass via the automated process, the Legacy Operator will take the calling card number verbally and assist the user in validating the card and placing the call.

9.22 Outline your method for providing users credit for poor quality calls.

PCS Response: PCS has read, agrees and will comply. The method for providing users credit for poor quality calls will either mirror or improve upon the process that Legacy currently has in place today. When notified of a poor quality call, the Legacy operators will collect the relevant information about the call, determine the validity of the complaint, and for valid complaints will either credit the cost of the call to the next phone bill or will send a refund to the caller's home.

9.23 The location (s) of your company's operation center(s).

PCS Response: PCS has read, agrees and will comply. The PCS Team has partnered with Publicall and Legacy Telecommunications for the public payphone operator services. Legacy's operation center is open 24x7 and 365 days per year in Cypress, CA.

9.24 The total number of operators that the company employs.

PCS Response: PCS has read, agrees and will comply. Legacy Telecommunications employs 185 operators.

9.25 A detailed description of the training program that your operators must complete before working with customers.

PCS Response: PCS has read, agrees and will comply. New operators attend a two week training session followed by a testing period before they are employed to handle live calls. During the training sessions, the new operators learn the training manual and are tested on each component of operator service. Upon successful completion of the tests, the operators spend 3-days handling mock calls via the training station. The training staff will sit in on the calls with the new operators and will provide feedback on processes, procedures, and best practices. Any required corrective action will be implemented in the subsequent training calls. Once all section testing and mock calling is complete, the operators are given a final exam. It is only after the successful completion of the final exam that new operators are allowed to handle live calls.

9.26 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.



10.0 IC-5-22-23 – MANDATORY

Previous legislation has placed new requirements on offender calling rates and commissions. Please refer to Attachment G for a copy of IC-5-22-23 Chapter 23 “Telephone Calling Systems for Confined Offenders”

PCS Response: PCS has read, agrees and has complied. PCS’s proposed rates are fully compliant with IC-5-22-23.

PROVIDE THE FOLLOWING:

10.1 A certified complete copy of ALL contracts and contract renewals you have with all other Indiana, local and county jails in the State of Indiana. This must show all terms and conditions, per minute rates, call setup fees, and commissions. **Failure to provide this data WILL result in elimination from consideration of award. These documents should be submitted with your proposal in a separate sealed envelope marked “CONFIDENTIAL”.** Please review section 1 paragraph 1.15 of the RFP packet that details how the State handles confidential information.

PCS Response: PCS has read, agrees and will comply. PCS is currently and has been providing service to the Lake County Jail in Crown Point, Indiana since November, 2007 and Allen County Community Corrections in Fort Wayne since November 2008. PCS has included a copy of the Lake County and Allen County contracts and contract renewals in the **separate, sealed envelope labeled “CONFIDENTIAL” as Appendix M.**

10.2 Any other information you deem necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

11.0 RATES – MANDATORY (Evaluated as a separate Category Attachment H)

11.1 For Offender phone calls, the State is seeking a flat per minute rate. No surcharges, long distance fees, call connect fees, or other charges other than the flat per minute rate are permitted under this RFP. Pricing must be based on a flat per minute rate.

PCS Response: PCS has read, agrees and will comply. PCS has detailed our proposed rates in **Section 3, Cost Proposal (RFP Attachment H).**

11.2 The per minute cost for an offender phone call must be the same per minute cost for the entire duration of the call. For example, the first minute may not be billed at \$1.00 with subsequent minutes being billed at \$0.20 per minute.

PCS Response: PCS has read, agrees and will comply.

11.3 The per minute cost for an offender phone call must remain the same and not be based on distance, length of call, the time of day, or the day of the week that the call is placed.

PCS Response: PCS has read, agrees and will comply. PCS has detailed our proposed rates in **Section 3, Cost Proposal (RFP Attachment H).**

- 11.4 Offender calls will be of a limited or an unlimited length. The amount of time an offender is permitted per call is determined on a facility by facility basis. Most facilities currently permit 15-20 minute calls. Offenders are currently permitted to immediately make another call after they complete their first call at most IDOC facilities.

PCS Response: The PCS Team has read and understands.

- 11.5 International calls may have a reasonable call connect fee and a per minute rate. No other fees are permitted.

PCS Response: PCS has read, agrees and will comply. PCS has detailed our proposed international rates in Attachment H.

- 11.6 Offender calls will not be rated as local, long distance, etc. All calls will be a flat per minute rate. **RFP responses that show any surcharges or fees (excludes international calls) will be eliminated from the RFP selection process.**

PCS Response: PCS has read, agrees and will comply. PCS has detailed our proposed rates in Section 3, Cost Proposal (RFP Attachment H).

- 11.7 Total call cost must be the same or less than the current dominant carriers rates for the same type/length of call placed the same time of day. (The State considers the dominant carrier to be GTL and Securus due to the number of payphones they provide for the State).

PCS Response: PCS has read, agrees and will comply. PCS has detailed our proposed rates in Section 3, Cost Proposal (RFP Attachment H).

- 11.8 Per minute rates must be the same or less than those of the dominant carrier on calls placed from the State offender telephones. Respondent is to compare their public payphone and offender calling rates to the published rates of up to three (3) of their local competitors and show how their rates compare to those of their competitors.

PCS Response: PCS has read, agrees and will comply. PCS has detailed our proposed rates in Section 3, Cost Proposal (RFP Attachment H). Securus, GTL, and VAC are all local competitors and the comparison of our rates to theirs can be found in response to Requirement 11.16 below.

PCS is tariffed to provide public payphone service in the State of Indiana at the maximum rate of \$0.50 per minute.

- 11.9 Public payphone rates may not exceed \$0.50 for a local coin call of unlimited duration.

PCS Response: PCS has read, agrees and will comply. PCS has detailed our proposed rates in Section 3, Cost Proposal (RFP Attachment H).

- 11.10 During the contract period and all subsequent renewals, the rates charged for offender calls, and all State payphone calls will be changed only with written approval from IOT and IDOC. Requests for rate changes must provide specific details as to why the increase or decrease is requested. Failure to secure permission



for a rate change will be cause for contract termination. If such termination occurs, the Respondent will be responsible for all commissions remaining through the end of the contract term. The commission owed to the State will be calculated by using the average of the previous twelve (12) months revenues.

PCS Response: PCS has read, agrees and will comply. PCS will not change any rates without approval in writing from the State.

- 11.11 Proposals submitted with what the evaluation committee determines to be excessive or unnecessarily justified service fees, costs, or other fees which fail to comply with the requirements set forth in this Document, and cause undo financial hardship on the families and friends of offenders receiving collect only calls will be eliminated from consideration of award.

PCS Response: The PCS Team has read and understands.

- 11.12 Complete the provided pricing worksheet attached in Attachment H. Provide the State with several per minute rate options, and the commission percentage you will pay the State. No responses should be submitted that propose a zero percent commission.

PCS Response: PCS has read, agrees and will comply. PCS has provided the pricing worksheet that includes multiple rate options and commission percentages in **Section 3, Cost Proposal** (RFP Attachment H).

PROVIDE THE FOLLOWING:

- 11.13 Indicate how the proposed service can meet these specifications.

PCS Response: PCS has read, agrees and will comply.

- 11.14 Provide detailed rate tables describing call rates for different call lengths. (Tables must be easily understood).

PCS Response: PCS has read, agrees and will comply. The proposed rates are the same per minute for all domestic call bands, all calling types, and all call durations. Whether the call is Local or Long Distance, Collect or Prepaid, for 1 minute or 99 minutes, the per minute rate will be the same. The PCS Team has provided multiple rate options as requested in **Attachment H**. To help clarify the single per minute rate option as requested in this requirement, the PCS Team has prepared the table below showing the per minute rate at \$0.2925/min, which is 10% below the current baseline per minute rate of \$0.3250/min. PCS proposes the following rates which fully comply with all the requirements outlined above.

Proposed Per Minute Rates*	Collect	Prepaid	Debit
	Per Minute Rate (1-99 Minutes)	Per Minute Rate (1-99 Minutes)	Per Minute Rate (1-99 Minutes)
Local	\$0.2925	\$0.2925	\$0.2925
IntraLata	\$0.2925	\$0.2925	\$0.2925
InterLata	\$0.2925	\$0.2925	\$0.2925
InterState	\$0.2925	\$0.2925	\$0.2925
InterNational	N/A	N/A	\$0.7500

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

*The above rates do not include any applicable federal, state or local taxes, regulatory fees, or surcharges.

11.15 Provide pricing for international calls in Attachment H.

PCS Response: PCS has read, agrees and will comply. PCS has detailed our proposed international rates in Section 3, Cost Proposal (RFP Attachment H).

11.16 A table/chart listing your current rates in comparison to up to three (3) of your competitors current rates being charged in other states.

PCS Response: PCS has read, agrees and will comply. PCS's proposed rates compared to GTL, Securus, and VAC is provided below.

Rates	Connect	Per Minute	Cost of 20-minute Call
GTL – Georgia DOC	\$2.00	\$0.19	\$5.80
Securus – Maryland DOC	\$3.00	\$0.285	\$8.70
VAC – Oregon DOC	\$3.95	\$0.89	\$21.75
PCS – Proposed Rates for Indiana DOC	\$0.00	\$0.2925	\$5.85

11.17 A copy of your Company's most recent IURC Tariff filings regarding offender/collect only payphones and public payphone charges, surcharges and fees.

PCS Response: PCS has read, agrees and will comply. PCS has included a copy of our recent IURC Tariff filings for offender/collect only phones and public payphones in Appendix E.

11.18 Any other information you deem necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply.

12.0 SERVICE QUALITY – MANDATORY

The State requires that the selected Respondents' service provide satisfactory speech quality.

PCS Response: PCS has read, agrees and will comply. All phones and wiring provided by PCS will provide audio quality which meets or exceeds industry standards enacted by standards organizations, such as Bellcore and IEEE, for transmitted and received levels, noise, cross talk and frequency range.

12.1 The noise floor must be -40 dB (decibel, $dB=10 \log P1/P2$, where P1 and P2 are the power level in watts) or better.

PCS Response: PCS has read, agrees and will comply.

12.2 The signal to noise ratio must be below 40 dB if the proposed service utilizes an analog network or between 15 and 25 dB if a digital network is utilized.

PCS Response: PCS has read, agrees and will comply.



- 12.3 For VOIP networks and the proposed CCS the minimum acceptable MOS score is 4.0 or better.

PCS Response: PCS has read, agrees and will comply. PCS uses a G729 Codec which is specifically recommended by the ITU (International Telecommunications Union) for VoIP applications and voice-audio storage. The Codec can be adjusted to allow recordings to be stored at 64, 32, 16 or 8 bit compression enabling the CCS to achieve a MOS range from 3.79-4.5.

- 12.4 If a VOIP system is being proposed it is essential that the Respondents' network employ QOS to ensure that all calls receive priority treatment over other traffic with low jitter, low delay and little or no packet loss across the network.

PCS Response: PCS has read, agrees and will comply. All PCS services are delivered over a carrier grade MultiProtocol Label Switching (MPLS) connection to PCS's private, firewall-protected Wide Area Network (WAN). The MPLS circuit can transmit many different types of data- including file transfers, voice and video; and enables traffic engineering such as CoS and QoS controls.

An MPLS circuit enables PCS to offer CoS (Class of Service) traffic management; meaning that different types of data, such as email, large file transfer, voice and video are distinguished from each other. This differentiation assures that **time-sensitive data packets, carrying voice** for instance, **are never delayed** by packet queuing.

In addition PCS contracts with our carrier to ensure sufficient network availability to provide Quality of Service (QoS) guarantees. These QoS (Quality of Service) resource reservation control mechanisms guard our data flows against delay, jitter, packet dropping and bit error. These QoS features are necessary for high quality multimedia streaming and allow us to provide a quality of voice at least equal to carrier grade.

- 12.5 The level of unwanted frequencies produced by the pair shall be not more than 33 dBm (1milliwatt of power dissipated in a 600 ohm impedance) in the band from 300 to 3400 Hz (hertz).

PCS Response: PCS has read, agrees and will comply.

- 12.6 Lines must be free from crosstalk.

PCS Response: PCS has read, agrees and will comply.

- 12.7 Lines must be free from static.

PCS Response: PCS has read, agrees and will comply.

- 12.8 Audio on the lines must not sound digitized or have any echo.

PCS Response: PCS has read, agrees and will comply. PCS's proposed solution includes multiple specialized components and rigorous network standards to cancel both hybrid and acoustic echoes and fully meets ITU-T recommendations. The proposed offender phones include built-in confidence technology to suppress background noise (including acoustic echo), and all hands-free phones proposed additionally include built-in echo cancellers.

PCS's WAN utilizes field proven echo cancellation that meets or exceeds ITU-T G.168. Echo cancellation is used for all voice/voice band interconnections between PCS's WAN and the PSTN, analog telephones, or 2- to 4-wire hybrids terminal devices. Echo cancellation will also be deployed throughout the network in a proven, redundant design. This design will allow the network to dynamically track echo path changes resulting from conferencing, call transfers and permanent off-hook conditions. In addition, the design allows the detection of double talk without divergence or clipping.

The Network Gateways will also provide echo cancellation for all connections that will possibly encounter 2- to 4-wire hybrids or be connected to analog telephones or terminal devices. The echo canceller(s) are capable of providing cancellation end-path capacity of at least 48 milliseconds. The tail-path of the Network Gateway echo-canceller faces the PSTN network termination.

12.9 Service Outages

12.9.1 A major outage is any outage that causes a degradation of service to 20% or more of the pay telephones at any facility/location. This shall also include all network, hardware, software, investigative and recording capabilities, and features of the call control system and automated operator scripting. Respondent will provide an onsite response time of no more than four (4) hours, 24 hours a day, 7 days a week, 365 days a year for all major outages.

PCS Response: PCS has read, agrees and will comply.

12.9.1.1 Any trouble ticket related to the ability of IDOC investigations staff to access any CCS, live calls, recordings or call records must be treated as a priority 1 level incident and is considered a major outage.

PCS Response: PCS has read, agrees and will comply.

12.9.2 A minor outage is any outage that affects less than 20% of the pay telephones at any facility/location. This shall also include all network, hardware, software, investigative and recording capabilities, and features of the call control system and automated operator scripting. Respondent will provide an onsite response time of no more than eight (8) hours, 24 hours a day, 7 days a week, and 365 days a year for all minor outages.

PCS Response: PCS has read, agrees and will comply.

12.9.3 Use of Offender labor does not constitute an onsite response by the Respondent.

PCS Response: PCS has read, agrees and will comply.

12.10 Respondent will repair any and all service degradations 7 days a week, 24 hours a day, and 365 days a year.

PCS Response: PCS has read, agrees and will comply.



12.11 Respondent will maintain a proactive approach in the monitoring and maintenance of their network and equipment to ensure the greatest amount of reliability.

PCS Response: PCS has read, agrees and will comply.

12.12 Respondent will pay the State a credit when service fails to meet any of the above-mentioned levels of service quality, or fails to meet the above response times for outages. The amount of the credit will be based on the average daily revenue of each phone.

PCS Response: PCS has read, agrees and will comply. PCS will work with the State to modify our standard Service Level Agreements to pay the State a credit when service fails to meet agreed upon levels of service quality and response times for outages.

PROVIDE THE FOLLOWING:

12.13 Indicate and elaborate on your services' ability to meet the above specifications.

PCS Response: PCS has read, agrees and will comply. The PCS CCS is designed and built for reliability. Reliability is provided through high-quality components, multiple hardware redundancies, network design, data backups, and constant remote monitoring and diagnostics. In designing the CCS solution, PCS identifies and establishes contingency plans for the single points of failure (SPF). If the SPF is hardware-related, PCS may install a redundant component, leave behind a hot-standby, or setup automatic rerouting of processes to eliminate system downtime.

PCS installs carrier grade hardware and circuits and holds its vendors to strict Service Level Agreements to maintain the highest levels of service. Both PCS and its network vendors monitor the health of the network and automatically generate trouble tickets and service dispatches should a problem arise with the network. While it is nearly impossible to guarantee 100% uptime for all systems, networks, and components, PCS has addressed all known SPFs to virtually eliminate downtime.

Preventive maintenance is the key to system reliability. Site Administrators will be on-site to conduct routine maintenance on a regularly scheduled basis and meet with key facility personnel to address any new concerns. Routine maintenance includes the following:

1. Physical test of all offender phones for functionality including voice prompts, keypad operation, and handset operation. Test all outbound trunks. Complete all required offender phone repairs.
2. Operational test of all call processing equipment and perform routine maintenance and cleaning.
3. Verification that all new facility personnel who work with the offender phone system are familiar with the proper operation of the system and provide training as necessary.
4. Verification that the appropriate facility personnel have repair and technical service escalation materials.



12.14 Indicate your network's average noise floor.

PCS Response: PCS has read, agrees and will comply. The average noise floor for PCS's network will be engineered to comply with the requirements in **Section 12.1** so that the noise floor is -40 dB or better.

12.15 If proposing a VOIP solution what is your average MOS score?

PCS Response: PCS has read, agrees and will comply. PCS's VOIP solution can be configured for a MOS score as high as 4.5. As mentioned in **Requirement 12.3**, the G.729 Codec that PCS uses can be adjusted to allow recordings to be stored at 64, 32, 16 or 8 bit compression enabling the CCS to achieve a MOS score ranging from 3.79-4.5. The screenshot below from our network monitoring tool shows an average MOS score of 4.06 across a sampling of PCS's VOIP based solutions.

	PCS_BlueRidgeIA_2811.teamca.com	0 bad call paths	4.06		1.084 ms	70.53 ms	0 %
	PCS_BoonvilleCCTC_2821.teamca.c	0 bad call paths	4.06		1.253 ms	54.06 ms	0 %
	PCS_CaledoniaWC_2811.teamca.com	0 bad call paths	4.06		1.294 ms	65.45 ms	0 %
	PCS_CampBerrett_2811.teamca.com	0 bad call paths	4.06		1.052 ms	16.44 ms	0 %
	PCS_CBS_Flightline_2811.teamca.	0 bad call paths	4.06		1.0 ms	38.7 ms	0 %
	PCS_CentraRI_2811.teamca.com	0 bad call paths	4.06		1.0 ms	46.95 ms	0 %

12.16 If proposing a VOIP solution what type of CODEC do you utilize (i.e. G.722, G.729)?

PCS Response: PCS has read, agrees and will comply. PCS uses a G 729 Codec which is specifically recommended by the ITU (International Telecommunications Union) for voice transmission and VoIP applications.

12.17 Indicate your network's average signal to noise ratio.

PCS Response: PCS has read, agrees and will comply. Given that PCS utilizes a digital network, the average signal to noise ratio is between 15 dB and 25 dB.

12.18 Indicate your method and frequency of testing the quality of your network.

PCS Response: PCS has read, agrees and will comply. PCS uses an IP SLA Manger with Cisco IP SLAs to collect network performance statistics without intruding on voice calls. These statistics include MOS, jitter, network latency, and packet loss. This monitoring tool takes snapshots every 5 minutes 24\7\365.

12.19 Provide the address, city and state of the dispatch center(s) for the State of Indiana service calls.



PCS Response: PCS has read, agrees and will comply. For this proposal, PCS has partnered with local MBE, BCforward, to handle service calls for the offender and payphones. If the State chooses to remain with the incumbent service vendor, Publicall, BC Forward can work with Publicall to continue local support of the account and local technicians can be dispatched from Publicall's Local Dispatch Center. Should the State wish to work with another service provider in the future, such as ShawnTech, CSCI Consulting, Matrix, or D&M Communications, PCS is willing to work with the State to utilize the provider that best meets the State's needs.

- **Publicall Local Dispatch Center**
6330 E. 75th St. Suite 164 Indianapolis, IN 46250

Publicall can dispatch local in-state technicians to handle support for the offender phones, public payphones, Wi-Fi, and all corresponding hardware and circuits

- **PCS's Technical & Field Services Center**
4800 Alliance Gateway Freeway, Suite 100 Fort Worth, TX 76177

This location is home to our Technical & Field Services, Network Operations and Monitoring, and Product Development departments; and a 19,000 sq. ft. spare parts warehouse. PCS's Technical & Field Services department takes calls from facility personnel for reporting system problems including preparation of trouble tickets, personnel notifications, escalation procedures, call lists, maintenance logs, management reports, trouble ticket closure, and any other issues. Once a problem has been reported to PCS, Technical Services staff will create a trouble ticket and begin remote diagnostics. If the problem cannot be fixed remotely, Technical Services dispatches technicians all over the country to facilities to make repairs.

12.20 Describe the trouble reporting procedures.

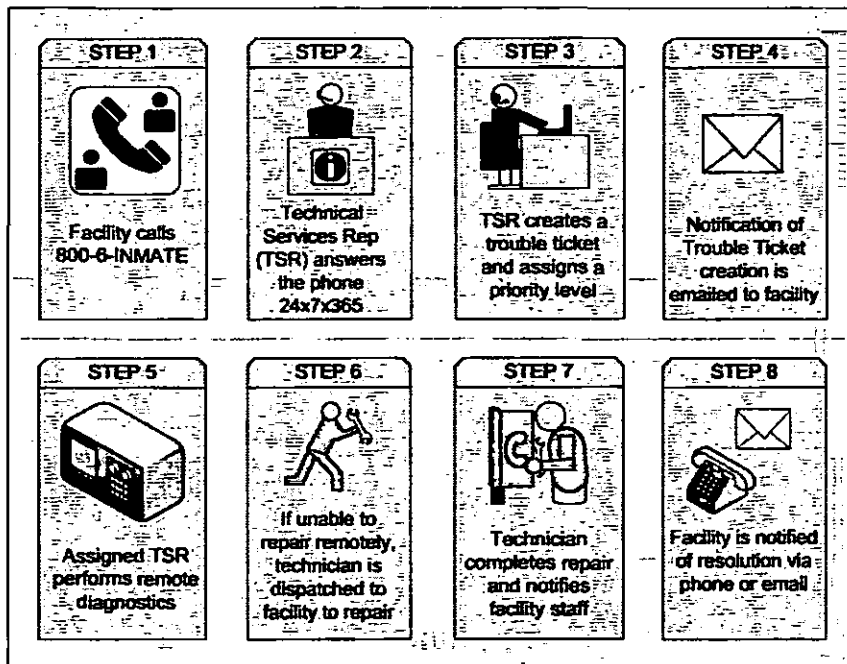
PCS Response: PCS has read, agrees and will comply. PCS maintains a **toll-free number (800-6-INMATE) staffed 24 hours per day, 365 days per year** that facility personnel may call for repairs as well as telephone technical support. This service may be used to report system problems including preparation of trouble tickets, personnel notifications, escalation procedures, call lists, maintenance logs, management reports, trouble ticket closure, and any other issues. IDOC staff will also be able to enter tickets directly into our service-incident management application (BMC Service Desk Express) on the web via a secure web-portal.

For trouble reporting, PCS will adhere to the following protocol:

1. When the facility contacts PCS via the 800-6-INMATE line, a ticket will be opened and a phone call put through to a backup technician.
2. The backup technician will report their status and provide an ETA.
3. A PCS Technical Services representative will contact the DOC representative that reported the issue to let them know the ticket number and provide an ETA for the technician en route.



4. The technician will notify the PCS Technical Services representative when they have arrived onsite; will sign the facility check-in form on arrival, and meet with the escort provided by the facility (if available/required).
5. The technician will report the status of the issue to PCS if they are unable to resolve the problem immediately.
6. PCS's representative will contact the DOC representative who reported the problem, and provide them with a status report of the situation every hour until resolution.
7. The Technician will notify the PCS representative of ticket completion if they are able to resolve the issue.
8. PCS's representative will contact the DOC representative who reported the problem to let them know that the problem has been resolved. If they are satisfied with the resolution, the ticket will be closed.



12.21 Describe your trouble escalation process.

PCS Response: PCS has read, agrees and will comply. In most instances, requests for service on the network and hardware either come to PCS via the site administrators, technicians, or facility staff. Once the PCS Technical Services Team is made aware of the request, they will follow the trouble ticket reporting procedures outlined in **Requirement 3.0**. If the request is not completed per the agreed upon Service Level Agreement (SLA), the Technical Services Team will escalate the ticket as follows:

When To Escalate PCS Management Escalation Path



	When To Escalate	PCS Management Escalation Path
1	Initial Call or One Hour Past the Required Repair Timeline	Technical Services On-Call: (424) 202-1957 Direct Line: (818) 898-3584 Or (800) 646-6283
2	Second Call or Two Hours Past the Required Repair Timeline	Technical Services Lead: Lori Floyd (310) 220-9893
3	Third Call or Three Hours Past the Required Repair Timeline	Technical Services Manager: Matt McFalls (817) 491-5163
4	Fourth Call or Four Hours Past the Required Repair Timeline	Director of IEngineering: George McNitt (817) 690-4809
5	Fifth Call or Five Hours Past the Required Repair Timeline	Chief Technology Officer: Doyle Schaefer Direct Line: (800) 350-1000, x 3027
Final Tier	Sixth Call or Six Hours Past the Required Repair Timeline	President & Chief Operating Officer Tommie Joe Direct Line: (800) 350-1000, x 3037

12.22 Indicate your understanding and agreement to the required response times for all major and minor service outages.

PCS Response: PCS has read, agrees and will comply. PCS has read the requirements for response times for major and minor outages and understands and agrees.

12.23 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

13.0 BILLING, DEBIT, PREPAID ACCOUNTS, ACCOUNT LIMITS & CALL BLOCKING LEVEL- MANDATORY

13.1 It shall be the Respondents' sole responsibility to bill and collect for all calls either by establishing prepaid accounts, direct billing or thru LEC billing.

PCS Response: PCS has read, agrees and will comply.

13.2 Called parties may not be forced to open a prepaid or debit account in order to receive calls from Offenders.

PCS Response: PCS has read, agrees and will comply. PCS never forces called parties to set up prepaid or debit accounts. PCS offers integrated cardless debit that may be funded by offenders and standard collect calling that allows called parties to receive calls from offenders without setting up a prepaid or debit account.

13.3 No billing statement fees are permitted for direct billed or LEC billed accounts.

PCS Response: PCS has read, agrees and will comply.

13.4 The maximum fees permitted to setup a prepaid, debit, advance connect account, or

any type of other account either online or over the phone may not exceed \$3.00.

PCS Response: PCS has read, agrees and will comply.

13.4.1 No fee is permitted to add funding to any account once the initial account is setup.

PCS Response: PCS has read, agrees and will comply.

13.4.2 No fee is permitted if payment is mailed in to setup the account and for future funding of the account.

PCS Response: PCS has read, agrees and will comply.

13.4.3 No fee is permitted to make any other changes to the account.

PCS Response: PCS has read, agrees and will comply.

13.4.4 Any funding remaining in a customer account will be refunded in full upon request. No refund fee is permitted to issue a refund when a customer requests a refund, or closes an account.

PCS Response: PCS has read, agrees and will comply.

13.5 The call blocking limit may not be less than \$80.00 in any given rolling 90 day period for offender calls unless approved in writing by IOT and IDOC.

PCS Response: PCS has read, agrees and will comply.

13.6 Any account that remains dormant will not forfeit any remaining balance, or be charged an inactivity fee. Any balance remaining in a dormant account must be refunded to the party that opened the account. No fees are permitted for refunds. If the account is dormant for more than 180 days and the party originating the account cannot be contacted, any funding remaining in the account will be refunded to IDOC in its entirety.

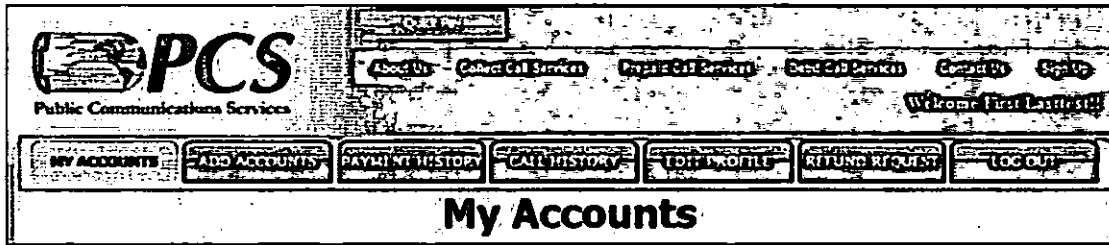
PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

13.7 Indicate and elaborate on the proposed service's ability to meet these specifications.

PCS Response: PCS has read, agrees and will comply. PCS will bill and collect for all Prepaid accounts, direct billing, and LEC billing, as applicable. PCS provides multiple calling and payment options which allow phone numbers that can't accept collect calls to ensure offenders and their loved ones stay connected.

PCS strives to charge as few fees as possible. Anyone who sets up a prepaid account with PCS can log-in to our website at any time to make changes to their account free-of-charge. PCS's website offers a wide range of password-protected account-management options including the ability to view call histories, billing histories, add or change prepaid account destination numbers in both English and Spanish.



13.8 Indicate the length of your billing cycle and on which days of the month it begins and ends.

PCS Response: PCS has read, agrees and will comply. All commission payments are calculated on a calendar month basis and paid within 30 calendar days from the end of the calendar month. The monthly commission report covers the number of days for that month. For example, August has 31 days, so the commission report for August would cover the 1st through the 31st, whereas September has only 30 days, so the commission report for September would cover the 1st through the 30th. The commission offered to the State is calculated based on gross billable revenues minus taxes and fees. No other deductions will apply.

13.9 How is billing processed for recipients of calls originating from IDOC facilities?

PCS Response: PCS has read, agrees and will comply. In our centralized network model, calls are processed and call records generated at our Class IV data center. All records are analyzed to detect inconsistencies in the calling patterns and backed up in two redundant co-locations. Each call is automatically rated during call progression and, for prepaid and debit calls, at termination, according to the fee structure agreed upon with the State. Collect-call records are formatted according to the industry standard and sent to our billing clearinghouse(s) for end-user billing through each user's local phone company. PCS presently uses two billing companies: ILD Telecommunications, and BSG (Billing Solution Group). Records of all billable calls are submitted to billing agencies daily to ensure prompt payment.

- A call record is established anytime a receiver is lifted and an offender dials one or more digits.
- A completed-call record is established when a call is dialed to a valid number and an end-user accepts the charges. Records of calls that are not completed or are misdialed are also stored in the CCS database.
- Billing for a call begins after the called party has positively accepted the call. If the called party does not positively accept the call, there is never a charge. If a call is accepted, the portion of the call prior to positive acceptance is never billed.
- PCS provides back-up storage of call records so that in the event of any system disruption, all files are intact and retrievable.

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

PCS's billing agents (ILD and BSG) contract with all the major phone companies and with aggregators who handle billing and collections for smaller phone companies. This is an efficient and proven way to accurately and promptly bill almost all end-users.

Collections

Collect call recipients are billed on their monthly bills from their phone service providers. Prepaid and Debit account holders may deposit money at any time. PCS collects money from the offender trust/banking or commissary vendor who holds the funds for offender debit accounts monthly, or as arranged with the vendor for those services.

Monies for collect calls are collected by the LECs for each destination number, payments for prepaid accounts are processed electronically by our bank, and funds for debit accounts are held by each correctional facility (usually in the offender trust, banking, or commissary account). Money Orders and checks for prepaid accounts are handled by our Finance Dept. Administrator and forwarded to our bank.

- 13.10 Does your company have billing agreements with all LEC's and CLEC's to handle the billing for calls originating from IDOC facilities?

PCS Response: PCS has read, agrees and will comply. PCS has billing agreements directly or through our billing aggregators with more than 1,000 LECs and CLECs across the North America including AT & T Midwest in Indiana, Ameritech-Indiana, QWEST Central, Verizon North Central-Indiana-GTE, Verizon North IN-GTE, US LEC and all the other significant licensed carriers in Indiana and the surrounding states.

- 13.11 Explain in detail and list any and all charges that your company charges for setting up a billing account.

PCS Response: PCS has read, agrees and will comply. PCS does not charge fees for setting up a billing account.

- 13.12 If billing agreements do not exist with specific LEC's and CLEC's, how does your company enable calls to be processed and billed?

PCS Response: PCS has read, agrees and will comply. PCS has agreements with more than 1,000 LECs and CLECs across the United States and Canada to complete and bill for collect calls that results in a higher percentage of attempted and completed calls than any other vendor. For calls to numbers where LEC or CLEC billing agreements do not exist, PCS offers the most extensive suite of pre-paid calling-options in the ITS industry as well as a direct billing option. These calling options allow offenders to make calls to places that normally do not accept collect calls, such as calls to cell phones, nursing homes, and other businesses. PCS will be solely responsible for billing and collection on all offender calls.

- 13.13 If call blocking limits are imposed beyond those defined by the State, explain the procedures required to have the dollar limit increased.

PCS Response: PCS has read, agrees and will comply. PCS will comply with the blocking limits defined by the State. The PCS Team will get approval from the State before increasing



or decreasing the call blocking dollar limits. The physical change of the limit is done via a simple database modification by PCS and can generally be handled within 24 hours.

13.14 Any other information you deem necessary and appropriate to this section.

PCS Response: PCS has read, agrees and will comply.

14.0 CERTIFICATE OF AUTHORITY – MANDATORY

14.1 Respondent must provide a copy of their Certificate of Authority, or certified proof of it, from the Indiana Utility Regulatory Commission.

PCS Response: PCS has read, agrees and will comply. PCS has provided our Certificate of Authority from the IURC in Appendix A.

PROVIDE THE FOLLOWING:

14.2 A Copy of your Certificate of Authority or certified proof thereof.

PCS Response: PCS has read, agrees and will comply. PCS has provided our Certificate of Authority in Appendix A.

14.3 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

15.0 SYSTEM DOCUMENTATION & MONTHLY REPORTS – MANDATORY

15.1 Respondent must provide each IDOC facility, IDOC investigators, and IOT a complete paper set operation manuals and CD ROMS of operation manuals for the specific system installed at each IDOC facility.

PCS Response: PCS has read, agrees and will comply. PCS has provided detail regarding our operation manuals in Requirement 15.16.

15.2 Respondent shall furnish monthly trouble reports to IOT and IDOC on all system software, data circuit, and hardware malfunctions and defects for all State & IDOC facilities. This report shall be in an electronic format that is acceptable to the State.

PCS Response: PCS has read, agrees and will comply. PCS has provided detail regarding our monthly trouble reports in Requirement 15.12.

15.3 A paper report detailing the Public Telephone's usage information must accompany each commission check sent to IOT & IDOC. The IDOC report will include only IDOC phones. The IOT report must contain all phones. An electronic report in MS Excel format, or other format agreed on by IOT, is also to be provided monthly on CD-ROM or via email in the same format provided on the paper report.

PCS Response: PCS has read, agrees and will comply.

15.4 Report must include an itemized listing by location for each Public Telephone number or offender telephone. The information provided for each telephone must

be: the agency identifier, specific location, address, telephone number, collection period, minutes of usage, number of messages (calls), Respondent's revenue, commission percentage, and commission amount.

PCS Response: PCS has read, agrees and will comply. PCS has provided detail about our monthly itemized listing on telephone numbers and offender telephones in **Requirement 15.16**.

- 15.5 Although the State is requesting a flat per minute rate, call reports will be broken down to indicate if the call was local, intraLata, interLata, interstate, etc.

PCS Response: PCS has read, agrees and will comply. All call records are broken down by call band, call type and more, as described in **Requirement 15.4** above. Please see **Appendix G** for an example of PCS's commission reports.

- 15.6 Report must include summaries by location containing total revenue, total minutes of usage, total number of messages, total minutes of usage and total commissions paid to the State for the particular billing cycle.

PCS Response: PCS has read, agrees and will comply. This information is a standard part of PCS's monthly reports.

- 15.7 Report must include a summary page containing the total number of stations (phones), the Respondent's total monthly revenue (from all State phones), total monthly commissions paid to the State, accumulative number of messages, accumulative minutes of usage, and accumulative commissions paid to the State for the particular billing cycle, as well as year to date.

PCS Response: PCS has read, agrees and will comply. The information described above is included in our **Monthly Commission report**. A sample is provided in **Appendix G**.

- 15.8 Report must include a separate detail page for all newly added and deleted phones during the current reporting cycle.

PCS Response: PCS has read, agrees and will comply.

- 15.9 Reports must be accessible online via the Internet for authorized IOT & IDOC personnel.

PCS Response: PCS has read, agrees and will comply. The accuracy of PCS's records may be checked at any time. Records of all call attempts are available to IDOC staff on the online database. PCS immediately processes each call record through our call analysis program to test system operation, check file-replication processes and identify and correct any missing, corrupt or incomplete data.

- 15.10 These reports are to be sent to:

Indiana Office of Technology
Attn: Payphone Specialist
Indiana Government Center North
Room N551
100 N. Senate Ave.



Indianapolis, IN 46204

Indiana Department of Correction
Technology Services
302 W Washington Street
Room W 341
Indianapolis, IN 46204

PCS Response: PCS has read, agrees and will comply.

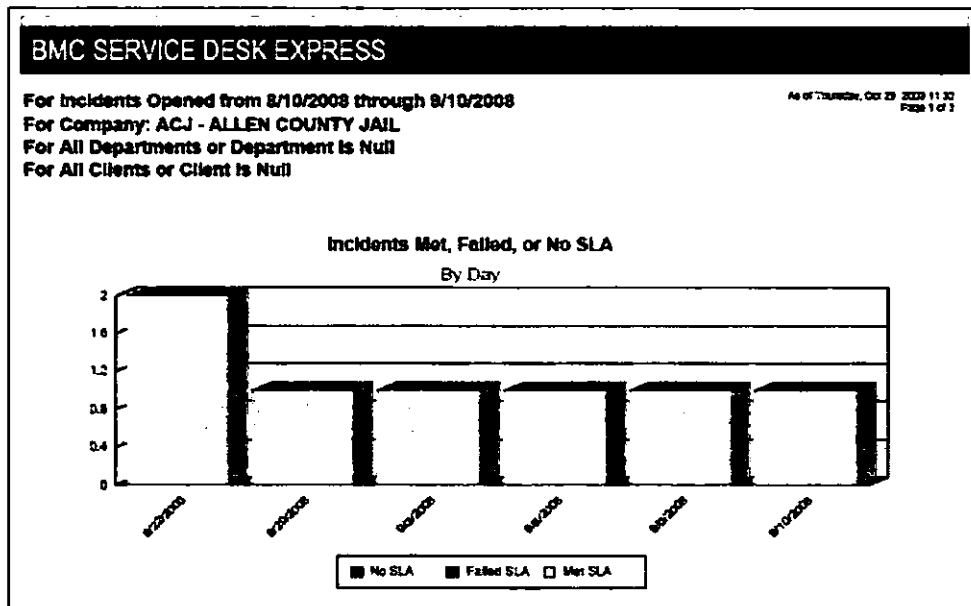
PROVIDE THE FOLLOWING:

15.11 Six complete sets of operation manuals with your response for the call control and recording system you are proposing.

PCS Response: PCS has read, agrees and will comply. PCS has included six complete sets of **User Guides** in the CONFIDENTIAL envelope as **Appendix N**.

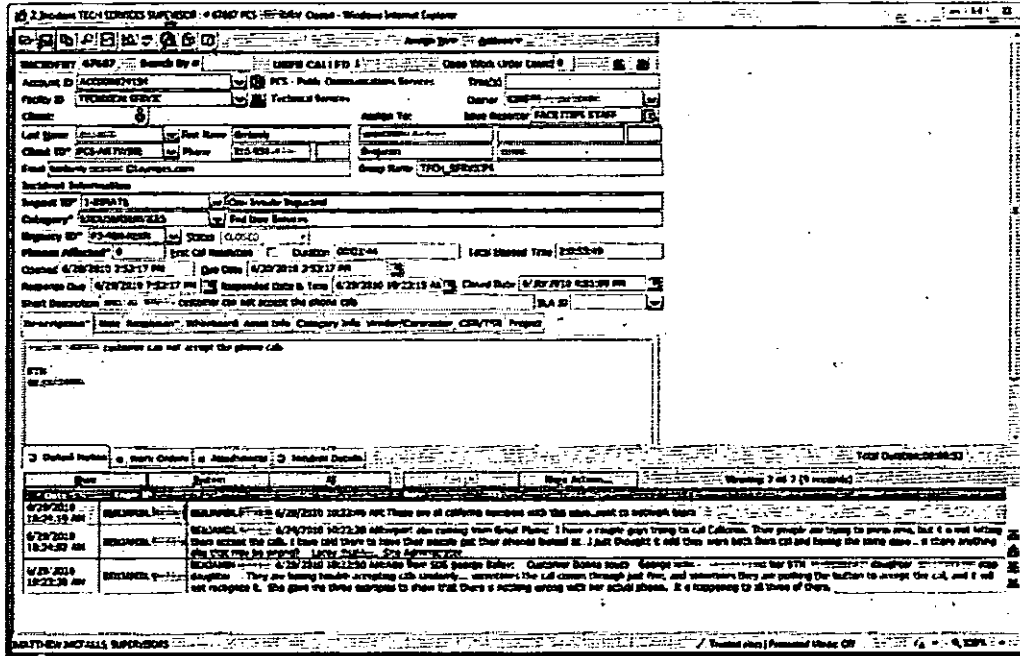
15.12 A sample trouble report and detailed explanation of the system trouble report.

PCS Response: PCS has read, agrees and will comply. PCS has included a Sample Trouble Report in **Appendix F**. Reports on Repairs completed or pending can be run in PCS's Service Desk Express application via the web at any time. For instance, a report on phone repairs completed per day would show:



A sample of a trouble ticket is provided below:

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service



PCS will provide users with training on how to submit incidents, track them, and view status reports. A full training guide is available for users at the time of training. PCS will also provide monthly reports on the ticketing system. These reports will timestamp key steps in the process of problem resolution, including the following:

- Ticket opened
- Ticket received
- Technician dispatched
- Facility contacted
- Gate pass scheduled
- Technician on-site
- Updated status
- Repair delay time (i.e. weather, waiting on parts, etc.)
- Final closure

The CCS database and servers also have a change management system that tracks the exact time and nature of any upgrades, customizations or new features installed for each client. This is used as an in-house tool to keep track of which clients have accepted each new feature and what customization work has been done for each client. A complete report on all such activity for the IDOC will be submitted monthly in html, Excel or other electronic format the State prefers.

Please see **Appendix F** for Samples of the **Monthly Trouble-Ticket and Repair Reports**



available.

15.13 A sample of a monthly usage and call detail and commission report.

PCS Response: PCS has read, agrees and will comply. Please see **Appendix G**. So that IDOC staff may also easily verify the accuracy of the PCS commission payments, each commission check will be accompanied with a Commission Summary Report including the following information which can be checked against each facility's own call records. 100% of calls are included in the summary.

- Facility name and address.
- Each individual telephone, whether it reports traffic or not.
- Each individual called-to number.
- Total minutes, calls, and revenue per phone.
- Total minutes, calls, and revenue per facility.
- Grand total minutes, calls, revenue for all facilities.
- Local, Intralata, Intrastate/Interlata, Interstate calls per phone.

The CCS allows immediate access to all Offender phone call records by both each facility's staff members and PCS personnel. The State's **authorized CCS users can see the same call records that we see and can verify PCS's reports against their own records at any time.** Our system constantly monitors records and produces automatic alerts in the event of irregularities in the data stream or incomplete call records. PCS also produces daily/weekly reports based upon each facility's traffic history to identify and address revenue trends.

<p>On the first page(s), the commission summary report shows the total revenue, totals for all call types (collect, debit, etc.), and the totals for all call bands (local, intralata, interlata, etc.).</p>		Collect	Prepaid Collect	Inmate Debit	Payphone	Total
	Revenue	\$ 4,016.01	\$ 724.93	\$ -	\$ -	\$ 4,740.94
	Unbillables					
	Taxes		(31.22)			(31.22)
	Total	\$ 4,016.01	\$ 693.71	\$ -	\$ -	\$ 4,709.72
	Commission Rate	20%	20%	20%	20%	20%
		\$ 803.20	\$ 138.74	\$ -	\$ -	\$ 941.94

	CALLS	MINUTES	CHARGES	AVG CHG PER CALL	AVG CHG PER MIN	AVG MIN PER CALL
Grand Total						
Collect	1,058	14,200	\$ 4,016.01	\$ 3.80	\$ 0.28	13.42
Prepaid Collect	164	3,026	\$ 724.93	\$ 4.42	\$ 0.24	18.45
Inmate Debit			\$ -			
Payphone			\$ -			
Total	1,222	17,226	\$ 4,740.94	\$ 3.88	\$ 0.28	14.10

	CALLS	MINUTES	CHARGES	AVG CHG PER CALL	AVG CHG PER MIN	AVG MIN PER CALL
Grand Total						
LOCAL	845	13,040	\$ 3,028.36	\$ 3.58	\$ 0.23	15.43
INTRALATA	365	4,073	\$ 1,558.97	\$ 4.27	\$ 0.38	11.18
INTERLATA	4	65	\$ 75.53	\$ 18.88	\$ 1.16	16.25
INTERSTATE	8	48	\$ 78.06	\$ 9.76	\$ 1.63	6.00
CANADA			\$ -			
International			\$ -			
Caribbean-Domestic			\$ -			
Caribbean-International			\$ -			
Mexico			\$ -			
Total	1,222	17,226	\$ 4,740.94	\$ 3.88	\$ 0.28	14.10

Commission Summary Report Totals



Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

Collect	CALLS	MINUTES	CHARGES	AVG CHG PER CALL	AVG CHG PER MIN	AVG MIN PER CALL
2/1/2007	50	613 \$	235.17 \$	4.70 \$	0.38	12.26
2/2/2007	58	688 \$	244.02 \$	4.21 \$	0.36	11.83
2/3/2007	78	928 \$	326.79 \$	4.19 \$	0.35	11.87
2/4/2007	77	1081 \$	346.59 \$	4.50 \$	0.32	14.04
2/5/2007	39	539 \$	175.13 \$	4.49 \$	0.32	13.62

Next is a breakdown of daily calls, minutes, charges for each call type.

Breakdown of daily calls by Call Type

Facility	StationName	Calls	Minutes	Total
PCC - PCS Customer County	1A	7	93	\$29.58
	2A-1	62	1,101	\$258.71
	2A-2	119	2,053	\$499.75
	2B-1	125	2,523	\$548.83
	2B-2	105	1,771	\$413.20
	2C-1	78	1,178	\$307.87
	2C-2	84	1,427	\$348.99
	2D-1	46	552	\$176.21
	2D-2	47	664	\$221.80
	3A-1	77	748	\$271.74
	3A-2	73	884	\$279.44
	3B-1	41	491	\$160.41
	3B-2	37	594	\$168.61
	3C-1	53	686	\$202.28
	3C-2	72	898	\$268.34
	3D-1	76	587	\$228.44
	3D-2	81	720	\$259.29
Unassigned	33	258	\$89.47	
PCC - PCS Customer County				\$4,740.94
Grand Total				\$4,740.94

Next is a Station summary report which details the number of calls, minutes and revenue for each phone.

Station Summary

Commission reports are reconciled with separately produced revenue reports to assure that all revenue is being accounted for and any discrepancy addressed. Please see **Appendix G** for a **Sample Monthly Offender Phone Commission Report**. These reports are available in Excel, pdf, on CD or DVD, or in any other common format the State prefers.

15.14 A sample of any additional information that your report can include.

PCS Response: PCS has read, agrees and will comply. *The PCS CCS comes with more than 2,000 different possible reports* available using the Call Detail Reporting function in the CCS. Any report format may be saved to be used as needed. Facility staff may develop and customize reports based on the Call Detail Reporting screen or through our new report-building feature that was recently implemented at several client facilities, including the Missouri Department of Corrections.

Reports can include information on phone calls by phone, phone trunk line, PIN, dialed number (BTN: billed-to-number), location, time, date, user minutes, call type (free, debit, prepaid), call band (local, interstate, international, etc.) You can also run a report to determine if a recording is available and to view reverse directory information on listed calls.

PCS has provided Samples of some of the **Call Detail Reports** available through the CCS in **Appendix H**.



Reports in the Call Detail Reporting Screen

By clicking on the Call Detail Reporting icon, users will see the Call Detail Reporting screen, from which users may specify the start date and the end date for the report, and the types of calls in which they are interested. Reports can be customized in the Call Detail Reporting screen using the report parameters highlighted below.

The screenshot shows the 'Call Detail Reporting' interface with the following highlighted parameters:

- Start & End Dates:** Callouts pointing to the 'Start Date' and 'End Date' fields, both containing '02/26/2009'.
- Start & End Times:** Callouts pointing to the 'Start Time' and 'End Time' fields.
- Duration:** Callouts pointing to the 'Minimum Duration' and 'Maximum Duration' fields.
- Bill to Number:** Callout pointing to the 'Bill to Number (BTN)' section, which includes a checkbox for 'Search without area code' and a 'PIN' field with a checkbox for 'Active Only'.
- Call Type:** Callout pointing to the 'Call Type' dropdown menu, which lists 'Collect', 'Courtesy', 'Test Debt', 'Pay2Talk', and 'Prisoner'.
- Completion Status:** Callout pointing to the 'Completion Status' dropdown menu, which lists 'All Calls', 'Completed', and 'Incomplete'.
- Call Band:** Callout pointing to the 'Call Band' dropdown menu, which lists 'Local', 'IntraState', 'InterState', and 'InterNational'.
- Stop Reasons:** Callout pointing to the 'Stop Reasons' dropdown menu, which lists 'Activated Debt card', 'Admin Terminated', 'After Hours Block', 'Bad Debt Cards', and 'Bad Number'.
- Inmate Phone:** Callout pointing to the 'Inmate Phone' dropdown menu, which lists '101', '102', '103', '104', and '105'.
- First & Last Name:** Callouts pointing to the 'First Name' and 'Last Name' input fields.
- Phone Group:** Callout pointing to the 'Phone Group' dropdown menu, which lists 'Test'.
- Hot Records Only:** Callout pointing to the 'Hot Records Only' checkbox.
- Private Records Only:** Callout pointing to the 'Private Records Only' checkbox.
- 3-Way Calls Only:** Callout pointing to the '3-Way Calls Only' checkbox.
- List Inmate Name:** Callout pointing to the 'List Inmate Name' checkbox.
- Return HOT status records only:** Callout pointing to the 'Return HOT status records only' checkbox.
- Return PRIVATE status records only:** Callout pointing to the 'Return PRIVATE status records only' checkbox.
- Return ENERGY status records only:** Callout pointing to the 'Return ENERGY status records only' checkbox.

Custom Report Parameters

The CCS Report Builder

The Report Builder App will enable you to create custom reports incorporating call detail information with more advanced tools for sorting and combining data. The "BTN List Editor" and "PIN List Editor" tabs allow you to create and save lists of outside numbers or offenders PINs.



Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

For each BTN or PIN you add to a list, you can enter a First Name, Last Name, Title, City, State, Zip and Notes. Each list you create will be saved with its own name which will then appear in the BTN or PIN dropdown menus on the Report Builder tab.

For instance you can make a list of all the PINs of known members of each gang. By selecting that list in the PIN field and you could create a custom report that will show calls made by members of that gang for any dates you like. You could also save a list of all your employees' phone numbers and then at any time be able to run a report showing all calls to any employee.

Query Parameters	
Facility:	20150 - MIS Jefferson City CC (JCCC) <input type="button" value="Add"/>
Phone:	101 - 101-RAD <input type="button" value="Add"/>
BTN:	<input type="button" value="Add"/>
<input checked="" type="radio"/> AND <input type="radio"/> OR	
PIN:	<input type="button" value="Add"/>
First Name:	<input type="button" value="Add"/>
Last Name:	<input type="button" value="Add"/>
Call Type:	Collect <input type="button" value="Add"/>
Stop Code:	<div style="border: 1px solid black; padding: 2px;"> Collect Comp Card CourtesyD Test Debit Pay2Talk ProBono HillsSpecial EXTERNAL DEBIT </div> <input type="button" value="Add"/>
Completion:	<div style="border: 1px solid black; padding: 2px;"> Test Debit Pay2Talk ProBono HillsSpecial EXTERNAL DEBIT </div> <input type="button" value="Add"/>

Report Builder-Query Parameters



Report Builder		Search Results	BTN LIST Editor	PIN List Editor
Saved Reports <div style="border: 1px solid black; height: 100px; width: 100%;"></div>		Query Parameters Facility: 20190 - MS Jefferson City CC (JCCC) Add Phone: 101 - 101-RAO Add BTN: Add <input checked="" type="radio"/> AND <input type="radio"/> OR PIN: Add First Name: Add Last Name: Add Call Type: Collect Add Stop Code: UNKN 0 Add Completion: Incomplete Add		Selected Parameters <input type="checkbox"/> Facility <input type="checkbox"/> BTN <input type="checkbox"/> PIN <input type="checkbox"/> First Name <input type="checkbox"/> Last Name <input type="checkbox"/> Inmate Phone <input type="checkbox"/> Call Type <input type="checkbox"/> Stop Code <input type="checkbox"/> Completion Status
Report Options Search: _____ Report Name: _____ Save Report		Start Date: 6/17/2010 Time: _____ End Date: 6/17/2010 Time: _____		

Advanced Reports - Report Builder

The "Query Parameters" also allow you to select specific facilities, then any or all phones or phone groups from each facility; any or all call types, stop codes etc. when creating your custom reports. This allows you, for instance, to select only the booking phones at each facility so that you can run a report on calls made from every booking area in your jurisdiction. Or you could also select a PIN list for a particular gang and see what number each gang member dialed from booking over the last year. Saving that list of numbers as its own BTN list and then run another report on calls made by anyone from any facility to any of those same numbers could then lead you to other gang members in your facilities that hadn't previously been identified as such.

Report Builder Search Results

Any Search from the Report Builder App will return a Search Results screen with yet more tools for sorting your data.

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

Report Builder Search Results BTN LIST Editor PIN List Editor

Drag a column here to group by this column.

PLAY	FACILITY	BTN	DATE	TIME	PIN	FIRST	LAST	PHONE	DUR	CHRG	TYPE	RESULT
								HU1 A-LB	500	90	Debit	Inmate Hungup
								HU1 A-LB	0	0	Debit	No Answer
								HU1 A-LB	0	0	Debit	Not Accepted
								HU1 A-LB	71	22	Prepaid	Inmate Hungup
								HU1 A-LB	446	88	Prepaid	Inmate Hungup
								HU1 A-LB	110	20	Debit	Inmate Hungup
								HU1 A-LB	1507	260	Debit	Called Party Hungup
								HU1 A-LB	285	55	Prepaid	Inmate Hungup
								HU1 A-LB	0	0	Debit	Not Accepted
								HU1 A-LB	0	0	Debit	Not Accepted
								HU1 A-LB	0	0	Debit	Inmate Hungup
								HU1 A-LB	0	0	Debit	Inmate Hungup
								HU1 A-LB	0	0	Debit	Inmate Hungup
								HU1 A-LB	0	0	Debit	Inmate Hungup
								HU1 A-LB	0	0	Debit	Inmate Hungup
								HU1 A-LB	0	0	Debit	Inmate Hungup

Results Returned: 18

Print / Export

Report Builder - Search Results

Clicking the dropdown icon under any column will let you apply additional filters, or you can drag a column heading to the "group by column" field to sort the results into blocks which can then be re-sorted and filtered. For instance dragging the PIN column heading onto the "group by column" field would bring up a screen like the following:

PIN - 8

PLAY	FACILITY	BTN	DATE	TIME	FIRST	LAST	PHONE	DUR	CHRG	TYPE	RESULT
^ PIN: 0340434:											
	MIS Algon CC (ACC)		20100616	1935	DAVID	COLLINS	HU3 - Lower	0	0	Collect	PIN Disabled
^ PIN: 0358052:											
	MIS Algon CC (ACC)	5736360625	20100616	1436	LAURENCE	ESTRADA	HU3 - Lower	184	40	Debit	Inmate Hungup
	MIS Algon CC (ACC)	5736360625	20100616	1429	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Not Accepted
	MIS Algon CC (ACC)	5736360625	20100616	1426	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Not Accepted
	MIS Algon CC (ACC)	5734743395	20100616	1428	LAURENCE	ESTRADA	HU3 - Lower	385	70	Debit	Inmate Hungup
	MIS Algon CC (ACC)	5732539061	20100616	1426	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Not Accepted
	MIS Algon CC (ACC)	5732539061	20100616	1422	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Not Accepted
	MIS Algon CC (ACC)		20100616	1439	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Inmate Hungup
	MIS Algon CC (ACC)		20100616	1424	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Inmate Hungup
v PIN: 0366300:											
v PIN: 0518541:											
v PIN: 1171229:											

Print / Export

Search Results - Group by PIN



This lets you select the calls by any one or more PINs and further filter them without having to go back a run another report just on those PINs.

Apps like these supplement the flexibility of PCS's web-based CCS while allowing PCS to provide all updates, changes, data storage etc. remotely. This cutting-edge, hybrid software architecture enabled by the CCS allows unlimited precision and individualization of reports and data analysis, while maintaining all records in central, unaltered, universally accessible databases.

15.15 Your capability to provide online commission reports?

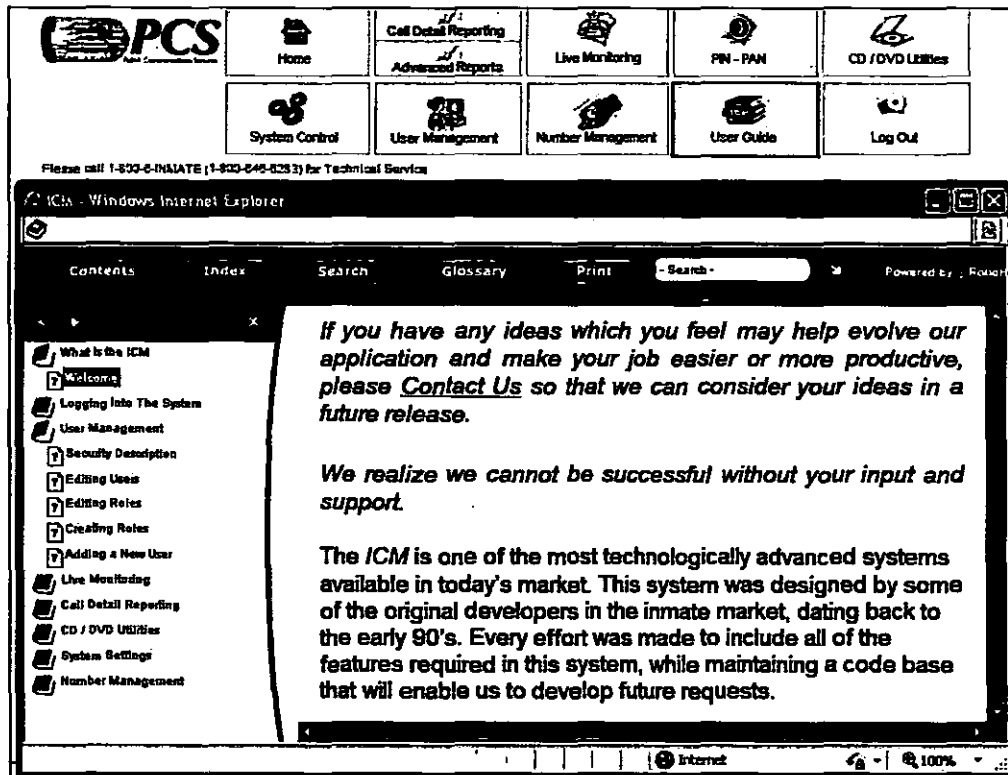
PCS Response: PCS has read, agrees and will comply. All the information contained in PCS's monthly Commission and Traffic Reports including lists of calls made from each phone, to each number, of each type, in each band, and the exact cost for each call and cumulative charges for any group of calls is available online via the CCS GUI to authorized users at any time. PCS can submit our standard or any customized reports via email, on CD, or in any other format the State prefers.

15.16 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS will provide user guides in hard copy and on CD to every IDOC facility, investigators and to IOT personnel, as deemed necessary by the State.

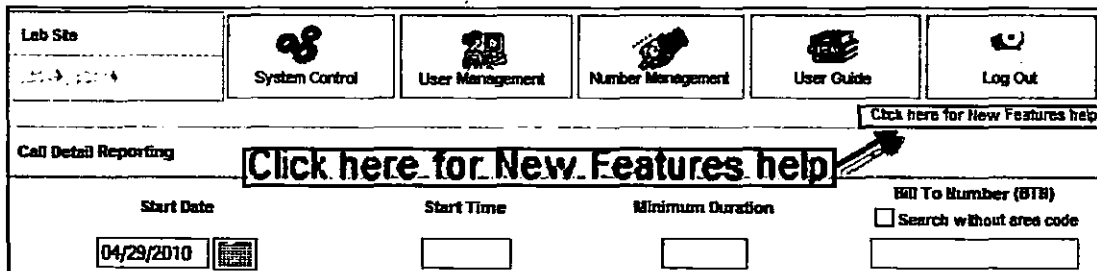
PCS also provides an online User Guide that is always accessible through the CCS. You can access the User Guide by clicking the User Guide menu heading from any screen in the system:

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service



User Guide

After any upgrade has been issued a note will automatically appear on the CCS inviting your staff to "Click here for new features help."



Call Detail Reporting Screen - New Features Available

By clicking on the text in red, CCS users can view and download an explanation of the new features available. Staff may also request up-to-date hard copies of the CCS User Guide from their Client Services representative at any time.

16.0 RESPONDENT REQUIREMENTS OF THE STATE- MANDATORY

16.1 Proposals must include a detailed list of all duties required of the State by the Respondent before, during, and after cutover to Respondents services.



PCS Response: PCS has read, agrees and will comply. The PCS work plan/project plan has been specifically designed to reduce the burden to IDOC staff and any disruptions in daily operations. To successfully transition service and minimize downtime it is essential that the incumbent work closely with the incoming provider to ensure that service remains up until the new system has been installed, tested, and is ready to go live. It is also critical that the incumbent provide up-to-date information, such as the PINs, PANs, blocked numbers, free numbers, privileged attorney numbers, speed dials, and any other special configurations the IDOC has requested during the contract term. Getting all of the necessary information and getting it in a timely fashion is necessary to ensure a quality implementation of service.

Regarding the expectations of IDOC staff during the transition, PCS would request the following:

- Assistance with getting cooperation from the incumbent vendor should the need arise
- Clearance for the install and maintenance technicians to work in approved areas without the need for an IDOC escort
- Assistance with any facility specific challenges regarding access, delivery of hardware and circuits, install, etc
- A project, program or contract compliance manager at the IDOC who can serve as a single point of contact for the PCS program manager.
- Signoff on the contract deliverables prior to the start of the project. From the RFP, amendments, and contract, PCS will document the contract deliverables and promises made to the State. The PCS account manager will work with the State to ensure that all deliverables and promises have been captured and approved so that both entities are in alignment with everything that is to be delivered during the implementation of service

PROVIDE THE FOLLOWING:

- 16.2 A detailed list of all duties required of the State by the Respondent before, during and after cutover.

PCS Response: PCS has read, agrees and will comply. As explained in **Requirement 16.1**, PCS's project plan has been designed to minimize the burden to IDOC staff. A detailed list of all duties required of the State are as follows:

- Perform any State required clearance or background checks.
- Provide escorts for on-site technicians where required by the State.
- Provide a secure location for the minimal amount of hardware that will need to be shipped to each facility.
- Provide a contact to give final customer acceptance/signoff upon completion of the transition at each facility.
- Provide a contact to work with the PCS Project Manager to load any State held data (such as Public Defender Numbers, new Speed Dials, etc.)

- Assist PCS with encouraging the incumbent to provide all the requested data from the current offender phone system (such as the current list of blocked numbers, attorney numbers, free numbers, speed dials, offender data, call data, etc.)

16.3 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

17.0 END USER BILLING, and CALLING OPTIONS –HIGHLY DESIRABLE

17.1 Respondent is encouraged to offer discounted calling plans for recipients of offender collect calls.

PCS Response: PCS has read, agrees and will comply. PCS's proposal includes discounted calling plans for recipients of offender collect calls. For more information about the available calling options, please refer to Requirement 17.8.

17.2 Respondent is encouraged to provide alternative calling options for collect only calls from offender payphones. (i.e., prepaid, debit, etc)

PCS Response: PCS has read, agrees and will comply. PCS's proposal includes our full range of prepaid and Debit calling alternatives. For more information about the available calling options, please refer to Requirement 17.8.

17.3 Calls may be placed to cellular phone numbers as long as the number is on the offenders allowed call (PAN) list.

PCS Response: PCS has read, agrees and will comply.

17.4 Alternative calling plans must not place any additional requirements on State Correctional Facilities or their staff.

PCS Response: PCS has read, agrees and will comply. PCS's prepaid and Debit calling options are administered by PCS and will place no burden on IDOC staff. On the contrary, with solutions like PCS's integrated cardless Debit accounts and Debit/Commissary purchase by phone, PCS can eliminate the need for manual distribution and collection of order forms or cards and any involvement by IDOC staff.

17.5 Any required administration of alternative calling plans will be the responsibility of the Respondent.

PCS Response: PCS has read, agrees and will comply.

17.6 Family and friends receiving calls from offender phones should be provided with a toll free telephone number to call with billing questions and concerns. This number should be clearly displayed on the customer's bill. Respondent personnel assisting customers with such calls should be familiar with all options available to customers to help reduce their collect call costs.

PCS Response: PCS has read, agrees and will comply. Anytime an offender makes a collect call to a number which is allowed by the facility but that is not able to accept the charges, the



called party is offered a toll-free number they can call to set up a Prepaid account. The called party is also given the option of a one-minute courtesy call to speak with the offender before setting up an account. Anytime an offender completes a collect call the called party will be provided with PCS's customer service number on their phone bill. If an offender attempts a collect call and the called party declines to accept it they called party will be given PCS's customer service number by the automated operator and told they may call it to set up a discounted prepaid plan.

PCS's Customer Service Representatives are trained on all of PCS's calling and funding options to reduce the cost of accepting offender calls.

- 17.7 Respondent will provide information to IDOC and call recipients regarding all options available to help reduce the costs of offender collect only phone calls for offenders, their family and friends.

PCS Response: PCS has read, agrees and will comply. PCS actively reaches out to all called parties to inform them about our lower cost prepaid programs. PCS's efforts include outbound marketing campaigns, directions to our customer service IVR, website and call centers and postings and leaflets in facilities and visiting areas at each facility.

PROVIDE THE FOLLOWING:

- 17.8 List any discount calling plans that your company currently offers that are being proposed under this RFP.

PCS Response: PCS has read, agrees and will comply. Lower calling rates enable offenders to maintain more regular contact with their families and outside support networks. Offenders who stay connected to the outside world do better in rehabilitation and job training programs and are more likely to obtain work and less likely to reoffend after leaving prison. Regular contact with their families also improves offender morale and creates a safer and more stable correctional environment.

Many vendors may offer higher rates and higher commissions than PCS proposes. While this may superficially look attractive, it usually means less and not more overall revenue for the State. Most offenders depend on their friends and family members to fund their commissary or offender trust accounts, or to accept the charges for collect calls. Most families make a set contribution based on what fits into their own monthly budget. A family member who prefers to accept only \$50 dollars a month in collect calls, or who can afford to send the offender only \$50 a month for canteen supplies will not spend more when rates are higher—the offender will just call less.

Therefore, PCS proposes multiple calling options that offer discounted rates to recipients of offender collect calls.

Prepaid Calling Options

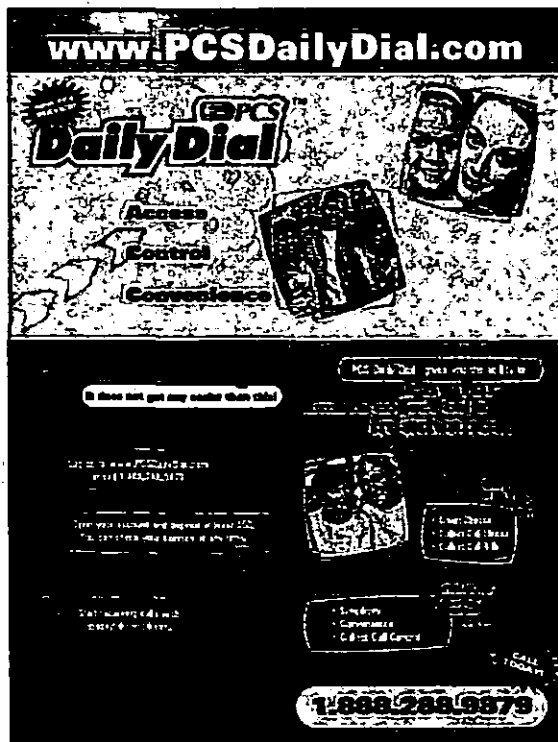
Anytime an offender makes a collect call to a number which is allowed by the facility but that is not able to accept the charges, the called party is offered a toll-free number they can call to set up a DailyDial™ Prepaid account. The called party is also given the option of a one-minute courtesy call to speak with the offender before setting up an account.

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

Prepaid Accounts are created for any specified amount to pay only for calls to a particular destination number. Offenders can thus place a call to a number that might otherwise be blocked through a collect-only system but which may be the best way to reach their family and friends such as cell phones, international locations, places of business, and nursing homes. Offenders' friends and family members may receive calls wherever and whenever they prefer; pay only for offenders' calls to them; remain in regular touch with their loved one regardless of offenders other calling habits or commissary needs; and select and stay within a budget that they deem appropriate.

Prepaid accounts enable called parties to avoid charges their local phone carrier may bill them for accepting collect calls and benefit from bulk purchase of minutes. Prepaid is thus particularly helpful for family members or friends who may be on a fixed or limited income. Each call will be processed using standard voice prompts; and, as with a traditional collect call, only after each call is positively accepted are the parties connected.

In one facility (El Dorado County, California), call revenues increased 36% when Prepaid was implemented and promoted. At another (Blue Ridge Regional Jail, Lynchburg, Virginia), revenue from the Prepaid programs has averaged 38% of the total call revenue for the jail. These figures show how great the demand for this program is. Families like it, because Prepaid calling provides an easy-to-use way of keeping in touch while staying within the family budget.



Posting explaining Prepaid Accounts to Offenders

In addition to traditional Collect calling, the PCS CCS offers offenders several dynamic methods for connecting to their loved ones—Prepaid, including PCS's unique SpeedPay and Pay2Talk options, and Cardless Debit calling. These options provide offenders and their loved ones with a variety of ways to fund offender calling, and they can facilitate more calls by connecting to telephone numbers that are restricted from traditional collect calling, like cell phones.

By broadening the spectrum of calling methods and payment options available, the PCS CCS delivers the most flexible, easy-to-use suite of calling services available in the offender telecommunications marketplace today.



PCS DailyDebit™

A secure cardless debit account is created upon booking, and the offender prepays for calls by purchasing time in bulk from the commissary or via the offender phones themselves.

Family and friends can also fund an offender's Debit calling by depositing money into the offender's account. An offender can use Debit calling time to call any facility-approved telephone number he or she chooses. The cost of each call is automatically deducted from the offender's Debit account. When the cardless Debit service is integrated with the commissary, replenishing debit funds is as simple as filling out a commissary order form.



If an offender's family member or friend is unable to receive traditional collect calls, or is simply interested in a more cost-effective calling option, they can pre-pay for calling time by opening a Prepaid account.

Instead of being billed for their calls later, Prepaid calling offers several convenient ways for offenders' loved ones to pay in advance for calling time. Friends and family members can more easily manage their spending, while the facility can be sure that no time or resources will be wasted on collections. When the offender places a call to the number attached to a Prepaid account, and the call is positively accepted, the funds are automatically deducted from the called party's account.



When an offender places a traditional collect call to a number that has a collect call restriction—to a cell phone, for example—the called party is given the option of using a credit card to pay for the call on the spot, allowing the call to be connected.

The called party pays a flat fee for a set duration of minutes. While it could be used as a long-term calling solution, the Pay2Talk calling option is ideal for offenders who are incarcerated for a short period of time, enabling them to connect quickly to a telephone number that cannot receive traditional collect calls.

SpeedPay

PCS's Speedpay option makes it easy for loved ones to quickly set up or fund a Prepaid account. By simply dialing the designated Speedpay digit on his or her keypad, the called party is connected directly to the Speedpay account setup and funding system—eliminating the need for offenders' loved ones to call PCS or the IDOC.

Using Speedpay to Set Up a New Prepaid Account

The first time an offender dials a telephone number that cannot receive collect calls—such as a cell phone or business number, or a home telephone number with a high toll balance—PCS will connect the offender and the called party for a free one-minute Courtesy Call. The automated operator informs the called party that after the Courtesy Call—or at any time before the Courtesy Call has ended—he or she can dial a designated Speedpay digit to instantly

set up a Prepaid account. The offender is informed that their loved one is being given this option and, after the Courtesy Call, is advised to try his or her call again in a few minutes; the offender is then disconnected while the called party sets up a new Prepaid account. The called party enters basic information into an automated system, including a debit or credit card number for instantly depositing \$25 to \$100 into a Prepaid account. As soon as account setup is complete, the called party will be able to receive calls from the correctional facility.

Using Speedpay to Fund an Existing Prepaid Account

Each time a loved one receives a Prepaid call from an IDOC facility he or she is notified of their Prepaid account balance. The called party is also notified at the beginning of each call that they may add funds to their Prepaid account at any time by dialing the designated Speedpay digit on their keypad. When the called party dials the appropriate digit, the offender is disconnected while the called party is connected to the Speedpay account funding system. He or she simply enters a debit or credit card number to add the desired deposit denomination to the existing Prepaid account.

- 17.9 List any alternative calling options for collect only calls from offender payphones that your company currently offers.

PCS Response: PCS has read, agrees and will comply. PCS has described all alternatives for collect only calls in **Requirement 17.8**.

- 17.10 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

18.0 CUSTOMER SERVICE-MANDATORY

- 18.1 Customer Service Center **MUST BE** located within the continental United States.

PCS Response: PCS has read, agrees and will comply. PCS's customer service call centers are located in Los Angeles, Dallas and San Antonio.

- 18.2 Customer Service Center will have a published toll-free 800 number and will provide easy customer access to a live operator for assistance. Callers must be able to reach a live operator at anytime by pressing zero (0) or another designated number specified in the initial prompts/options they receive when the system first answers.

PCS Response: PCS has read, agrees and will comply. PCS's Customer Service Department is dedicated to providing friendly and helpful solutions to end user customer service requests. Customers who accept calls from any of the PCS managed correctional facilities may call a dedicated toll free number: (888) 288-9879. This number is staffed with live representatives 24 hours a day, seven days a week, with average wait times of less than 30 seconds. The Customer Service Representatives handle issues such as setting up prepaid accounts, customer billing, call rate inquiries, disputes, credits, refunds, complaints, and questions.



The vast majority of our Customer Service calls are resolved in a single phone call; this level of customer care means facility personnel spend less time addressing questions and issues from offenders and their loved ones.

Customer support is also available 24 hours a day through our customer service line's automated prompt options. And customers may visit our website any time at www.PCSTelcom.com to enroll in a prepaid program or to obtain more information about our products and services.

- 18.3 An automated attendant or an interactive voice response system is permissible as long as callers must select no more than 5 total options before they access the service/s they are calling about. Callers must still be able to reach a live operator at anytime by pressing zero (0) or other designated number.

PCS Response: PCS has read, agrees and will comply. PCS offers a state-of-the-art, easy to use IVR (Intelligent Voice Response) system in both English and Spanish that includes the option to instantly connect to a live representative with one touch at any time.

- 18.4 Customer Service Representatives (CSR's) should be available at a minimum, 7 a.m. EST to Midnight EST seven days a week 365 days a year.

PCS Response: PCS has read, agrees and will comply. PCS's Customer Service department can be reached at toll-free number (888) 288-9879 24 hours a day, seven days a week.

- 18.5 The maximum allowable hold time to speak to a CSR must be kept to a minimum at all times. The system may not disconnect or instruct callers to call back later if the CSR's are busy. Respondent will be responsible for maintaining adequate staffing levels at all times to minimize hold times. Hold times in excess of two minutes to talk to a CSR are unacceptable.

PCS Response: PCS has read, agrees and will comply. Average hold times for our Customer Service department are less than 30 seconds.

- 18.6 CSR's must at all times be courteous, knowledgeable, friendly, and should be fluent in English and Spanish.

PCS Response: PCS has read, agrees and will comply. PCS has dedicated English and Spanish speaking representatives and bilingual Customer Service supervisors to handle unusual requests or escalated issues.

- 18.7 CSR's must be trained on a regular basis and remain familiar with the specifics of the services provided under this RFP to adequately assist friends and family members who will be calling for assistance.

PCS Response: PCS has read, agrees and will comply. PCS is committed to constantly improving the customer experience. We believe that the offenders' loved ones who call our toll-free customer service number (888-288-9879) for support deserve accurate information; efficient, live call-handling; and a streamlined and user-friendly off-hours automated system. PCS is dedicated to excellence in the call center environment.

- 18.8 Respondent must provide customers simplified methods to request credits or refunds for erroneous disconnects and calls of poor quality. Customers must be

able to submit a request online, over the phone by providing the specific details to a CSR, by US mail, or by fax.

PCS Response: PCS has read, agrees and will comply. Customers initiate Dropped Call Billing Disputes when a call is dropped and they are required to call in again, resulting in an additional connect fee. They can contact PCS via the phone, web or by mail or fax at any time. PCS has stringent resolution procedures in place to ensure that customers are not charged multiple connect fees for what is essentially one phone call.

All dropped call credit requests are verified through the CCS's call recordings. The protocols relating to the calculation of credits are currently very generous, with many customers receiving full credit on calls that incur a drop problem.

1. Collect dropped call credits:

These credits are processed in two ways:

- Back through the billing agent that currently has the agreement with their local phone provider.
- May also be applied to the prepaid balance on an alternative phone number (cell phone, etc).

2. Prepaid dropped call credits:

These are credited right back into the prepaid account balances. In cases where the credits are to be applied after an account has been refunded, the call credits are still applied to the prepaid account and then credited back to credit or debit card the customer utilized for their prepaid payments, when possible.

- 18.9 Respondent should provide customers with a one-time "no questions asked" courtesy credit when receiving a complaint about an improperly disconnected or poor quality call. Future complaints may be investigated utilizing the standard procedures described by the Respondent and agreed upon by the State in their RFP response before any credits are issued.

PCS Response: PCS has read, agrees and will comply.

- 18.10 Any valid credits due must be applied and received within 2 weeks of the original request/complaint date.

PCS Response: PCS has read, agrees and will comply. Collect call credits will be applied to a called party's next phone bill. Prepaid call credits are added to their accounts immediately.

- 18.11 Respondent will develop and maintain a customer service website specific to the State of Indiana IDOC facilities. The site will be Respondent and State "branded" and customized specifically to provide information, rates, guidelines, complaint reporting procedures, pricing, account options, etc related to any contract resulting from this RFP. Respondent will review website details with the State upon contract execution and develop an agreed upon design.

PCS Response: PCS has read, agrees and will comply. PCS will develop a website specifically



for IDOC community members and can also add a hyperlinked logo to the IDOC's website, enabling visitors to instantly click through to set up a prepaid or fund an offender debit account.

PROVIDE THE FOLLOWING:

18.12 Your understanding and ability to adhere to the requirements specified in section 18.0.

PCS Response: PCS has read, agrees and will comply. PCS's Customer Service department meets all of the State's requirements and PCS will develop and IDOC-specific website following contract award.

18.13 What are the proposed hours of operation that your Customer Service Center be operational?

PCS Response: PCS has read, agrees and will comply. PCS's IVR *and live representatives* are available 24/7/365.

18.14 What is the current address of your Customer Service Center?

PCS Response: PCS has read, agrees and will comply. PCS has Customer Service Centers in Los Angeles and Fort Worth, as well as a call center in Mexico to service our Spanish speaking customers:

Los Angeles Customer Service Team
11859 Wilshire Blvd.
Los Angeles, CA 90025

Fort Worth Customer Service Team
4800 Alliance Gateway
Freeway
Fort Worth, TX 76177

Devcor Teleservices
Av Insurgentes sur 263
Col Roma Delegación
Cuahtémoc México D.F
06700

18.15 What is your current staffing level and do you intend to add additional staff if you are awarded a contract from this RFP?

PCS Response: PCS has read, agrees and will comply. PCS has more than 100 Customer Service Representatives (CSRs) and 10 lead CSRs directly employed by PCS. PCS continually adds call center representatives to ensure we meet our best-in-class service levels. PCS will add additional staff if we are awarded this contract.

18.16 Describe your current CSR training program.

PCS Response: PCS has read, agrees and will comply. PCS has established a rigorous 2-week training program for our newly hired CSRs. This program covers not only the tactical skills required to operate the systems and applications, but spends more time on general customer service best practices. The new CSRs must pass three approval levels before being granted official acceptance to the team, and approximately 20% of new hires do not meet this standard. Because PCS holds high service standards, these 20% are not offered full-time employment as customer service representatives.

For ongoing training purposes, PCS's Customer Service Representatives (CSRs) are constantly monitored, and they are tested, scored, and trained on the services they provide. PCS uses

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service



these findings to identify areas in which additional training could be utilized to further enhance our customers' experiences with our service team.

Monitoring all customer service interactions opens a portal for customer feedback and allows PCS to proactively address customer needs and respond to complaints as soon as they are voiced. By constantly monitoring, testing, and training our Customer Service Representatives, PCS can ensure that the information they provide is accurate, complete, and up to date, and that the services they administer—such as prepaid account set-up—are conducted in a simple and efficient manner.

If a CSR receives a call that he or she cannot handle, they immediately escalate the call to a Lead or Supervisor. If the Lead or Supervisor needs further assistance, they send an email to our internal customer service dept. Our normal resolution time for issues escalated all the way up the chain is within 24-48 hours excluding weekends and holidays. End users can also fax (8002966971), mail (12021 Wilshire Blvd, PMB233, Los Angeles, CA 90025), or email (customerservice@teampcs.com) any questions or concerns they may have directly to our internal customer service dept (same resolution time frame).

18.17 How many hours of training per year does each CSR receive?

PCS Response: PCS has read, agrees and will comply. Ongoing training is extremely important to ensure we maintain a top-tier team. PCS provides training for all new initiatives, services, or promotions, as these updates occur. PCS also conducts regular refresher and "continuous improvement" training for all CSRs. On average, a CSR is in training 10 hours per month. This training does not include individual one-on-one meetings with their supervisor, which can occur as frequently as once a week.

18.18 Describe in detail the specific processes that you will implement to resolve customer complaints and issue refunds/credits.

PCS Response: PCS has read, agrees and will comply. PCS's Customer Service Representatives routinely handle issues such as setting up prepaid accounts, customer billing, call rate inquiries, disputes, credits, refunds, complaints, and questions. Any issue that cannot be resolved promptly is escalated immediately and for billing issues PCS's CSR's are instructed to conference call the customer's LEC and remain on the line to walk the customer through any issues or to receive information directly from the LEC necessary to immediately restore service, or confirm payments. PCS CSRs do not require customers to call us back with information, once they take a call they remain with the customer until the issue is resolved or escalated.

The vast majority of our Customer Service calls are resolved in a single phone call; this level of customer care means facility personnel spend less time addressing questions and issues from offenders and their loved ones.

Collect Call Billing Disputes

Customers sometimes contact us to dispute collect call charges they receive on their telephone bill. Customers may deny knowledge of accepting the collect call or they may dispute the rate



that was billed. PCS includes our toll-free Customer Service number on every customer's bill so that customers may easily contact us to resolve any issues or complaints.

Collect call billing disputes can be critically researched since PCS has access to both call receipt and call recording records:

1. After a customer has submitted the disputed call detail to us, the line item specifics are matched to the in-house call completion records to ensure we are verifying the correct items.
2. Call recording details are also utilized to achieve the following:
 - a) For verification of call acceptance to the BTN in question.
 - b) To verify the name or names of the receiving party(s) to better aid the end customer in determining who in their household may have received the disputed calls.
 - c) To check for call routing problems. In rare cases, calls can pass to the same primary telephone number with a different area code if not all area codes are covered in the outbound call mapping table(s) for a given BTN. In these rare instances, the call recordings allow us to catch such anomalies and credit the appropriate parties.

Dropped Call Billing Disputes

Customers initiate Dropped Call Billing Disputes when a call is dropped and they are required to call in again, resulting in an additional connect fee. PCS has stringent resolution procedures in place to ensure that customers are not charged multiple connect fees for what is essentially one phone call.

All dropped call credit requests are verified through the call recordings generated on-site. The protocols relating to the calculation of credits are currently very generous, with many customers receiving full credit on calls that incur a drop problem.

1. Collect dropped call credits:

These credits are processed in two ways:

- Back through the billing agent that currently has the agreement with their local phone provider.
- May also be applied to the prepaid balance on an alternative phone number (cell phone, etc).

2. Prepaid dropped call credits:

These are credited right back into the prepaid account balances. In cases where the credits are to be applied after an account has been refunded, the call credits are still applied to the prepaid account and then credited back to credit or debit card the customer utilized for their prepaid payments, when possible.

18.19 Indicate your understanding, ability, and agreement to comply with the one-time courtesy credit requirement.

PCS Response: PCS has read, agrees and will comply with the one-time courtesy credit requirement described in **Requirement 18.9**.

18.20 Describe in detail the processes involved in investigating a customer complaint and issuing a credit/refund for a disconnected or poor quality call.

PCS Response: PCS has read, agrees and will comply. Please see **Requirement 18.18** for the process that PCS uses to investigate customer complaints and to provide credits or refunds for dropped calls.

PCS has stringent resolution procedures in place to ensure that customers are not charged connect fees for phone calls that are disconnected or of poor quality.

All call credit requests are verified through the call recordings generated on-site. The protocols relating to the calculation of credits are currently very generous, with many customers receiving full credit on calls that are of poor quality.

Collect call credits:

These credits are processed in two ways:

1. Through the billing agent that currently has the agreement with their local phone provider.
2. May also be applied to the prepaid balance on an alternative phone number (cell phone, etc).

Prepaid call credits:

These are credited back to prepaid account balances. In cases where the credits are to be applied after an account has been refunded, the call credits are still applied to the prepaid account and then credited back to credit or debit card the customer utilized for their prepaid payments, when possible.

18.21 Indicate your understating and ability to develop and provide a website as specified in 18.11.

PCS Response: PCS has read, agrees and will comply. PCS has read and fully understands **Requirement 18.11**. PCS will develop a website specifically for IDOC community members and can also add a hyperlinked logo to the IDOC's website, enabling visitors to instantly click through to set up a prepaid or fund an offender debit account. PCS will link to the home page of the IDOC site for ease of access.

18.22 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.



19.0 COMMISSION PERCENTAGE – MANDATORY (evaluated as a separate category)

19.1 The commission percentage bid is the total commission percentage the Respondent agrees to pay the State for offender and public payphone, and Wi-Fi revenue. Respondent must specify Commissions are to be paid on all gross revenues.

PCS Response: PCS has read, agrees and will comply.

19.2 Offender and public payphone commissions are to be quoted as separate commission percentage rates. The commission rate for use of the requested public Wi-Fi (Section 30.0) may be proposed separately from the phone commissions.

PCS Response: PCS has read and complied. Please see Section 3—Cost Proposal.

19.3 No responses should be submitted that propose a zero percent commission.

PCS Response: PCS has read and complied.

19.4 Respondents should note that it is essential that the current level of service not decrease and the cost of services to public and offender users, their friends and family members decrease. Said service should be made available at a fair and competitive price to all users that make and or receive calls from offender phones and public payphones located on State property.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

19.5 Complete Attachment H and indicate the commission percentage you will pay to the State on gross revenue for offender and public payphone calls.

PCS Response: PCS has read, agrees and will comply. Please see our completed Attachment H in Section 3— Cost Proposal.

19.6 Specify that all commissions are paid on all gross revenues.

PCS Response: PCS has read, agrees and will comply. All commissions will be paid on all gross revenues.

19.7 Complete Attachment H and indicate the commission percentage you will pay to the State on gross revenue for public Wi-Fi use

PCS Response: PCS has read, agrees and will comply.

19.8 Specify that all offender and public payphone commissions and WI-FI commissions will be paid on gross revenues.

PCS Response: PCS has read, agrees and will comply. All offender and public payphone commissions and WI-FI commissions will be paid on gross revenues.

19.9 A narrative explaining the components that makes up the commission percentage.

PCS Response: PCS has read, agrees and will comply. PCS will calculate commissions based on gross billable calling revenue, which is **the per-minute fee multiplied by the number of minutes used**, without deductions for bad debt, uncollectible charges, line charges, etc. The



gross billable calling revenue is multiplied by the proposed commission percentage. PCS will not deduct any revenue from the cost of each call before calculating commission. The cost of a call is calculated using the proposed calling rates. The rates proposed do not include applicable local, state, or federal pass-through taxes and fees, which PCS may be required to collect on behalf of these government agencies. These government mandated taxes and fees are not added to the cost of a call when computing commission payments.

19.10 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

20.0 COMMISSIONS – MANDATORY

20.1 Commissions must be paid on gross revenue.

PCS Response: PCS has read, agrees and will comply. As stated in **Requirement 19.1**, PCS pays commission on gross revenue.

20.2 Commissions must be paid on all calls. Including but not limited to the following:

PCS Response: PCS has read, agrees and will comply.

20.2.1 Local and local long distance and IntraLATA, interLATA, and interstate calls from public payphones.

PCS Response: PCS has read, agrees and will comply.

20.2.2 Operator assisted calls (i.e., collect, third party billing, and person to person).

PCS Response: PCS has read, agrees and will comply.

20.2.3 Calls placed utilizing Bell Operating Company (BOC) calling cards.

PCS Response: PCS has read, agrees and will comply.

20.2.4 All calls placed from IDOC Correctional Facilities utilizing the proposed CCS.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

20.3 Indicate and elaborate on your ability to meet these specifications.

PCS Response: PCS has read, agrees and will comply. PCS pays commission on gross revenue of all calls, including calls from public payphones, operator assisted calls, calls placed using calling cards and all calls placed from IDOC through the CCS, as described above.

20.4 Indicate any other types of calls, not listed above, that you are able to pay the state a commission on.

PCS Response: PCS has read, agrees and will comply. PCS is able to pay commission on all calling options discussed in **Requirement 17.8**.

20.5 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

21.0 COMMISSION CHECKS – MANDATORY

21.1 Commissions must be paid on a monthly basis.

PCS Response: PCS has read, agrees and will comply.

21.2 Commission checks for the total commissions due to the State must be delivered to the designated locations within thirty days following the end of a billing cycle.

PCS Response: PCS has read, agrees and will comply. PCS will deliver commission checks and the accompanying Commission Summary Reports within 15 days after the end of a billing cycle to locations designated by the State. PCS can provide commission checks or pay commissions via wire transfer.

21.3 Locations that are to receive commission checks will be identified after contract execution. Checks must be received by the State (and various State Agencies) within 30 days after the close of a billing cycle.

PCS Response: PCS has read, agrees and will comply.

21.4 The Indiana Office of Technology has the sole authority to determine what agencies receive commission checks. Respondent must not deliver a commission check to any agency other than The Indiana Office of Technology without prior written approval of IOT.

PCS Response: PCS has read, agrees and will comply.

21.5 The Respondent must have the ability to separate various agencies' revenue from the total State revenue and issue multiple checks as required. The State anticipates a maximum of thirty (30) checks would be needed.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

21.6 A statement of your compliance with the above requirements.

PCS Response: PCS has read, agrees and will comply with all requirements described above.

21.7 Any other information deemed important or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS currently has an annual financial audit conducted by a Certified Public Accountant in accordance with Generally Accepted Accounting Principles. This ensures that our records are accurate and complete. PCS also conducts our own quarterly rate audit to verify that every call is being billed at the rate agreed upon with that client. In addition, in 2005 PCS hired an independent telecom industry consultant to perform a revenue assurance audit of our validation, billing, commissioning and reporting processes. The auditor's report verified that commission payments were being made accurately and within contractual requirements.

COMMISSIONS – DESIRABLE (evaluated as a separate category)

22.0 COMMISSIONS – DESIRABLE (evaluated as separate category)

22.1 Commissions should be paid on all local, local long distance, and IntraLATA, InterLATA, and interstate calls including the following:

PCS Response: PCS has read, agrees and will comply.

22.1.1 Calls placed from public payphones utilizing commercial credit cards (i.e., American Express, Visa, MasterCard, etc.).

PCS Response: PCS has read, agrees and will comply.

22.1.2 Calls placed utilizing your company's calling cards.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

22.2 Indicate and elaborate on your ability to meet this specification.

PCS Response: PCS has read, agrees and will comply. PCS will pay commission on all call bands; payphone calls placed using commercial credit cards and PCS's company calling cards.

22.3 A list of the types of calls on which you will pay commission. Please list any types, which are in addition to those listed in Section 22.0. If you are unable to pay commissions on any call type listed in Section 22.0, it should be noted here.

PCS Response: PCS has read, agrees and will comply. PCS will pay commission on all call types described in Section 22.0 and Section 20.0.

22.4 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. The PCS Team has no additional information deemed necessary or appropriate at this time.

23.0 CUTOVER – MANDATORY

Cutover must take place within 4 months after contract execution. The State prefers that cutover take place as quickly as possible with the least amount of service interruptions.

PCS Response: PCS has read, agrees and will comply. Please refer to the **Project Plan** provided in **Appendix K** to learn more about how we achieve this.

23.1 Respondents must provide a detailed transition and implementation plan which must include at least a minimum, the following components:

23.1.1 Timeline for all IDOC facilities

23.1.2 Timeline for all public payphones

23.1.3 Timeline for public Wi-Fi.

23.1.4 Processes and procedures for transitioning from the existing call control systems to the new system (if applicable)

23.1.5 Any staffing requirements for IDOC facilities.



- 23.1.6 Detailed project management plan that specifies how the Respondent will assist the State in managing the technology and services implementation and ongoing management during the contract term.
- 23.1.7 Anticipated downtime at each facility.
- 23.1.8 System testing methods.
- 23.1.9 Any other items Respondent deems necessary for this section.

PCS Response: PCS has read, agrees and will comply. Please refer to **Appendix K** in the CONFIDENTIAL envelope for the proposed **Project Plan** and **Requirement 23.2** for more detail about how we will meet the requirements above.

PROVIDE THE FOLLOWING:

- 23.2 A detailed transition, project management, and implementation plan which must include at least a minimum, the components listed in 23.0.

PCS Response: PCS has read, agrees and will comply. PCS has provided the plan requested that includes the elements listed in 23.0 and more as **Appendix K**. PCS has provided a detailed transition and implementation plan that includes timelines for all IDOC facilities, public payphones, Wi-Fi, detail of the transition from the incumbent vendor to PCS's CCS, IDOC staffing requirements, a project management plan, downtime, system testing methods, and more.

PCS follows the Best Practices of the PMI Institute in developing Project Control documents for large implementations. Each Project Control document includes the following sections:

Section	Purpose
1. KEY STAKEHOLDERS	Clearly identify and provide contact information for the Project Manager, Installation Team leaders, Client Project contact etc.
2. REVISION RECORD	A record of all changes incorporated in the current version of the Project Control Document including when the change was made and who made it.
3. DEPARTMENTAL ROLES AND RESPONSIBILITIES	Clearly spell out exactly what the deliverables are for each PCS department involved in the Project. For example:
	ITM Backoffice systems, integrations, validation, network routing, network-to-network interfaces, workstation access, firewalls, CDR processing, external access (VPN), data warehouse, SOPHLA reporting, PIMS, system alerting (Cognos)



Section	Purpose	
3. DEPARTMENTAL ROLES AND RESPONSIBILITIES (CONT.)	Revenue Assurance	Billing agent, threshold policies, revenue reporting, commission processing, commission cycle changes, contact info for commissions and invoices, debit invoicing, Cognos alert thresholds, debit and prepaid taxation changes, CDR rating
	Finance	Account entry into Solomon, deferred income reporting, leasing requirements and financing (install and removal), equip book value, write-offs, cost model
	Legal/Regulatory	Tariffs and filings, contract negotiations and modifications
	Marketing	Rate postings, marketing collateral, rate changes, product policy, change of service notice
	Client Services	Customer approval and communications, training, contract deliverables, managing customer expectations, refund policy for products
	Tech Support/Engineering	Technical support for account, escalation procedures, gathering the info required to support the account, configuration and documentation of features, staffing requirements, system design/build/testing, escalated hardware support, hardware development, dialing instructions
	Field Services/Network	Support personnel (install and maintenance), changes to cabling and infrastructure, changes to the network, current network configuration, network pricing and provisioning, network hardware, support and capacity planning for the new NAS location(s)
	Customer Service	End-user support, understand the products to be supported, understand the process changes related to products, staffing requirements
	Software Development	ITS features, software, and development

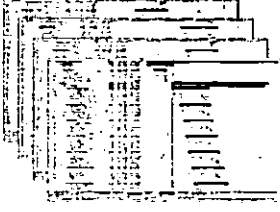
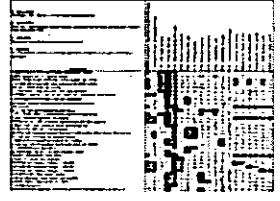


Section	Purpose
	<p>Project Operations</p> <p>Evaluate current and future implementation projects and make decisions in regards to priority, resource allocation, financial commitments, and schedule; conduct resource and capacity planning based on forecasted workload; define policies and procedures to streamline the implementation process; develop training policies for internal stakeholders; provide oversight to cross-functional Teams on implementation related questions and concerns; prepare post-implementation documentation to transition completed projects to technical services; plan, track, and implement core products and services such as offender phone systems, video visitation, partner integrations, debit cards, payphones, and kiosks; complete adds, moves, and changes to existing accounts where field work is required</p>
<p>4. PROJECT OVERVIEW</p>	<p>Project Overview to include at a minimum:</p> <ul style="list-style-type: none"> 4.1 Project Description 4.2 Project Scope 4.3. Assumptions 4.4 Constraints
<p>5. PROJECT REQUIREMENTS AND DELIVERABLES</p>	<p>Identify each item/service/function required by the proposal/contract including a reference to the exact description/contract language.</p>
<p>6. PROJECT MILESTONES</p>	<p>For each client requirement and intermediate requirement on the project path, identify who owns that deliverable and the estimated completion date.</p>
<p>7. COMMUNICATIONS PLAN</p>	<p>For each step on the project plan and critical path, define what needs to be communicated, to whom, the method by which that person needs to receive communications, from whom the communication should come, and the frequency and timing of the required communications (once, weekly, after completion, when beginning etc.)</p>



Section	Purpose
<p>8. QUALITY MANAGEMENT PLAN</p>	<p>Quality Management is a critical component to the way the PCS Team plans and executes projects. PCS has a Quality Control Department headed by a PMP certified Quality Assurance Manager who is responsible for creating, enforcing, and maintaining the Quality Control, Management, and Assurance processes and documents.</p>
<p>9. CHANGE MANAGEMENT PLAN</p>	<p>There are several ways in which the need for a change may be identified, but some of the more common include:</p> <ul style="list-style-type: none"> ▪ A variance in a key performance indicator (KPI) found by either the automated quality control process or during a quality assurance audit. ▪ A defective deliverable that must be corrected. ▪ An opportunity to take preventative action to prevent a negative impact to the project's scope, schedule, cost, or quality. <p>Once the need for a change has been identified, a change request is created in PCS's Enterprise Ticketing System and tracked through the Integrated Change Control process.</p>
<p>10. RISK MANAGEMENT PLAN</p>	<p>A comprehensive Risk Management plan including Risk Management Planning, Identification, Quantitative Risk Analysis, Risk Response Planning and Risk Monitoring and control methodologies will be prepared in accordance with PMI best practices. Risk Identification will include an assessment of the likely inputs that would cause, and outputs that would result from each risk occurring as well as mitigation steps. Risk Assessment will include assessments of Likelihood, Consequence and Priority for each identified Risk and categorize them by Management Strategy type and assign responsibility for Monitoring and Control accordingly. Risk Monitoring and Control will include strategies to manage each risk's inputs (causes) and mitigate each risk's results.</p>
<p>11. PROCUREMENT PLAN</p>	<p>A complete list of all items and services required will be prepared by the Project Manager including a performance description, Date needed by and person authorized to purchase for each item and/or service.</p>



Section	Purpose
12. HUMAN RESOURCE/STAFFING PLAN	Based on the Project Plan (see Attachment C) the Project Manager will determine the exact staffing needs for each phase of the project and prepare a breakdown of the personnel required, responsibilities for each role and reporting structure for each phase.
13. PROJECT ORGANIZATION CHART	The project manager and executive sponsor for the project will define the reporting structure for all phases and all involved personnel.
14. APPROVALS	The Executive sponsor and Project Manager will review and sign the plan as presented.
WORK BREAKDOWN STRUCTURE (WBS)	The Work Breakdown structure (Project Plan) will be appended to the Project Control Document.  Please see Appendix K
CRITICAL PATH	The Critical Path, including the required precursors for each phase of the project will be appended to the Project Control Document.
ROLE/RESPONSIBILITY ASSIGNMENT MATRIX (USING A RACI FORMAT)	A Roles and Responsibilities Assignment Matrix will be appended to the Project Control document. 
SERVICE LEVEL QUALITY CONTROL PLAN	The Quality Control Plan will be Appended to the Project Control Document

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service



Section	Purpose
INTEGRATED CHANGE CONTROL PROCESS	An easy-to-follow flow chart of the change control process will be appended to the P.C.D.

These methods have been developed based on the Project Management Institute's studies of thousands of cross-discipline engineering projects around the world and are elaborated and updated in the PMI's Body of Knowledge publications—regarded world-wide as the gold standard of best practices. Following these processes from requirements gathering, planning and procurement all the way through to testing and assurance will enable PCS to deliver every item, service and function IDOC has requested on-time and with a minimum of disruption to IDOC's normal work procedures and environment.

23.3 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. The Project Plan for this transition was created by PCS's Program Manager, Chris Moore, who is a certified Project Management Professional (PMP) through the Project Management Institute (PMI). Mr. Moore also holds an MBA through Florida State University and will be the Project Lead and an ongoing Account Manager for IDOC once the transition is complete.

24.0 EXPERIENCE AND RELIABILITY –MANDATORY (Evaluated Under Overall Management Judgment)

24.1 Experience and reliability of the Respondent's organization and service will be considered in the evaluation process. Therefore, the Respondent is advised to submit any information which documents successful experience and reliability in providing and implementing the services requested herein. Specifically the Respondent should fully describe any prior experience in providing offender, Public Telephone, long distance, internet, Wi-Fi, and operator services.

PCS Response: PCS has read, agrees and will comply. PCS has provided the requested information in Requirement 24.2 below.

PROVIDE THE FOLLOWING:

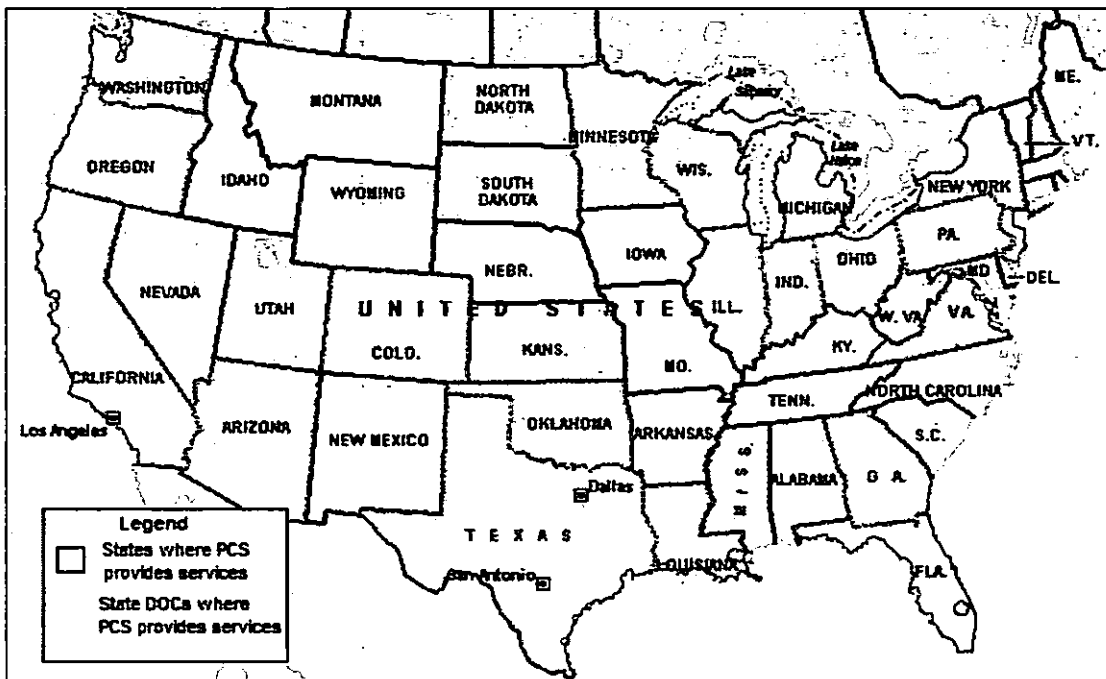
24.2 Any information you believe best documents your organization's experience and reliability regarding the services requested in this RFP.

PCS Response: PCS has read, agrees and will comply. PCS is focused solely on delivering offender communications solutions to the corrections industry. Our success comes from listening to our clients' unique requirements and then creating reliable solutions that revolve around the needs of the correctional facility and those of their constituents.

Today, PCS is the third largest provider in the country of offender communications services, PCS provides Offender Telephone Services to:



- More than 240 facilities located in 30 States;
- 9% of all offenders in the US, 14 of the hundred largest correctional departments, and 9 of the 50 (18%) State Departments of Corrections



Our extensive experience with federal, state, county, city, and private correctional facility accounts includes providing services to: the States of Missouri; Nebraska; Iowa; Idaho; Vermont; Maine, Montana and New Mexico and for agencies across the country from San Diego, California to Riker's Island, New York and from Manatee County, Florida to Seattle, Washington.

Creative Customized Solutions

We hold up as an example of our creative approach to customer problem solving our pioneering of **multiple calling options**. These calling options, combined with our billing arrangements with a very large number of billing companies and CLECs, result in a **higher call completion rate** and, ultimately, **more revenues for the facilities** we serve.

PCS developed the first International Debit program for the federal Bureau of Prisons' European division; and in response to a specific request from the United States Attorney General, Congress and the Department of State, PCS developed, installed and oversaw the first domestic and international "pro bono" service linking hundreds of local and state facilities under contract with the Federal government in the US.

PCS also designed and developed the first electronic **debit calling** systems in the nation. This led PCS to implement the first hybrid calling systems, which interface with commissary

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

systems to conveniently support a wide range of **collect, prepaid collect and debit calling options**. We have since deployed debit and/or prepaid collect programs in more than 80% of our installations.

PCS strives to complete more debit calling than any other vendor, resulting in increased revenue for the facilities we serve. Our three redundant data and network centers routinely process:

- More than 3.6-million completed calls per month (including 1.5-million completed debit calls per month)
- More than 30-million minutes of calling per month (including more than 12-million debit minutes per month).

Our experience has shown us that prepaid, and debit solutions are more cost-effective than collect services, resulting in lower call rates for offenders and their friends and families, while at the same time enabling us to maintain aggressive commissions for our correctional partners.

PCS: Not Just an Offender Phone Provider

PCS provides more than offender phone services. Among all the facilities we serve, PCS manages more than 5,000 payphones across the country, including in State DOCs such as the Montana Department of Corrections.

PCS has also tested and deployed Cell Detection services. PCS currently has a fully operational cell detection system at Reeves County Correctional Center (RCCC) in Texas. The cell phone detection system installed by PCS monitors and logs all cell phone usage within the correctional facility 24/7.

During this project the RCCC was provided a list of all active cell phones and in which housing unit the beacon was originating. Any new phone identified was submitted to the RCCC staff, and confiscated phones were logged and identified. The aggressiveness of housing unit searches was solely guided by RCCC protocol and procedures. The monitoring of phones allows the security teams at this facility to target PODs where cell phones are frequently used.

The success of this project cannot be understated. Officer and authorized phone numbers were identified, and **tracking of illegal phones was proven to capture 100% of the phones in the designated areas.**

Reliability

The PCS CCS is designed and built for reliability. Reliability is provided through high-quality components, multiple hardware redundancies, network design, data backups, and constant remote monitoring and diagnostics. PCS strives to achieve maximum system uptime with minimal staff intervention. In designing the CCS, PCS identifies and establishes contingency plans for the single points of failure (SPF). If the SPF is hardware-related, PCS may install a



redundant component, leave behind a hot-standby, or setup automatic rerouting of processes to eliminate system downtime.

In regards to SPFs in the network, PCS installs carrier grade hardware and circuits and holds its vendors to strict Service Level Agreements to maintain the highest levels of service. Both PCS and its network vendors monitor the health of the network and automatically generate trouble tickets and service dispatches should a problem arise with the network. While it is nearly impossible to guarantee 100% uptime for all systems, networks, and components, PCS has addressed all known SPFs to virtually eliminate downtime.

Full System and Operations Support

From system design, installation, and implementation to client and customer support (including in-house billing and support), the PCS CCS is designed to let your people do their jobs better, faster, and easier. We start before installation, conducting a thorough site analysis, reviewing your needs and requirements to create a detailed implementation schedule. We then work with your staff to create a seamless technical and operational transition. We strive to ensure a fully integrated solution with existing software systems such as jail management, commissary, and offender banking, and provide unparalleled customer service and support. Our job is not just to support your systems and personnel now but also in the future. And because the CCS is scalable, you'll have the right technology and services today and, as needs change, in the future.

PCS welcomes the opportunity to put our 20+ years of industry knowledge, innovation, and experience to work for IDOC. This proposal offers a reliable, cutting-edge offender telephone system that includes full network infrastructure deployment; 24-hour billing/inquiry services for offenders' families and friends; an extensive, easy-to-use suite of call management and investigative tools; redundant data centers that maintain call data and recordings; and client support by Client Services, Operations, and Information Technology Management (ITM) teams dedicated to practical, useful system implementations.

To demonstrate the level of service offered to our clients, PCS has provided Letters of Reference from several of our satisfied clients in **Appendix B**.

Publicall

Publicall has been servicing payphone equipment for over 25 years and has been maintaining the payphones for the State of Indiana for the past 6 years. This experience, both within Indiana and throughout the country, has given Publicall a unique understanding of what the State has today and how things could be improved in the future.

Over the past 10 years Publicall has also implemented a number of Wi-Fi solutions at airports and public facilities throughout the Country. Some of these locations include:

- Newark Liberty Airport
- LaGuardia Airport
- Kennedy Airport
- Phoenix Sky Harbor Airport



Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

- Miami Dade Airport

24.3 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply.

PCS: A History of Firsts

As a result of listening to our clients' unique requirements and then creating solutions that revolve around the needs of the correctional facility, PCS has had many firsts throughout our 23-year history. We have listed these below:

- In 1987 PCS installed some of the first integrated recording and monitoring systems.
- PCS deployed the first live, remote network monitoring systems for offender phone networks
- PCS developed the first international collect program for the Federal Bureau of Prisons in Europe
- PCS developed the first international Debit calling options & hybrid calling programs for the INS
- PCS created the first interfaces with JMS & commissary providers to share PINs
- PCS developed the first all-Debit calling program for the State of Iowa
- PCS developed the first databases of offender call activity from multiple locations to track & prevent fraud
- PCS developed the first cardless Debit calling program
- PCS developed the first real-time call validation interface with LIDBs
- PCS was the first to put revenue & commission into our online database so that clients could see the same financial information we see and verify their commissions
- PCS developed the first Web- interface to make our databases of offender & phone call histories available to our clients online in real-time
- PCS deployed the first truly always-on voice & data MPLS network for ITS applications
- PCS offered the first true anywhere, anytime, remote access to all call management applications
- PCS developed pro-bono calling for the INS
- PCS developed the first PIN-operated visitation phone system with recording, monitoring, & logging
- PCS developed the first browser-based call management application so that all features worked through an HTML interface without users needing any additional software installed on their computers
- PCS developed the first Reverse Look-up function



- PCs was the first ITS vendor to develop the ability to identify calls to cell phones
- PCS developed the first offender tip lines on which alerts could be set to notify investigators each time a message was left
- PCS developed the first calling option to bill collect calls to cell phone accounts
- PCS develops integrations with commissary providers to offer commissary ordering by phone

25.0 ACCOUNT MANAGEMENT/CUSTOMER SERVICE-MANDATORY

25.1 The State requires that the respondent provide the State with two Account Managers. One will be the primary contact; the second will be a backup.

PCS Response: PCS has read, agrees and will comply.

25.1.1 The primary account manager must have at least 5 years of experience directly related to the public and offender payphone industry.

PCS Response: PCS has read, agrees and will comply. The experience of PCS's primary Account Manager, Mr. **Chris Moore**, exceeds this requirement. Mr. Moore is a member of PCS's elite Key Accounts Team and has more than 11 years of experience planning, designing, implementing, and maintaining public and offender phone systems. Where many account managers are simply sales people with limited relevant technical experience in the corrections market, Mr. Moore is the Solutions Engineer and Program Manager for PCS's Indiana proposal. Mr. Moore personally designed the network and hardware solutions for the IDOC as well as the implementation and project plans. The specialized technical content and cost/pricing proposals were also prepared by Mr. Moore. Mr. Moore is a PMP certified Project Manager and will serve as the Program Manager over the transition of service, the lead trainer, and the ongoing post-implementation account manager. Having served as the Program Manager for a number of PCS's State DOC contracts and having been directly responsible for every facet of PCS's public and offender phone system proposal for the State of Indiana, Mr. Moore is the ideal candidate to serve as the State's primary account manager.

25.1.2 The assistant account manager must have at least 2 years of experience directly related to the public and offender payphone industry.

PCS Response: PCS has read, agrees and will comply. PCS's assistant Account Manager, Mr. Joseph Pekarovic, has telecommunications experience in the corrections market that far exceeds this requirement. Mr. Pekarovic has more than 23 years' experience in the public and offender payphone industry. Mr. Pekarovic has been involved with the sales process, implementation, and ongoing support for the States of Missouri, Idaho, Iowa, Nebraska, Montana, New Mexico, New Hampshire, Vermont, and Delaware. He has also been the point person for contracts with the Department of Homeland Security, the City of New York, and a number of City, County, and Private Institutions. Mr. Pekarovic is the third member of the PCS Key Accounts team, along with Mr. Chris Moore and Mr. Andrew Merrill, and has been intimately involved with the preparation of PCS's public and offender phone system proposal for the State. This breadth of experience and focus on large correctional customers makes Mr. Pekarovic the ideal candidate to serve as the State's secondary account manager.



25.1.3 The selected Respondent must provide an 800# or local telephone number for the State to use for all business calls to the account managers.

PCS Response: PCS has read, agrees and will comply.

25.2 All telephone calls or emails from the State will be answered no later than the end of the next business day.

PCS Response: PCS has read, agrees and will comply.

25.3 Respondents Primary Account Manager will be responsible for scheduling a quarterly meeting with the State to review the State account.

PCS Response: PCS has read, agrees and will comply. To ensure that PCS's technology and services package for the IDOC adapts and grows to meet the State's evolving needs over the contract term, Mr. Moore will meet with all IDOC and IOT personnel who use or depend on PCS services and software. During this Quarterly Business Review IDOC will have an opportunity to review the state of the CCS; receive supplemental training or introductory training for their own recently hired personnel; and have an opportunity to hear about new product offerings or enhancements.

IDOC will have a chance to review and discuss whether the existing system is fully meeting the expectations defined during the original contracting and installation process and will be offered information based on a consultation with PCS's in-house financial and technical experts about how modifications in the existing system might help better satisfy them. For instance if records indicate that phones installed in some locations are being used less than expected or some phones are being used continuously our regional client services representative can show them how potential reconfigurations might help them improve offenders' and offenders' friends' and family's satisfaction and /or enhance revenue generation for the client.

This review process and expertise will be offered throughout the life of the contract and is essential to ensure the State's continuous satisfaction with PCS offerings even as usage patterns and the DOC's expectations change over time.

25.4 The State has the final approval of all account manager(s) and site administrators associated with this RFP and may at any time during the contract; require the removal/replacement of the account manager(s).

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

25.5 Provide the name, address, phone number, and email address of the Primary Account Manager, and Assistant Account Manager that will be responsible for the State account.

PCS Response: PCS has read, agrees and will comply.



Chris Moore, Primary Account Manager

11859 Wilshire Blvd, Suite 600
Los Angeles, CA 90025
chris.moore@teampcs.com
Contact Number: (310) 954-5418

Joseph Pekarovic, Assistant Account Manager

11859 Wilshire Blvd, Suite 600
Los Angeles, CA 90025
joe.pekarovic@teampcs.com
Contact Number: (310) 954-3015

- 25.6 Provide a current resume listing each Primary and Assistant Account Managers' experience, previous employment, and their qualifications for working with the State account.

PCS Response: PCS has read, agrees and will comply. PCS has provided resumes for Primary Account Manager Chris Moore; and Assistant Account Managers Joe Pekarovic and Andrew Merrill in **Appendix I**.

- 25.7 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. In addition to the highly qualified primary and secondary account managers, PCS will also provide a third resource, Mr. **Andrew Merrill**, to ensure contract compliance and that the State's needs are fully being met. Mr. Merrill has been deeply involved with the State of Indiana for the past 5 years and has a complete understanding of the current public and offender phone contract as well as how the State would like for the service of this contract to improve. Mr. Merrill has worked from the ground up to capture needs at various levels of the State and to distill those needs down to a clear set of performance standards for PCS. As part of the Key Accounts Team, Mr. Merrill will co-own the success of this account with Mr. Moore and Mr. Pekarovic and will be part of all training and quarterly account meetings as well as the ongoing support of the account. Mr. Merrill's **resume** can be found with Mr. Moore's and Mr. Pekarovic's in **Appendix I**.

PCS's Account Managers are responsible for post-sales, implementation and non-technical support activities of PCS products and services. They work closely with many other groups inside our organization to effectively manage the account and meet our customer's expectations during the term of their contract as well as a way of tracking and quality control for our service approach. Primary responsibilities will include:

Account Management

- Meeting regularly with the IDOC to review their account and ensure their satisfaction
- Working with other PCS departments to resolve client issues
- Enhanced tracking of support calls and e-mails and prioritizing client requests
- Evaluating IDOC traffic and revenue by working with Finance, Revenue Assurance and Marketing to develop an IDOC specific business plan
- Corresponding with the IDOC, writing notifications, contract revisions and renewal efforts



- Quality Assurance
- Reviewing commission reports and reporting tools with the IDOC
- Ensuring that all workstations and service platforms are appropriately set up
- Obtaining client sign-off on all agreed contract items - post implementation
- Conducting various site surveys and site visits to ensure complete State satisfaction

Periodic Business Review

To ensure that PCS's technology and services package for the State adapts and grows to meet the State's evolving needs over the contract term, Chris Moore, Joe Pekarovic, and Andrew Merrill will meet with all IDOC and IOT personnel who use or depend on PCS services and software. During this Annual Business Review (or semi-annual or quarterly) clients will have an opportunity to receive supplemental training or introductory training for their own recently hired personnel; and have an opportunity to hear about new product offerings or enhancements.

The State will also have a chance to review and discuss whether the existing system is fully meeting the expectations defined during the original contracting and installation process and will be offered information based on a consultation with PCS's in-house financial and technical experts about how modifications in the existing system might help better satisfy them. For instance if records indicate that phones installed in some locations are being used less than expected or some phones are being used continuously our regional client services representative can show them how potential reconfigurations might help them improve offenders' and offenders' friends' and family's satisfaction and /or enhance revenue generation for the client.

26.0 SUBCONTRACTING-MANDATORY

- 26.1 Respondent must provide the State with a list of all subcontractors and their areas of responsibility that you intend on using to fulfill the terms of this RFP and resulting contract.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

- 26.2 A list of all intended subcontractors.

PCS Response: PCS has read, agrees and will comply. PCS intends to subcontract with the following:

- BCForward (MBE-certified) in partnership with Publicall
- CSCI Consulting (WBE-certified)

PCS has provided the **Subcontractor Commitment** form for these subcontractors at the end of **Section 1**.



26.3 Detailed description of what each contractor will be responsible for performing under this RFP.

PCS Response: PCS has read, agrees and will comply.

BCforward

BCforward - MBE Subcontractor

BCforward will provide the following staff as a subcontractor for PCS at Indiana DOC:

- **Ten (10) Site Administrators (SA)** – Site Administrators handle the day-to-day administrative duties related to the offender phone system. They may perform manual data entry, respond to inmate complaint forms, enter blocked or allowed numbers, and may even replace parts in broken offender phones.
- **Four (4) Phone Technicians (PT)** – Phone Technicians are the “field techs” who install and maintain both the offender and public payphones. They will perform physical repairs as well as new installs. They will also be responsible for collecting the coin phones and servicing the Wi-Fi.
- **2 - 4 Cell Detect/Control Technicians** – Cell Detect/Control Technicians will be responsible for running the cell detect/control hardware including physical install, management of the mobile units, troubleshooting/repair/maintenance, report generation, and other related duties. These technicians would also be cross-trained to handle the duties of the Site Administrators and the Phone Techs.
- **State Service Manager** – The State Service Manager will be the supervisor for all in-state subcontractor employees. This person would report to the PCS Program/Account Manager.
- **Implementation/Project Manager** – This position will lead the subcontractor’s teams during the implementation of PCS’s solution (phones, hardware, etc.). The implementation will be completed within 120 days.

BCforward will also assist with providing:

- 24/7 Payphone Operator Service Call Center
- Installation of 540 public payphones
- Installation of inmate phones
- Cell Detect Yearly Maintenance SLA
- Payphones, Enclosures and Pedestals
- Inmate Phones and Backboards



Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

CSCI Consulting – WBE Subcontractor

CSCI Consulting will provide the following services and hardware as a subcontractor for PCS at Indiana DOC:

- VOIP Services (MRC)
- VOIP Services (LD Termination)
- Cell Detect Cabling
- Cell Detect Hardware
- Network Attached Storage Devices
- SIP Port Licenses
- Network Hardware
- Workstations and UPSs
- Server Chassis



26.4 A copy of any subcontracts with intended subcontractors.

PCS Response: PCS has read, agrees and will comply. PCS has provided copies of the Letters of commitment for all intended subcontractors at the end of **Section 1**.

26.5 A list of all subcontractor employees and pertinent contact information for those employees that will be working for the State under the resulting contract.

PCS Response: PCS has read, agrees and will comply.

BCForward (MBE)

Todd Tolson
10 W Market Street, Suite 1300
Indianapolis, IN 46204
(317) 493-2017
todd.tolson@bcforward.com

CSCI Consulting (WBE)

Tonya Hanshew
8225 E. 56th Street, Suite B
Indianapolis, IN 46216
(317) 757-8764
tonyahanshew@csciconsulting.com

26.6 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

**27.0 OFFENDER LABOR & TRAINING-MANDATORY**

- 27.1 Offender labor will be utilized throughout the lifetime of the resulting contract from this RFP as part of IDOC's ongoing training and education program to provide offenders with job skills and training that they can utilize upon their re-entry into everyday society.

PCS Response: PCS has read, agrees and will comply.

- 27.2 It is anticipated that offenders can assist with the physical installation of cabling, the installation, maintenance, and removal of telephones at a minimum.

PCS Response: PCS has read, agrees and will comply.

- 27.3 CCS system security and staff and public safety must not be compromised in any way from the resulting offender labor performed under the resulting contract.

PCS Response: PCS has read, agrees and will comply.

- 27.3.1 IDOC will be responsible for providing supervision as needed when offender labor is utilized.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

- 27.4 Describe in detail what work you anticipate having offenders participate in under the resulting contract from this RFP.

PCS Response: PCS has read, agrees and will comply. Over the last year, The PCS Team has worked with a number of individuals within both the IDOC and PEN to develop a strategy on how best to support the State's initiatives for Education and Re-entry. The PCS Team has worked with PEN on products for other customers and has plans for additional orders this year. As part PCS's education and re-entry plan, The PCS Team contacted the Indiana Department of Labor and started the process to create "certification/diploma" programs that will give offenders the opportunity to re-enter the community with new skills and a certificate or diploma that could be used to help the offender gain employment upon release. The PCS Team is prepared to train offenders in the following areas:

- Repairing and maintaining offender phones and other hardware
- Running and terminating cabling
- Designing and building enclosures and pedestals
- Creating postings, mailings, and marketing collateral
- Creating outdoor instructional and advertising signage
- Monitoring of sex offenders via GPS locators

- 27.5 Describe how you will work to ensure that the system security is not compromised from utilizing offender labor.

PCS Response: PCS has read, agrees and will comply. Prior to the implementation of any certification or diploma programs, The PCS Team will work with the State on security protocols and specific facility rules to ensure that the education/re-entry program complies with all necessary regulations. Depending on the specifics of the regulations for each program, some of the specific measures include the following: work will be conducted in approved/secure areas, offenders will be supervised by either IDOC staff or by an approved PCS employee, any required tools would be checked in/out/inventoried, offenders will never be allowed access to internet access or any unapproved content, upon completion of the work either IDOC staff or an approved PCS employee will ensure that no materials leave the approved/secure area.

27.6 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS is the only vendor that fully understands and appreciates the State's focus on education and re-entry. The PCS Team has put in more than a hundred hours over the past year to get to know what is important to the State, how PEN products works, and what are the most attractive options to the State. Upon contract award, The PCS Team is ready to move forward with our education and re-entry planning and approval so that the programs can be in place by the time the new offender phone system is implemented.

28.0 ADDITIONAL EQUIPMENT- MANDATORY

28.1 Respondent is to provide, install (as necessary), and maintain TTYs at correctional facilities, and other State payphone locations at no cost to the State as requested.

PCS Response: PCS has read, agrees and will comply.

28.1.1 TTY equipment shall be portable or of a fixed mount. Requirements will vary depending on the need of each site.

PCS Response: PCS has read, agrees and will comply. PCS can provide either portable or fixed mount TTY equipment. PCS will work with each site to select the TTY units that best meet their needs. Please see **Appendix D, Equipment Specifications** for a description of the features available with the proposed TTY models.

28.1.2 TTY equipment shall contain a display.

PCS Response: PCS has read, agrees and will comply. The TTY models proposed all include display screens.

28.1.3 TTY equipment must have the ability to print a paper copy (offender phones only).

PCS Response: PCS has read, agrees and will comply. Please see **Appendix D** for a description of the features available with the proposed TTY models.

28.1.4 TTY equipment must have the capability of being remotely monitored and



recorded at IDOC facilities. The CCS must be able to convert TTY tones into a readable printout or log the call in a text form within the proposed CCS.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

28.2 Indicate your ability and compliance to supply the requested items above.

PCS Response: PCS has read, agrees and will comply. PCS can supply portable or fixed mount TTYs which have a display and can print a paper copy for offender phones only. The CCS can be configured to record the typed text (transmitted as Baudot ASCII or Turbo Code) and any voice portions of calls using Voice Carry Over or Hearing Carry Over. These calls will be recorded and monitored just like the calls from the standard offender phones. In addition, the text portion of the TTY/TDD call recordings will be automatically converted from Baudot ASCII or Turbo Code into a standard searchable text format.

28.3 Provide a listing and catalog of the specific equipment that is currently available to meet the requirements listed above.

PCS Response: PCS has read, agrees and will comply. For the portable TTY unit, PCS proposes the Ultratec Superprint 4425 and for the fixed mount TTY, PCS proposes either the Ultratec M240FS (for outdoor use) or the ST120 (shelf top unit). However, PCS has experience with several models of TTY and can support whichever brand and model the State prefers. Product literature for the suggested models and additional supported models can be found in **Appendix D**. Additional information on the suggested models can be found below.

28.4 Describe how the proposed CCS logs, converts, and records calls placed utilizing a TTY.

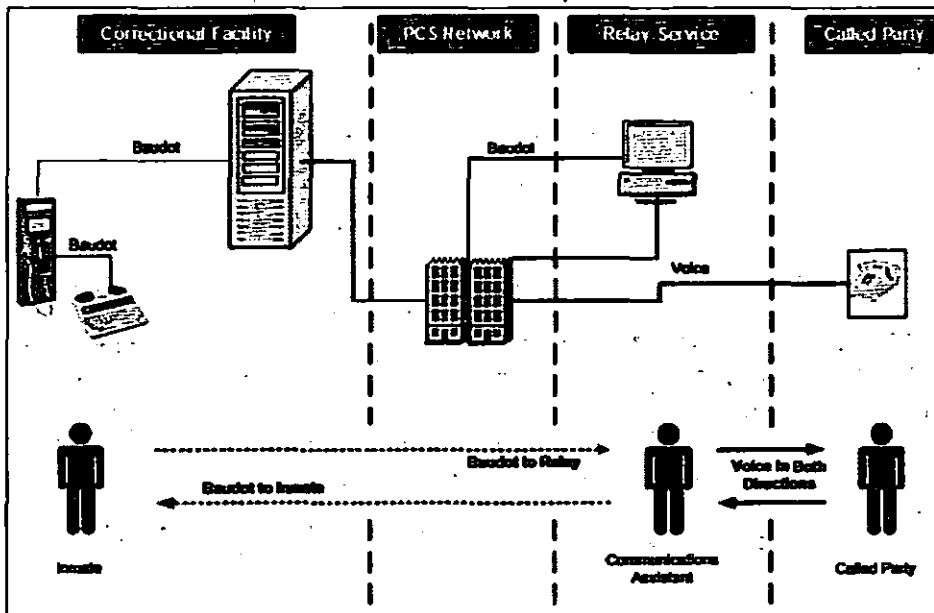
PCS Response: PCS has read, agrees and will comply. When the offender picks up the handset and places it in the cradle of the TDD/TTY device, they are prompted to dial a digit to access TDD/TTY options. Once that option is selected, the TDD/TTY machine displays the call prompts on the digital screen. While the call is in progress, the line is monitored for standard Baudot code (the communication standard for TDD/TTY). If speech is detected, the call will be disconnected. The proposed TDD/TTY solution has the same restrictions on call limits, and the entire string of the Baudot code will be recorded as a normal .wav file like any other call.

The CCS can be configured to record the typed text (transmitted as Baudot ASCII or Turbo Code) and any voice portions of calls using Voice Carry Over (VCO) or Hearing Carry Over (HCO). These calls will be recorded and playable just like the calls from the standard offender phones. In addition, the text portion of the TTY/TDD call recordings will be automatically converted from Baudot ASCII or Turbo Code into a standard searchable text format. When the call recording is opened, the text for the call will automatically be displayed in a notes type field. This text can be searched in the same way as call recording notes. In this way, the system will handle the translation from tone to text and will provide transcripts of each TDD/TTY call without the need for further processing by IDOC staff.

28.5 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS's automated operator offender telephone system is designed for use by the hearing impaired.

PCS will work closely with IDOC to ensure that the security features designed into standard calling practices are incorporated into the calls made by offenders through the relay centers. This includes recordings, blocked numbers, PINs and PANs. PCS has extensive experience in working with various relay centers to ensure that disabled offenders have the same calling privileges and security features designed into their calling patterns as all other offenders.



29.0 CELLULAR PHONE DETECTION & JAMMING-MANDATORY

The State desires the ability to detect, deter, and intercept unauthorized cellular telephone use at all IDOC facilities. For the purpose of this section, cellular relates to any communication device utilized to access any wireless carrier's network to communicate verbally, via text/SMS/MMS message, or by some other use of data across the carrier's network. Reduction of unauthorized cellular use will benefit both IDOC from a security and investigations standpoint and the Respondent in reducing lost revenue from illegal cellular use.

PCS Response: PCS has read, agrees and will comply. PCS has been a leader in developing and deploying cellular detection solutions.

In 2009, The PCS Team installed the first fully capable Cellular Identification and Control System in a U.S. prison and would be happy to arrange a live demo of our web-based cellular detection/identification/control and tracking application or a visit to travel to one of our client facilities to see the solution in person. The technology installed is a more



advanced and updated version of the platform that was demonstrated at the Putnamville Correctional Facility in June of 2009.

This system is capable of detecting, jamming and/or capturing phone signals with software activation based on the FCC regulations. As services are allowed, these services can be activated without additional hardware or transition times.

- 29.1 The State is aware that cellular jamming is not legal at this time. Jamming will be reviewed further upon FCC approval for use in correctional facilities.

PCS Response: PCS has read, agrees and will comply. The PCS Team believes the surest way to eliminate the cell phone problem in prisons is via jamming and has worked closely with all the leading jamming hardware vendors on pilot projects to be prepared to incorporate jamming into our system if and when it is approved; but our current cellular detection solution (proposed for the IDOC) does not include jamming and fully complies with all FCC rules.

PCS has installed and continues to operate our proposed solution in other correctional facilities with strict adherence to all FCC regulations. The PCS Team will work with the IDOC to deploy the legal technologies that best meet your needs and to incorporate new tools like jamming as they gain acceptance.

- 29.2 Should the FCC not permit jamming, Respondent will work with the State to implement alternative technologies to deter and detect cellular use in IDOC facilities.

PCS Response: PCS has read, agrees and will comply.

- 29.3 Permanent installation of cellular detection equipment is not required every IDOC facility. IDOC requires a minimum of nine systems be made available for IDOC use. Systems should be robust multi functional systems that go above and beyond the typical small handheld units that can be carried around the housing units to detect active cellular phones.

PCS Response: PCS has read, agrees and will comply. The PCS Team's solution is hardware-agnostic and can capture information either from a fixed tower or a mobile scanner. The key is to keep all the data captured by whatever hardware is used in a single, online, easily searchable database. **With PCS's web-based Cellular Data Management application all the data that various hardware options capture becomes useful** for investigations and seizure or control procedures.

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service



CELLULAR DATA MANAGEMENT

SEARCH DETAIL

Cell Number:

Last Name:

First Name:

MISN:

EKN:

DAIS:

IMEISV:

Cell Standard: GSM, CDMA

Provider: BSCB, SPNT, LIS 580, AT&T

Band: 800, 1900

Owner: Vendor, Office, Staff, Other

Phone Type: Nokia, Motorola, Samsung, LG

Start Date: 01/01/2010 End Date: 03/04/2010

Date Found:

Location Found:

Invoice ID:

Notes:

June 2010

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Today: June 28, 2010

Cellular Data Management - Search Cell phone call records

29.4 Fixed systems are required at the following IDOC locations: New Castle, Putnamville, Plainfield, Indiana State Prison/Westville, Pendleton/CIF, Miami Correctional, Wabash Valley, and Rockville. The remaining IDOC sites will require systems that can easily be transported between sites.

PCS Response: PCS has read, agrees and will comply. The PCS Team will work with the managers of each facility to select hardware that fits each prison's space, infrastructure and procedures. PCS's cellular Data Management solution will work with either fixed or portable cellular frequency scanners.

29.5 Antenna installations and any cabling required as part of any proposed fixed solution must be permanently mounted and conform with accepted industry standards for the correctional industry; NEC, Bicsi, and all other national, state, and local regulations relating to fire stopping, electrical and telecommunications standards.

PCS Response: PCS has read, agrees and will comply.

29.6 All equipment, software, antennas, cables, and other items related to the system will become the property of IDOC. During the life of the contract Respondent will be responsible for all maintenance, updates, upgrades, and support of the equipment.

PCS Response: PCS has read, agrees and will comply.

29.7 Additional systems will be installed as required at the request of IDOC.

PCS Response: PCS has read, agrees and will comply.



- 29.8 Cellular tower replication technology is the most desired solution to meet IDOC needs. The following features are desired.
 - 29.8.1 Ability to intercept and allow or disallow call to proceed.
 - 29.8.2 Ability to record audio from calls in progress.
 - 29.8.3 Ability to log all calls placed and received and the digits being dialed.
 - 29.8.4 Ability to intercept and log or send text messages to and from phones located within the correctional facility.
 - 29.8.5 Ability to capture ESN, MEID, or cellular numbers communicating thru the system.
 - 29.8.6 Ability to triangulate or detect phones within a specific location.
 - 29.8.7 Allowed device list to permit authorized devices to make and receive calls without being recorded, blocked, etc.

PCS Response: PCS has read, agrees and will comply with **Requirements 29.8 through 29.8.7**. These are standard features of PCS's Cellular Control Solution. This data is stored in PCS's Cellular Data Management database and can be searched, sorted, labeled and expanded by authorized users. The system will also identify the MIN, IMS and IMEISC number and identify the carrier that the cell phone is using.

Cell #	Last Name	First Name	Title	Date	Time	Standard	Provider	MIN	ESN	IMS	IMEISV	Band	
3105008448	Pekarcovic	Joseph	Test	04.06.2010	15:35:22	GSM	AT&T				310410257301400	3501580234565030	800
3106008448	Pekarcovic	Joseph	Test	04.06.2010	15:40:28	GSM	AT&T				310410257301400	3501580234565030	800
3108008448	Pekarcovic	Joseph	Test	04.06.2010	15:42:43	GSM	AT&T				310410257301400	3501580234565030	800
3109008448	Pekarcovic	Joseph	Test	04.06.2010	15:47:16	GSM	AT&T				310410257301400	3501580234565030	800

Call Data Management - Cell phone use report

- 29.9 Non linear junction detectors may be utilized in addition to other possible solutions proposed by Respondent. However, it should be noted that use of non linear junction detectors alone will not satisfy this requirement.

PCS Response: PCS has read, agrees and will comply. NIJDs cannot capture the SIM data including ESNs that are essential to using Cellular Detection technologies for investigations and tracking. PCS does not consider them an appropriate solution for the IDOC.

- 29.10 Proposed system **MUST NOT** cause inference with IDOC communications radios or other approved electronic devices.

PCS Response: PCS has read, agrees and will comply. The PCS Team's proposed solution does not interfere with radios or other electronic devices. Even in locations where the IDOC chooses to have Cellular Capture beacons installed, you can exempt any authorized cell phones from being disturbed in any way by using the Phone Editor feature of PCS's Cellular Data Management GUI.

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service



Home Search (Open) Phone Editor (close) Administration Print					
Cell #	Last Name	First Name	Owner	Notes	
Select 3106009448	Pekarovic	Joseph	Vendor	310410167505053 3591580234565030	
Select 8176904809	McNitt	George	Staff	test	

Cellular Data Management - Phone Editor

Simply Select any detected phone (or add a new phone on the screen below) and click Select, to add information about it, authorize its use, identify it as contraband etc.

Cell Number:	3106009448
Last Name:	Pekarovic
First Name:	Joseph
Title:	Test
MIN:	
ESN:	
IMSI:	3591580234565030
IMEISV:	3591580234565030
Owner:	Vendor
Model:	
Notes:	310410167505053 3591580234565030
Site ID:	
Date Contraband Found:	
Location Contraband Found:	
Contraband Inmate ID:	
<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="New"/>	

Click Edit to change the control setting for the selected phone, click delete to remove the record, or New to add a new phone number/ESN to this list or user-account.

Phone Editor - Phone Detail screen

29.11 Training must be provided to IDOC in the proper operation and setup of the proposed solution. Training will take place upon initial installation and throughout the life of the contract as requested by IDOC staff.

PCS Response: PCS has read, agrees and will comply. The PCS Team will provide training upon installation and throughout the term of the contract, particularly when new capabilities are added to the system as permitted by the FCC.

29.12 The proposed solution must comply with all applicable State and Federal laws, and all FCC regulations.

PCS Response: PCS has read, agrees and will comply. The PCS Team's proposed cellular detection solution fully complies with all State, Federal and FCC rules.



PROVIDE THE FOLLOWING:

29.13 Describe in detail what technology you can offer the State at this time.

PCS Response: PCS has read, agrees and will comply. The PCS Team proposes an advanced and upgraded version of the CellAntenna CJAM-CPC solution that was demonstrated to the State at the Putnamville Facility in June of 2009. This is the same fully operational cell identification and control system that we currently have installed in the Reeves County Detention Center in Texas. This cellular tower replication technology has been proven to detect, deter, and intercept unauthorized cellular phones.



Proposed Solution

The CellAntenna CJAM-CPC Cell Phone Controller (CPC) is an intelligent cellular system that serves as a deterrent to mobile phone possession and use in correctional facilities by detecting, controlling and managing contraband handsets and SIM cards. The CPC captures the following unique serial number information to positively identify a handset and/or SIM:

- IMEI and the SIM card in use (IMSI) for GSM
- ESN and MIN (handset telephone number) for CDMA

The CJAM-CPC typically works in conjunction with a distributed antenna system (DAS) which delivers precise coverage throughout the designated target areas. Just as a sprinkler system can be configured to cover your entire yard without watering a neighbor's property, the DAS is both tunable and configurable to ensure that the CPC signal does not extend beyond the boundaries of the correctional facility. The DAS is engineered based on the specific environment of each facility in terms of architecture, housing design and strength of the cellular carriers signal within the facility. All distributed antenna systems are designed to comply with all Health and Safety regulations that mandate low power emission levels. The DAS antennas typically operate at less than 1W of power per antenna which is the average output of most Wi-Fi antennas.

Unlike other detection and jamming technology, the CJAM-CPC does not need to be running 24x7 to be effective. In 4-5 days of continuous operation the CJAM-CPC will detect all the contraband handsets in the designated target areas of a correctional facility. Since the CJAM-CPC runs on a Windows XP operating system the raw detection data captured from the GSM and CDMA handsets can be exported to a Microsoft Access database manager and report writer. **PCS has built a custom user interface (GUI) that gives authorized users the ability to run custom ad-hoc reports on the CJAM-CPC events.**

In addition to the fixed mount systems, the CJAM-CPC is available in a portable form factor and can be shared among correctional facilities.

Whether fixed mount or portable, the PCS CCS will have the capability to do the following:

- Ability to intercept and allow or disallow call to proceed.

- Ability to record audio from calls in progress.
- Ability to log all calls placed and received and the digits being dialed.
- Ability to intercept and log or send text messages to and from phones located within the correctional facility.
- Ability to capture ESN, MEID, or cellular numbers communicating thru the system.
- Ability to triangulate or detect phones within a specific location.
- Allowed device list to permit authorized devices to make and receive calls without being recorded, blocked, etc.

29.14 Describe what technology you may be able to provide in the future as guidelines are established to permit jamming.

PCS Response: PCS has read, agrees and will comply. Through partners, such as, CellAntenna, The PCS Team has experience with, and access, to jamming technology that is currently being used by our military in Iraq and Afghanistan. A clear benefit to the CCS is that the engineered distributed antenna system (DAS) can be used with either the CPC-CJAM for cellular identification and control or it can be used with the jamming hardware for total denial of service. Once the DAS is in place, jamming is as simple as plugging in the jamming hardware and then testing and possibly retuning some of the antennas. With this very simple migration path, the capital expense and infrastructure can be reused and the disruption in daily jail operations would be minimal.

Migration Path to Jamming

The PCS Team’s partners, such as CellAntenna, have practical experience designing, installing and supporting RF jamming systems. They have implemented solutions that can block frequencies from 30MHz to 3000 MHz and cellular telephone jamming systems that use high quality filters to jam only the cellular carrier’s downlink frequencies (signal from tower to handset) primarily for use in correctional facilities. CellAntenna has developed a jamming system architecture that uses a distributed antenna system (DAS) to propagate the jamming signals throughout the designated target areas using low power. This design technique has enabled CellAntenna to deliver jamming solutions that jam cell phones in designated target areas and not beyond. In addition, low power jamming eliminates any concerns regarding health and safety of correctional officers and offenders.

In February of 2010 CellAntenna teamed with the National Telecommunications Information Agency (NTIA) and the Federal Bureau of Prisons (BOP) and installed a complete jamming system in a Federal correctional facility in Cumberland, MD. The intent of the jamming test was to benchmark jamming system metrics and to debunk the myth fostered by the CTIA that jamming is not an effective or practical solution for eliminating the use of contraband cell phones by offenders in correctional facilities. Using low power jamming and proven engineering design techniques CellAntenna demonstrated that 100% of the cell phones in the test housing unit could be jammed without the signal radiating beyond the acceptable security



perimeter.

A Little More About the Technology Behind Jamming

CellAntenna currently uses advanced microprocessor technology in their jamming systems. The jamming controllers are based on direct digital synthesis (DDS) that can be programmed to transmit up to 36 channels in the band by fast sweeping between each. DDS has many advantages over its analog counterpart, the phase-locked loop (PLL), including much better frequency agility, improved phase noise, and precise control of the output phase across frequency switching transitions. The superior close-in phase noise performance of a DDS stems from the fact that it is a feed-forward system. In a traditional phase locked loop (PLL), the frequency divider in the feedback path acts to multiply the phase noise of the reference oscillator and within the PLL loop bandwidth, impresses this excess noise onto the VCO output. A DDS on the other hand, reduces the reference clock phase noise because its output is derived by fractional division of the clock. In addition, this new jamming technology does not overpower the down link frequencies it simply emits a short burst to disrupt only the cellular system's control channel.

DDS technology and state of the art frequency filtering techniques enable CellAntenna's engineers to design each system for maximum performance. The system can block frequency bands which are specified by the end user. CellAntenna has found that jamming of the downlink frequencies used by the cellular carriers is the most effective as it does not interfere with the carrier's tower performance.

29.15 Indicate you ability to meet the equipment requirements of IDOC.

PCS Response: PCS has read, agrees and will comply. The PCS/CellAntenna CJAM-CPC solution will either meet or exceed each of the equipment requirements in sections 28.1 - 28.12

The Equipment (CJAM-CPC)

For each of the required "fixed system" locations, The PCS Team will provide cellular tower replication technology with an engineered distributed antenna system (DAS) customized for each facility.

Each CJAM-CPC unit will contain software defined radios that will be tuned to cover only cellular frequencies and as such will not interfere with IDOC communications radios or other approved electronic devices. The CJAM-CPC supports all current and planned cellular frequencies (800/900/1800/1900/2100Mhz) and technologies (GSM/ CDMA/ UMTS/ WCDMA). Since the CJAM-CPC uses software defined radios, future technologies, such as 4G protocols and new frequencies (i.e., 700/450 MHz), can easily be included as they become available.

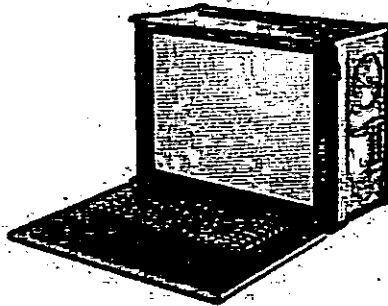
Once installed and tuned, the CJAM-CPC will be able to dynamically detect and control cell phones attempting to make calls within the designated DAS target area. The system will be able to provide identification information including cell phone SIM identifiers, (IMSI), cell phone serial numbers (IMEIs), ESNs, and MINs. This information gives investigators and administrators the ability to:

- Identify the owners of the cell phones and who may be bringing them into the facility
- Send text message to the contraband phone
- Setup "approved" lists for staff phones that should not be subject to the controls placed on the contraband phones
- Contact the cell phone carriers to have the cell phones tapped to listen to the calls
- Have the cell phone carriers permanently disconnect service to the cell phone and/or the SIM card
- "Lock" the contraband cell phones to the CJAM-CPC via the DAS to manage access to the carriers' towers and deny service (when/where legally allowed)

CJAM-CPC Specifications

- Microsoft Windows XP operating system and Microsoft Access database manager and report writer
- Microsoft Access and SQL Server database compatibility for data warehousing and report generation
- Networkable for remote access for system diagnostics and remote management
- GPS receiver for precise timing for CDMA

Portable CJAM-CPC Unit

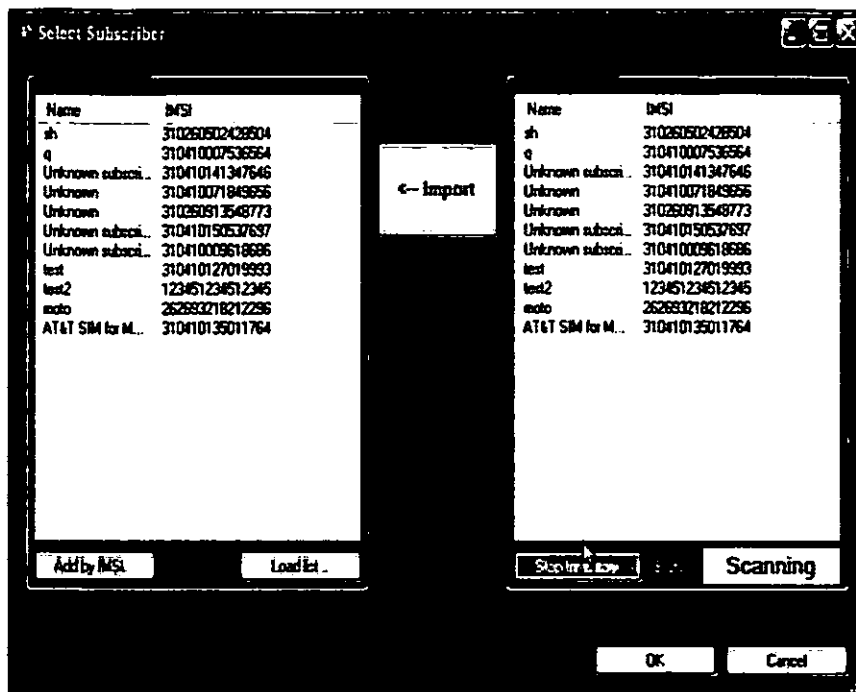


"Approved" Phone Feature

The CJAM-CPC has the ability to maintain a list of mobile phone handsets that are approved for use inside of the correctional facility by officials. When these approved handsets are detected by the CJAM-CPC they are flagged as being on the "green list" (approved list). The data log file on the CJAM-CPC desk top can be parsed to eliminate these approved handsets. The result is a detection list of unauthorized mobile phones "red list." Both lists can be exported to the MS Access database for further analysis.



Indiana Departments of Administration & Corrections
 RFP No. 10-55
Offender Pay Telephone Service

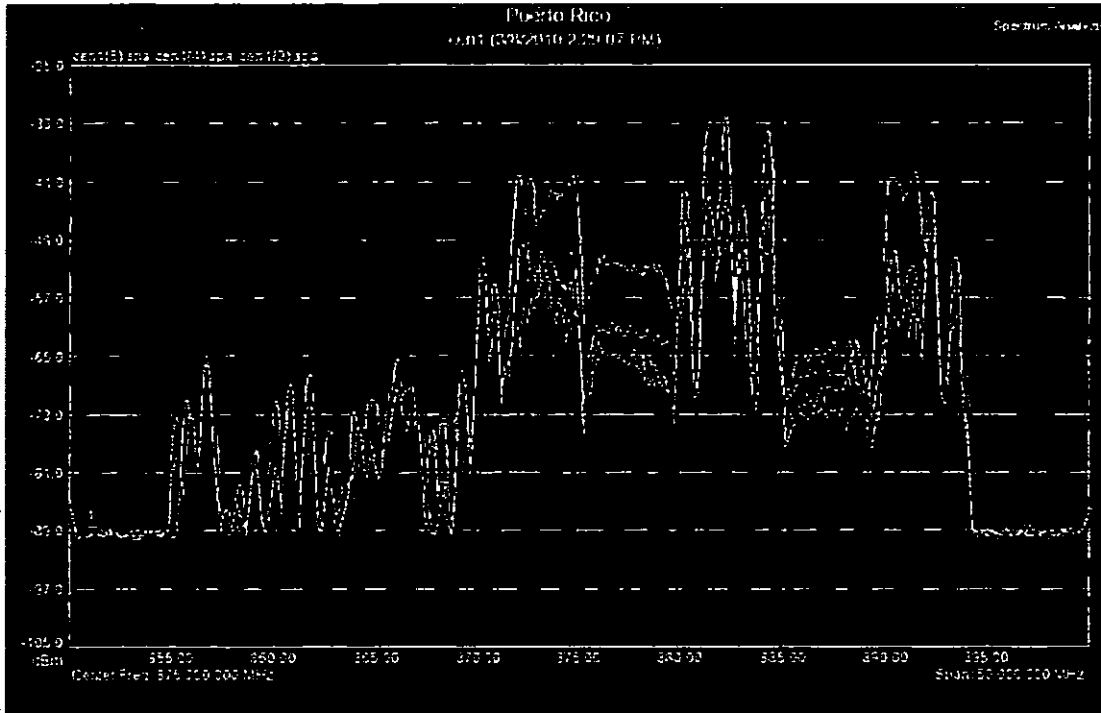


29.16 Describe in detail any installation requirements at IDOC facilities related to antennas, repeaters, etc.

PCS Response: PCS has read, agrees and will comply. For the “permanent” fixed system facilities, The PCS Team will install an engineered distributed antenna system (DAS) designed for each facility. Prior to install, The PCS Team will perform a detailed site survey of each facility and, using a spectrum analyzer, will identify the carrier frequency bands and the strength of the cellular signal in each of the designated target areas.

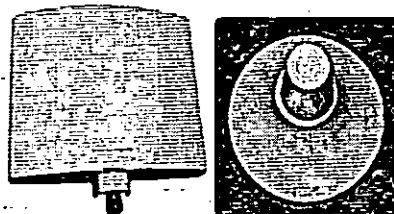
Example from a site survey using a spectrum analyzer:

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service



This information will be used to help determine the optimal antenna type, location and power needed for each antenna. Any required antenna and/or cabling installations will be permanently mounted and will conform to accepted industry standards for the correctional industry, NEC, BICSI, and all other national, state, and local regulations relating to fire stopping, electrical and telecommunications standards. The antennas and any required cabling will be installed in such a manner that they cannot be sabotaged by the offenders. To accomplish this, cables and DAS components will need to be installed in areas where offenders do not have access (false roofs, basements, HVAC chaseways, etc.) If this is not possible, cabling can be placed in conduit or installed using other facility approved methods, such as trenching.

The type of antenna to be used will be defined by the requirements of the area to be covered. Two common antenna types are the Panel Antenna and the Omni Antenna. The coverage area for a DAS antenna is approximately 5,000 sq ft, but may vary based on the attenuation properties of the building materials (solid steel cell doors, concrete, etc).



Regardless of the antenna selected, coverage will be confined to the specified area and will not interfere with IDOC communications radios or other approved electronic devices.



The PCS Team understands that it will be responsible for all maintenance, updates, upgrades, and support of the equipment throughout the life of the contract and that upon contract termination, all equipment, software, antennas, cables, and other items related to the cellular control solution will become the property of IDOC.

29.17 Describe any other emerging technologies that the State may wish to consider related to cellular detection, interception, and jamming.

PCS Response: PCS has read, agrees and will comply. In the corrections market today, there are several options that have been developed to address the issue of cell phones in prisons. These include the use of metal detectors, wands, dogs, cell detection sensors, cell detection alarms, cellular control devices, and cellular jammers. PCS has spent a number of years working closely with providers of each of these solutions to determine what application works best today and what will be the best solution for the future. Where some ITS vendors will respond with a particular solution because that is the hardware that they own and understand, PCS understands that each facility is unique and a solution that may work for one prison may not work for another. To get a truly effective solution to the cell phone problem, the DOC should select a provider that has demonstrated experience as a systems integrator, one who understands the importance of playing well in the technology "sandbox", one who can provide a Technology Roadmap that addresses the future as well as the present, and one who is **focused on the solution and not on the hardware.**

Handheld Scanners

While simple "detection" technologies are not very effective by themselves, the combination of a handheld cellular scanner along with the CJAM-CPC cellular identification and control system can be very effective. These handheld scanners are similar to what is currently used in the military and offer the ability to detect and track down cellular phones in use. While the CJAM-CPC can be used to isolate a cell phone within the radius of each antenna, a handheld unit could give officers the ability to quickly identify the exact offender using a contraband phone. The use of handheld scanners would allow officers the ability to combine this "reactive" technology along with the "proactive" CJAM-CPC solution to not only eliminate the ability to use a contraband phone, but also the ability to find the phone and remove it from the institution.

Detection Dogs

As with the handheld scanners, cell phone sniffing dogs are also an effective "reactive" technology that can be paired with the CJAM-CPC solution. While dogs are more expensive to purchase, maintain, and operate, they do have the advantage over handheld scanners that they can detect phones and SIM cards when they are turned off.

IED Detection/Hunting

The intelligent detection and control CJAM-CPC system was originally designed for use by the US military in combat theatres. The most recent application that has been added to the CJAM-CPC suite is IED hunting and direction finding. Today, both these applications are focused on defeating IEDs; however we anticipate as this technology matures there will be

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

applications identified for use in a correctional environment.

29.18 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply.

CellAntenna's Experience and Resume

CellAntenna is a global organization with headquarters in Coral Springs, FL and is a registered Woman Owned Small Business. CellAntenna's expertise is in the design, implementation and support of radio frequency (RF) systems that manage and control cellular telephone and public safety radio signals within buildings and campuses. In business since 2000, CellAntenna has become a global leader in Cellular Threat Management solutions. They have accomplished this through engineering excellence, commitment to quality and most importantly by consistently meeting our customer's expectations. CellAntenna is an ISO 9001 Certified company.

CellAntenna's project experience includes:

- **Cell Phone Intelligent Detection and Control.** The first mobile phone intelligent detection system installed in a correctional facility in the USA. This Phase I project currently has a DAS + CJAM-CPC monitoring a multi-unit facility in Texas. To date, the CJAM-CPC has detected 239 mobile phone handsets and 44 SIM Cards. The information captured by the CJAM-CPC in Texas was used by correctional investigators, the FBI and ATF to identify the purchaser of SIM cards that were in use in the correctional facility and arrest the perpetrator. She was a correctional officer at the facility.
- **Cell Phone Jamming Test IN USA.** The first and only Federal Correctional facility cell phone jamming system demonstration was conducted by CellAntenna, the National Telecommunications Information Agency (NTIA) and Federal Bureau of Prisons (BOP). After the Senate hearing on jamming the NTIA was asked by Congress to conduct a test to determine if jamming can be an effective solution to the use of contraband cell phones by offenders. The NTIA contacted CellAntenna and asked that they provide equipment and engineering support for their test. Phase I was conducted in a NTIA lab and Phase II involved CellAntenna designing and installing a low power jamming system in a Federal corrections facility in Cumberland, MD. Although this test was never intended as a "pass/fail" initiative it did show that the technology could jam 100% of the cell phones in a correctional housing unit and not have the jamming signal radiate beyond the approved security perimeter.

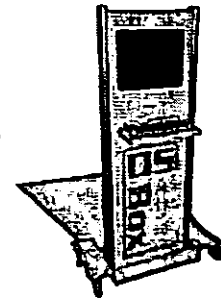
Cell Phone Forensics

The PCS Team understands that there is also vital information in the cell phones that are found by correctional staff. The PCS Team can provide the IDOC 2 DS boxes used for gathering information found within cell phones.

This hardware would allow IDOC staff to connect cell phones to the system and gather critical data.

**Key Features:**

- Easy to use system with full touch interface
- Full media card acquisition and recovery of deleted data
- Complete logical acquisition on over 2200 mobile phones and devices
- Comprehensive SIM Card acquisition and recovery
- Forensically sound data for intelligence and evidence gathering

paragon's
ds box

DS Box was designed for use at regional laboratories, prisons, embassies, military bases, crime labs, etc. at any location where cell phone data can be gathered by a variety of personnel with little to no computer training.

How do I receive updates?

Cable updates are sent automatically and can be updated from the back of the unit. Software updates are automatically uploaded to the unit for the one year free period as long as the DS Box is connected to the Internet.

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

THE BALTIMORE SUN

FEBRUARY 17, 2010



Governor helps test cell phone jamming at prisons

Gov. Martin O'Malley will be on hand at a federal prison in Western Maryland today to watch the first test of a prison cell phone jamming device. Calls to block cell phone signals in prisons to thwart inmates from ordering hits on witnesses and running drug networks from behind bars is meeting stiff resistance.

Many cell phone companies view the initiative as unnecessary and say it could jam cell phones of legitimate customers outside the prison walls. In addition, some have said it would make the job of

corrections officers more dangerous because they too would be unable to use the phones. Above is a picture of confiscated cell phones from a Maryland prison, taken by The Sun's Barbara Maddock Taylor.

In September, Maryland prison officials spent a day testing similar equipment. The U.S. Congress is considering a federal ban on blocking cell phone signals to allow limited deployment at prisons. Maryland authorities say that cell phones are among the items most confiscated from cells.

Here is a statement from O'Malley:

GOVERNOR MARTIN O'MALLEY TO VISIT WESTERN MARYLAND, ATTEND NATION'S FIRST CELL PHONE JAMMING TEST AT FEDERAL PRISON

Governor will also Tour Local Business to promote Job Creation Tax Credit

ANNAPOLIS, MD (February 16, 2010) – Governor Martin O'Malley will visit Western Maryland tomorrow, where he will attend the nation's first-ever federally sanctioned test of cell phone jamming technology at a federal prison. Last year, Governor O'Malley and Senator Mikulski formally requested approval for the test from the National Telecommunications and Information Administration (NTIA). Tomorrow, Governor O'Malley will visit the Federal Correctional Institution in Cumberland, MD, where the Bureau of Prisons and the NTIA will conduct the first-ever sanctioned test of the jamming technology at a prison. Governor O'Malley and Department of Public Safety and Correctional Services Secretary Gary Maynard will address media at the prison's training facility following the visit.

Cell phone jamming technology will allow prisons to interrupt the signal of illegal cell phones that are potentially being used to orchestrate crimes from within the walls of the prison.



Demonstration of CJAM-CPC for the State of Indiana in June 2009



For Immediate Release

*Media Contact: David E. Johnson, Strategic Vision, LLC
Ph: (404) 850-0098
djohnson@strategicvision.biz*

CellAntenna Holds Successful Demonstration of CJAM-CPC Cell Phone Controller For Indiana Department of Correction **CJAM-CPC Is Technology Designed To Help Law Enforcement Battle The Pandemic of Illegal Cell Phones In Prisons** **Non-Jamming Technology removes ability for criminals behind bars from using cell phones.**

Coral Springs FL/June 26, 2009 - CellAntenna Corporation successfully held a cutting-edge demonstration of its CJAM-CPC, cell phone controller for the Indiana Department of Correction at an Indiana correctional facility as part of its efforts to help law enforcement in its battle against illegal cell phones in prisons. The CJAM-CPC can detect the quantity of cell phones in a prison, identify their location, and determine which cellular provider the cell phone is connected to, without jamming of signals. A list of each cell phone's serial number and which cellular provider they are connected to is created. The list can be sent to each cell phone provider asking them to turn the illegal cell phone off. In the Indiana demonstration, CellAntenna's CJAM-CPC successfully detected and identified contraband cell phones that were being used by inmates. The test was attended by eighteen high-ranking officials of the Indiana Department of Corrections.

The CJAM-CPC is the latest technological advance to combat the escalating problem of illegal cell phones in prisons without using jamming equipment. "I want to thank Willard Plank, Chief Investigator of Internal Affairs at the Indiana Department of Correction and the entire Indiana Department of Correction for inviting us to hold this demonstration."

The CJAM-CPC was introduced to the market in May of 2009 to assist law enforcement in combating the use of illegal cell phones in prisons. While cell phoning jamming by law enforcement is illegal in the United States and opposed by the cell phone providers and their membership association, CTIA, the CJAM-CPC is a legal alternative. Indiana is the first state to have tested the CJAM-CPC. With the CJAM-CPC, law enforcement will have a legal way to combat the use of cell phones by inmates in their facilities. The illegal use of cell phones in prisons has increased dramatically in the past years with death threats, murder hits, and drug trafficking all traced back to inmates in local and state correctional facilities.

"Our CJAM system makes good on the promise of the cell carriers pledged by CTIA, that they will do all that is legally allowed to prevent their cell phones from falling into the hands of inmates" said Melamed. "The cell carriers said they wanted a solution that makes use of technology without jamming. CJAM-CPC is the solution and available to deploy today".

CellAntenna has been leading a nationwide fight to change the current law to allow cell phone jamming by state and local law enforcement. In this they have been opposed by the cellular phone providers and CTIA, the wireless association. CellAntenna has proved with their equipment that jamming of illegal cell phones in prisons can be done with complete accuracy and is the only comprehensive solution to the problem. Once jamming is legalized, CellAntenna believes the deployment of its CJAM-NF jamming product together with the CJAM-CPC will eliminate the pandemic of cell phone communication by inmates once and for all.

30.0 PUBLIC WI-FI SERVICE-HIGHLY DESIRABLE

The state desires that public Wi-Fi service be provided at state locations such as INDOT rest areas, DNR properties and campgrounds, and other public locations as requested at no

cost to the State. Respondent will be responsible for all costs associated to install, operate, and support the service. Service will be a pay-for-use service that can be billed by pay per use, pay-per-day, or pay-per-week with the users of said service paying for using the service. Service may be provided thru the use of internet kiosks, internet enabled payphones with Wi-Fi, or by Wi-Fi access points.

PCS Response: PCS has read, agrees and will comply.

30.1 The proposed system should provide a walled garden/splash page upon access that provides cost and payment options for using the service. This site may contain advertising as long as it is not deemed by the state to be offensive in nature. Any material deemed to be offensive by the state must be removed immediately.

PCS Response: PCS has read, agrees and will comply.

30.2 The proposed service should also provide free access to a few limited sites such as the DNR website, INDOT road and traffic conditions and closures, local weather information, watches, and warnings. These sites will be determined by the location being served by the proposed service. No advertising or pop-ups are permitted when linking to these sites.

PCS Response: PCS has read, agrees and will comply.

30.3 DNR locations, INDOT rest areas, and the surrounding parking lots should provide adequate coverage and bandwidth to support multiple users at the same time. Respondent will monitor bandwidth utilization and add additional capacity as required.

PCS Response: PCS has read, agrees and will comply.

30.4 The State will not provide any network or broadband connectivity. Respondent will be required to provide their own network/broadband connectivity for the service

PCS Response: PCS has read, agrees and will comply.

30.5 The State will provide access to existing power outlets as need by the Respondent. Any additional power installation requirements not already in place will be the responsibility of the Respondent.

PCS Response: PCS has read, agrees and will comply.

30.6 DNR properties will include the campgrounds, camp stores, and other areas as requested.

PCS Response: PCS has read, agrees and will comply.

30.7 INDOT locations will include rest areas and the surrounding parking lots.

PCS Response: PCS has read, agrees and will comply.

30.8 The State will **NOT** provide technical assistance to users but will re-distribute printed service information to users as long as the information is provided to the State in paper form that can be given to users. Respondent will be responsible for ensuring that adequate materials are available at all locations for distribution to



users and will replenish printed materials on a regular basis or upon request of the State.

PCS Response: PCS has read, agrees and will comply.

- 30.9 The State will work with Respondent and permit limited signage advertising the service at most locations. For historical preservation reasons, signage will not be permitted at all locations.

PCS Response: PCS has read, agrees and will comply.

- 30.10 Before charging users for use of the service, Respondent must clearly advise users of the costs for the service and warn users that the information is being transferred over the wireless connection and internet is not secure and that they should exercise caution when using the service to safeguard their information.

PCS Response: PCS has read, agrees and will comply.

- 30.11 Respondent should make all reasonable efforts to maintain security of the data transmitted across the proposed service.

PCS Response: PCS has read, agrees and will comply.

- 30.12 Respondent must provide a toll free customer service number for reporting trouble.

PCS Response: PCS has read, agrees and will comply.

- 30.13 Service must be available 24x7x365 day a year. Seasonal sites such as DNR campgrounds may be disconnected on a seasonal basis.

PCS Response: PCS has read, agrees and will comply.

- 30.14 Respondent must provide a simple process of issuing customer refunds when the service fails to work properly. The refund process must not require users to mail or fax in refund forms. Refunds should be issued over the phone when a user calls customer service to request a refund. The State will not issue refunds.

PCS Response: PCS has read, agrees and will comply.

- 30.15 Respondent will pay the State a commission percentage based on the gross revenue generated from this service. Commission percentage details should be provided in Attachment H.

PCS Response: PCS has read, agrees and will comply. PCS will pay a commission percentage based on gross revenue generated from this service as detailed in Attachment H.

- 30.16 Respondent will supply the State with monthly commission reports for the Wi-Fi service. The report should include at a minimum the gross revenue per location, the commission being paid to the State, number of users of the service, and the amount of data in megabytes used at each site per month. Reporting information will be finalized between the State and Respondent after contract execution.

PCS Response: PCS has read, agrees and will comply.

- 30.17 Respondent will supply the State a monthly trouble report indicating any problems

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

experienced at the Wi-Fi sites.

PCS Response: PCS has read, agrees and will comply.

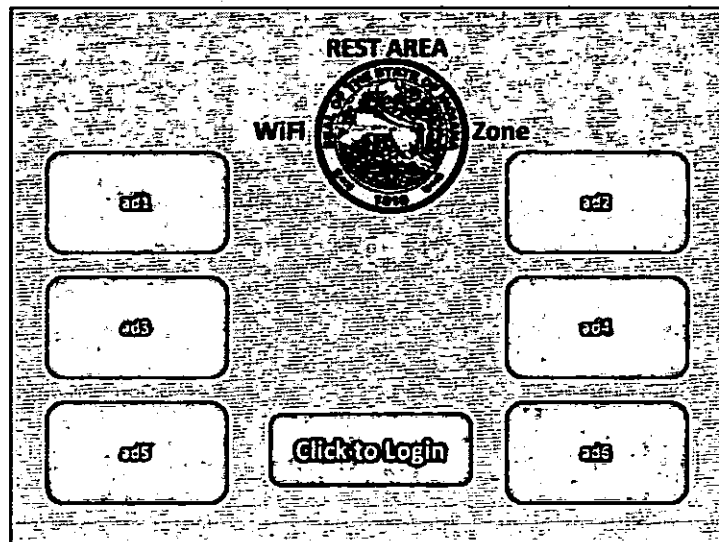
PROVIDE THE FOLLOWING:

30.18 What is the minimum bandwidth available per user that you are proposing under this service?

PCS Response: PCS has read, agrees and will comply. The PCS Team proposes to install a minimum bandwidth of 1.5Mbps at each location. Given the growth of cellular data technology and use, PCS expects the usage to be minimal at the proposed Wi-Fi locations. PCS estimates no more than 2 concurrent users on the network at a time, so the minimum bandwidth per user would be calculated as 756Kpbs.

30.19 Provide a sample of the proposed signage for advertising the service as well as any customer handouts with instructions on using the service.

PCS Response: PCS has read, agrees and will comply. The attached screen shot is an example of what could be developed for the Wi-Fi service. The PCS Team will work with the State to create an approved home page as well as a "Help" portal that will provide information on the rates, instructions, and frequently asked questions. In addition to the "Help" portal, The PCS Team will work with the DOC to create customized signs to market the Wi-Fi service and instruct users on how to use it.

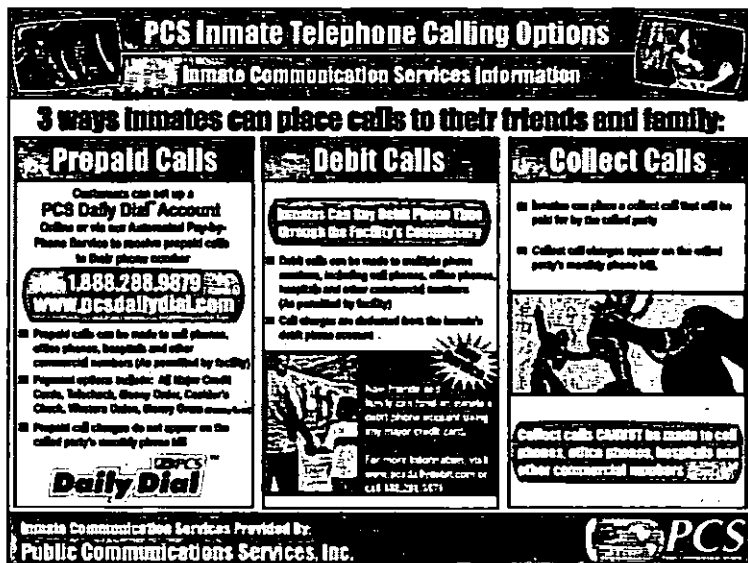


PCS will provide informational pamphlets for customers as requested by the State. These pamphlets will explain the features and functionalities of the Wi-Fi service from the point of view of the user.

Similar to our signage created for Prepaid Calling Options, PCS will provide signage to educate end users on rates and how to use the Wi-Fi service. Signage is available in English and Spanish, and any other languages at the DOC's request. All signage content and placement will



be approved by the DOC before it is installed. Below is an example of signage we created that describes our multiple calling options.



Poster Explaining Calling Options

30.20 Provide your proposed user rates in Attachment H.

PCS Response: PCS has read, agrees and will comply.

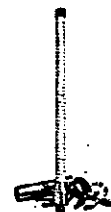
30.21 Provide the commission percentage you will pay the State for users utilizing the service in Attachment H.

PCS Response: PCS has read, agrees and will comply. The PCS Team will work with the State to develop an agreed upon scope of work for the Wi-Fi project and, from this scope of work, will negotiate a commission rate that is acceptable to the State. Without a defined scope of work, it is impossible to predict all the costs and potential revenue from this project and any commission payment estimates would be too broad a range to properly evaluate. For example, one option may be that the hardware and service can be provided for free and the cost of the service be funded by third party advertising.

30.22 What Wi-Fi equipment are you proposing to utilize in order to provide the requested services and what Wi-Fi technologies will it support?

PCS Response: PCS has read, agrees and will comply. The PCS Team proposes the following hardware:

- Outdoor Wireless AP High 600mW Powerstation
- High power omni antennas
- Wireless HotSpot controller with router and software





30.23 Provide the telephone number for your customer service center.

PCS Response: PCS has read, agrees and will comply. For Wi-Fi customer service, users may call PCS at (800) 752-9191. The customer service contact information will be posted on the terminal's "Help" screen as well as on any signage.

30.24 Describe the process for issuing refunds to customers during service outages, or when the service does not meet the minimum performance requirements.

PCS Response: PCS has read, agrees and will comply. To request a refund due to a service outage or unacceptable system performance, the user can either email PCS or call the customer service center at 800-752-9191. Operators at the center will have the ability to remotely connect to the terminal and determine the operational state of the unit as well as the results of the user's session. Refund requests will be validated by the Operators and refunds can be credited back to the card used for payment.

30.25 Provide information on any WI-FI implementations you have done with other customers.

PCS Response: PCS has read, agrees and will comply. Over the past 10 years, the PCS Team's partner for Wi-Fi, Publicall, has implemented a number of Wi-Fi solutions at airports and public facilities throughout the Country. Some of these locations include:

- Newark Liberty Airport
- LaGuardia Airport
- Kennedy Airport
- Phoenix Sky Harbor Airport
- Miami Dade Airport

30.26 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

31.0 NEW TECHNOLOGIES AND SERVICES-HIGHLY DESIRABLE

The State and the Respondent understand that the offender phone technology and the related services requested under this RFP are constantly changing. In an effort to provide the best level and quality of service to the State, the Respondent is encouraged to present new technologies and services to the State for consideration and implementation during any resulting contract from the RFP. This may include new, innovative offender CCS technology, video conferencing, and other beneficial services. In addition to offender CCS innovations, the public payphone and Wi-Fi industry is changing dramatically as well. Any new technologies that would benefit the State may be presented to the State for consideration and implementation during any resulting contract from this RFP.

Technology is important to the State of Indiana and to this CCS procurement. To that end, the State is looking for the combination of technology, rates, commissions, project



management, and optional services that deliver the greatest value to the State. The details of the awarded contract may be negotiated with the winning bidder.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING:

31.1 Indicate your willingness to present new technologies and innovations to the State.

PCS Response: PCS has read, agrees and will comply. PCS is continually researching and validating new technology to roll out to our customers. PCS strives to adapt our offender CCS to client requests by adding new features and innovations to the exhaustive list of investigative features that are available. PCS typically releases software upgrades and new features two or three times a year. Most of our new feature development is driven directly by requests from client facilities. For instance, here are just a few of the new features we've implemented in the last year, all in direct response to client requests:

- Our PIN lockout feature, which allows staff to suspend offender calling privileges for any chosen duration without having to remember to manually restore privileges after the time is up
- Offender tip and PREA reporting lines
- Limit PIN by Location, which restricts an offender to making calls only from an assigned location
- The ability to terminate monitored calls from cell phones

Typically, the client who requested the feature will be offered a chance to act as the tester after the feature is ready for deployment. After they are satisfied that it meets their needs, Client Services will then present it as an option to all of our clients, who may accept or reject it as they prefer.

Our Engineering and Product Development Group tests each upgrade extensively before releasing them to clients. Planned system changes or software upgrades are first installed and beta tested in our test environment which is essentially a dummy facility in our Texas Research & Development center. Calls are placed with the new software or hardware installed; impact on circuits and processor capacity measured, and potential bugs in software identified and fixed. The new features or upgrades are then rolled out to select client facilities for further validation and comments.

Our Account Management Team regularly reviews accounts to better understand Clients' goals and needs. Customized account plans are developed to ensure that PCS clients have the equipment and services that best addresses their unique environment. The IDOC is encouraged to contact your Account Managers, Chris Moore, Joe Pekarovic, and Andrew Merrill to request additional enhancements to the offender telephone system throughout the life of the contract.

In addition to the broad array of investigative tools that can be available to IDOC today through PCS, we invite IDOC's staff to team with our own Development Group in the design of enhanced solutions in the future.

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

Indiana DOC would be invited to our Fort Worth, Texas, office, where our Development Group is located. There, your IT staff, investigators, or other phone system users can team up with the PCS Development Group to design new tools, services, and technology solutions that would be of benefit to IDOC in the future.

The input of our clients is of utmost importance to PCS as we grow and evolve our technology to meet the changing needs of the marketplace. In fact, recently representatives from the Missouri Department of Corrections visited our Fort Worth office to provide their input on new product development and design. In the near future, representatives from Ouachita Parish, Louisiana, are scheduled to visit us for the same purpose. PCS would welcome the IDOC's input throughout the life of your contract to ensure that our technology continues to evolve to meet your specific needs.

31.2 Indicate any additional value add options you are presenting.

PCS Response: PCS has read, agrees and will comply.

Optional Value-Added Features of the PCS CCS

PCS can provide the following *optional* value-added features, at IDOC's discretion. We would be happy to discuss these options in greater detail with IDOC, many of which could be provided at no cost to IDOC. However, some of these features may impact the commission offered.

Feature	Benefit to IDOC
Offender Re-Entry programs	Offers a certification program for offenders that is approved by the Department of Labor Education in technological skills for offenders
Over-the-phone Debit time and commissary ordering*	Offenders order commissary items using the offender phones Orders processed through automated system prompts Staff spend less time collecting and processing commissary forms *Available with the integration with your commissary or OIS.
Keyword search	Quickly scan thousands of recordings to locate key words Vastly reduce staff time spent listening to call recordings Search for sounds that make up words (phonetically)
Offender tip/messaging lines	Offenders can record messages for facility staff Can be used to assist in PREA efforts Staff can solicit and track anonymous crime tips
Offender information lines*	Offenders can obtain recorded information over the phone Includes offender appointments, court dates, and release dates Reduce staff time spent responding to information requests *Available when ITS is integrated with the OMS
PCS Development Team - IT teaming	Enables IDOC to participate in the design of new technologies and/or system customizations
Real-time Debit Transfer*	Debit funds are processed instantly Offenders can make calls as soon as they complete the transfer *Available with the integration with your commissary or OIS.
Integration Partnership	Integration with your commissary/OIS to provide additional services that create more revenue streams for IDOC



Feature	Benefit to IDOC
Interactive Voice Response (IVR) for Funding Prepaid Accounts	Allows a called party to create or recharge a Prepaid account with a credit card over the phone at that moment in order to accept collect calls from a facility Set-up fees waived if called party creates account via IVR
Email	Allow offenders to receive email for a small fee Provides an additional revenue stream for IDOC Convenient contact method to keep offenders connected to loved ones Avoid the risks associated with physical mail
MP3 Players	Gives offenders access to digital media content, including music, audiobooks, and educational information. Provides an additional revenue stream for IDOC Tamper-proof and designed for use in the corrections environment
Reverse Lookup	Look up name and address for any dialed number Staff can look up an unlimited number of dialed numbers Display results on a map or satellite image Use Reverse Lookup for calls in progress or completed calls
Voice Verification/ Biometrics*	Verifies an offender's voice and locks it to their PIN number to prevent PIN theft Used in conjunction with PINs to authenticate offender's identity Examples include voice verification, iris scanning, and fingerprinting technologies *This technology may affect the financial offer proposed to IDOC
Offender Voicemail	Authorized system users can record messages for offenders Offenders retrieve messages by entering their unique phone PIN Staff can record responses to offender complaints, questions, etc.
Offender sick calls (medical ordering)	Offenders select medical appointment times over the phone Appointment selection processed through automated prompts Reduce staff time spent scheduling medical appointments
Release Cards	Allows remaining offender trust funds to be placed on a debit card that can be used at ATMs and stores upon offender release Speeds up refund processing and release Eliminates facility need for cash on hand Can be reloaded by offenders after release
Kiosks	Allows offenders to post bail, pay fines and/or fees Provides for instant bail or restitution payments Automates tasks and saves facility staff valuable time Allows additional funding methods for friends and family Can increase facility revenue by facilitating more account funding

31.3 Demonstrate to what extent you have integrated with various providers and technologies to deliver exceptional value in other contracts.

PCS Response: PCS has read, agrees and will comply. One of PCS's core strengths is the ability to integrate our CCS with other vendors' software, such as Commissary, OIS/OMS, in-house IT departments, and kiosks. More than 80% of PCS's clients have some form of integration.

Integration benefits both your staff and your offenders. For the IDOC, **integration means:**

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

- **Increased revenues due to increased call volumes and faster account set-up**
- **Debit time ordering automation – faster for offenders, and no order processing for your staff**
- **Data consistency across many integral systems at your facilities**
- **Reduced paperwork and data management for your staff**

Better yet, not only can your offenders buy phone time more quickly and easily, but with Debit and Prepaid they can complete more calls (such as to cell phones and businesses). More calling can result in more connectivity between offenders and loved ones, fewer complaints, easier re-entry into society, and lower rates of recidivism.

Here are some of our recent integrations, demonstrating the many services PCS can provide to free up your staff to focus on more important matters:

Recent PCS Integrations			
Type of System	Vendor	No. of Facilities	Benefit of Integration
Commissary	Keefe Commissary	22	<ul style="list-style-type: none"> • Enable offenders to purchase phone time through the commissary
	Huber Commissary	20	<ul style="list-style-type: none"> • PIN enrollment • Enable offenders to purchase cardless debit phone time through the commissary • Friends and family can add funds to debit and prepaid accounts
	Swanson Commissary	14	<ul style="list-style-type: none"> • PIN enrollment • Enable offenders to purchase phone time through the commissary • Friends and family can add funds to debit and prepaid accounts and receive refunds on debit accounts from commissary upon release
	ATC Commissary	9	<ul style="list-style-type: none"> • Enable offenders to purchase cardless debit phone time through the commissary
	Ayts Commissary	8	<ul style="list-style-type: none"> • PIN sharing for automatic cardless debit account set-up upon booking • Movement with the prisoner if they are transferred • Deactivation upon release
	Oasis Commissary	5	<ul style="list-style-type: none"> • PIN enrollment • Transfer and purchase of cardless debit phone time through the commissary



Type of System	Vendor	No. of Facilities	Benefit of Integration
	Canteen Commissary	4	<ul style="list-style-type: none"> Allow offenders to purchase phone time through the commissary Friends and families can purchase phone time for offenders via online commissary
	ACJIT Commissary	2	<ul style="list-style-type: none"> PIN sharing for automatic cardless debit account set-up upon booking Movement with the prisoner if they are transferred Deactivation upon release
	Aramark Commissary	2	<ul style="list-style-type: none"> Enable offenders to purchase cardless debit phone time through the commissary
	Cactus Commissary	1	<ul style="list-style-type: none"> PIN enrollment Allows offenders to purchase cardless debit phone time through the commissary
	Golden Eagle Commissary	1	<ul style="list-style-type: none"> PIN enrollment Electronic debit time purchasing
	Spillman Commissary	1	<ul style="list-style-type: none"> Enable offenders to purchase phone time through the commissary Receive refunds on debit accounts from commissary upon release
	Syscon Commissary	1	<ul style="list-style-type: none"> PIN enrollment Transfer and purchase of cardless debit phone time through the commissary
OIS/OMS	Huber OMS	20	<ul style="list-style-type: none"> PIN enrollment Enable offenders to purchase phone time through the commissary Friends and family can add funds to debit and prepaid accounts
	Swanson OMS	14	<ul style="list-style-type: none"> PIN enrollment Enable offenders to purchase phone time through the commissary Friends and family can add funds to debit and prepaid accounts and receive refunds on debit accounts from commissary upon release
	Cornell OMS	8	<ul style="list-style-type: none"> PIN enrollment Electronic debit time purchasing
	Oasis OMS	5	<ul style="list-style-type: none"> PIN enrollment Transfer and purchase of cardless debit phone time through the commissary

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

Type of System	Vendor	No. of Facilities	Benefit of Integration
	Core Logic	4	<ul style="list-style-type: none"> • PIN sharing for automatic cardless debit account set-up upon booking • Movement with the prisoner if they are transferred • Deactivation upon release
	KiCorp OMS	3	<ul style="list-style-type: none"> • PIN enrollment • Enable offenders to purchase phone time through the commissary
	CJIS	2	<ul style="list-style-type: none"> • PIN sharing for automatic cardless debit account set-up upon booking • Movement with the prisoner if they are transferred • Deactivation upon release
	Spillman OMS	2	<ul style="list-style-type: none"> • PIN sharing for automatic cardless debit account set-up upon booking • Movement with the prisoner if they are transferred • Deactivation upon release
	DotComm OMS	1	<ul style="list-style-type: none"> • PIN sharing for automatic cardless debit account set-up upon booking • Movement with the prisoner if they are transferred • Deactivation upon release
	Golden Eagle OMS	1	<ul style="list-style-type: none"> • PIN enrollment • Electronic debit time purchasing
	Syscon OMS	1	<ul style="list-style-type: none"> • PIN enrollment • Transfer and purchase of cardless debit phone time through the commissary
In-House IT Department	SDS IT	13	<ul style="list-style-type: none"> • PIN sharing for automatic cardless debit account set-up upon booking • Movement with the prisoner if they are transferred • Deactivation upon release
	Hillsborough In-House System	1	<ul style="list-style-type: none"> • PIN sharing for automatic cardless debit account set-up upon booking • Movement with the prisoner if they are transferred • Deactivation upon release
Kiosks	Huber Kiosks	20	<ul style="list-style-type: none"> • PIN enrollment • Enable offenders to purchase phone time through the commissary • Friends and family to add funds to debit and prepaid accounts



Type of System	Vendor	No. of Facilities	Benefit of Integration
	Swanson Kiosks	14	<ul style="list-style-type: none"> • PIN enrollment • Enable offenders to purchase phone time through the commissary • Friends and family can add funds to debit and prepaid accounts and receive refunds on debit accounts from commissary upon release
	TouchPay Kiosks	2	<ul style="list-style-type: none"> • Friends and family can add funds to debit and prepaid accounts
	Keefe Kiosks	2	<ul style="list-style-type: none"> • Enable offenders to purchase phone time through the commissary • Friends and family can add funds to debit and prepaid accounts and receive refunds on debit accounts from commissary upon release

Integration Case Study: The State of Iowa

When PCS won the bid for the State of Iowa Department of Corrections, we interfaced across four of the State’s divisions (Departments of Corrections, Human Resources, Finance, and the Iowa Communications Network); within the Department of Corrections, we also integrated the offender records files, the Oakdale Intake database, and DOC banking.

Each day, all CCS-critical information (e.g., transfers between facilities, new in-takes, financial deposits) flowing through these departments is captured in Excel format; each night, that information is “data dumped” into the phone system. This saves countless staff hours of duplicative data entry, and prevents the inevitable manual errors that arise from such duplication.

This integration worked so well that the Iowa DOC recently returned to PCS—abandoning a contract with a new offender phone service provider—because of our proven skill and experience in systems integration **and remains our client to this day**. Unlike so many vendors, PCS has the history, skill, and experience to deliver the integrations that we promise.

31.4 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.

32.0 CORRECTIONAL FACILITY SECURITY CONDITIONS-MANDATORY

The majority of the work encompassing this project will be performed at State Correctional Facilities and the Respondent must comply with the following special



Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

working conditions:

PCS Response: PCS has read, agrees and will comply.

- 32.1 Respondent will be required to submit a list of names, social security numbers, date of birth, and photo identification upon contract execution, of all persons expected to be employed on the project inside a correctional facility. These lists shall be submitted to the Superintendent at each facility for approval prior to any person's arrival at the site for work assignments. All employees are subject to background investigations to include NCIC, III, IDACS, BMV, or any other law enforcement source. The Superintendent and IDOC will have the final decision on allowing access into the facility.

PCS Response: PCS has read, agrees and will comply. Immediately following contract award, PCS will hold the first meeting with the IDOC to provide contact names, phone numbers, and security clearance information for the PCS installation team.

Regardless of any background screenings performed by outside agencies, it is a PCS Human Resources policy that an independent background check be conducted on everyone considered for employment with PCS. We do this so we are aware of anything before we submit a candidate for consideration by a facility, and we do this even though we know a facility will also do a background check.

PCS uses Kroll Security Group to conduct background checks. Kroll also provides E-Verify, a service required of all federal contractors.

- 32.2 The access times that the Respondent will be allowed to work inside the correctional facilities will be determined by the facility Superintendent on a case-by-case basis. It is expected that the average hours will be from 8:00 am to 5:00 pm Monday through Friday. No work shall be performed on State Holidays, Saturdays, or Sundays (Excluding service outage responses as defined in this RFP) without the Superintendents permission. Other time schedules and restrictions may be set by each Facility.

PCS Response: PCS has read, agrees and will comply.

- 32.3 All installation or scheduled maintenance work visits must be pre-scheduled with the facility a minimum of 48 hours in advance and Respondent shall check in and out with the facility.

PCS Response: PCS has read, agrees and will comply.

- 32.4 Any site visit that is required due to a system outage must be arranged with the facility as soon as the Respondent knows a visit is necessary.

PCS Response: PCS has read, agrees and will comply.

- 32.5 All employees of the Respondent and subcontractors will be subject to an individual body search (pat down) and will pass thru a metal detector each time they enter a Facility. Tool cases or containers of any kind will be opened for inspection. All employees of the Respondent will be required to have identification cards or badges furnished by the Respondent and the Indiana

Department of Correction.

PCS Response: PCS has read, agrees and will comply.

- 32.6 All vehicles and other equipment will be inspected on both arrival and departure from the facility. Unattended vehicles must be locked and have the keys removed.

PCS Response: PCS has read, agrees and will comply.

- 32.7 Absolutely no fraternization between offenders and the Respondent's employees will be tolerated. Any attempts at same by offenders are to be reported immediately to IDOC Facility personnel. The selected vendor and its employees must adhere to Prison Rape Elimination Act (2003) guidelines and Departmental policy regarding sexual misconduct and reporting of such behavior.

PCS Response: PCS has read, agrees and will comply.

- 32.8 No requests for visits with offenders will be granted to Respondent's employees except where such visiting originated prior to award of the Contract.

PCS Response: PCS has read, agrees and will comply.

- 32.9 Respondent shall follow rules pertaining to foot and vehicle traffic as established by the Facility. Respondent shall observe all off-limit restricted areas beyond which no unauthorized personnel may trespass.

PCS Response: PCS has read, agrees and will comply.

- 32.10 All heavy power tools and machinery such as air hammers, acetylene tanks, etc., must be removed from the inside of the security perimeter, through the assigned gate nightly, unless approved by the facility. Such heavy equipment as power shovels, compressors, welding machines, etc., can remain inside but must be immobilized in an acceptable manner outside of the security perimeter.

PCS Response: PCS has read, agrees and will comply.

- 32.11 Cutting torches and cutting tools, in general, shall be securely locked where and as directed by the Facility, and checked out as needed. No tools, small pipe, copper or wire shall remain on the site overnight unless acceptably secured.

PCS Response: PCS has read, agrees and will comply.

- 32.12 There will be no exchange/loaning/borrowing of tools, equipment or manpower between the facility personnel, offenders, and the Respondent. Offenders working with Respondent under the terms of this RFP may utilize IDOC or Respondent tools as necessary to perform assigned duties.

PCS Response: PCS has read, agrees and will comply.

- 32.13 The assigned gate through which materials and vehicles must be transported will be opened upon request and as approved by the facility.

PCS Response: PCS has read, agrees and will comply.

- 32.14 Facility personnel may inspect and search areas under construction at any time,

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

including the Respondents equipment or person.

PCS Response: PCS has read, agrees and will comply.

32.15 Respondent personnel are not allowed in secured areas unless accompanied by facility security personnel.

PCS Response: PCS has read, agrees and will comply.

32.16 Parking of Respondent's and any subcontractor's employee automobiles shall be limited to designated areas.

PCS Response: PCS has read, agrees and will comply.

32.17 No tobacco products of any kind are permitted inside IDOC facilities or on any grounds that are controlled by the IDOC.

PCS Response: PCS has read, agrees and will comply.

32.18 No knives, weapons, drugs (illegal or prescription), cameras etc. are permitted inside IDOC facilities.

PCS Response: PCS has read, agrees and will comply.

32.19 Cellular phones, Blackberry's, pagers, recording devices, and other electronic devices (excludes electronic testing tools) are not permitted at IDOC facilities without prior approval from the Superintendent.

PCS Response: PCS has read, agrees and will comply.

PROVIDE THE FOLLOWING

32.20 A statement that confirms your agreement and understanding with the requirements above.

PCS Response: PCS has read, agrees and will comply. PCS has read the requirements in Section 32 listed above and agrees and understands.

32.21 Any other information deemed necessary or appropriate to this section.

PCS Response: PCS has read, agrees and will comply. PCS has no additional information to add to this section.



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Please provide the State with different per minute rate options. All rates must be a flat per minute rate that is not related to distance, length of call, the time of day, or the day of the week that the call is placed. No connection costs, surcharges, or any other fees are permitted. Indicate the commission percentage you will pay based on gross revenues for all calls. (Estimate a 20min call)

RATE WORKSHEET FOR OFFENDER CALLS (Provide at least 3 Options)			
PER MINUTE RATE	PROPOSED COMMISSION %	REVENUE FOR A 20MIN CALL	COMMISSION AMOUNT PAID TO STATE (for a 20min call)
\$0.4225	49.0%	\$8.45	\$4.14
\$0.3575	42.0%	\$7.15	\$3.00
\$0.2925	35.0%	\$5.85	\$2.05
\$0.2600	31.5%	\$5.20	\$1.64
\$0.2275	28.0%	\$4.55	\$1.27
\$0.1950	24.5%	\$3.90	\$0.96
Average for domestic offender calls			
\$0.2925	35.0%	\$5.85	\$2.05

**The above rates do not include any applicable federal, state or local surcharges, taxes, or regulatory fees. Depending on the rate option selected, PCS will submit the rates for PUC approval and any required tariffs.*

INTERNATIONAL OFFENDER RATES				
PER MINUTE RATE	CALL CONNECT FEE (IF ANY)	PROPOSED COMMISSION %	REVENUE FOR A 20MIN CALL	COMMISSION AMOUNT PAID TO STATE (for a 20min call)
\$0.9000	No Connect Fee	42.0%	\$18.00	\$7.56
\$0.8250	No Connect Fee	38.5%	\$16.50	\$6.35
\$0.7500	No Connect Fee	35.0%	\$15.00	\$5.25
\$0.6750	No Connect Fee	31.5%	\$13.50	\$4.25
\$0.6000	No Connect Fee	28.0%	\$12.00	\$3.36
Average for international offender calls				
\$0.7500	No Connect Fee	35.0%	\$15.00	\$5.25

**The above rates do not include any applicable federal, state or local surcharges, taxes, or regulatory fees. Depending on the rate option selected, PCS will submit the rates for PUC approval and any required tariffs.*

Attachment H - MANDATORY

PUBLIC PAYPHONE RATES				
CALL TYPE	CONNECT FEE	SURCHARGES/ FEES	PER MINUTE RATE (IF APPLICABLE)	COMMISSION AMOUNT PAID TO STATE
Local Coin Call	\$0.45			35%
Local Collect Call	\$2.95			35%
Operator Assisted Collect Local	\$3.50			35%
Operator Assisted LD	\$5.50		\$0.45	35%
Automated Collect	\$4.95		\$0.45	35%
Other: calling cards, etc	\$4.95		\$0.45	35%

**The above rates do not include any applicable federal, state or local surcharges, taxes, or fees. Depending on the rate option selected, PCS will submit the rates for PUC approval and any required tariffs.*

PUBLIC WI-FI PRICING & COMMISSION PROPOSAL - HIGHLY DESIRABLE
In this section please provide the State with several rate and commission options related to the Wi-Fi services you are proposing under this RFP.
The PCS Team will work with the State to develop an agreed upon scope of work for the Wi-Fi project and, from this scope of work, will negotiate a commission rate that is acceptable to the State. Without a defined scope of work, it is impossible to predict all the costs and potential revenue from this project and any commission payment estimates would be too broad a range to properly evaluate. For example, one option may be that the hardware and service can be provided for free and the cost of the service be funded by third party advertising.

4. INDIANA ECONOMIC IMPACT

All companies desiring to do business with state agencies must complete an "Indiana Economic Impact" form (Attachment C). The collection and recognition of the information collected with the Indiana Economic Impact form places a strong emphasis on the economic impact a project will have on Indiana and its residents regardless of where a business is located. The collection of this information does not restrict any company or firm from doing business with the state.

PCS Response: PCS has read, agrees and will comply. Attachment C is provided on page 3 of this section.

The PCS-INDIANA Team has gone to great lengths to create new, long term high paying jobs in Indiana. To handle the service for the majority of the local support functions, we have engaged local subcontractors and even PEN Products, the DOC's correctional industries company, to do work on this contract in Indiana with Indiana employees. The PCS-INDIANA Team has also developed a program to train and pay offenders so that they may learn new skills, receive certificates of completion for the training, and improve their post-incarceration opportunities to reduce the likelihood of recidivism.

In support of the Governor's initiative to increase the percentage of State procurement from Indiana businesses to over 90% of all state contracts, PCS-INDIANA, Public Communications Services – Indiana, LLC, is an Indiana company, employing Indiana residents, and headquartered in downtown Indianapolis. The company has also signed letters of commitment to invest over \$5,000,000 in capital in Indiana over the life of this contract, including the opportunity of opening a company-wide call center employing Indiana workers under this contract.



Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

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INDIANA ECONOMIC IMPACT - PROPOSALS AND CONTRACTS

State Form 51778 (R4 / 1-06)
DEPARTMENT OF ADMINISTRATION
Approved by State Board of Accounts, 2006

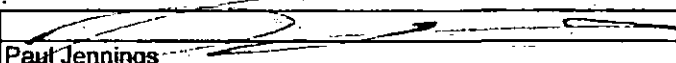
This information is required by the Indiana Department of Administration for all contractors, vendors/suppliers to the State of Indiana (complete all 22 items).

1	Legal Name of firm:	Public Communications Services - Indiana, LLC
2	Address/City/State/Zip Code:	201 South Capitol Ave, Suite 600, Indianapolis, IN 46225
3	Telephone #/Fax #/Website:	800-350-1000, http://www.pcstelcom.com/
4	Federal Tax Identification Number:	27-2905378
5	State/Country of domicile/incorporation:	Indiana, U.S.
6	Location of firm's headquarters or principal place of business:	201 South Capitol Ave, Suite 600, Indianapolis, IN 46225
7	Name of parent company or holding company (if applicable):	Public Communications Services, Inc.
8	State/Country of domicile/incorporation of company listed in #7:	California, U.S.
9	Address of company listed in #7:	11859 Wilshire Blvd, Suite 600, Los Angeles, CA 90025
10	IN Department of Workforce Development (DWD) account number:	Pending application
11	IN Department of Revenue (DOR) account number:	Not applicable
12	Number of Indiana resident employees per most recently completed IRS Form W-2 distribution:	Not applicable, PCS-Indiana did not have operations in Indiana the previous tax year.
13	Total number of employees per most recently completed IRS Form W-2 distribution:	Not applicable, PCS-Indiana did not have operations in Indiana the previous tax year.
14	Total amount of payroll paid to Indiana resident employees per most recently completed IRS Form W-2 distribution:	Not applicable, PCS-Indiana did not have operations in Indiana the previous tax year.
15	Total amount of payroll paid to all employees per the most recently completed IRS Form W-2 distribution:	Not applicable, PCS-Indiana did not have operations in Indiana the previous tax year.
16	Total amount of this proposal, bid, or current contract:	Total anticipated revenue for the 4 year initial contract term plus 4 renewal years is \$80,093,528.00

ACCOUNTING OF INDIANA RESIDENT EMPLOYEES

17	Prime Contractor Company Name:	Public Communications Services – Indiana, LLC
18	Number of Full Time Equivalent (FTE) employees that are Indiana residents specifically for this proposal or contract:	615 (total including subcontractors)

19	Subcontractor Company Name:	BC Forward	CSCI Consulting
20	Address/Contact Person/Telephone Number/Tax ID Number:	10 W Market Street, Suite 1300, Indianapolis, IN 46204 Todd Tolson, 317-493-2017 35-2049936	8225 E. 56th Street, Suite B Indianapolis, IN 46216 Tonya Hanshew, 317-757-8764 61-146829
21	Number of Full Time Equivalent (FTE) employees that are Indiana residents specifically for this proposal or contract:	38	1

22	Affirmation by authorized official: I affirm under penalties of perjury that the foregoing representations are true to be the best of my knowledge and belief:		
	Signature:		
	Name of auththorized official:	Paul Jennings	
	Title:	Co-Owner & Chief Executive Officer	
	Date:	July 13, 2010	

5. BUY INDIANA INITIATIVE/INDIANA COMPANY

PCS has established PCS-Indiana, LLC in the State of Indiana to create new, high paying jobs in Indiana. In support of the Governor's initiative to increase the percentage of State procurement from Indiana businesses to over 90% of all state contracts, Public Communications Services – Indiana, LLC is an Indiana company, operated by Indiana residents, and headquartered in downtown Indianapolis. The company has also signed letters of commitment to invest over \$5,000,000 in capital in Indiana over the life of this contract, including the creation and operation of company-wide call centers employing Indiana workers. **PCS has included a copy of our Certificate of Organization for the PCS-Indiana, LLC in the CONFIDENTIAL envelope as Appendix O.**



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STATE OF INDIANA
OFFICE OF THE SECRETARY OF STATE
CERTIFICATE OF AUTHORIZATION

To Whom These Presents Come, Greetings:

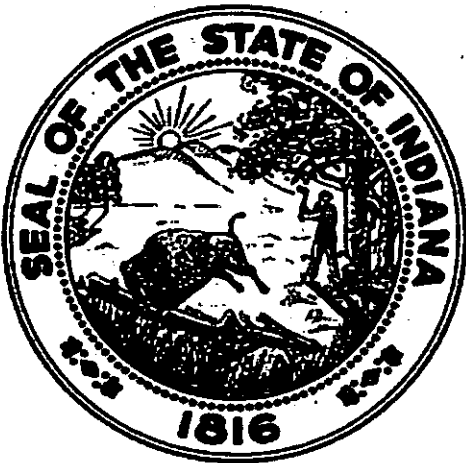
I, TODD ROKITA, Secretary of State of Indiana, do hereby certify that I am, by virtue of the laws of the State of Indiana, the custodian of the corporate records, and proper official to execute this certificate.

I further certify that records of this office disclose that

PUBLIC COMMUNICATIONS SERVICES, INC.

duly filed the requisite documents to commence business activities under the laws of State of Indiana on February 14, 2001, and was in existence or authorized to transact business in the State of Indiana on May 12, 2010.

I further certify this For-Profit Foreign Corporation has filed its most recent report required by Indiana law with the Secretary of State, or is not yet required to file such report, and that no notice of withdrawal, dissolution or expiration has been filed or taken place.



In Witness Whereof, I have hereunto set my hand and affixed the seal of the State of Indiana, at the city of Indianapolis, this Twelfth Day of May, 2010.

A handwritten signature in black ink that reads "Todd Rokita".

TODD ROKITA, Secretary of State

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EXB
The
COM

STATE OF INDIANA
ORIGINAL

INDIANA UTILITY REGULATORY COMMISSION

IN THE MATTER OF THE PETITION)
OF PUBLIC COMMUNICATIONS)
SERVICES, INC. FOR A CERTIFICATE)
OF TERRITORIAL AUTHORITY TO)
PROVIDE RESOLD OPERATOR)
SERVICES.)

CAUSE NO. 41975

APPROVED:

JUL 25 2001

BY THE COMMISSION:

Thomas Cobb, Administrative Law Judge

On April 12, 2001, Public Communications Services, Inc. ("PCS" or "Petitioner"), filed with the Indiana Utility Regulatory Commission ("Commission") its Petition in this Cause for a Certificate of Territorial Authority ("CTA") to provide resold Alternate Operator Services ("AOS"). On April 12, 2001, Petitioner also filed its Request for Confidential Treatment of Information regarding certain financial information and documents which Petitioner proposed to submit as Exhibit C to its Petition. The Commission published public notice of a Pre-Hearing Conference 11 a.m. Friday, June 22, in room E-306 of the Indiana Government Center South, at which the Commission approved a procedural schedule and scheduled an evidentiary hearing for 10 a.m. July 18, 2001, in Room E-306 of the Indiana Government Center South.

Pursuant to notice given and published as required by law, proof of which was incorporated into the record by reference, the evidentiary hearing was convened on Wednesday, July 18, 2001, at 10:00 a.m. EST in Room E306, Indiana Government Center South, 302 West Washington Street, Indianapolis, Indiana, at which Petitioner and the Office of Utility Consumer Counselor ("OUCC") appeared. During the hearing, all evidence was admitted into the record. The evidence offered and admitted on behalf of Petitioner included its Verified Petition with attached exhibits, its Request for Confidential Treatment of Information, and its Confidential Exhibit C offered under seal, which the Commission examined and determined to be properly kept confidential as a trade secret pursuant to I.C. 8-1-2-29 and I.C. 5-14-3-4. The evidence offered and admitted by the OUCC included its Notice of Intent Not to File Testimony and the Petitioner's Responses to OUCC Data Request Set No. 1. No other party offered evidence and no members of the public appeared at the hearing. The Commission, having examined all of the evidence presented in this Cause and being duly advised in the premises, now finds that:

1. Statutory Notice and Jurisdiction. Due, legal and timely notice of the public hearings conducted herein was caused to be published by the Commission.

Petitioner seeks the issuance of a Certificate of Territorial Authority ("CTA") to provide resold Alternate Operator Services ("AOS") to the public within the State of Indiana, pursuant to and in compliance with I.C. § 8-1-2-88 and judicial interpretations thereof, as well as Commission orders, rules and regulations applicable to the provision of AOS in Indiana, including the Commission's Order in Cause No. 38812. PCS is a "public utility" and a "telephone company" as those terms are defined in Ind. Code §8-1-2-1, et seq., and, therefore, the Commission has jurisdiction over PCS and the subject matter of this Cause.

2. **Request for a CTA.** Pursuant to I.C. §8-1-2-88 and interpretations thereof, the Commission must make four findings before issuing a CTA authorizing a petitioner to provide telephone services to the public in Indiana. The Commission must find that:

1. the petitioner has the legal authority to provide the proposed services;
2. the petitioner has the financial, technical and managerial ability to provide the proposed services;
3. the petitioner has adequately described the service area in which it proposes to render the proposed services; and
4. the public convenience and necessity will be served by the issuance of the CTA.

In accordance with the provisions of I.C. §8-1-2.6-2, the Commission may enter an order declining to exercise, in whole or in part, its jurisdiction over telephone companies or certain telephone services if consistent with the public interest. Finally, the Commission recognizes its obligations under §253 of TA-96 to refrain from imposing any requirement of law that would have the effect of prohibiting the ability of an entity to provide any interstate or intrastate telecommunications service. The Commission also recognizes, however, that under §253(b) of TA-96, the State may impose requirements necessary to preserve and advance universal service, protect the public safety and welfare, ensure the continued quality of telecommunications services and safeguard the rights of consumers. Consistent with these legal requirements and obligations, the Commission now turns to a review and consideration of the evidence received in this proceeding.

3. **Evidence Presented by the Parties**

a. **Petitioner's Evidence**

At the hearing, PCS presented evidence through its Verified Petition and exhibits thereto to demonstrate that it has the corporate authority and the requisite managerial, technical and financial qualifications to provide resold AOS to the public within the State of Indiana.

PCS is a California corporation, engaged in the business of providing alternative operator services throughout the United States. It is certificated or registered to provide telecommunications services in Arkansas, California, Colorado, Florida, Idaho, Iowa, Missouri, Montana, New Hampshire, New Mexico, New York, Oklahoma, Texas and Vermont. In addition, the Company may operate in Utah and Virginia where no registration or certification is necessary with the state's utility regulatory agencies. PCS is seeking authority to provide telecommunications services in all jurisdictions as part of the Company's objective to become a nationwide service provider. PCS has not been denied certification from any state utility commission nor has its certificate been revoked in any state.

As stated in its Petition, PCS proposed to provide resold operator assisted services to customers throughout the State of Indiana. Petitioner plans to offer collect-only calling services to inmates of prisons and other confinement institutions located within the state. For the provision of operator services, PCS utilizes both automated voice prompts and live operators to process operator assisted calls. Each call is routed over the Petitioner's underlying carrier's network to the company's switching facility and operator center for credit validation, billing data collection and/or dialing assistance. The call is completed by a PCS operator (either live or automated) over the resold transmission facilities of an underlying interexchange carrier once the call has been processed. PCS does not propose to own switching equipment or transmission facilities within the State of Indiana. All transmission services are leased from other carriers. PCS relies on the technical expertise of its underlying carrier for the operation, maintenance and supervision of the network. All operator-assisted calls handled by the Company are branded with PCS' name and are billed at rates specified in its tariffs.

For the provision of inmate services PCS proposes to provide resold long distance services on a collect-only basis to inmates of prisons, jails and other confinement institutions. The Company installs sophisticated premises equipment, within the facility, which permits inmates to make outgoing, collect-only calls without the assistance of a live operator. Telephone instruments accessible to inmates are placed in detention areas such as cellblocks or day rooms.

PCS' system and services allow inmates to remain in contact with family, friends and other associates while still providing facility administrators with the necessary control over inmate communications. Call blocking and screening features provide the correctional facility with the maximum degree of control over telecommunications services and help to minimize fraud.

Petitioner indicated in its verified Petition it will offer consumers within the State of Indiana a choice of high-quality long distance and operator assisted services. Its products are designed to meet the needs of the transient public from both a service and price perspective. Certification of the Petition will increase the level of long distance and operator services competition within the State.

b. OUCC Evidence.

The OUCG offered its Notice of Intent Not to File Testimony which it had filed with the Commission on July 10, 2001, and to which was attached, Petitioner's response to OUCG Data Request Set No. 1.

4. **Findings.** Upon consideration of applicable federal and state statutes and rules relating to telecommunications services and the evidence produced at the public hearing, the Commission makes the following findings:

a. **Legal Authority.** PCS is a California corporation which is authorized to transact business in Indiana. PCS presented evidence demonstrating its legal qualifications to provide the proposed services and no contrary evidence was provided. The Commission finds, therefore, that PCS has the requisite legal authority to provide telecommunications services in the State of Indiana.

b. **Managerial, Technical and Financial Ability.** PCS demonstrated that it has the managerial and technical qualifications to provide the proposed telecommunications services in Indiana. As a reseller of AOS, PCS intends to rely on the technical expertise of its underlying carrier(s) for the operation, maintenance and supervision of the network. PCS also demonstrated that it has sufficient financial resources to provide the services proposed in its Petition. Accordingly, the Commission concludes that PCS is managerially, technically and financially qualified to provide the proposed services.

c. **Service Area.** PCS seeks a CTA to provide its telecommunications services statewide. It is in the public interest to grant broad certification in order that the benefits of competitive telecommunications services might be brought to all areas of the state and to conserve Commission resources which would otherwise be expended if additional proceedings were required merely to consider expansion of a more limited CTA. No party opposed the proposed service area specified by the Petitioner, and the Commission finds that the Petitioner has adequately defined the area in which it proposes to render its service.

d. **Public Convenience and Necessity.** Numerous declarations in TA-96 and its underlying committee reports make clear that it is in the public interest, and therefore consistent with the public convenience and necessity, that competition develop in the telecommunications industry in Indiana. As evidenced by PCS's Verified Petition, granting PCS the requested authority will serve the public convenience and necessity by offering consumers within the State of Indiana a choice of high-quality operator-assisted services. Certification of PCS will increase the level of operator service competition within the state. Empirical evidence has shown that as the level of competition increases in a market, consumers benefit from both

reduced prices and improved service quality. In addition, competition provides consumers with a wider selection of products and services from which to choose. The Commission also observes that no evidence was presented that any segment of the public would be adversely affected or harmed by authorizing PCS to provide the services it proposes. Based upon all of the evidence of record, the Commission finds that public convenience and necessity requires that PCS be authorized to offer and furnish resold AOS throughout the state.

With respect to Petitioner's request to provide resold alternative operator services, the Commission has previously found in its Order dated April 5, 1989, in Consolidated Cause Nos. 38497, 38563 and 38564 that the unique and competitive nature of alternative operator services provides benefits to the public. We also found, however, that the providers of alternative operator services should be required to comply with certain conditions governing the provision of such services ("AOS Rules"), which Rules subsequently were modified by our Order On Settlement Agreement, dated July 10, 1991, in Cause No. 38812 and further modified on November 5, 1997. Petitioner stated in its Petition that it is familiar with and willing to comply with the AOS Rules in its provision of the proposed operator services, as well as all other applicable Commission orders, rules and regulations.

No party disputed Petitioner's exhibit stating that the public convenience and necessity require that Petitioner be granted a CTA to offer the proposed services. Based on the evidence presented herein, we find that public convenience and necessity supports the grant of the CTA requested by the Petitioner. However, the Commission finds that PCS shall resell AOS only from telecommunications service providers authorized by the Commission to provide AOS in Indiana.

e. *Request for Confidential Treatment.* The Commission finds that Fiber

Link's Request for Confidential Treatment of its financial statements and related information has merit and should be granted on a permanent basis.

5. Tariffs. Consistent with the Commission's Order in Consolidated Cause Nos. 39013, 39032, 39041 and 39084, Petitioner should be required to file and maintain a tariff with this Commission with respect to the services it proposes to offer in Indiana.

Due to the competitive nature of the operator services market and the fact that other providers of operator services are regulated in the manner proposed by the Petitioner, we find that Petitioner's provision of resold alternative operator services should be regulated in the manner prescribed in Consolidated Cause Nos. 38497, 38563 and 38564 and in the manner prescribed in Cause No. 38812, with respect to the AOS Rules. The evidence demonstrated that Petitioner is familiar with and will abide by the

rules and safeguards adopted by the Commission governing operator services. We further find that the granting of a CTA to Petitioner to furnish resold alternative operator assisted telecommunications services should be conditioned upon the filing and subsequent approval of its tariffs with the Commission's Telecommunications Division.

IT IS THEREFORE ORDERED BY THE INDIANA UTILITY REGULATORY COMMISSION, that:

1. Petitioner, PCS Holding Corp. d/b/a Network Services Group, Inc. also d/b/a The Phone Company of New Hope, shall be and is hereby issued a Certificate of Territorial Authority to provide resold AOS throughout the State of Indiana. This Order shall be the sole evidence of this Certificate of Territorial Authority.

2. Petitioner shall comply with all requirements of current and subsequent Orders in Cause No. 38812 or other causes relating to and affecting alternate operator services, and shall resell AOS only from telecommunications service providers authorized by the Commission to provide AOS in Indiana.

3. Prior to offering the authorized telecommunications services to the public within Indiana, PCS shall file a copy of its tariffs with the Commission's Telecommunications Division and obtain approval of said tariffs consistent with the terms and conditions of this Order and our findings in Paragraph 5.

4. PCS shall file a notice with the Secretary of the Commission of its "in-service" date, i.e., the date on which PCS commences to provide telecommunications service to the public as authorized herein, within thirty (30) days of such date.

5. Pursuant to Ind. Code §§ 8-1-2.6-1, et seq., the Commission declines to exercise its complete jurisdiction over PCS consistent with our findings in Paragraph 5. The Commission further adopts and approves all of the determinations set forth in Finding Paragraphs 4 and 5.

6. Petitioner shall comply with this Commission's GAO 1998-2, "Policy Governing Internet Access to Effective and Pending Utility Tariffs."

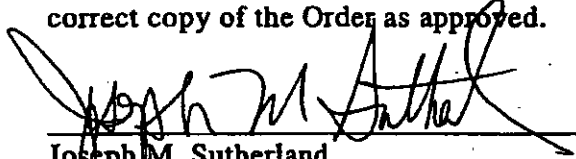
7. Petitioner's request for confidential treatment of Exhibit C to its Petition, its financial statements, is hereby granted on a permanent basis.

8. This Order shall be effective on and after the date of its approval.

**MCCARTY, RIPLEY, SWANSON-HULL, AND ZIEGNER CONCUR; HADLEY
ABSENT:
APPROVED.**

JUL 25 2001

I hereby certify that the above is a true and correct copy of the Order as approved.



Joseph M. Sutherland
Executive Secretary to the Commission



Matt Blunt
Governor

Daniel S. Ross
Chief Information Officer

Michael N. Keathley
Commissioner

State of Missouri
OFFICE OF ADMINISTRATION
Information Technology Services Division
301 W High St., 280 Truman Building
Post Office Box 809
Jefferson City, MO 65102
www.ca.mo.gov/itsd

(573) 751-3290
FAX (573) 526-0132

January 14, 2008

RE: Public Communications Services (PCS)

The Missouri Department of Corrections awarded a contract for offender phone services to PCS in June of 2006. This contract provides offender calling services, collect, debit and prepay, for 30,000 offenders in 21 correctional centers throughout the State of Missouri. This contract provides recording and monitoring of all offender calls.

PCS has provided excellent services to the Missouri Department of Corrections. The initial installation and transition was smooth and thorough. The PCS group continues to provide excellent service to our sites. The PCS group has repeatedly responded to our increasing call volumes with facility upgrades. Their support staff works well within our institutions consistently assuring any issues are addressed in a prompt professional manner.

If I can provide additional information about the Missouri Department of Corrections working relationship with PCS, please let me know.

Sincerely

A handwritten signature in cursive script that reads "Theresa Roedel".

Theresa Roedel
Telecommunications
Missouri Office of Administration
Information Technology Services Division
Department of Corrections
573-522-2783
Theresa.roedel@doc.mo.gov
2728 Plaza Drive
Jefferson City, MO 65109

WARREN C. EVANS

Wayne County Sheriff



OFFICE OF THE SHERIFF

1231 ST. ANTOINE • DETROIT, MI 48226
TEL: (313) 224-2222 • FAX (313) 224-2367

March 3, 2009

Public Communications Services, Inc.
11859 Wilshire Blvd, Suite 600
Los Angeles, CA 90025

To Whom It May Concern,

On July 27, 2006, Public Communications Services began providing inmate telephone services for the Wayne County Jail. Since that time, I have come to appreciate the services provided by PCS and the cooperative relationship with them enjoyed by our staff.

The Wayne County contract involves telephone services on 310 phones, for more than 2,500 inmates at four locations throughout the County, and runs through July 20, 2011. The transition of phone services required extensive system modifications. An ambitious time line was established, and I was very pleased when PCS completed the transition on schedule. Inmates and their families adapted well to the new calling services due in great part to the support PCS has offered through signage, informative DVDs, printed material, and bilingual voice prompts and live customer support.

In addition to the array of calling services—now including One Minute Courtesy Calls, Collect, Prepaid, Debit and their new Pay2Talk™ option—they have provided us with a first rate package of calling control and investigative features that our correctional and investigative staff have found easy to use and helpful at their jobs.

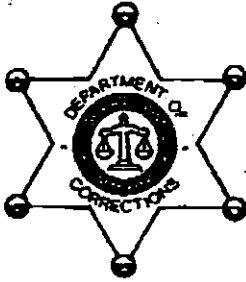
I definitely recommend the technology and support services that PCS has to offer.

Sincerely,

Jeriel Heard
Chief of Jails/Courts

"Safer communities through effective, professional law enforcement."

EXHIBIT C
Page 283 of 415



Douglas County
DEPARTMENT OF CORRECTIONS

710 SOUTH 17TH STREET
OMAHA, NEBRASKA 68102
PHONE (402) 444-7400
FAX: (402) 444-6088

July 2, 2008

Paul Jennings
CEO
Public Communications Services
11859 Wilshire Blvd, Suite 600
Los Angeles, CA 90025

Dear Paul,

I would like to take this opportunity to commend your staff for the services provided to the Douglas County Department of Corrections. Public Communications Services (PCS) has been providing inmate telephone services for our department since December of 2002. PCS's professional staff has been able to coordinate the inmates' callings needs at our multiple facilities without any major disruption from the inception of equipment installation.

PCS has also been very accommodating to the different needs and requests that we've made over the last few years. It is important to have a vendor that not only meets the requirements of the original RFP, but also remains flexible in the future needs of its clients. PCS has been extremely easy to work with and accommodating to all of our needs.

I highly recommend that other Correctional Facilities take a meaningful look at the services proposed by PCS and their track record with other facilities. Please feel free to allow other facilities to contact me with any questions regarding PCS's services to the Douglas County Department of Corrections. My direct line is (402) 599-2267 and my email address is: rhamann@dccorr.com.

Sincerely,


Roland Hamann
Administrative Services Manager

Date: June 25, 2009

To: Whom it may concern

From: Major Danny Downes, CIM, Lubbock County Sheriff's Office

Subject: Public Communications Services – Service and Revenue Performance

The Lubbock County Sheriff's Office selected PCS for its inmate phone services in the 4th quarter of 2008. This office chose PCS not only because of its outstanding proposal and highly rated company, but also because of the Inmate Phone System that they installed. This system allowed for easy integration with the County's jail systems, including a seamless integration with the commissary system.

The Lubbock County Sheriff's office utilized PCS' full integration capabilities resulting into a host of benefits for the County including: 1) multiple calling options and low rates for the inmates and their friends and families, 2) improved the welfare of our inmates, 3) improved the safety and security of our officers, 4) improved use of the phone system within the Corrections Center, and 5) increased the call revenue from an average of \$44,000 per month to an average of \$68,000 per month or about a 54% increase from the previous provider

In short, PCS has worked diligently and professionally to meet the demands of this office and our citizens. We recommend they be highly considered for review, and look forward to a long and productive relationship with them. Should you wish to know more, I welcome any calls to 806-775-1703 or emails to ddownes@co.lubbock.tx.us.

Sincerely,



Major Danny Downes, CIM
Lubbock County Sheriff Office
811 Main Street
Lubbock, TX. 79408

Date: June 25, 2009

To: Whom it may concern

From: Tom Salisbury, Comptroller, Manatee County Sheriff's Office

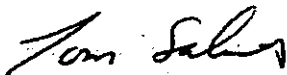
Subject: Public Communications Services – Service and Revenue Performance

The Manatee County Sheriff's Office recently selected PCS for its inmate phone services. This office chose PCS not only because of its outstanding proposal and highly rated company, but also because of the Inmate Phone System that they installed. This system allowed for easy integration with the County's jail systems, including a seamless integration with the commissary system.

The Manatee County Sheriff's office utilized PCS' full integration capabilities resulting into a host of benefits for the County including: 1) multiple calling options and low rates for the inmates and their friends and families, 2) improved the welfare of our inmates, 3) improved the safety and security of our officers, 4) improved use of the phone system within the Corrections Center, 5) since being installed we have seen an increased in the telephone revenue per inmate and fully anticipate this trend to continue, and 6) financial and call information that previously took weeks to obtain from our previous provider is now readily available on-line in real time.

In short, PCS has worked diligently and professionally to meet the demands of this office and our citizens. I would certainly recommend them to be considered by any agency seeking to implement a new communications system. I look forward to a long and productive relationship with PCS. Should you wish to know more, I welcome any calls to (941) 747-3011 extension 2033 or emails to tom.salisbury@manateesheriff.com.

Sincerely,



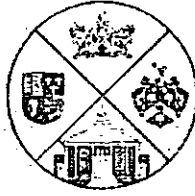
Tom Salisbury

Comptroller

Manatee County Sheriff's Office

RAPPAHANNOCK REGIONAL JAIL

SERVING:
CITY OF FREDERICKSBURG
KING GEORGE COUNTY
SPOTSYLVANIA COUNTY
STAFFORD COUNTY



P. O. BOX 3300
STAFFORD, VIRGINIA 22555-3300
(540) 288-5245
FAX 540-288-0819
rjadmin@rj.state.va.us

JOSEPH HIGGS, JR.
SUPERINTENDENT

From: Major Scott Baird. *SS*
Assistant Superintendent of Operations

Date: December 1, 2009

Subject: PCS Performance for Rappahannock Regional Jail

To Whom It May Concern

We currently have under contract PCS inmate communication as our inmate telephone provider. I find them to be responsive to all our needs. The system that is in place is an asset to our daily operations. We are currently able to monitor all inmate phone calls, which just recently aided our city police in obtaining an arrest warrant for a two-year-old murder. The staff that is assigned to our account is prompt and professional in handling all of our concerns in a timely fashion. The system also provides us with reasonable billing fees, which does not overcharge the inmates and their families and allows them contact with their loved ones at an affordable cost. I would recommend PCS as a competent and reliable inmate phone provider.

If you have any questions, feel free to contact me at 540-288-5265.

**San Diego County Sheriff's Department**

Post Office Box 939062 • San Diego, California 92193-9062



William B. Kolender, Sheriff

William D. Gove, Undersheriff

December 11, 2007

Paul Jennings, CEO
Public Communications Services
11859 Wilshire Blvd., Suite 600
Los Angeles, CA 90025

Dear Mr. Jennings:

In March 2007, Public Communications Services began providing inmate telephone services for the San Diego County Sheriff and Probation departments. Since that time, I have come to appreciate the services provided by PCS and the cooperative relationship enjoyed by our staff.

The San Diego County contract involved inmate telephone services at eleven facilities throughout the County. The transition of phone services required extensive system modifications. An ambitious time line was established, and I was very pleased when PCS completed the transition earlier than expected. Inmates and their families adapted well to your calling services, due in great part to the support PCS has offered through extensive signage, informative DVDs, printed material, and bilingual voice prompts.

In addition to the array of calling services available to inmates and their families, I have been encouraged to see how your staff remains willing to try new programs to stimulate calling activity. An example is the "Pay 2 Talk" program, allowing calls to be completed that might otherwise be blocked. Together with "Daily Dial," prepaid calling, and collect calling, inmates have a wide choice of options to stay in touch with family and friends.

As the outgoing President of the Southern California Jail Managers' Association, I also want to extend my sincere thanks for PCS' support of our recent quarterly meeting held in San Diego County. Your generous sponsorship helped create a memorable event for our members, and reflects the type of corporate citizenship for which you can be proud.

Sincerely,

WILLIAM B. KOLENDER, SHERIFF

Ken Culver, Commander
Detention Services Bureau



C. Sample Call Recording

Disclaimer: The enclosed Sample Call Recording contains profanity.



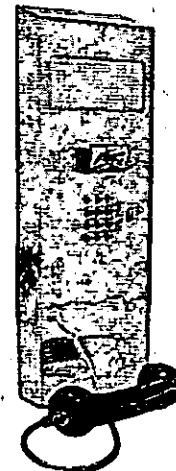
EXHIBIT ^C
Page 289 of 415

Indiana Department of Administration & Correction
RFP No. 10-55
Offender Pay Telephone Service

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Inmate Phones

The Navitel OTC-2110V2 inmate telephones are vandal-resistant, surface-mounted telephones with metal housing, steel armored handset cord and stainless steel lanyard. The 14-gauge stainless steel body of the Navitel OTC-2110V2 has a floating case hardened metal plate to prevent attempts at side drilling and any other attempts to gain access to the internal components of the telephone. The OTC-2110V2 keypad is chrome-plated, DTMF compatible, and water, flame and shock resistant. All telephones are compatible with standard Telco mountings. The inmate phones will have no exposed screws, bolts, or other fasteners that can be removed from the phone without a special security removal device. The phones are thoroughly field-tested, and are currently used in indoor and outdoor correctional facilities.



Navitel OTC-2110V2

Standard Features

- Built in secondary lightning protection.
- Electronics are conformal coated to resist moisture and corrosion.
- All-weather DTMF metal key pad is moisture, fire, and shock resistant.
- Built in volume control button
- Fine-brushed finish is mar and scratch resistant.
- Armored handset cord that can take at least 800lbs linear stress without breaking.
- Highly durable Lexan™ polycarbonate polymer shatterproof handset.
- Tamper proof housing.
- Line-powered and compatible with standard subscriber carrier loop.
- All major components are modular for easy field replacement and cost effectiveness.
- Hearing aid compatible and FCC/ACTA registered, with field adjustable noise reduction, anti-static receiver, and 3 additional steps of volume to meet ADA requirements.
- Instructions on faceplate for easy of use.
- Dimensions: 21.25" H x 7.5" W x 2.5" D (4.5" deep with cradle).
- Suitable for indoor or outdoor installation.
- Secure installation with security studs.



Visitation Telephones



OTC-2120S No-Dial Service Phone

PCS also has the ability to provide the State with PIN-operated visitation phones that will allow visitation phone calls to be monitored and recorded, just as the inmate phones are monitored and recorded. PCS can provide Navitel (OTC-2120S Visitor Side; OTC-2110V Inmate Side) visitation phones.

Most visitation phones only have a handset with a hook-switch. When an inmate picks up the phone and speaks to the visitor, there is a simple connection from one handset to another. With this type of visitation phone system there is no tracking or monitoring of the call and no electronic way to tie an inmate to a particular visitation phone.



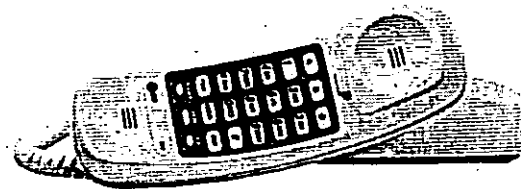
OTC 2110V Full Feature Mini Inmate Phone

With the PCS solution, the inmate is required to enter his/her PIN on the inmate visitation phone keypad in order to connect to their visitor. This allows for the identification of the inmate through the PCS ICM. Once the inmate is identified, the call can be recorded and monitored just like a standard inmate telephone call.

PCS has extensive experience installing, maintaining, and servicing PIN-operated visitation telephones. In fact, PCS developed the first fully integrated system in the United States that linked visitation and inmate telephone services. The project included custom design of correctional grade visitation phones to meet space and construction limitations.

Disposable Hospital Phones

PCS has the ability to provide disposable hospital phones for inmates in the infirmary. Deploy these cordless telephones as single-use or single patient units to reduce cross-contamination risks and telephone cleaning and repair costs.



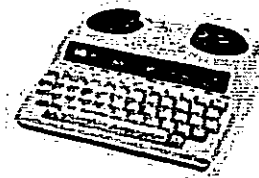
Disposable Hospital Phones

- Hearing Aid Compatible
- Single-use, single-patient policy eliminates cleaning and repair costs
- Handset Volume Control
- Last Number Redial
- Lighted Keypad
- Mute, Flash

Ultratec Supercom 4400 TDD

Standard features of the Ultratec Supercom 4400 TTY phone include:

- 32k memory
- Turbo Code® and Auto IDTM
- E-Turbo for simplified relay calling
- Direct connect (with 2 jacks) to standard telephone lines
- Built-in ring flasher
- Auto-Answer (with programmable message)
- Auto-busy redial, and Wait for Response.
- Remote message retrieval
- User-programmable Relay Voice Announcer
- Keyboard dialing, follow-on dialing, tone or pulse dial
- Memory dialing/redial
- Computer-style keyboard
- TTY Announcer™
- GA/SK and arrow keys
- Printer port to connect to external printer
- Baudot code

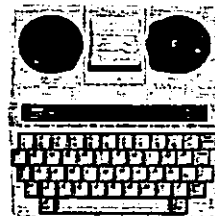


Ultratec Supercom 4400 TDD

Ultratec Supercom 4425 TDD

Standard features of the Ultratec Supercom 4425 TTY phone include:

- Built-in, 24-character printer
- 3 selectable print sizes
- 32k memory
- Date/time printed at the beginning of each call
- Turbo Code™ and Auto IDTM
- E-Turbo for simplified relay calling
- Built-in ring flasher
- Arrow keys for easy review of memory
- Convenient GA/SK keys
- Easy-touch greeting memo
- TTY Announcer™ tells hearing callers you are using a TTY
- Baudot code (45.5/50 baud rate)
- Sticky key feature (for single-handed typing)
- ASCII code is available



Ultratec Supercom 4425 TTY



Ultratec Minicom IV

Standard features of the Ultratec Minicom IV TTY phone include:

- Turbo Code® and Auto ID™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)

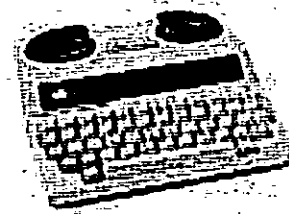


Ultratec Miniprints

Standard features of the Ultratec Minicom IV TTY phone include:

Miniprint 425

- Built-in, 24-character printer
- 3 selectable print sizes
- Turbo Code® and Auto ID™
- E-Turbo for simplified relay calling**
- Sticky key feature (for single-handed typing)
- Built-in ring flasher
- Tone or pulse dial
- Direct connect (with 2 jacks) to standard analog telephone line



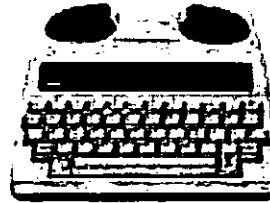
Miniprint 425

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

- Auto-Answer (with pre-programmed message)
- Keyboard dialing, follow-on dialing
- Call progress (says "ringing" or "busy")
- Wait for Response feature for on-hold waiting

Miniprint 225

- Acoustic use only
- Built-in, 24-character printer
- 3 selectable print sizes
- Turbo Code® and Auto ID™
- E-Turbo for simplified relay calling**
- Sticky key feature (for single-handed typing)



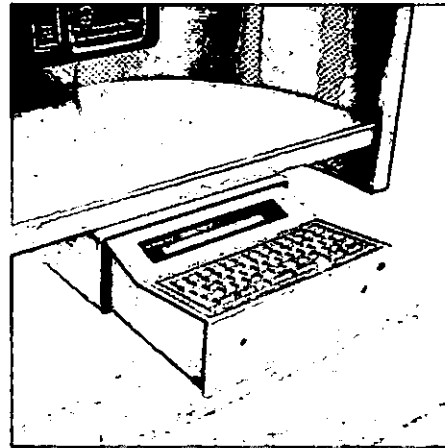
Miniprint 225

TTYs for Public Places

Standard features of TTY phones for Public Places includes:

Motorized Models

- Maximum protection against vandalism.
- Stainless steel TTY keyboard
- Keyboard remains protected in metal drawer until a TTY call is placed
- Drawer opens automatically when another TTY answers, closes when the call is finished
- **Model M120:** 1-line, 20-character, vacuum fluorescent display
- **Model M240 FS:** 2-line, 40-character, LCD display. For outdoor use.

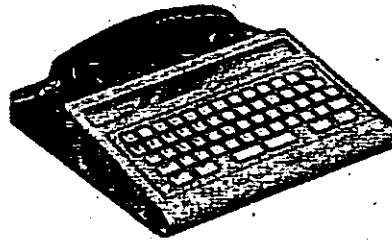


Motorized Model



Shelf-Top Model (ST120)

- Designed for lower-traffic areas
- On-line help to assist users
- 1-line, 20-character vacuum fluorescent display
- Can be used acoustically with the payphone handset or connected directly into the telephone line.
- Easy to install for either acoustic or direct connect use



Shelf-Top Model

Superprint Pro80

- Built-in, 80-character printer
- Uses standard size 8½" wide thermal paper
- True-size computer-style keyboard
- 11 special "one touch" function keys including Relay Dial, Emergency Dial, and Greeting Memo
- Built-in Caller ID* tells you who is calling even before you answer
- Auto-Answer with remote message retrieval
- Turbo Code® and Auto ID™
- E-Turbo for simplified relay calling**
- Time/date printed at the beginning of

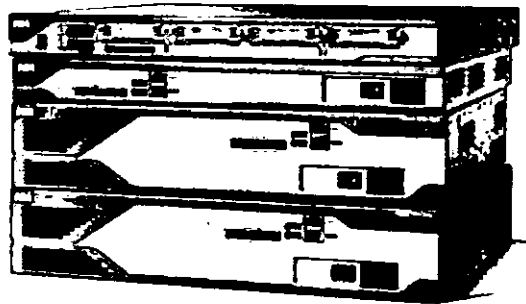


Superprint Pro80

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

- each call and Auto-Answer message
- Selectable print sizes
- 32k memory
- Relay Voice Announcer tells callers to use a TTY or dial relay, and gives your relay number
- Direct connect with 2 phone jacks
- Call progress
- Flasher alerts you to incoming calls and interruption requests
- Last Number Redial, Auto Busy Redial
- Speed dial by name, follow-on dialing
- TTY Announcer™
- Baudot code (45.5/50 baud rate)
- ASCII option is available in all three models

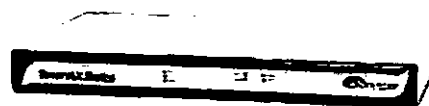
Cisco 2800 Series Integrated Services Routers



PCS will provide commercial-grade Cisco routers for each DOC facility. These routers (sized to the requirements of each facility) will distribute the digital streams from the IADs over PCS's MPLS network. Cisco's routers will label each data packet with a header allowing PCS to prioritize transport of the individual types of data over the entire network enabling us to absolutely ensure the highest QoS (Quality of Service) for voice traffic.

Quintum Tenor Integrated Access Device (Network Gateway)

These devices connect to the analog inmate phones and convert the calls to VoIP before routing over the PCS secure, private network. Tenor DX is available with 2, 4, 6 or 8 T1/E1/PRI trunks and supports from

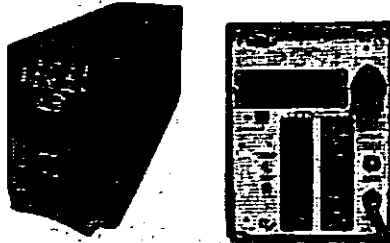


8 to 120 VoIP channels.

Unlike other IADs, the Quintum Tenor Gateway is designed to excel at supporting legacy analog devices like copper phone lines and fax machines. This minimizes the amount of onsite re-wiring PCS will have to do thus speeding up the installation process and reducing disruption to Indiana DOC staff. It also allows PCS to offer the convenience of VoIP calling while retaining the voice quality of traditional copper phone lines.

UPS

PCS will provide an Uninterruptible Power Supply (UPS) that is designed to meet the runtime requirements for each individual facility. Rather than suggest a single unit for all sites, PCS will match the UPS to the hardware and network design for each facility to ensure that the unit is of the proper size to support the on-site hardware for the time required. An example of a UPS that may be used in a centralized network model for a small-to-medium sized facility would be the Smart-UPS 1000VA from APC, which offers more than an hour and a half of runtime on a power draw of 100W.



**Intelligent, line-interactive network power management system
with Remote Management Capability**

Ancillary Hardware

The following list includes some of the ancillary hardware that may be installed during the implementation of the ICM.

Amphenol Cables - Amphenol designs, manufactures and markets electrical, electronic and fiber optic connectors, coaxial and flat-ribbon cable, and interconnect systems

Switch-8 port - The EtherFast 8-Port 10/100 Workgroup Switch is a quick and easy way to boost your network's performance while migrating to the power of Fast Ethernet

Network Patch Cables-(Yellow or Blue) - 5e (Cat5e) patch cable with gold plated RJ45 molded male connector plugs features a

66 Blocks w/Amphenol Connectors - 66 Block with single male Amphenol connecting block (25-pair). Suitable as an alternative to the ICC 24-Port Telco Patch Panel.

Station Cross-Connect Wire-White/Orange - providing modular integration of voice and data traffic over copper services. It can also serve as a rate and interface converter or as an integrating multiplexer

Inmate Station Covers-Orange - Provides easy system administration and provides a clean and neat appearance.

Indiana Departments of Administration & Corrections
 RFP No. 10-55
 Offender Pay Telephone Service

snagless boot for trouble-free installations

Trunk Cross-Connect Wire-White/Blue - providing modular integration of voice and data traffic over copper services. It can also serve as a rate and interface converter or as an integrating multiplexer

Cable Ties - Preformed tie straps on a continuous roll that pull apart without any cutting

Wood screws 1" - Required for mounting on communication backboard

After installation all extension cabling, old equipment, and unused components will be removed and the workspace will be returned to its pre-existing condition.

Trunk Covers-Blue - Provides easy system administration and provides a clean and neat appearance.

Bridge Clips - connection between two test points.

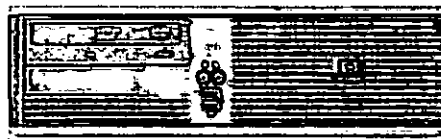
Mushrooms - Wire Distribution Spool

D-rings (small) - Wire Distribution Rings, Aluminum

Workstation Hardware

The DC 5800 E5200 PC delivers mainstream features and flexibility for organizations of any size or sector. Mainstream technology, productivity tools, and security features combine to deliver a PC designed to support your business needs, so you can focus on results.

- Pentium Dual Core
- RAM 2-4 GB
- HDD 1 x 80 GB
- HP DVD 1070i 20X Multi DVD Writer, internal, SATA
- GMA 3000 Dynamic Video Memory Technology 4.0
- Gigabit Ethernet
- XP Pro
- McAfee Antivirus protection



DC 5800 E5200

Because ITS administrators may need to burn thousands of call recordings quickly all PCS-provided workstations will include high speed CD/DVD ROM burners for archiving large numbers of calls at once.



- Get excellent playback compatibility on DVD drives and players
- Record to all major formats on one drive: \pm R/ \pm RW, DVD-RAM, CD-R/RW, LightScribe

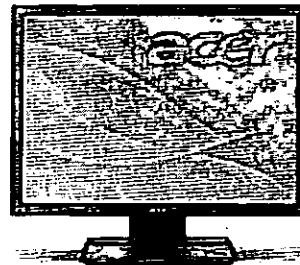


HP DVD 1070i 20X
Multi DVD Writer

- Record to single- or double-layer DVDs, and to DVD-RAMs
- Get higher transfer rates with the SATA interface, use the latest optical storage features, burn discs at high speeds

Monitor

The ACER V173BB 17" LCD widescreen monitor combines high contrast ratios with super-fast video response. This earth-friendly LCD uses two lamps instead of four which cuts power consumption by 30-40%, saving you electricity cost. The widescreen display that lets you work in two applications or documents side-by-side. Broadcast-quality 5ms video response delivers crystal-clear, blur-free video and graphics.



17" widescreen LCD

- 17" TFT LCD
- 1280 x 1024 Max. Resolution
- Dynamic Contrast Ratio 7,000:1
- 5 ms Response Time

Printer

The HP LaserJet Printer offers high-end output in an affordable, personal design. It's excellent for printing everything from envelopes and labels to spreadsheets, reports, and invoices.



LaserJet Printer

- Laser
- Up to 17ppm
- Up to 600 x 600 dpi
- USB

Any PC that is capable of running Microsoft Internet Explorer 6.0 or greater and that has a connection of sufficient bandwidth, may conveniently use all of the ITS's features, including live monitoring and playback of call recordings.

INDIANA

INTEREXCHANGE TELECOMMUNICATIONS TARIFF

Public Communications Services, Inc.

This Tariff, filed with the Indiana Utility Regulatory Commission contains the rates, terms and conditions applicable to the operator assisted resold telecommunication services provided by Public Communications Services, Inc. ("PCS") within the State of Indiana.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

PUBLIC COMMUNICATIONS SERVICES, INC.

I.U.R.C Tariff No. 1
 7th Revised Page 2
 Cancels 6th Revised Page 2

CHECK SHEET

Pages of this Tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original Tariff and are currently in effect as of the date on the bottom of this page.

Page #	Revision	Page #	Revision
1	Original	27	Original
2	7 th Revised *	28	1 st Revised
3	Original	29	Original
4	Original	30	Original
5	Original	31	Original
6	Original	32	4 th Revised *
7	Original	33	4 th Revised *
8	Original	33.1	1 st Revised
9	Original	33.0.1	2 nd Revised *
10	Original	33.0.2	1 st Revised *
11	Original	33.2	3 rd Revised *
12	Original	33.3	2 nd Revised *
13	Original	33.3.1	1 st Revised *
14	Original	33.3.2	1 st Revised *
15	Original	33.4	Original
16	Original	33.5	3 rd Revised *
17	Original	33.6	2 nd Revised *
18	1 st Revised	33.6.1	1 st Revised *
19	Original	33.6.1.1	1 st Revised *
20	Original	33.6.2	Original
21	Original	33.7	2 nd Revised
22	Original	33.8	Original
23	Original	33.9	Original
24	Original	34	Original
25	Original		
26	Original		

* Indicates pages included with this filing.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Joe Pekarovic, Vice President of Sales
 11859 Wilshire Boulevard, Suite 600
 Los Angeles, California 90025

INo1001

COMMUNICATIONS SERVICES, INC.

LU.R.C Tariff No. 1
Original Page 3

TABLE OF CONTENTS

Original Title Page..... 1
Check Sheet 2
Table of Contents..... 3
Symbols 4
Tariff Format..... 5
Application of Tariff..... 6
Section 1 - Terms and Abbreviation 7
Section 2 - Rules and Regulations 10
Section 3 - Service Descriptions and Rates 25
Section 4 - Contracts and Promotions..... 34

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

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SYMBOLS

Changes to this Tariff shall be identified on the revised page(s) through the use of symbols. The following are the only symbols used for the purposes indicated below:

- C** Changed regulation.
- D** Delete or discontinue.
- I** Change Resulting in an increase to a Customer's bill.
- M** Moved from another Tariff location.
- N** New.
- R** Change resulting in a reduction to a Customer's bill.
- T** Change in text or regulation.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by: Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

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TARIFF FORMAT

A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.

B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the Tariff page in effect. Consult the Check Sheet for the page currently in effect.

C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1.
- 2.1.1.
- 2.1.1.A.
- 2.1.1.A.1.
- 2.1.1.A.1.(a).
- 2.1.1.A.1.(a).1.
- 2.1.1.A.1.(a).1.(i).
- 2.1.1.A.1.(a).1.(i).(1).

D. Check Sheets - When a Tariff filing is made with the Commission, an updated Check Sheet accompanies the Tariff filing. The Check Sheet lists the pages contained in the Tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages). The Tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

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APPLICATION OF TARIFF

This Tariff contains the regulations and rates applicable to the provision of intrastate operator assisted resale common carrier communications by PCS within the State of Indiana.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

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SECTION 1 - TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Customer's telephone to a PCS designated switching center or point of presence.

Aggregator - A Customer of the Company, including any person, firm, corporation, or other legal entity which contracts with PCS for installation of the Company's services and makes such services available for use by guests, patrons, visitors or other transient third parties at the Aggregator's location. The Aggregator is responsible for compliance with the terms and conditions of this Tariff.

Authorized User - A person, firm, partnership, corporation or other entity who is authorized by the Customer to be connected to and utilize the Company's services under the terms and regulations of this Tariff.

Commission - Refers to the Indiana Utility Regulatory Commission.

Company or Carrier - Public Communications Services, Inc. unless otherwise clearly indicated by the context.

Confinement Institution - Used throughout this Tariff to refer to prisons, jails, penal facilities or other institutions used for penalty purposes which contract with PCS for the provision of service for use by their Inmate population.

Customer - A person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Company's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this Tariff. The term Customer includes persons, firms, partnerships, corporations or other legal entities who do not have a pre-existing account or relationship with the Company but use the services of the Company on a per call basis from Aggregator locations or through equipment provided by an Aggregator. In the case of collect-only calling services provided to Inmates of Confinement Institutions, the called party is the Customer and is responsible for payment of charges.

Equal Access - Where the local exchange company central office provides interconnection to interexchange carriers with Feature Group D circuits. In such end offices, Customers can presubscribe their telephone line(s) to their preferred interexchange carrier.

Issued: April 12, 2001

Effective: July 25, 2001

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11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

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SECTION 1 - TERMS AND ABBREVIATIONS, (CONT'D.)

Inmates - The confined population of Institutions.

Institutions - See Confinement Institution.

LATA - Local access and transport area. A geographic area established by the US District Court for the District of Columbia in Civil Action No. 17-49, within which a local exchange company provides communications services.

LEC - Local Exchange Company.

Operator Station Call - A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

PCS - Used throughout this Tariff to refer to Public Communications Services, Inc.

Pay Telephone - Telephone instruments provided by the Company, Customer, Aggregator or Institution for use by its guests, patrons, visitors, transient third parties or for use by inmates of confinement institutions. Pay Telephones permit the user to place calls to other parties and bill such calls on a non sent-paid or sent paid-basis. To facilitate sent-paid calling, Pay Telephones can be equipped with a credit card reader, coin box, or similar device that allows charges to be collected for each call at the instrument.

Premises - The physical space designated by the Customer for the termination of the Company's service.

Person to Person Call - A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department or office to be reached through a PBX attendant.

Issued: April 12, 2001

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Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

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SECTION 1 - TERMS AND ABBREVIATIONS, (CONT'D.)

Subscriber - Used throughout this Tariff to refer to Customers, Aggregators or Institutions which arrange for the Company to provide, discontinue or rearrange for telecommunication services on behalf of itself or others.

Switched Access Origination/Termination - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the Customer is a LEC-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

V & H Coordinates - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage may be used for the purpose of rating calls.

Issued: April 12, 2001

Effective: July 25, 2001

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of Public Communications Services, Inc.

- 2.1.1 The Company undertakes to furnish communications service pursuant to the terms of this Tariff in connection with one-way and/or two-way communications originating and terminating between points within the State of Indiana. The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.2 The Company is responsible under this Tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.
- 2.1.3 PCS arranges for installation, operation, and maintenance of the communications services provided in this Tariff for Customers in accordance with the terms and conditions set forth under this Tariff. PCS may act as the Subscriber's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Subscriber's location to the PCS network. The Subscriber shall be responsible for all charges due for such service arrangements.
- 2.1.4 Service provided to inmates of correctional institutions is provided pursuant to Commission Orders in Cause No. 38812.

2.2 Use of the Company's Service

- 2.2.1 Services provided under this Tariff may be used by the Customer for any lawful telecommunications purpose for which the service is technically suited.
- 2.2.2 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.3 A Customer may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this Tariff. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this Tariff.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

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11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.3 Limitations

- 2.3.1 The Company reserves the right to discontinue service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this Tariff, or in violation of the law.
- 2.3.2 Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this Tariff.
- 2.3.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.3.4 Service may be limited or discontinued by the Company, without notice to the Customer, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain Account Codes or Authorization Codes, when the Company deems it necessary to take such action to prevent unlawful use of its service. Service will be restored service as soon as it can be provided without undue risk.
- 2.3.5 The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- 2.3.6 Service provided to Institutions for use by Inmates may be restricted or otherwise limited under the direction of authorized personnel of the Institution's administration at their own discretion.

2.4 Assignment and Transfer

- 2.4.1 All facilities provided under this Tariff are directly or indirectly controlled by Company and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service. Such transfer or assignment, when permitted, shall only apply where there is no interruption of the use or location of the service or facilities.

Issued: April 12, 2001

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11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.5 Liability of the Company

- 2.5.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed \$100.00 or an amount equivalent to the proportionate charge to the Customer as described in Section 2.10, whichever is greater, for the period during which the faults in transmission occur.
- 2.5.2 The Company shall not be liable for any claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this Tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an Act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.5.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Subscriber against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this Tariff; or for any act or omission of the Subscriber; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.5.4 The Company shall not be liable for any defacement of or damages to the premises of a Subscriber resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.5.5 Service furnished by the Company may be interconnected with the services or facilities of other carriers or private systems. However, service furnished is provided solely by the Company and is not a joint undertaking with other parties.

Issued: April 12, 2001

Effective: July 25, 2001

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Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.5 Liability of the Company, (Cont'd.)**

- 2.5.6** The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
- 2.5.7** The Company shall be indemnified and saved harmless by the Subscriber from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
- 1) Any act or omission of: (a) the Subscriber, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers, except as contracted by the Company;
 - 2) Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Subscriber or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
 - 3) Any unlawful or unauthorized use of the Company's facilities and services;
 - 4) Breach in the privacy or security of communications transmitted over the Company's facilities;
 - 5) Any noncompletion of calls due to network busy conditions;
 - 6) And any other claim relating to the use of or furnishing of use of the Company's services or facilities which resulted from any act or omission of the Subscriber, Authorized Users, inmates, guests, patrons, visitors or other transient third parties using the services of the Company through the Company's or Subscriber's equipment; or any other entity.

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11859 Wilshire Boulevard, Suite 600
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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.5 Liability of the Company, (Cont'd.)

2.5.8 The included Tariff language does not constitute a determination by the Commission that a limitation of liability imposed by the Company should be upheld in a court of law. Acceptance for filing by the Commission recognizes that it is a court's responsibility to adjudicate negligence and consequential damage claims. It is also the court's responsibility to determine the validity of the exculpatory clause.

Issued: April 12, 2001

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.6 Responsibilities of the Subscriber or Customer**

2.6.1 The Subscriber is responsible for making proper application for service; placing any necessary orders; for complying with Tariff regulations; and payment of charges for services provided. Specific responsibilities include, but are not limited to the following:

- 1) The Subscriber shall ensure compliance with any applicable laws, regulations, orders or other requirements (as they exist from time to time) of any governmental entity relating to services provided or made available to other users by the Subscriber.
- 2) If required for the provision of the Company's services, the Subscriber must provide any equipment space, supporting structure, conduit and electrical power without charge to the Company.
- 3) The Subscriber is responsible for arranging access to its premises at times acceptable to the Company when required for the Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of PCS's services.
- 4) The Subscriber shall ensure that any Subscriber provided equipment and/or systems are properly interfaced with Company facilities or services, that the signals emitted into Company's network are of the proper mode, bandwidth, power, and signal level for the intended use and in compliance with the criteria set forth in this Tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Customers.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.6 Responsibilities of the Subscriber or Customer, (Cont'd.)

2.6.1 (Cont'd.)

- 5) The Subscriber must pay the Company for replacement or repair of damage to the equipment or facilities of the Company caused by negligence or willful act of the Subscriber or others, by improper use of the services, or by use of equipment provided by the Subscriber or others.
- 6) The Subscriber must pay for the loss through theft of any Company equipment installed at Subscriber's premises.
- 7) The Subscriber is responsible for establishing its identity as often as necessary during the course of a call.
- 8) The Subscriber is responsible for identifying the station, party, or person with whom communications is desired and/or made at the called number.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.7 Billing and Payment For Service****2.7.1 Responsibility for Charges**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or its Authorized Users for transmission of calls via the Company's network. In particular and without limitation to the foregoing, the Customer is responsible for any and all cost(s) incurred as the result of:

- 1) any delegation of authority resulting in the use of Customer's communications equipment and/or network services which result in the placement of calls via the Company;
- 2) any and all use of the services provided by the Company, including calls which the Customer did not individually authorize;
- 3) any calls placed by or through the Customer's equipment via any remote access feature(s);

2.7.2 Payment for Service

All charges due by the Customer are payable to the Company or any agent duly authorized to receive such payments. The billing agent may be the Company, a local exchange telephone company, credit card company, or other billing service. Terms of payment shall be according to the rules and regulations of the agent and subject to the rules of regulatory bodies having jurisdiction.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.7 Billing and Payment For Service, (Cont'd.)

2.7.3 Disputed Charges

Any objections to billed charges must be reported to the Company or its billing agent within twenty (20) days of the closing date printed on the bill issued to the Customer. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate. Customers may contact the Indiana Utility Regulatory Commission with 1) any unresolved dispute or 2) disputed charges for which the Company refuses an adjustment if disputed charges were reported to the Company after twenty (20) days from the closing date on the Customer's bill.

2.7.4 Taxes and Surcharges

(T)

PCS reserves the right to bill any and all applicable taxes in addition to any recurring, non-recurring, per call charges, usage charges or charges for special arrangements and construction, including, but not limited to any Federal Excise Tax, State Sales Tax, Municipal Taxes and Gross Receipts Tax. Unless otherwise specified in this Tariff, such taxes will be itemized separately on Customer bills.

A. Indiana Universal Service Fund (IUSF)

(N)

The Company concurs in the Indiana Utility Regulatory Commission Tariff I.U.R.C. No. T-7. All Customer billings on or after October 2007 shall reflect an additional charge to fund the Indiana Universal Service Fund (IUSF).

(N)

2.7.5 Late Payment Fees

A late payment fee of 10% of first \$3.00; 3% of excess one time only on any past due balance. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Indiana law.

2.7.6 Return Check Charge

A return check charge of \$20.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Indiana law.

Issued: August 1, 2007

Effective: August 2, 2007

Issued by: Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo0701

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.7 Billing and Payment For Service, (Cont'd.)****2.7.7 Minimum Service Period**

The minimum period for which services are provided and for which rates and charges are applicable is one (1) month unless otherwise specified in this Tariff or by mutually agreed upon contract. When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not.

2.7.8 Validation of Credit

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures and to establish a maximum predetermined credit limit. Where a requested billing method cannot be validated or maximum credit limit established, the Company may refuse to provide service or otherwise restrict or interrupt service to a Customer. The Company may also refuse service for invalid telephone numbers, invalid calling card or commercial credit card numbers, refusal of a called party to accept responsibility for payment, failure to keep the outstanding balance due below the credit limit or any other circumstances which may prevent the Company from collecting the charges due for a call.

Service provided by the Company are available to inmates of confinement facilities in accordance with facility-authorized programs. The Company may request that the confinement facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

Issued: April 12, 2001**Effective: July 25, 2001****Issued by:**

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.8 Deposits**

The Company does not normally require deposits. However the Company reserves the right to collect an amount not to exceed two (2) months estimated charges as a deposit from Customers whose credit history is unacceptable or unknown to the Company. Deposits, if collected, will be collected and maintained in accordance with Commission rules.

For services provided to inmates of confinement facilities, the Company may require a deposit from billed parties for charges which exceed a maximum credit amount predetermined by the Company based on the Customer's credit worthiness. The Customer may exceed this predetermined credit amount by first paying a deposit to the Company in an amount equal to the amount of additional credit authorization requested by the Customer.

2.9 Advance Payments

The Company does not normally require advance payments for service. However, for Customers whom the Company determines an advance payment is necessary, PCS reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary.

Issued: April 12, 2001**Effective: July 25, 2001****Issued by:**

**Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025**

ino0201

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.10 Refunds or Credits for Service Outages or Interruptions**

2.10.1 Credit allowances for interruption periods which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications systems provided by the Customer, are subject to the general liability provisions set forth in this Tariff. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer.

2.10.2 For purposes of credit computation every month shall be considered to have seven hundred and twenty (720) hours. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than four (4) hours. The Customer shall be credited for an interruption of four (4) or more hours at the rate of 1/720th of the monthly charge for the services affected for each day that the interruption continues. The formula used for computation of credits is as follows:

$$\text{Credit} = A/720 \times B$$

A = outage time in hours (must be 4 or more).

B = total monthly recurring charge for affected service.

2.10.3 For usage sensitive long distance services, credits will be limited to, at maximum, the price of the initial period of the individual call that was interrupted plus any operator service charges or surcharges required to reconnect the caller.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.11 Cancellation or Termination of Service****2.11.1 Cancellation by Customer**

- A) Customers of presubscribed long distance services may cancel service by providing the Company with written or verbal notification thirty (30) days prior to the requested cancellation date. The Company shall hold the Customer responsible for payment of all bills for service furnished until the cancellation date specified by the Customer or until thirty (30) days after the date that the cancellation notice is received, whichever is later.

2.11.2 Cancellation by Company

- A) The Company may terminate service to a Customer for nonpayment of undisputed charges or other violation of this Tariff or provision of law upon five (5) days written notice to the Customer without incurring any liability for damages due to loss of telephone service to the Customer. Charges will not be considered past due until twenty (20) days from the closing date printed on the Customer's bill.
- B) The Company may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Subscriber shall be given five (5) days notice to comply with any rule or remedy any deficiency:
- 1) For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
 - 2) For use of telephone service for any purpose other than that described in the application.
 - 3) For neglect or refusal to provide reasonable access to PCS or its agents for the purpose of inspection and maintenance of equipment owned by PCS or its agents.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.11 Cancellation or Termination of Service, (Cont'd.)****2.11.2 (Cont'.)****B) (Cont'd.)**

- 4) For noncompliance with or violation of Commission regulation or PCS's rules and regulations on file with the Commission.
- 5) Without notice in the event of Subscriber use of equipment or services in such a manner as to adversely affect the Company's equipment or service to others.
- 6) Without notice in the event of tampering with the equipment or services owned by the Company or its agents.
- 7) Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, PCS may, before restoring service, require the Subscriber to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- 8) Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such services.
- 9) For periods of inactivity over sixty (60) days.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.12 Interconnection**

Service furnished by PCS may be connected with the services or facilities of other carriers. Such service or facilities are provided under the terms, rates and conditions of the other carrier. The Subscriber is responsible for all charges billed by other carriers for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Subscriber.

2.13 Subscriber Provided Equipment

2.13.1 The Company's facilities and service may be used with or terminated in terminal equipment or communications systems such as a PBX, key system, single line telephone, or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Subscriber. The Subscriber is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of PCS's service.

2.13.2 When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry. The Subscriber is responsible for ensuring that Subscriber-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Subscriber's expense, subject to prior Subscriber approval of the equipment expense.

Issued: April 12, 2001**Effective: July 25, 2001****Issued by:**

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.14 Company Provided Equipment

The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Subscriber. The Subscriber may not nor may they permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

2.15 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four (24) hours in length and credit for the interruption is requested by the Customer.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.1 General

PCS provides operator assisted calling services for communications originating and terminating within the State of Indiana. The Company's services are available twenty-four (24) hours per day, seven (7) days a week. Unless otherwise specified in this Tariff, intrastate service is offered in conjunction with interstate service.

In addition, the Company offers automated operator assisted collect-only calling services for use by inmates of prisons, jails or other Confinement Institutions. Inmate access to the Company's services may be restricted by the administration of the Institution served.

Customers are charged individually for each call placed through the Company's network. Charges may vary by service offering, mileage band, class of call, time of day, day of week and/or call duration. Customers are billed based on their use of the Company's services and network.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.2 Timing of Calls

- 3.2.1** Billing for calls placed over the PCS network is based in part on the duration of the call as follows, unless otherwise specified in this Tariff.
- 3.2.2** Timing of each call begins when the called station is answered (i.e. when two way communications are established). Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. For Collect Calls, charges apply only if the called party accepts the responsibility for payment. For Person to Person Calls, charges apply only if the calling party is connected with the designated called party or an agreed upon substitute.
- 3.2.3** Chargeable time for each call ends when one of the parties disconnects from the call.
- 3.2.4** Unless otherwise specified in this Tariff, the minimum Initial Period for billing purposes is one (1) minute.
- 3.2.5** Unless otherwise specified in this Tariff, billing for Additional Periods (usage after the Initial Period) is in full one (1) minute increments.
- 3.2.6** The Company will not knowingly bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, the Company will reasonably issue credit for the call.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.3 Rate Periods and Holidays

3.3.1 For time of day sensitive services, the following rate periods apply unless otherwise specified in this Tariff:

	MON	TUES	WED	THUR	FRI	SAT	SUN	
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD							
5:00 PM TO 11:00 PM*								EVENING RATE PERIOD
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD							

* Up to but not including.

3.3.2 Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rates in effect in that boundary for each portion of the call, based on the time of day at the Customer location.

(D)

 (D)

Issued: June 30, 2009

Effective: July 30, 2009

Issued by:

Joe Pekarovic, Vice President of Sales
 11859 Wilshire Boulevard, Suite 600
 Los Angeles, California 90025

INo0901

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)**3.4 Calculation of Distance**

3.4.1 Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points. The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the "V" and "H" coordinates found in BellCore's V&H Tape and NECA FCC Tariff No. 4.

3.4.2 The airline distance between any two wire centers is determined as follows:

Step 1 - Obtain the "V" and "H" coordinates for the Wire Centers serving the Customer and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the Wire Centers. Obtain the Difference between the "H" coordinates.

Step 3 - Square the differences obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Wire Centers.

3.4.3 The formula for distance calculations is:

$$\text{SQRT } \{ \{ (V \text{ SUB } 1 - V \text{ SUB } 2) \text{ SUP } 2 + (H \text{ SUB } 1 - H \text{ SUB } 2) \text{ SUP } 2 \} \text{ OVER } 10 \}$$

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)**3.5 Institutional Operator Assisted Calling**

Institutional operator assisted service allows Inmates to place Collect Calls through an automated call processing system. The call processing system prompts the Inmate and the called party such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the called party.

A number of special blocking and screening capabilities are available with institutional operator services provided by PCS. These capabilities allow Institutions to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Institution.

For services provided to Inmates of Institutions, the following special conditions apply:

- a. Calls to "900", "976" or other pay-per-call services are blocked by PCS.
- b. At the request of the Institution, PCS may block inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
- c. At the request of the Institution, PCS may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- d. At the request of the Institution, PCS may block Inmate access to specific telephone numbers.
- e. Availability of PCS's services may be restricted by the Institution to certain hours and/or days of the week.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.5 Institutional Operator Assisted Calling, (Cont'd.)

- f. At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning PCS's services is provided to the administration of each Institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the Institution's administration.
- g. At the request of the Institution, PCS may impose time limits on local and long distance calls placed using its services.
- h. At the request of the Institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.5 Institutional Operator Assisted Calling, (Cont'd.)

The following rates and charges apply to local calls placed by inmates of confinement institutions.

Call duration maximum is fifteen (15) minutes.

3.5.1 Rate Plan A

(T)

A. Local Rates and Charges

(T)

Rate Per Minute:	\$0.00
Per Call Surcharge:	\$2.95

(D)
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(D)

Some material previously found on this page now found on 1st Revised 33.0.2

Issued: January 27, 2010

Effective: February 26, 2010

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo1001

EXHIBIT C
 Page 332 of 415

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.5 Institutional Operator Assisted Calling, (Cont'd.)

3.5.1 Rate Plan A, (Cont'd.)

(T)

B. Toll Rates and Charges

(T)

IntraLATA

The following rates and charges apply to intraLATA calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following an initial one (1) minute increment. Call duration maximum is fifteen (15) minutes.

Usage Charges:

Mileage Band	Day		Evening		Night/Weekend	
	1st Minute	Add'l Minute	1st Minute	Add'l Minute	1st Minute	Add'l Minute
All	\$0.30	\$0.30	\$0.30	\$0.30	\$0.30	\$0.30

Per Call Charges:

Rate per Call: \$2.25

InterLATA

The following rates and charges apply to interLATA calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following an initial one (1) minute increment. Call duration maximum is fifteen (15) minutes.

Usage Charges:

Mileage Band	Day		Evening		Night/Weekend	
	1st Minute	Add'l Minute	1st Minute	Add'l Minute	1st Minute	Add'l Minute
All	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25

PER CALL CHARGES:

Rate per Call: \$1.50

Issued: January 27, 2010

Effective: February 26, 2010

Issued by:

Joe Pekarovic, Vice President of Sales
 11859 Wilshire Boulevard, Suite 600
 Los Angeles, California 90025

INo1001

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.5 Institutional Operator Assisted Calling, (Cont'd.)

(D)

(D)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo1001

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.5 Institutional Operator Assisted Calling, (Cont'd.)

3.5.2 Rate Plan B

A. Local Rates and Charges

(T)
|
(T)

Rate Per Call: \$3.50

(M)

B. Toll Rates and Charges

(T)

IntraLATA

The following rates and charges apply to intraLATA calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following an initial one (1) minute increment. Call duration maximum is fifteen (15) minutes.

Usage Charges:

Rate Per Minute: \$0.30

Per Call Charges:

Rate per Call: \$2.25

InterLATA

The following rates and charges apply to interLATA calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following an initial one (1) minute increment. Call duration maximum is fifteen (15) minutes.

Usage Charges:

Rate Per Minute: \$0.25

Per Call Charges:

Rate per Call: \$1.50

Some material now found on this page previously found on 3rd Revised Page 32

Issued: January 27, 2010

Effective: February 26, 2010

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo1001

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.6 Institutional Prepaid Collect Service

(N)

3.6.1 Description

Institutional Prepaid Collect Service allows recipients of collect calls from inmate facilities to set up a prepaid account with the Company from which such calls are decremented.

Inmates place a collect call through the standard dialing pattern to a specific telephone number (station to station). The Subscriber accepts the collect call and the charges for that call are deducted from the Subscriber's Prepaid Account. Funds in this Prepaid Account may only be used for payment of calls received by Subscribers to their telephone number specified to the Company when the Prepaid Account is established.

Institutional Prepaid Collect Service calls are not distance sensitive. Call timing is rounded up to the nearest one (1) minute increment after the initial minimum period of one (1) minute and therefore the Available Usage Balance is decremented in full minute increments.

Per call and usage for each call placed is deducted from the Available Usage Balance in the Inmates's Prepaid Account. Customers may obtain the current Available Usage Balance, last payment made and last payment date by calling the Company's Customer Service toll free number twenty-four (24) hours a day, seven (7) days a week.

Call duration maximum is fifteen (15) minutes.

(N)

Material previously found on this page now found on Original Page 33.7

Issued: August 16, 2007

Effective: September 15, 2007

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo0702

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.6 Institutional Prepaid Collect Service, (Cont'd.)

3.6.2 Rate Plan A

A. Local Rates and Charges

Usage Rates

Per Minute: \$0.00

Service Charge

Per Call: \$2.00 (R)

(T)
|
(T)

B. Toll Rates and Charges

IntraLATA

Usage Rates

Mileage Band	Day		Evening		Night/Weekend	
	1st Minute	Add'l Minute	1st Minute	Add'l Minute	1st Minute	Add'l Minute
All	\$0.20 (R)	\$0.20 (R)	\$0.20 (R)	\$0.20 (R)	\$0.20 (R)	\$0.20 (R)

Service Charge

Per Call: \$1.50 (R)

(D)
|
(D)

(T)

Some material previously found on this page now found on 1st Revised 33.3.1

Issued: January 27, 2010

Effective: February 26, 2010

Issued by:

Joe Pekarovic, Vice President of Sales
 11859 Wilshire Boulevard, Suite 600
 Los Angeles, California 90025

INo1001

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.6 Institutional Prepaid Collect Service, (Cont'd.)

3.6.2 Rate Plan A, (Cont'd.)

B. Toll Rates and Charges, (Cont'd.)

(T)
|
(T)

InterLATA

Usage Rates

Mileage Band	Day		Evening		Night/Weekend	
	1st Minute	Add'l Minute	1st Minute	Add'l Minute	1st Minute	Add'l Minute
All	\$0.20 (R)	\$0.20 (R)	\$0.20 (R)	\$0.20 (R)	\$0.20 (R)	\$0.20 (R)

Service Charge

Per Call: \$1.50

Issued: January 27, 2010

Effective: February 26, 2010

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo1001

EXHIBIT C
Page 338 of 415

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.6 Institutional Prepaid Collect Service, (Cont'd.)

3.6.3 Rate Plan B

(T)

A. Local Rates and Charges

(T)

Rate Per Call: \$3.50

(M)

B. Toll Rates and Charges

IntraLATA

Usage Rates

Rate Per Minute: \$0.30 (R)

Service Charge

Per Call: \$2.25 (R)

InterLATA

Usage Rates

Rate Per Minute: \$0.25

Service Charge

Per Call: \$1.50 (R)

Some material now found on this page previously found on 2nd Revised Page 33.2

Issued: January 27, 2010

Effective: February 26, 2010

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo1001

EXHIBIT C
Page 339 of 415

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.6 Institutional Prepaid Collect Service, (Cont'd.)

(D)

(D)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo1001

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)**3.7 Institutional Prepaid Service (Debit)**

(N)

3.7.1 Description

Institutional Prepaid Service (Debit) allows inmates to set up prepaid accounts for outbound calling. Prepaid calls are originated when the inmate enters their unique PIN and destination number.

With the assistance of the institution, the Company will set up a Prepaid Account for calls placed from the institution. Funds in the Prepaid Account may only be used for payment of calls placed by inmates. The Company's system informs the inmate of the Available Usage Balance remaining in the Prepaid Account upon access to place a call, and prompts the inmate Customer to place a call by entering the destination telephone number.

Institutional Prepaid Service calls are not distance sensitive. Call timing is rounded up to the nearest one (1) minute increment after the initial minimum period of one (1) minute and therefore the Available Usage Balance is decremented in full minute increments.

Per call and usage for each call placed is deducted from the Available Usage Balance in the Inmate's Prepaid Account on a real time basis as the call progresses.

While a call is in progress and the Available Usage Balance reaches one minute, a voice prompt will announce to the inmate that one minute of time remains on their Prepaid Account and that the call will be cut off after that time.

Call duration maximum is fifteen (15) minutes.

(N)

Issued: August 16, 2007

Effective: September 15, 2007

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo0702

EXHIBIT C
Page 341 of 415

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.7 Institutional Prepaid Service (Debit), (Cont'd.)

3.7.2 Rate Plan A

A. Local Rates and Charges

Rate Plan A

Per Minute:	\$0.25
Rate Per Call:	\$0.00

(T)

(T)

(D)

(D)

(T)

(D)

(D)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo1001

EXHIBIT C
Page 342 of 415

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.7 Institutional Prepaid Service (Debit), (Cont'd.)

3.7.2 Rate Plan A, (Cont'd.)

B. Toll Rates and Charges

IntraLATA

Usage Rates

Rate Per Minute: \$0.25

Service Charge

Per Call: \$0.00

InterLATA

Usage Rates

Rate Per Minute: \$0.25

Service Charge

Per Call: \$0.00

(T)
(T)
(M) (D)

(D)

(M)

Material now found on this page previously found on Original Page 33.6.1.1

Issued: January 27, 2010

Effective: February 26, 2010

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo1001

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.7 Institutional Prepaid Service (Debit), (Cont'd.)

(D)

(D)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by:

Joë Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo1001

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.7 Institutional Prepaid Service (Debit), (Cont'd.)

(M)

(M)

Material previously found on this page now found on 2nd Revised Page 33.6

Issued: January 27, 2010

Effective: February 26, 2010

Issued by:

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11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo1001

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.8 Pay Per Call Service

Pay Per Call Service allows recipients of inmate collect calls to pay on a per call basis. This service is targeted to called parties who either do not want to set up a prepaid account and purchase a bulk set of minutes on a prepaid basis or who may be blocked from receiving collect calls. When the call is placed, the called party will be prompted for credit card information and once received and validated, the call will be connected. Calls are billed only via a major credit card, as determined by the Company. Call rates are based on a call of up to fifteen (15) minutes and may vary by facility. The Company provides pricing options that may be selected by a specific Confinement Institution. All Pay Per Call Services from a specific institution will be charged under the option selected.

Per call rate (15 minute call):

Option I

Local:	\$3.50
IntraLATA:	\$9.30
InterLATA:	\$7.30

(N)

(N)

Issued: December 17, 2008

Effective: January 16, 2009

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo0802

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.9 Miscellaneous Rates and Charges

3.9.1 Billing Cost Recovery Fee

In order to partially offset increased expenses associated with billing calls via local exchange carriers, an undiscountable billing cost recovery fee may apply each billing period in which local or long distance collect calls are billed through a Customer's local exchange carrier. The company will implement this fee based on the arrangement with a specific Correctional Institution. This fee will be charged only once per billing period regardless of the number of calls. The fee will not apply in any billing period in which no collect calls are billed via the Customer's local exchange carrier. This fee does not apply to prepaid services paid for by commercial credit card, check, money order or wire, or for services billed directly to the Customer by the Company.

Billing Cost Recovery Fee, per month where applicable: \$2.49

3.9.2 State Regulatory Recovery Fee

The State Regulatory Recovery Fee assists the Company to recover costs associated with the provision of in state services including state regulatory fees, proceedings and compliance items. The State Regulatory Recovery Fee applies each month in which an end-user accepts in-state calls.

State Regulatory Recovery Fee, per month where applicable: Up to \$1.99

3.9.3 Federal Regulatory Recovery Fee

The Federal Regulatory Recovery Fee helps recover costs associated with the provision of state-to-state and international long distance services including the administration of the federal universal service fund (USF), other federal regulatory fees, proceedings and compliance items. The Federal Regulatory Recovery Fee applies each month in which an end-user accepts state-to-state and/or international calls.

Federal Regulatory Recovery Fee, per month where applicable: Up to \$1.99

(N)

(N)

Issued: June 30, 2009

Effective: July 30, 2009

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo0901

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.9 Miscellaneous Rates and Charges, (Cont'd.)

3.9.4 Damaged Equipment Cost Recovery Charge

At the request of the correctional facility, this charge will apply to automated collect calls which are placed by inmates of the facility when such calls are provided through the Company's own processing equipment at that facility. The purpose of the charge is to recover the costs of repair to the phone equipment as a result of damage caused by inmates housed at the correctional facility. This charge will apply in addition to all applicable usage charges and operator assistance service charges specified herein.

Damaged Equipment Cost Recovery Charge, per call, up to: \$0.85

3.9.5 Voice Verification Service

Voice Verification Service is an optional service that provides validation of the inmate's identity through voice verification technology for purposes of improved security and reduced potential of fraud and Customer harassment by inmates. This charge applies to automated calls placed by inmates of correctional facilities when such calls are provided through the Company's own processing equipment. Where Voice Verification Service is requested by correctional facilities, this charge applies in addition to all applicable institutional rates and charges as specified in this tariff.

Voice Verification Service Charge, per call, up to: \$0.25
where requested by correctional facility

(N)

(N)

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.9 Miscellaneous Rates and Charges, (Cont'd.)

3.9.6 Pay Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard Tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access The Company service and is unrelated to the Company service accessed from the pay telephone.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Per Call Charge: \$0.50

(N)

(N)

Issued: June 30, 2009

Effective: July 30, 2009

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

INo0901

SECTION 4 - CONTRACTS AND PROMOTIONS

4.1 Contracts

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this Tariff. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed period of time following the initial offering to the first contract Customer as specific in each individual contract.

4.2 Promotions

From time to time the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some or all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration. Such promotions shall be made available to all similarly situated Customers in the target market area.

4.3 Demonstration of Service Promotion

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type, duration or quantity of service provided will be at the Company's discretion.

Issued: April 12, 2001

Effective: July 25, 2001

Issued by:

Joe Pekarovic, Vice President of Sales
11859 Wilshire Boulevard, Suite 600
Los Angeles, California 90025

ino0201

BMC SERVICE DESK EXPRESS

For Incidents Opened from 8/10/2008 through 8/10/2009

For Company: ACJ - ALLEN COUNTY JAIL

For All Facilities or Facility Is Null

For All Clients or Client Is Null

As of Monday, Aug 10, 2009 12:01

Page 2 of 14

EXHIBIT C

Page 351 of 415

EXHIBIT
3528415

BMC SERVICE DESK EXPRESS

For Incidents Opened from 8/10/2008 through 8/10/2009

For Company: ACJ - ALLEN COUNTY JAIL

For All Facilities or Facility Is Null

For All Clients or Client Is Null

As of Monday, Aug 10, 2009 12:01

Page 3 of 14

ACJ - Allen County Jail

No Department

Incident ID	Status	Opened On	Closed On	Category/Description	Client/Description	Resolution	Phone Affected	Open Time (HH:MM:SS)	Phone Down Time
40237	Closed	08/22/2008 07:37:18	08/22/2008 07:37:33	Multiple Phones Down	repaired phones HUBD 1,3,4,5	Phones were repaired on 8/21 by Denny.	4	00:00:00	00:00:00
40238	Closed	08/22/2008 07:38:52	08/22/2008 07:39:05	Facility Walkthrough	scheduled facility walk through	Scheduled facility walk through completed. No problems found per Denny.	0	00:00:00	00:00:00
40545	Closed	08/29/2008 07:52:45	08/29/2008 07:53:05	Facility Walkthrough	facility walk through D2 bad handset and hookswitch	Denny did a facility walk through and found bad handset and hookswitch in HU D2.	1	00:15:00	00:15:00
40712	Closed	09/03/2008 10:58:32	09/03/2008 10:58:32	Facility Walkthrough	Scheduled Walk Thru	All ok, no repairs needed.	0	00:00:00	00:00:00
40874	Closed	09/08/2008 11:45:19	09/08/2008 11:45:19	Facility Walkthrough	D&D scheduled walk thru	Handset - H7 Reed Switch - D2	0	00:00:00	00:00:00
40945	Closed	09/09/2008 13:57:34	09/10/2008 06:53:19	Put block(s) on	Calvin W Rose 2604787942 wants number blocked	Number is now blocked and I let the facility know that harassing phone calls were coming from the inmate Leslie Dale Hull. Ok to close	0	00:15:00	00:00:00

Filename: z.pl

* Status in Red Indicates Incident did not meet required Due Date and Time!

EXHIBIT 0
33 of 415

MC SERVICE DESK EXPRESS

For Incidents Opened from 8/10/2008 through 8/10/2009
 For Company: ACJ - ALLEN COUNTY JAIL
 For All Facilities or Facility Is Null
 For All Clients or Client Is Null

ACJ - Allen County Jail

Continued from previous page

No Department										
Case#	Stat	Created	Resolved	Priority/Function	Assigned To	Description	Requester	Requester Dept	Open Time (HH:MM)	Resolved Time
40973	Closed	09/10/2008 09:07:02	09/12/2008 16:16:32	Monies not Posting/Available		monies not posting/not available - please check ASAP	Since there are no pending files and files are being picked up promptly by the system I am going ahead and closing the ticket. Please let me know if any issues so that I can reopen the ticket.		00:00:00	00:00:00
41134	Closed	09/15/2008 09:04:47	09/23/2008 08:50:17	Add/Remove function via Software		port 184 named C-1; port 185 named A-1; please switch names	Ports have been changed.	2	00:10:00	00:20:00
41135	Closed	09/15/2008 09:07:07	09/15/2008 09:08:18	Facility Walkthrough		facility walk through	All handsets were repaired for A2;A3; and A4. Walk through completed on Friday Sept. 12. 2008.	0	00:10:00	00:00:00

page 25 of 415

BMC SERVICE DESK EXPRESS

For Incidents Opened from 8/10/2008 through 8/10/2009
 For Company: ACJ - ALLEN COUNTY JAIL
 For All Facilities or Facility Is Null
 For All Clients or Client Is Null

As of Monday, Aug 10, 2009 12:01
 Page 5 of 14

ACJ - Allen County Jail

Continued from previous page

No Department

Incident #	Status	Open On	Closed On	Category Description	Short Description	Resolution	Phones Affected	Open Time (HH:MM:SS)	Phone Down Time
41292	Closed	09/18/2008 09:42:58	09/18/2008 09:43:23	Inmate Complaints	Inmate complaint 091820 pin in use error	removed pin in use status in the GUI (inmates are in lockdown, no pins should be in use) also found no trunk, advised Marissa to ask tech Denny to take a look at it.	1	00:15:00	00:15:00
41626	Closed	09/28/2008 14:27:17	09/28/2008 14:27:23	Facility Walkthrough	facility walk through	Denny repaired HU 8B phones 2 through 5 and HU 8A phones 2 and 4. Ok to close.	0	00:05:00	00:00:00
41702	Closed	09/30/2008 07:09:43	09/30/2008 07:09:43	Facility Walkthrough	Walk thru	Replaced phones in 8A 6 & 8A 3 and H14	0	00:00:00	00:00:00
42171	Closed	10/10/2008 08:31:39	11/12/2008 12:18:21	Miscellaneous	test - not receiving e-mail notifications	Marissa, please e-mail a reply when you get this Closed Ticket to let us know your e-mail is working.	0	00:00:00	00:00:00
42221	Closed	10/13/2008 07:00:12	10/13/2008 07:00:29	Inmate Complaints	inmate #080524 Kimberly Keller	I explained to Capt Rayl that we usually do not see \$5,000 in deposits for any account.	0	00:00:00	00:00:00

Filename: z.rpt

* Status in Red indicates Incident did not meet required Due Date and Time!

EXHIBIT C

Page 255 of 415

BMC SERVICE DESK EXPRESS

For Incidents Opened from: 8/10/2008 through 8/10/2009
 For Company: ACJ - ALLEN COUNTY JAIL
 For All Facilities or Facility Is Null
 For All Clients or Client Is Null

As of Monday, Aug 10, 2009 12:01
 Page 6 of 14

ACJ - Allen County Jail										
Continued from previous page										
No Department	Incident #	Status	Opened On	Closed On	Category Description	Short Description	Resolution	Phone Affected	Down Time (HH:MM:SS)	Phone Degr Time
	42432	Closed	10/17/2008 10:49:08	10/17/2008 10:49:28	Facility Walkthrough	walk through	No problems found. ok to close.	0	00:05:00	00:00:00
	42705	Closed	10/23/2008 11:32:21	10/23/2008 11:35:27	Facility Walkthrough	walk through	Walk through N3 bad handset, 6113 bad handset	0	00:05:00	00:00:00
	42710	Closed	10/23/2008 11:41:32	10/23/2008 11:41:28	Inmate Complaints	Inmate 394549 - need to credit 3.19 per Denny- phone was bad.	posted money to account for inmate 394549 - credit 3.19 per Denny- phone was bad.	0	00:00:00	00:00:00
	42981	Closed	10/29/2008 10:48:04	10/29/2008 10:48:21	Multiple Phones Down	bad handsets repaired	already corrected just calling in to create and close ticket	3	00:00:00	00:00:00
	43082	Closed	10/31/2008 07:48:35	10/31/2008 12:13:34	Miscellaneous Issue	10.88.1.21 IP Address	confirmed working, refer to duplicate ticket 43088	0	00:00:00	00:00:00
	43088	Closed	10/31/2008 11:23:49	10/31/2008 12:13:29	Miscellaneous Issue	cannot listen to live calls	ran browser config, worked like a charm	0	00:00:00	00:00:00
	43827	Closed	11/13/2008 12:21:38	11/13/2008 12:32:13	One Phone Down	6103, 6109, handset cords armored shields in 2 pieces.		2	00:00:00	00:00:00

Filename: 2.rpt

* Status in Red indicates incident did not meet required Due Date and Time!

EXHIBIT E
Page 35 of 415

BMC SERVICE DESK EXPRESS

For Incidents Opened from 8/10/2008 through 8/10/2009
 For Company: ACJ - ALLEN COUNTY JAIL
 For All Facilities or Facility Is Null
 For All Clients or Client Is Null

ACJ - Allen County Jail									
Continued from previous page									
No Department									
Incident #	Status	Opened On	Closed On	Category Description	Short Description	Resolution	Phones Affected	Down Time (HH:MM:SS)	Phone Down Time
44724	Closed	12/10/2008 08:58:20	12/17/2008 10:08:09	One Phone Down	Port 137, HU 1 - 2 ACJ01 no prompts (bad port?)		1	00:50:00	00:50:00
45013	Closed	12/18/2008 07:05:18	12/18/2008 07:07:56	Phone Damaged	6b 5 wing hookwith is bad: 6b 3 wing cord was damaged	Work was done by Denny. Ok to close.	2	00:05:00	00:10:00
45014	Closed	12/18/2008 07:09:24	12/18/2008 07:09:31	Facility Walkthrough	facility walk through	no trouble found - ok to close ticket.	0	00:05:00	00:00:00
45960	Closed	01/15/2009 06:11:22	02/17/2009 18:30:35	Debit monies not posting/available	Allen 20048Commissary debit money not posting to the accounts properly, either not at all, or very l	I tried to call again, this time auto-attendant went to generic vmail prompt with no option to leave a message. closing ticket due to no contact.	0	00:00:00	00:00:00
46302	Closed	01/23/2009 08:58:56	01/23/2009 08:59:10	Phone Damaged	Allen - 4 phones damaged	ticket for record only, creating and closing, issue already resolved	4	00:00:00	00:00:00
46304	Closed	01/23/2009 09:01:12	01/28/2009 15:05:40	Order Phone Parts	Allen needs handsets ordered	PARTS SHIPPED UPS#1Z9V0W0802972 26717..	0	00:00:00	00:00:00

EXHIBIT C

Page 357 of 415

BMC SERVICE DESK EXPRESS

Incidents Opened from 8/10/2008 through 8/10/2009
for Company: ACJ - ALLEN COUNTY JAIL
for All Facilities or Facility Is Null
for All Clients or Client Is Null

ACJ - Allen County Jail Continued from previous page

No Department										
Incident #	Status	Opened On	Closed On	Category Description	Short Description	Resolution	Phones Affected	Down Time (HH:MM:SS)	Phone Down Time	
47659	Closed	02/18/2009 11:28:39	02/18/2009 11:28:39	Facility Walkthrough	Scheduled walk thru 2/12	6A-1 & M3 - Bad handsets replaced	0	00:00:00	00:00:00	
47660	Closed	02/18/2009 11:28:47	02/18/2009 11:28:47	Facility Walkthrough	Scheduled Walk thru	02 & B1 - replaced bad handsets.	0	00:00:00	00:00:00	
48266	Closed	03/05/2009 12:01:36	07/08/2009 11:54:16	Establish Bugzile access for TSR	need to check balance??		0	00:00:00	00:00:00	

EXHIBIT C

258 of 415

BMC SERVICE DESK EXPRESS

For Incidents Opened from 8/10/2008 through 8/10/2009

For Company: ACJ - ALLEN COUNTY JAIL

For All Facilities or Facility Is Null

For All Clients or Client Is Null

As of Monday, Aug 10, 2009 12:01
Page 9 of 14

ACJ - Allen County Jail		Continued from previous page							
Incident #	Status	Opened On	Closed On	Category Description	Short Description	Resolution	Phones Affected	Down Time (HH:MM:SS)	Phone Down Time
48845	Closed	03/17/2009 07:40:34	03/17/2009 14:34:17	Debit monies not posting/available	Morning debit didn't post	RAMKUMAR.MADDEL A 3/17/2009 2:33:00 PM: ACJ files are processed. I am closing the ticket. please let me know / reopen the ticket ..if the same issues occurs again. Thanks Ram RAMKUMAR.MADDEL A 3/17/2009 12:38:51 PM: I am verifying the files. I will let you know the status after processing the files in another 30 mins. Thanks	0	00:00:00	00:00:00

Filename: z.rpt

* Status in Red indicates Incident did not meet required Due Date and Time!

EXHIBIT C

Page 359 of 415

BMC SERVICE DESK EXPRESS

For Incidents Opened from 8/10/2008 through 8/10/2009
For Company: ACJ - ALLEN COUNTY JAIL
For All Facilities or Facility Is Null
For All Clients or Client Is Null

As of Monday, Aug 10, 2009 12:01
Page 10 of 14

ACJ - Allen County Jail

Continued from previous page

No Department									
Incident ID	Status	Created On	Closed On	Category/Description	Start Description	Resolution	Priority Applied	Start Time (HH:MM:SS)	Hours Spent Time
49200	Closed	03/24/2009 09:21:48	03/24/2009 15:58:21	Miscellaneous Issue	20048 allen co. sys 2 offline.	Ram danny called back to adv chkdsk completed and system is running. I radmin'd to sys2 fine. drive appears to be healthy again. I was able to access and see call data/all is well. closing ticket. Update: I listened to live calls coming from eye 2, and radmin'd to system once more. everything appears to be stable once again. andy called me back and I adv of above and released him from site.Jak	0	00:00:00	00:00:00
49407	Closed	03/27/2009 09:13:37	03/27/2009 09:17:15	One Phone Down	ACJ 20048 Allen Walk though	Any on-site and completed walk through.	0	00:00:00	00:00:00

Filename: z.rpt

* Status in Red indicates incident did not meet required Due Date and Time!

EXHIBIT C

360 0:415

BMC SERVICE DESK EXPRESS

For Incidents Opened from 8/10/2008 through 8/10/2009
 For Company: ACJ - ALLEN COUNTY JAIL
 For All Facilities or Facility Is Null
 For All Clients or Client Is Null

As of Monday, Aug 10, 2009 12:01
 Page 11 of 14

ACJ - Allen County Jail

Continued from previous page

No/Department

Incident #	Status	Opened On	Closed On	Category Description	Short Description	Resolution	Phones Affected	Down Time (HH:MM:SS)	Phone Down Time
50636	Closed	04/23/2009 06:11:45	04/24/2009 11:48:47	Multiple Phones Down	Allen CJ 2004B Site reports 2 phones dead in Work Release.	Reset PIKA App this morning and site came up and is making good calls from cells WRC 1M and WRC3M	2	00:24:00	00:48:00
51532	Closed	05/15/2009 10:42:26	05/16/2009 10:42:51	Miscellaneous	walk thru complete. 1 phone replaced	walk thru complete. 1 phone replaced.	1	00:00:01	00:00:01
53057	Closed	06/18/2009 09:48:57	07/13/2009 15:35:41	Parts Request Normal	Allen County - NORMAL - Parts order	The remainder of this order was shipped out.	0	00:00:00	00:00:00
53058	Closed	06/18/2009 09:48:57	06/18/2009 09:50:00	Facility Walkthrough	Allen County - Facility walk through	Completed.	0	00:00:00	00:00:00
Total For Facility: No Department				37 Incidents			23	02:44:01	02:38:01

ACJ - Allen County Jail and Lock Up

Incident #	Status	Opened On	Closed On	Category Description	Short Description	Resolution	Phones Affected	Down Time (HH:MM:SS)	Phone Down Time
41703	Closed	06/30/2008 07:18:28	10/07/2008 11:27:38	Parts Request Normal	24 - 32" handset w/o volume control	Denny received the handsets today 10/7.	0	00:00:00	00:00:00

Filename: z.rpt

* Status in Red indicates Incident did not meet required Due Date and Time!

EXHIBIT C
 Page 36 of 415

BMC SERVICE DESK EXPRESS

For Incidents Opened from 8/10/2008 through 8/10/2009
 For Company: ACJ - ALLEN COUNTY JAIL
 For All Facilities or Facility Is Null
 For All Clients or Client Is Null

As of Monday, Aug 10, 2009 12:01
 Page 12 of 14

ACJ - Allen County Jail		Continued from previous page							
ACJ - Allen County Jail and Lock-Up									
Incident #	Status	Opened On	Closed On	Category Description	Client Description	Resolution	Phones Affected	Down Time (HH:MM:SS)	Phone Down Time
42026	Closed	10/07/2008 11:30:18	10/07/2008 11:30:40	One Phone Down	2 phones for repair	Replaced 2 phones - 6F1 and 6F3 - bad volume and bad handset	2	00:00:00	00:00:00
45875	Closed	01/13/2009 09:35:29	01/13/2009 09:35:29	Facility Walkthrough	Walk thru	1/7 - No trouble found	0	00:00:00	00:00:00
47934	Closed	02/26/2009 09:01:39	02/26/2009 09:07:25	Miscellaneous	Unable to call out getting NO VH	Number was added to VH table. Inmate should be able to complete calls now....	0	00:00:00	00:00:00
60180	Closed	04/13/2009 12:08:47	04/13/2009 13:51:28	Facility Walkthrough	Facility Walkthrough Thursday 4/8/09	Completed walk through - replaced phone in N1	0	00:10:00	00:00:00
50418	Closed	04/17/2009 12:09:18	04/17/2009 12:09:52	Facility Walkthrough	walk through	no problems found. Walk thru complete.	0	00:00:00	00:00:00
50566	Closed	04/23/2009 10:49:37	04/23/2009 10:50:11	Miscellaneous	fixed two hand sets and a rood switch			00:00:01	00:00:01
53141	Closed	08/21/2009 17:13:54	08/21/2009 20:25:58	Multiple Phones Down	ACJ - ACJ02 down	System was restarted.	47	00:08:00	04:42:00
						08/21/09			

Filename: z.rpt

* Status in Red indicates incident did not meet required Due Date and Time!

EXHIBIT C

Page 24 of 415

BMC SERVICE DESK EXPRESS

For Incidents Opened from 8/10/2008 through 8/10/2009
 For Company: ACJ - ALLEN COUNTY JAIL
 For All Facilities or Facility Is Null
 For All Clients or Client Is Null

As of Monday, Aug 10, 2009 12:01
 Page 13 of 14

ACJ - Allen County Jail Continued from previous page

ACJ - Allen County Jail and Lock-Up									
Incident #	Status	Opened On	Closed On	Category Description	Short Description	Resolution	Phones Affected	Down Time (HH:MM:SS)	Phone Down Time
53332	Closed	06/25/2009 05:48:38	06/25/2009 05:50:07	Facility Walkthrough	20048 Allen County jail Walk Through:	Replaced handset in H12 6108 h9 and H10. MTC all FOK	4	00:02:00	00:08:00
54580	Closed	07/22/2009 08:18:10	07/22/2009 08:18:19	Facility Walkthrough	20048 Allen County walk through	Changed B2 and B3	2	00:00:10	00:00:20
54788	Closed	07/27/2009 08:51:43	07/27/2009 08:52:08	Facility Walkthrough	ACJ walk through	replaced 2 bad hands sets in A2 and A4	2	00:00:01	00:00:02
59221	Closed	08/04/2009 10:00:58	08/04/2009 10:01:14	Phone Damaged	20048 ACJ replaced H1 busted handset	replaced handset	1	00:00:01	00:00:01
Total For Facility: ACJ - Allen County Jail and Lock-Up				12 Incidents			59	00:18:13	04:50:24

ACJ - Work Release Center									
Incident #	Status	Opened On	Closed On	Category Description	Short Description	Resolution	Phones Affected	Down Time (HH:MM:SS)	Phone Down Time
45878	Closed	01/13/2009 09:38:51	01/13/2009 09:55:44	Facility Walkthrough	walk thru	Bed wiring B4 - facility maintenance has been notified.	0	00:00:00	00:00:00

Filename: z.rpt

* Status in Red indicates Incident did not meet required Due Date and Time!

EXHIBIT C
Page 363 of 415

BMC SERVICE DESK EXPRESS

For Incidents Opened from: 8/10/2008 through 8/10/2009
For Company: ACJ - ALLEN COUNTY JAIL
For All Facilities or Facility Is Null
For All Clients or Client Is Null

As of Monday, Aug 10, 2009 12:01
Page 14 of 14

ACJ - Allen County Jail		Continued from previous page		
Total For Facility: ACJ - Work Release Center	1 Incidents	0	00:00:00	00:00:00
Total For Company: ACJ - Allen County Jail	60 Incidents	62	03:02:14	07:28:28

Total Phone Down Time(HH:MM:SS) : 07:28:25



Consolidated Commission Statement
Prepared Specially for

PCC - PCS Customer County
Account # ACC000030888
Period: February-07

PCC - PCS Customer County
123 ABC Street
Los Angeles, CA 90025

	Collect	Prepaid Collect	Inmate Debit	Payphone	Total
Revenue	\$ 4,016.01	\$ 724.93	\$ -	\$ -	\$ 4,740.94
Unbillables					
Taxes		\$ (31.22)			\$ (31.22)
Total	\$ 4,016.01	\$ 693.71	\$ -	\$ -	\$ 4,709.72
Commission Rate	20%	20%	20%	20%	20%
	\$ 803.20	\$ 138.74	\$ -	\$ -	\$ 941.94

	CALLS	MINUTES	CHARGES	AVG CHG PER CALL	AVG CHG PER MIN	AVG MIN PER CALL
Grand Total						
Collect	1,058	14,200	\$ 4,016.01	\$ 3.80	\$ 0.28	13.42
Prepaid Collect	164	3,026	\$ 724.93	\$ 4.42	\$ 0.24	18.45
Inmate Debit	-	-	\$ -	-	-	-
Payphone	-	-	\$ -	-	-	-
Total	1,222	17,226	\$ 4,740.94	\$ 3.88	\$ 0.28	14.10

	CALLS	MINUTES	CHARGES	AVG CHG PER CALL	AVG CHG PER MIN	AVG MIN PER CALL
Grand Total						
LOCAL	845	13,040	\$ 3,028.36	\$ 3.58	\$ 0.23	15.43
INTRALATA	385	4,073	\$ 1,558.97	\$ 4.27	\$ 0.38	11.18
INTERLATA	4	65	\$ 75.53	\$ 18.88	\$ 1.16	16.25
INTERSTATE	8	48	\$ 78.08	\$ 9.76	\$ 1.63	6.00
CANADA	-	-	\$ -	-	-	-
International	-	-	\$ -	-	-	-
Caribbean-Domestic	-	-	\$ -	-	-	-
Caribbean-International	-	-	\$ -	-	-	-
Mexico	-	-	\$ -	-	-	-
Total	1,222	17,226	\$ 4,740.94	\$ 3.88	\$ 0.28	14.10

PCC - PCS Customer County

	CALLS	MINUTES	CHARGES	AVG CHG PER CALL	AVG CHG PER MIN	AVG MIN PER CALL
Grand Total						
Collect	1,058	14,200	\$ 4,016.01	\$ 3.80	\$ 0.28	13.42
Prepaid Collect	164	3,026	\$ 724.93	\$ 4.42	\$ 0.24	18.45
Inmate Debit	-	-	\$ -	-	-	-
Payphone	-	-	\$ -	-	-	-
Total	1,222	17,226	\$ 4,740.94	\$ 3.88	\$ 0.28	14.10

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INTERSTATE	8	48	\$ 78.08	\$ 9.76	\$ 1.63	6.00
CANADA	-	-	\$ -	-	-	-
International	-	-	\$ -	-	-	-
Caribbean-Domestic	-	-	\$ -	-	-	-
Caribbean-International	-	-	\$ -	-	-	-
Mexico	-	-	\$ -	-	-	-
Total	1,222	17,226	\$ 4,740.94	\$ 3.88	\$ 0.28	14.10

PCC - PCS Customer County

20015

Collect	CALLS	MINUTES	CHARGES	AVG CHG PER CALL	AVG CHG PER MIN	AVG MIN PER CALL
2/1/2007	50	613 \$	235.17 \$	4.70 \$	0.38	12.26
2/2/2007	58	686 \$	244.02 \$	4.21 \$	0.36	11.83
2/3/2007	78	926 \$	326.79 \$	4.19 \$	0.35	11.87
2/4/2007	77	1081 \$	348.59 \$	4.50 \$	0.32	14.04
2/5/2007	39	539 \$	175.13 \$	4.49 \$	0.32	13.82
2/6/2007	27	269 \$	98.30 \$	3.64 \$	0.37	9.96
2/7/2007	58	731 \$	231.80 \$	3.99 \$	0.32	12.60
2/8/2007	48	443 \$	175.51 \$	3.66 \$	0.40	9.23
2/9/2007	34	526 \$	162.10 \$	4.77 \$	0.31	15.47
2/10/2007	28	458 \$	102.00 \$	3.64 \$	0.22	16.36
2/11/2007	18	210 \$	61.10 \$	3.39 \$	0.29	11.67
2/12/2007	40	567 \$	138.80 \$	3.42 \$	0.24	14.18
2/13/2007	34	482 \$	116.20 \$	3.42 \$	0.24	14.18
2/14/2007	36	454 \$	117.40 \$	3.26 \$	0.26	12.61
2/15/2007	18	169 \$	53.20 \$	2.96 \$	0.31	9.39
2/16/2007	23	305 \$	78.30 \$	3.32 \$	0.25	13.26
2/17/2007	38	505 \$	126.70 \$	3.33 \$	0.25	13.29
2/18/2007	35	509 \$	120.50 \$	3.44 \$	0.24	14.54
2/19/2007	40	694 \$	149.40 \$	3.74 \$	0.22	17.35
2/20/2007	35	431 \$	113.00 \$	3.23 \$	0.26	12.31
2/21/2007	34	384 \$	106.70 \$	3.14 \$	0.28	11.29
2/22/2007	31	490 \$	111.00 \$	3.58 \$	0.23	15.81
2/23/2007	25	388 \$	88.80 \$	3.55 \$	0.23	15.52
2/24/2007	38	668 \$	142.70 \$	3.76 \$	0.21	17.58
2/25/2007	38	606 \$	136.80 \$	3.59 \$	0.23	15.95
2/26/2007	28	430 \$	99.00 \$	3.54 \$	0.23	15.36
2/27/2007	26	316 \$	83.60 \$	3.22 \$	0.26	12.15
2/28/2007	24	320 \$	80.00 \$	3.33 \$	0.25	13.33

Total	1,058	14,200 \$	4,016.01 \$	3.80 \$	0.28	13.42
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Collect	CALLS	MINUTES	CHARGES	AVG CHG PER CALL	AVG CHG PER MIN	AVG MIN PER CALL
LOCAL	733	10449 \$	2,509.40 \$	3.42 \$	0.24	14.26
INTRALATA	313	3638 \$	1,353.00 \$	4.32 \$	0.37	11.62
INTERLATA	4	65 \$	75.53 \$	18.88 \$	1.16	16.25
INTERSTATE	8	48 \$	78.08 \$	9.76 \$	1.63	6.00
CANADA	0	0 \$	-	-	-	-
International	0	0 \$	-	-	-	-
Caribbean-Domestic	0	0 \$	-	-	-	-
Caribbean-International	0	0 \$	-	-	-	-
Mexico	0	0 \$	-	-	-	-
Total	1,058	14,200 \$	4,016.01 \$	3.80 \$	0.28	13.42

Thank you for using Public Communications Services. In case of questions, call Revenue Assurance @ 800-350-1000.
 11859 Wilshire Blvd. Suite 600-Los Angeles-California-90025

PCC - PCS Customer County

Prepaid	CALLS	MINUTES	CHARGES	AVG CHG PER		AVG CHG PER MIN	AVG MIN PER CALL
				CALL	CALL		
2/1/2007	10	116 \$	39.13 \$	3.91 \$	0.34	11.60	
2/2/2007	11	146 \$	45.98 \$	4.18 \$	0.31	13.27	
2/3/2007	11	195 \$	46.26 \$	4.21 \$	0.24	17.73	
2/4/2007	15	239 \$	70.96 \$	4.73 \$	0.30	15.93	
2/5/2007	9	208 \$	49.47 \$	5.50 \$	0.24	23.11	
2/6/2007	8	73 \$	24.25 \$	4.04 \$	0.33	12.17	
2/7/2007	9	122 \$	35.31 \$	3.92 \$	0.29	13.56	
2/8/2007	5	69 \$	19.80 \$	3.92 \$	0.28	13.80	
2/9/2007	9	117 \$	36.82 \$	4.07 \$	0.31	13.00	
2/10/2007	5	115 \$	23.32 \$	4.66 \$	0.20	23.00	
2/11/2007	5	131 \$	24.82 \$	4.96 \$	0.19	26.20	
2/12/2007	8	137 \$	31.95 \$	3.99 \$	0.23	17.13	
2/13/2007	5	92 \$	20.66 \$	4.13 \$	0.22	18.40	
2/14/2007	5	104 \$	21.93 \$	4.39 \$	0.21	20.80	
2/15/2007	3	74 \$	14.40 \$	4.80 \$	0.19	24.67	
2/16/2007	8	148 \$	33.13 \$	4.14 \$	0.22	18.50	
2/17/2007	3	86 \$	15.69 \$	5.23 \$	0.18	28.67	
2/18/2007	5	105 \$	22.15 \$	4.43 \$	0.21	21.00	
2/19/2007	7	195 \$	35.88 \$	5.13 \$	0.18	27.86	
2/20/2007	3	51 \$	11.95 \$	3.98 \$	0.23	17.00	
2/21/2007	3	44 \$	11.19 \$	3.73 \$	0.25	14.67	
2/22/2007	0	0 \$	-	-	-	-	
2/23/2007	0	0 \$	-	-	-	-	
2/24/2007	4	78 \$	16.89 \$	4.22 \$	0.22	19.50	
2/25/2007	2	53 \$	9.99 \$	5.00 \$	0.19	26.50	
2/26/2007	3	81 \$	15.15 \$	5.05 \$	0.19	27.00	
2/27/2007	7	157 \$	32.14 \$	4.59 \$	0.20	22.43	
2/28/2007	3	90 \$	16.11 \$	5.37 \$	0.18	30.00	

Total	164	3,026 \$	724.93 \$	4.42 \$	0.24	18.45
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Prepaid	CALLS	MINUTES	CHARGES	AVG CHG PER		AVG CHG PER MIN	AVG MIN PER CALL
				CALL	CALL		
LOCAL	112	2591 \$	518.96 \$	4.63 \$	0.20	23.13	
INTRALATA	52	435 \$	205.97 \$	3.96 \$	0.47	8.37	
INTERLATA	0	0 \$	-	-	-	-	
INTERSTATE	0	0 \$	-	-	-	-	
CANADA	0	0 \$	-	-	-	-	
International	0	0 \$	-	-	-	-	
Caribbean-Domestic	0	0 \$	-	-	-	-	
Caribbean-International	0	0 \$	-	-	-	-	
Mexico	0	0 \$	-	-	-	-	
Total	164	3,026 \$	724.93 \$	4.42 \$	0.24	18.45	

PCC - PCS Customer County
 123 ABC Street
 Los Angeles, CA 90025

Account # ACC000030888
Feb-07
Station Summary

Facility	Station Name	Calls	Minutes	Total
PCC - PCS Customer County	1A	7	93	\$29.58
	2A-1	82	1,101	\$258.71
	2A-2	115	2,053	\$499.75
	2B-1	125	2,523	\$548.83
	2B-2	105	1,771	\$413.20
	2C-1	78	1,178	\$307.87
	2C-2	94	1,427	\$348.99
	2D-1	46	552	\$176.21
	2D-2	47	664	\$221.60
	3A-1	77	748	\$271.74
	3A-2	73	884	\$279.44
	3B-1	41	491	\$160.41
	3B-2	37	594	\$168.61
	3C-1	53	686	\$202.26
	3C-2	72	898	\$268.34
	3D-1	76	587	\$226.44
	3D-2	81	720	\$259.29
	Unassigned	33	258	\$99.47
PCC - PCS Customer County				\$4,740.94
Grand Total				\$4,740.94

PCS Solution - Sample Call Detail Reports

Sample Call Detail Report

PCS
 Home Call Detail Reporting Live Monitoring PIN - PAM CD / DVD Utilities
 Advanced Reports
 AGM Lab Site System Control User Management Number Management User Guide Log Out

Call Detail Results

ICM Dashboard remains in place for next command

TOOLS	INM	DATE	TIME	PIN	PHONE	DEBIT	CARD	DUR	CHARGE	TYPE	RESULT	ENERGY
[Icons]	8177537269	20090414	0946	22222	Test - 101			00:00	\$0.00	Collect	Hangup While Dialing	00:00
[Icons]	8177537269	20090414	0945	22222	Test - 101			00:20	\$2.95	Collect	Inmate Hangup	00:00
[Icons]	8177537269	20090414	0944	22222	Test - 101			00:11	\$2.95	Collect	Inmate Hangup	00:00
[Icons]	8177537269	20090413	1628	22222	Test - 101			00:00	\$0.00	Collect	Inmate Hangup	00:00
[Icons]	8177537269	20090413	1625	22222	Test - 101			00:00	\$0.00	Collect	Inmate Hangup	00:00
[Icons]	8177537269	20090413	1558	22222	Test - 101			00:00	\$0.00	Collect	Hangup While Dialing	00:00
[Icons]	8177537269	20090413	1558	22222	Test - 101			00:00	\$0.00	Collect	PIN Limit	00:00
[Icons]	8177537269	20090413	1541	22222	Test - 101			00:00	\$0.00	Collect	PIN Limit	00:00
[Icons]	8177537269	20090413	1540	22222	Test - 101			00:11	\$2.95	Collect	Inmate Hangup	00:00
[Icons]	8177537269	20090413	1537	22222	Test - 101			00:11	\$2.95	Collect	Inmate Hangup	00:00
[Icons]	8177537269	20090413	1534	22222	Test - 101			00:00	\$0.00	Collect	Hangup While Dialing	00:00
[Icons]	8177537269	20090413	1532	22222	Test - 101			00:00	\$0.00	Collect	Hangup While Dialing	00:00
[Icons]	8729484340	20090410	1133	22222	Test - 101			00:00	\$0.00	Free	Called Party Hung Up	00:00
[Icons]	8729484340	20090410	1132	22222	Test - 101			00:00	\$0.00	Free	No Loop Current	00:00
[Icons]	8729484340	20090410	1131	22222	Test - 101			00:00	\$0.00	Free	No Loop Current	00:00
[Icons]	8177537269	20090410	1128	22222	Test - 101			00:00	\$0.00	Collect	Busy	00:00
[Icons]	8729484340	20090409	1102	22222	Test - 101			00:00	\$0.00	Free	Inmate Hangup	00:00
[Icons]	8729484340	20090408	1736	22222	Test - 101			00:43	\$0.00	Free	Inmate Hangup	00:00
[Icons]	8729484340	20090408	1734	22222	Test - 101			00:00	\$0.00	Free	Not Accepted	00:00
[Icons]	8729484340	20090408	1731	22222	Test - 101			01:14	\$0.00	Free	Inmate Hangup	00:00
						Total		511.20				

Page 8 of 14: M < 6 7 8 9 10 11 12 13 14 > M
 Select all calls to burn in CD/DVD

Report Name: Save Report Template Save Report in Excel Format Print Back

Report ran On: 04/29/2009
 Report ran by User: pcs123 pcs123

- ① Each line of the Call Detail Report gives complete information about a different inmate call
- ② Click the blue heading atop any column to sort the list according to that column's criteria. Double click to reverse the order.
- ③ Play the call recording, burn it to CD, reverse look-up the dialed number, or burn all calls on the report to CD with a click of a mouse.

- ④ Click the inmate ID/PIN for any call to lookup information on that inmate or click the phone ID # for a complete report on calls from that phone.
- ⑤ Save or export the report to a format or medium of your choice.

PCS Solution - Sample Call Detail Reports

Sample Call Detail Report in Print Format

Call Detail Reporting

Hide criteria

Print version of report shows the criteria used to run the report at top.

First Name: _____ **Last Name:** _____ **Start Date (Time):** 04/29/2008 **End Date (Time):** 04/28/2009
Phone: _____ **Bill to Bus:** _____ **PIR:** _____ **Active PIN only:** _____
Min Duration: _____ **Max Duration:** _____ **Call Type:** _____ **Completion Status:** All Calls
Stop Reasons: _____ **HOT status record only:** No **Private status record only:** No
Energy status only: No **Call Band:** _____
Call Note: _____ **Case ID:** _____ **Investigator ID:** _____
Report Date: 4/28/2009 1:35:18 PM **Run By:** _____ **Site Name:** AGN Lab Site

PIH	DATE	TIME	PHN	PHONE	DEBT CARD	DSRL	CHARGE	TYPE	RESULT
8177537328	20090424	1621		Test - 102		00:18	\$2.95	1-Collect	Inmate Hungup
8177537328	20090424	1617		Test - 102		00:27	\$2.95	1-Collect	Inmate Hungup
8177537328	20090424	1815		Test - 102		00:17	\$2.95	1-Collect	Inmate Hungup
8177537328	20090424	1556		Test - 102		00:28	\$2.95	1-Collect	Inmate Hungup
8177537328	20090424	1541		Test - 102		00:24	\$2.95	1-Collect	Inmate Hungup
8177537328	20090424	1535		Test - 102		00:33	\$2.95	1-Collect	Inmate Hungup
8177537328	20090424	1527		Test - 102		00:25	\$2.95	1-Collect	Inmate Hungup
8177537328	20090424	1506		Test - 102		01:00	\$2.95	1-Collect	Inmate Hungup
8177537328	20090424	1503		Test - 102		00:58	\$2.95	1-Collect	Inmate Hungup
8177537328	20090424	1437		Test - 102		02:34	\$2.95	1-Collect	P Issue CP
8177537328	20090424	1436		Test - 102		00:00	\$0.00	1-Collect	Not Accepted
8177537328	20090424	1431		Test - 102		00:00	\$0.00	1-Collect	Inmate Hungup
8177537328	20090424	1427		Test - 102		01:37	\$3.15	1-Collect	Inmate Hungup
8177537328	20090424	1424		Test - 102		02:35	\$2.95	1-Collect	P Issue CP
8177537328	20090424	1408		Test - 102		00:22	\$2.95	1-Collect	Inmate Hungup
8177537328	20090424	1340		Test - 102		02:38	\$2.95	1-Collect	P Issue CP
8177537328	20090424	1318		Test - 102		00:22	\$2.95	1-Collect	Inmate Hungup
8177537328	20090424	1311		Test - 102		07:55	\$3.95	1-Collect	P Issue CP
8177537328	20090424	1304		Test - 102		02:38	\$3.35	1-Collect	Inmate Hungup
8177537328	20090424	1243		Test - 102		05:33	\$3.55	1-Collect	P Issue CP
8177411960	20090423	1949		Test - 107		00:00	\$0.00	1-Collect	Called Party Hung Up
8177411960	20090407	1635		Test - 124		00:00	\$0.00	1-Collect	Hungup While Dialing
8177411008	20090407	1835		Test - 124		00:00	\$0.00	1-Collect	Not Accepted
4242021957	20090407	1834		Test - 123		00:00	\$0.00	4-Free	Not Accepted
4242021957	20090407	1833		Test - 122		00:07	\$0.00	4-Free	Inmate Hungup
4242021957	20090407	1831		Test - 121		00:07	\$0.00	4-Free	Inmate Hungup
4242021957	20090407	1828		Test - 119		00:00	\$0.00	4-Free	Not Accepted
4242021957	20090407	1826		Test - 118		00:00	\$0.00	4-Free	Refused
4242021957	20090407	1825		Test - 115		00:06	\$0.00	4-Free	Inmate Hungup
4242021957	20090407	1824		Test - 114		00:05	\$0.00	4-Free	Inmate Hungup
4242021957	20090407	1823		Test - 113		00:08	\$0.00	4-Free	Inmate Hungup
4242021957	20090407	1822		Test - 112		00:05	\$0.00	4-Free	Inmate Hungup
4242021957	20090407	1821		Test - 111		00:00	\$0.00	4-Free	Not Accepted
4242021957	20090407	1821		Test - 109		00:07	\$0.00	4-Free	Inmate Hungup
4242021957	20090407	1820		Test - 110		00:00	\$0.00	4-Free	Not Accepted
4242021957	20090407	1819		Test - 108		00:07	\$0.00	4-Free	Inmate Hungup
4242021957	20090407	1818		Test - 107		00:00	\$0.00	4-Free	Not Accepted
4242021957	20090407	1817		Test - 108		00:00	\$0.00	4-Free	Not Accepted
4242022657	20090407	1815		Test - 106		00:00	\$0.00	1-Collect	Hungup While Dialing
	20090401	1433	222222	Test - 101		00:00	\$0.00	1-Collect	Invalid PIN
8177537369	20090401	1429	222222	Test - 101		02:40	\$2.95	1-Collect	P Issue CP
8177537369	20090401	1425	222222	Test - 101		00:18	\$2.95	1-Collect	Inmate Hungup

Total Calls: 272 **Total Time:** 03:29:57 **Total Charge:** \$343.80

① Totals for all calls included in the report automatically summed at the bottom of the report.

PCS Solution - Sample Call Detail Reports

Sample Ad Hoc Reports - Report Builder

Any Search from the Report Builder App will return a Search Results screen with more tools for sorting your data.

PLAY	FACILITY	BTN	DATE	TIME	PIN	FIRST	LAST	PHONE	DUR	CHRG	TYPE	RESULT
	MIS Eastern Reception & DC (ERDCC)	5735672551	20100617	0926	018637			HU1 A-LB	530	90	Debit	Inmate Hungup
	MIS Eastern Reception & DC (ERDCC)	5734503706	20100617	1546	112936			HU1 A-LB	0	0	Debit	No Answer
	MIS Eastern Reception & DC (ERDCC)	5733369332	20100617	1543	112936			HU1 A-LB	0	0	Debit	Not Accepted
	MIS Eastern Reception & DC (ERDCC)	5733369332	20100617	1235	112936			HU1 A-LB	71	22	Prepaid	Inmate Hungup
	MIS Eastern Reception & DC (ERDCC)	5732211576	20100617	1503	051795			HU1 A-LB	445	88	Prepaid	Inmate Hungup
	MIS Eastern Reception & DC (ERDCC)	5732000996	20100617	0946	032830			HU1 A-LB	110	20	Debit	Inmate Hungup
	MIS Eastern Reception & DC (ERDCC)	4178517474	20100617	1159	115270			HU1 A-LB	1507	260	Debit	Called Party Hungup
	MIS Eastern Reception & DC (ERDCC)	3148310707	20100617	1457	090082			HU1 A-LB	285	55	Prepaid	Inmate Hungup
	MIS Eastern Reception & DC (ERDCC)	3146200822	20100617	0522	018637			HU1 A-LB	0	0	Debit	Not Accepted
	MIS Eastern Reception & DC (ERDCC)		20100617	1455	090082			HU1 A-LB	0	0	Debit	Inmate Hungup
	MIS Eastern Reception & DC (ERDCC)		20100617	1430	051756			HU1 A-LB	0	0	Debit	Inmate Hungup
	MIS Eastern Reception & DC (ERDCC)		20100617	1011	032830			HU1 A-LB	0	0	Debit	Inmate Hungup
	MIS Eastern Reception & DC (ERDCC)		20100617	0930	117039			HU1 A-LB	0	0	Debit	Invalid PIN
	MIS Eastern Reception & DC (ERDCC)		20100617	0928	018637			HU1 A-LB	0	0	Debit	Inmate Hungup

Report Builder- Search Results

Clicking the dropdown icon under any column will let you apply additional filters, or you can drag a column heading to the "group by column" field to sort the results into blocks which can then be re-sorted and filtered. For instance dragging the PIN column heading onto the "group by column" field would bring up a screen like the following:

PLAY	FACILITY	BTN	DATE	TIME	FIRST	LAST	PHONE	DUR	CHRG	TYPE	RESULT
PIN: 0340434											
	MIS Alcoa CC (ACC)		20100616	1535	DAVID	EDLUNS	HU3 - Lower	0	0	Collect	PIN Disabled
PIN: 0058092											
	MIS Alcoa CC (ACC)	5736960625	20100616	1436	LAURENCE	ESTRADA	HU3 - Lower	184	43	Debit	Inmate Hungup
	MIS Alcoa CC (ACC)	5736960625	20100616	1429	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Not Accepted
	MIS Alcoa CC (ACC)	5736960625	20100616	1426	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Not Accepted
	MIS Alcoa CC (ACC)	5734743395	20100616	1428	LAURENCE	ESTRADA	HU3 - Lower	395	70	Debit	Inmate Hungup
	MIS Alcoa CC (ACC)	5732539061	20100616	1426	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Not Accepted
	MIS Alcoa CC (ACC)	5732539061	20100616	1422	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Not Accepted
	MIS Alcoa CC (ACC)		20100616	1433	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Inmate Hungup
	MIS Alcoa CC (ACC)		20100616	1424	LAURENCE	ESTRADA	HU3 - Lower	0	0	Debit	Inmate Hungup
PIN: 0368300											
PIN: 0516541											
PIN: 1171223											

Search Results- Group by PIN

PCS Solution - Sample Call Detail Reports

Sample Frequently Dialed Numbers Report

Call Detail Results

First Name: _____ Last Name: _____ Start Date (Time): 04/29/2008 End Date (Time): 04/29/2009
 Phone: _____ BIN to Number: _____ PID: _____ Active PID only:
 Min Duration: _____ Max Duration: _____ Cell Type: _____ Completion Status: All Calls
 Stop Reasons: _____ HOT status record only: No Private status record only: No
 Call Band: _____
 Report Date: 4/29/2009 1:49:32 PM Run By: _____ Site Name: AGU Lab Site

BIN	View Detail	Frequency	First Date/Time	Last Date/Time
8177531969	View Detail	217	04/01/2009 14:25	04/14/2009 10:13
8177537328	View Detail	62	04/21/2009 14:35	04/24/2009 16:21
4242021957	View Detail	55	04/03/2009 16:31	04/07/2009 16:34
	View Detail	27	04/01/2009 14:33	04/08/2009 13:16
9729484340	View Detail	27	04/08/2009 17:28	04/10/2009 11:33
8178757362	View Detail	14	04/14/2009 16:28	04/15/2009 11:56
8178757179	View Detail	13	04/16/2009 13:28	04/21/2009 13:58

Back Print

- ① Click on the dialed number to Reverse- Look-up that number.
- ② Click on View Detail for a report on all calls made to that number between the dates used for the Frequently Dialed Numbers report.

PCS Solution - Sample Call Detail Reports

Sample Summary Report

Home	Advanced Reports	Live Monitoring	PIN - PAH	CD / DVD Leases	
AGM Lab Site					
	System Control	User Management	Number Management	User Guide	Log Out

Call Detail Results

First Name: Last Name: Start Date (Time): 05/01/2008 End Date (Time): 05/01/2009
 Phone: Bill to Number: PIB: Active PIN only:
 Min Duration: Max Duration: Call Type: Completion Status: Complete
 Stop Reasons: NOT status record only: No Private status record only: No
 Call Band:

Report Date: 5/1/2009 2:09:36 PM Run By: Site Name: AGM Lab Site

DATE	CALLS	MINUTES	REVENUE	MIN./CALL	REV./CALL
04/01/2009	27	40:30	\$80.65	01:30	\$2.98
① → 04/02/2009	13	03:05	\$37.23	00:14	\$2.86
04/06/2009	8	05:06	\$18.02	00:51	\$3.00
04/07/2009	33	03:38	\$0.00	00:06	\$0.00
04/08/2009	3	02:30	\$2.95	00:50	\$0.98
04/13/2009	2	00:22	\$5.90	00:11	\$2.95
04/14/2009	11	00:52	\$11.80	00:04	\$1.07
04/15/2009	7	00:00	\$0.00	00:00	\$0.00
04/16/2009	6	03:28	\$0.00	00:34	\$0.00
04/17/2009	2	01:04	\$0.00	00:32	\$0.00
04/20/2009	2	03:29	\$0.00	01:44	\$0.00
04/21/2009	9	45:06	\$29.20	05:00	\$3.24
04/22/2009	19	48:49	\$63.25	02:34	\$3.17
04/23/2009	14	20:53	\$42.50	01:29	\$3.03
04/24/2009	18	31:05	\$55.30	01:43	\$3.07
04/30/2009	9	21:05	\$0.00	02:20	\$0.00
② → Total	181	231:02	\$343.80	01:16	\$1.90

③ →

① Rather than display individual Call Details a Summary Report gives cumulative data for each day on which calls of the selected type were made between the start and end dates for the report.

② The activity for calls for the selected type is automatically totaled at the bottom of the report.

③ And the minutes per call and revenue per call are automatically averaged.

PCS Solution - Sample Call Detail Reports

Sample Daily Call Volume Report

Call Detail Reporting

Hide criteria

First Name:	Last Name:	Start Date (Time): 01/03/2006 (12:00)	End Date (Time): 01/03/2006
Phone:	Bill to Number:	PIB:	Active PIB only:
Min Duration:	Max Duration:	Call Type: Collect,	Completion Status: Complete
Stop Reasons:		NOT status record only: No	Private status record only: Yes
Call Band:			
Call Note:	Case ID:	Investigator ID:	
Report Date: 1/3/2006 5:08:33 PM		Run By: George McNeil	Site Name: Prison



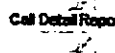








BTN	DATE	TIME	PIN	PHONE	DUR.	CHARGE	TYPE	RESULT
4065	468	20060103	1606	MDU-B3	01:13	\$3.15	Collect	Inmate Hungup
4067	612	20060103	1546	B Unit#5	15:07	\$5.95	Collect	Inmate Hungup
4065	458	20060103	1544	A Unit#2	14:13	\$5.75	Collect	Inmate Hungup
5418	940	20060103	1543	Close2-LD1	10:04	\$4.95	Collect	Inmate Hungup
4062	871	20060103	1536	Close2-LB1	08:17	\$4.15	Collect	Inmate Hungup
4065	572	20060103	1532	Close2-LD2	29:48	\$8.75	Collect	Inmate Hungup
4065	696	20060103	1530	A Unit#6	00:11	\$2.95	Collect	Called Party Hung Up
5736	107	20060103	1528	A Unit#1	01:24	\$3.15	Collect	Inmate Hungup
4064	142	20060103	1524	Close1-LB1	07:22	\$4.35	Collect	Inmate Hungup
4064	114	20060103	1521	Close2-LD1	22:14	\$8.95	Collect	Inmate Hungup
4067	348	20060103	1519	Close1-LA1	07:04	\$4.35	Collect	Inmate Hungup
4062	014	20060103	1515	MDU-A1	29:43	\$8.75	Collect	Inmate Hungup
4062	480	20060103	1515	Close1-LC1	08:01	\$4.35	Collect	Inmate Hungup
4067	612	20060103	1512	Close1-JC2	20:45	\$8.95	Collect	Inmate Hungup
9286	721	20060103	1507	A Unit#1	18:09	\$8.55	Collect	Inmate Hungup
4067	088	20060103	1506	Close1-JC1	04:18	\$3.75	Collect	Inmate Hungup



A Daily Call Volume Report shows all calls made for the day. For each call it includes:

- BTN (Bill To Number) with reverse lookup option
- Date of the call
- Time of the call
- PIN (if used)
- Phone (Inmate telephone description)
- Duration of the call
- Charge for the call
- Type of Call (collect, pre-paid, debit, free, etc.)
- Result of call (funds expired, inmate hung up, time up, etc.)

PCS Solution - Sample Call Detail Reports

Sample Phone Usage Report

	 Home	 Call Detail Reporting <small>Advanced Reports</small>	 Live Monitoring	 PIN - RAM	 CD / DVD Utilities
<small>AGU Lab Site</small>	 System Control	 User Management	 Number Management	 User Guide	 Log Out

Phone Usage Report	<input type="text" value="05/01/2009"/>		<input type="text" value="05/01/2009"/>		<input type="button" value="Generate Report"/>
--------------------	---	---	---	---	--

Report Created on: Friday, May 01, 2009			
For Date Range: 05/01/2008 - 05/01/2009			
Phone	Completed	Incomplete	% Completion Rate
System 100			
Phone: 105 - 105	0	0	0.0 %
Phone: 106 - 106	0	0	0.0 %
Phone: 123 - 123	0	0	0.0 %
Phone: 124 - 124	0	0	0.0 %
Phone: 138 - 138	0	0	0.0 %
Phone: 141 - 141	0	0	0.0 %
Phone: 142 - 142	0	0	0.0 %
Phone: 114 - 114	0	0	0.0 %
Phone: 116 - 116	0	0	0.0 %
Phone: 131 - 131	0	0	0.0 %
Phone: 133 - 133	0	0	0.0 %
Phone: 109 - 109	0	0	0.0 %
Phone: 120 - 120	0	0	0.0 %
Phone: 127 - 127	0	0	0.0 %
Phone: 134 - 134	0	0	0.0 %
Phone: 145 - 145	0	0	0.0 %

A Phone Usage Report shows how many complete and incomplete calls have been made from each phone or phone trunk between within any selected date range.

PCS Solution - Sample Call Detail Reports

Sample Rate Summary Report

PCS Home Call Detail Reporting Advanced Reports Live Monitoring PIN - PAN CD / DVD Lobbies

AGM Lab Site System Control User Management Number Management User Guide Log Out

Call Rates Summary

First Name: Last Name: Start Date (Time): 05/01/2008 End Date (Time): 05/01/2009
 Phone: Bill to Number: PIN: Active PIN only:
 Min Duration: Max Duration: Call Type: Completion Status: Complete
 Stop Reasons: NOT status record only: No Private status record only: No
 Call Band: Report Date: 5/1/2009 2:23:47 PM Run By: Site Name: AGM Lab Site

RATE TYPE	CALLS	MINUTES	REVENUE	MIN./CALL	REV./CALL
COLLECT IntraLata	179	280:43	\$544.65	01:34	\$3.04
DEBIT IntraLata	3	01:06	\$8.01	00:22	\$2.67
PREPAID					
Total	182	281:49	\$552.66	01:32	\$3.04

Back Print












① A Rate Summary Report shows how many calls of each payment type within each rate band (local, interstate etc.) of the selected type were made between any two dates.

② The revenue and minutes for the type of call selected is automatically summed at the bottom of the report.

③ And the minutes per call and revenue per call are automatically averaged.

PCS Solution - Sample Call Detail Reports

Sample Call Statistics by Date Range

	 Home	 Call Detail Reporting Advanced Reports	 Live Monitoring	 PIN - PAN	 CD / DVD LERIES
AGU Lab Site	 System Control	 User Management	 Number Management	 User Guide	 Log Out

Select Date Range:

Report Created on: Friday, May 01, 2009 For Date Range: 05/01/2008-05/01/2009












Completed Calls With Charge	112
Completed Calls Without Charge	69
Incompleted Calls	104
Energy Detected Calls	1
Invalid Pin	9
Invalid Pan	0
Admin Block	2
LEC Block	0
HighToll Block	0
No Trunk	0
No Funds	0
No Rate	0
Refused	9
Blocked	0
SIT Tone	0
No Answer	0
Busy	2

① A Call Statistics Report simply lists all the types of calls.

② And how many calls of each type were made between the selected dates.

PCS Solution - Sample Call Detail Reports

Sample Debit Account Summary Report

	 Home	 Call Detail Reporting Advanced Reports	 Live Monitoring	 PIN - PAN	 CD / DVD Utilities
AGU Lab Site	 System Control	 User Management	 Number Management	 User Guide	 Log Out

Debit Account Summary	05/01/2009	05/01/2009	PIN #	Generate Report
-----------------------	------------	------------	-------	-----------------

Report Created on: Friday, May 01, 2009

For Date Range: 05/01/2008 - 05/01/2009

PIN	Name	Credit	Debit	Adjustment	Refund	Balance
333333	Test Pin	2	0	0	0	\$14.10
333333	THREE OTHREE	2	0	0	0	\$0.00
222222	test	3	0	0	0	\$0.00
222222	Test Pin	3	0	0	0	\$15.00
222222	WAYNE VERIZON	3	0	0	0	\$0.00
Total:		13	0	0	0	

A Debit Account Summary Report lists how many of each type of transaction has been made for a specific account, or for all accounts between any selected dates.

Public Communications Services, Inc.

Frequently Asked Questions About using the PCS Phone System

If your friends/family are have questions regarding any of the following, have them call **888-288-9879** or visit PCS online at www.pcsdailydial.com

- Home phone or cell phone collect call restriction
- Call is disconnected due to unknown reason
- Want to set up a prepaid account
- Any other questions or concerns

To use the phone for the first time:

- Press 1 for English or 2 for Spanish
- Press 0 for Collect Calls
- Enter your 6-digit Inmate ID (SO number) + four (4) zeros (0000)
- You will then be asked to create your own four (4) digit PIN to use for all future calls

What is the one time courtesy call?

If the person that you are trying to reach has a collect call restriction on their phone number, the first time that you attempt a collect call to that number PCS will give you and that called party a one time, one minute free courtesy call. In order to call that number again, the called party will need to set up a Daily Dial™ Prepaid Account, by visiting us online at www.pcsdailydial.com or calling our Customer Service number at 888.288.9879, otherwise the call will not go through.

Any Other Issues?

For all other issues, please write a grievance or complaint addressed to the PCS on-site team, located at the Lubbock County Sheriff's Office.



In Control. In Command.

www.pcstelecom.com

Inmate Phone System FAQ's

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NOTICE TO INMATES

Using the Phone System

Before you can use the PCS Inmate Telephone System, you will need to set up a four digit PIN of your choosing.

To use the phone for the first time and set up your PIN:

- ❑ Press 1 for English or 2 for Spanish.
- ❑ Press 0 for Collect Calls
- ❑ Enter your 6-digit Inmate ID (SO number) + four (4) zeros (0000)
- ❑ You will then be asked to create your own four (4) digit PIN to use for all future calls

In Control. In Command.

PIN Setup Instructions

PCS Inmate Telephone Calling Options

Inmate Communication Services Information


3 ways inmates can place calls to their friends and family:

<div style="border: 1px solid black; padding: 5px;"> <h4 style="text-align: center; margin: 0;">Prepaid Calls</h4> <p style="font-size: x-small; margin: 0;">Customers can set up a PCS Daily Dial Account Online or via our Automated Pay-by-Phone Service to receive prepaid calls to their phone number.</p> <p style="text-align: center; font-weight: bold; font-size: small;">1.888.288.9879 www.pcsdailydial.com</p> <ul style="list-style-type: none"> ❑ Prepaid calls can be made to cell phones, office phones, hospitals and other commercial numbers (As permitted by facility) ❑ Payment options include: All Major Credit Cards, Telecheck, Money Order, Cashier's Check, Western Union, Money Grant ❑ Prepaid call charges do not appear on the called party's monthly phone bill <p style="text-align: center; font-weight: bold; font-size: small;">Daily Dial</p> </div>	<div style="border: 1px solid black; padding: 5px;"> <h4 style="text-align: center; margin: 0;">Debit Calls</h4> <p style="font-size: x-small; margin: 0; text-align: center;">Inmates Can Buy Debit Phone Time Through the Facility's Commissary</p> <ul style="list-style-type: none"> ❑ Debit calls can be made to multiple phone numbers, including cell phones, office phones, hospitals and other commercial numbers (As permitted by facility) ❑ Call charges are deducted from the inmate's debit phone account <p style="font-size: x-small; margin: 0;">Now friends and family can fund an inmate's debit phone account using any major credit card.</p> <p style="font-size: x-small; margin: 0;">For more information, visit www.pcsa.com or call 1.888.288.9879</p> </div>	<div style="border: 1px solid black; padding: 5px;"> <h4 style="text-align: center; margin: 0;">Collect Calls</h4> <ul style="list-style-type: none"> ❑ Inmates can place a collect call that will be paid for by the called party ❑ Collect call charges appear on the called party's monthly phone bill. <div style="text-align: center; margin-top: 10px;"> <p style="font-size: x-small; margin: 0;">Collect calls CANNOT be made to cell phones, office phones, hospitals and other commercial numbers.</p> </div> </div>
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Inmate Communication Services Provided By: **Public Communications Services, Inc.**


Description of Calling Options

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service



SYSTEM TRANSITION NOTICE

Greene County



Starting the week of September 9, 2009 PCS will be the new provider of inmate telephone services at the Greene County Jail.

The transition may cause slight interruptions to the PCS phone service and result in you not being able to place calls for a short amount of time. PCS will try to minimize any down time.

Friends or Family Members with Prepaid Accounts: If your friends or family members have current prepaid accounts, these balances will NOT transfer to the new system. Current prepaid account holders will need to request a refund from SECURUS by calling 1-800-844-6591 or by visiting www.correctionalbillingservices.com. They will receive the refund check in the mail within 3-4 weeks. To setup a NEW Daily Dial™ prepaid account, friends or family members may either call PCS's Customer Care Department at 888.288.9879 or visit www.pcsdailydial.com to set up an account online.

NEW Debit Service: PCS will be offering you a new service called prepaid debit cards. Prepaid debit cards will be able to be purchased through the commissary in specific denominations. You will be able to call multiple numbers including cell phones, office lines and other numbers that may be blocked from receiving standard collect calls, with your debit card.

Pre-Cutover Inmate Information: Transition to New Phone System



Sample Dialing Instructions

<p align="center">YOUR CORRECTIONS CENTER INMATE PHONES - Dialing Instructions <i>INSTRUCCIONES PARA HACER LLAMADAS</i></p>
<p>Pick up phone <i>(Levante el teléfono) –</i></p> <ul style="list-style-type: none">• For English press 1 <i>• Para Español oprima el número 2</i> • For a Collect call press 0 <i>• (oprime el número cero 0 para hacer una llamada por cobrar)</i><ul style="list-style-type: none">• Enter your 10 digit inmate ID• <i>(Marque su número de identificación de 10 números)</i>• Enter the 10 digit phone number you are attempting to call• <i>(Marque la área de código y número de teléfono)</i> • For a Debit call press 2 <i>• (oprime el número 2 para hacer una llamada pre-pagada)</i><ul style="list-style-type: none">• Enter your 10 digit inmate ID• <i>(Marque su número de identificación de 10 números)</i>• Enter your 12 digit PIN• <i>(Marque los doce (12) números de su PIN)</i>• Enter the 10 digit phone number you are attempting to call• <i>(Marque la área de código y número de teléfono)</i>
<p align="center">ALL CALLS ARE SUBJECT TO MONITORING AND RECORDING TODAS SUS LLAMADAS PUEDEN SER ESCUCHADAS O GRABADAS EN TODO MOMENTO</p>
<p>INMATE FAMILIES OR FRIENDS WITH BLOCKED NUMBERS OR BILLING PROBLEMS SHOULD CALL: (888) 288-9879 <i>Live Operators Monday through Friday 8:00 AM TO 5:00 PM Pacific Time</i> <i>Automated Operator 24 hrs.</i></p> <p><i>Si sus familiares o amistades tienen problemas con su cuenta por favor llamar al número: (888) 288-9879</i> <i>Operadoras disponibles de Lunes a Viernes 8:00 AM a 5:00 PM hora del Pacífico - Contestador automático disponible las 24 hrs.</i></p>

Indiana Departments of Administration & Corrections
RFP No. 10-55
Offender Pay Telephone Service

6. Para negar esta llamada y prevenir otras llamadas de todo el departamento de Indiana de Instalaciones de correcciones, prensa 5

Gracias por utilizar Public Communications Services.

Llamada pagada por adelantado

Para hacer una llamada pagada por adelantado, marque 2.

1. Por favor introduzca su código de identificación de preso.
2. En el tono, por favor marque el número que usted está llamando.
3. Espere por favor mientras que se procesa su llamada.
4. Espere por favor mientras que se valida su número.
5. [Primera llamada solamente]: En el tono, indique por favor su nombre.

Called Party Side

Para inglés, marque uno
Para español marque dos

1. Usted tiene una llamada de de [nombre del preso], un delincuente en el departamento de corrección de Indiana. Esta llamada es de una institución correccional y está conforme supervisión y grabación.
2. Esta llamada es una llamada pagada por adelantado y será deducida de su cuenta pagada por adelantado.
3. Esta llamada es de una institución correccional y está conforme a supervisión y grabación.
4. Características especial no se permite durante esta conversación
5. Usted tiene \$ _____
6. Si usted no desea aceptar esta llamada, ahora cuelgue por favor
7. Para aceptar esta llamada, prensa 0.
8. Para negar esta llamada y prevenir otras llamadas de todo el departamento de Indiana de Instalaciones de correcciones, prensa 5

Gracias por utilizar Public Communications Services.

Le queda 1 minuto.

Le queda 15 segundos.



1. You have a collect call from [inmate name], an offender at Indiana Department of Corrections. This call is from a correctional institution and is subject to monitoring and Recording.
2. This call is a pre-paid call and will be deducted from your pre-paid account.
3. This call is from a correctional institution and is subject to monitoring and recording
4. Custom calling features are not allowed during this conversation
5. You have \$ _____
6. If you do not wish to accept this call, please hang up now.
7. To accept this call, press 0.
8. To deny this call and prevent further calls from all Indiana Department of Corrections Facilities, press 5.

Thank you for using Public Communications Services.

You have 1 minute remaining.
You have 15 seconds remaining.

Sample Call Prompts - Spanish

Lado del Preso

Para inglés, marque uno
Para español marque dos

Una llamada acrobarr

Para hacer una llamada _____, marque uno

1. Por favor introduzca su código de identificación de preso.
2. En el tono, por favor marque el número que usted está llamando.
3. Espere por favor mientras que se procesa su llamada.
4. Espere por favor mientras que se valida su número.
5. [Primera llamada solamente]: En el tono, indique por favor su nombre.

Called Party Side

Para inglés, marque uno
Para español marque dos

1. Usted tiene una llamada acrobarr de [nombre del preso], un delincuente en el departamento de corrección de Indiana. Esta llamada es de una institución correccional y está conforme supervisión y grabación.
2. Características especial no se permite durante esta conversación
3. El coste para esta llamada es \$ _____
4. Si usted no desea aceptar esta llamada, ahora cuelgue por favor
5. Para aceptar esta llamada, prensa 0.

Sample Call Prompts - English

Inmate Side

For English, press 1.
Para Espanol, marque dos.

Collect Call

To place a collect call, press 1.

1. Please enter your Inmate Identification Code now.
2. At the tone, please dial the number you are calling.
3. Please wait while your call is processed.
4. Please wait while your number is validated.
5. [First call only]: At the tone, please state your name.

Called Party Side

For English, press 1.
Para Espanol, marque dos.

1. You have a collect call from [inmate name], an offender at Indiana Department of Corrections. This call is from a correctional institution and is subject to monitoring and recording.
2. Custom calling features are not allowed during this conversation
3. The cost for this call is \$_____
4. If you do not wish to accept this call, please hang up now.
5. To accept this call, press 0.
6. To deny this call and prevent further calls from all Indiana Department of Corrections Facilities, press 5.

Thank you for using Public Communications Services.

Prepaid Call

To place a prepaid call, press 2.

1. Please enter your Inmate Identification Code now.
2. At the tone, please dial the number you are calling.
3. Please wait while your call is processed.
4. Please wait while your number is validated.
5. [First call only]: At the tone, please state your name.

Called Party Side

For English, press 1.
Para Espanol, marque dos.

ANDREW MERRILL

PROFESSIONAL PROFILE

Successful Account Manager and Business Development Executive with over 15 years of experience in Inmate Communications, Information Technology, and Technical Sales. Has a proven track record of creating lasting relationships, providing solutions to difficult problems, and increasing customer satisfaction.

AREAS OF EXPERTISE

- **Relationship Management** – Building lasting relationships with new and existing customers.
- **Business Development** – Finding and capitalizing on new opportunities that help both the client and PCS.
- **Problem Solving** – Taking customer wants and needs and turning them into actionable plans.

RELEVANT PROFESSIONAL EXPERIENCE

2005 – Present: Public Communications Services; Los Angeles, CA

Major Accounts Executive, Key Accounts, 11/2005 – Present

Responsible for developing strategic and long term relationships at all levels of State DOCs. Tasked with understanding current and future needs of an organization and working with the Solutions Engineer to develop a plan to meet these needs. Also responsible for training and the ongoing support for Key Accounts.

Cufis Technologies – Dir. of Business Development - State and Federal 1/2004 -11/2005

Developed relationships and maintained communications with new and current government clients and/or partners in order to facilitate future projects and product sales. Provided system solutions and services to the Department of Corrections California, "CDCR", NASA, Department of Defense, Department of Treasury, and other federal and local government. Provided regular interaction with clients, service executives, and project managers, to achieve a higher level of service.

ARAMARK, Senior Account Manager, 01/1999 – 01/2004

Specialized in generating new business through relationship building and provided solutions to increase client's revenue and employee moral.

EDUCATION/TRAINING/ACCOMPLISHMENTS

- **2005 – Circle of Excellence - ARAMARK**
- **1995 - B.S. in Criminal Justice from Sacramento State, CA**
- **1986 - Eagle Scout – Boy Scouts of America**
- **Completed coursework Professional Selling and Relationship Building**

JOSEPH PEKAROVIC

PROFESSIONAL PROFILE

Respected leader with over 23 years of telecommunications experience in the corrections market. Has been with PCS since its inception and has been the key driver for business development and strategic alliances during that time. Excels in building and maintaining long-term relationships and developing clients into customer advocates.

AREAS OF EXPERTISE

- **Relationship Management** – Going above and beyond to keep clients satisfied.
- **Business Development** – Capitalizing on new opportunities that help both the client and PCS.
- **Strategic Alliances** – Creating partnerships that add strategic value to the organization.
- **Vendor Management** - Cultivating mutually beneficial relationships with vendors to improve service while controlling costs.

RELEVANT PROFESSIONAL EXPERIENCE

1987 – Present: Public Communications Services; Los Angeles, CA

Vice President of Business Development and Strategic Alliances, 01/2008 – Present
Promoted to take over business development and strategic alliance initiatives for the entire telecommunications division. Responsible for developing strategic alliances with companies and customers in order to take into consideration the long term needs of all individuals involved. This includes acquisitions, mergers, partnerships and all other strategic alliances.

Vice President of Sales, 01/1999 – 01/2008

Promoted to develop and lead the telecommunications Sales staff. Created processes to align sales efforts with implementation results to guarantee customer satisfaction. Responsible for developing and implementing strategic Sales and Marketing plans focusing on long-term value to clients, client satisfaction and the achievement of the company's revenue objectives and product portfolio profit goals.

Vice President of Operations, 01/1993 – 01/1999

Promoted to lead the planning and implementation of all telecommunications projects. Responsible for growing and leading Operations staff and for the installation and maintenance of all inmate call processing equipment and systems.

Technical Services and Sales Manager, 01/1987 – 01/1993

Partnered with the co-founders of PCS to deliver value added telecommunications solutions in the corrections market. Responsible for business development, solution design, procurement, implementation, and client services.

EDUCATION

- 1990 - B.S. in Industrial Engineering from San Luis Obispo, CA

Senior Project Manager, 09/2003 – 06/2007

Earned fast track promotion by consistently exceeding both internal and external expectations.

- State of Missouri DOC - Led three project teams over 9 weeks to implement a new offender phone system more than a week ahead of schedule and 10% under budget.
- San Diego Sheriff's Department - Compressed the project plan for new offender phone system to successfully implement a 60-day project in less than two weeks while delivering quality and exceptional service to the customer.
- Engineered, installed, and supported accounts generating greater than \$30 million per year in revenue.

Project Manager, 01/2002 – 09/2003

Recruited to bring stability and experience to Project Operations in the Inmate Phone Service Division. Immediately became the lead Project Manager for complex and large-scale implementations.

- Consistently exceeded implementation objectives and customer expectations in regards to project planning, engineering, timeliness of implementation, performance against budget, and post-implementation support.
- Demonstrated proficiency engineering and implementing VoIP, WAN, VLAN, TDM, IP, Frame, and MPLS networks.
- Worked to mitigate project risk through adherence to PMI best practices.

1999 – 2001: PayTel Communications; Greensboro, NC**Project Manager/Operations Manager, 08/1999 – 09/2001**

Responsible for all aspects of inmate operations, including: analyzing and forecasting trends in the telecommunications market, overseeing and implementing technical installations, and technical support for existing clients.

- Built an effective project management and installation team that successfully implemented more than 30 projects in 7 states.
- Implemented performance measurement metrics to improve operational efficiency and drive down mean time to problem resolution.
- Instituted quality controls to reduce operating and implementation expenses.
- Proactively monitored P&L statements and provided action oriented recommendations to increase revenue on low performing accounts.

EDUCATION/TRAINING/ACCOMPLISHMENTS

- **2009 – Certified Project Management Professional (PMP)**
- **2008 – MBA from Florida State University (3.91 GPA)**
- 2007 – Beta Gamma Sigma Academic Honor Society
- **2006 - Employee of the Year (First recipient of this award)**
- 2004 - Employee of the Month
- 2003 - Outstanding Achievement Award
- 1996 - B.S. in Business Management from North Carolina State University
- **1992 – Eagle Scout – Boy Scouts of America**
- Cisco Certified Network Associate (CCNA)
- CompTIA A+ Certified
- Completed coursework with Management Action Program (MAP)

CHRISTOPHER MOORE

PROFESSIONAL PROFILE

Self-motivated, results oriented executive with a proven track record in leading, planning, engineering, and implementing highly complex telecommunications projects. Strong leader with a solid work ethic who knows how to develop and inspire a team. Able to create and implement aligned strategic plans from corporate goals.

AREAS OF EXPERTISE

- **Leadership** - Achieving results through alignment with corporate goals.
- **Team Building** - Building highly effective cohesive teams.
- **Strategic Planning** - Creating and guiding the vision and strategic direction.
- **Project Management** - Utilizing Project Management Institute (PMI) best practices.
- **Sales Support** - Providing guidance and technical support to enhance both pre and post-sale customer satisfaction.
- **Vendor Management** - Cultivating win-win relationships with vendors to improve service while controlling costs.
- **Problem Solving** - Developing cost effective best-case scenario solutions while maintaining a customer focus.
- **Technical Writing** - Documenting processes, procedures, and departmental training plans.

RELEVANT PROFESSIONAL EXPERIENCE

2002 – Present: Public Communications Services; Los Angeles, CA

Program Manager and Sales/Solutions Engineer, 06/2009 – Present

Promoted to take over the program management and sales/solutions engineering for all key accounts.

- Responsible for the design and implementation of large scale telecommunications solutions in State, Federal, and International Prisons.
- Own the design of the overall solution, including the network, hardware, and partner products/services.
- Responsible for the project management approach, methodology, and project plans.
- Build all relevant cost models and pricing strategies for bids and request(s) for proposal.

Program Manager, 06/2007 – 06/2009

Promoted to develop and direct the strategic initiatives for the Project Operations Department.

- Created processes and documents to align sales efforts with implementation results to guarantee customer satisfaction.
- Aligned project budgeting with financial cost modeling to facilitate true project cost accounting.
- Developed processes and procedures that instill accountability and PMI best practices and guide the Project Operations team to improve implementation effectiveness and efficiency.
- Teamed with Sales and Technical Services to create a Quality Assurance Program for the service that PCS provides to the Department of Homeland Security, Immigration & Customs Enforcement.

PCS Solution - Sample Call Detail Reports

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PCS Solution - Sample Call Detail Reports

Sample Telephone Numbers Called by More Than One Inmate Report

The screenshot shows the PCS web application interface. At the top, there is a navigation menu with icons for Home, Call Detail Reporting, Live Monitoring, PIN - PAM, and CD / DVD Library. Below this is a secondary menu with icons for System Control, User Management, Number Management, User Guide, and Log Out. The main content area displays a report titled "Numbers Called by More Than One Inmate".

BTN	Frequency	First Date/Time	Last Date/Time
60527 263 View Detail	36	12/23/2005 22:07	12/27/2005 22:37
61158 268 View Detail	34	12/24/2005 10:21	12/28/2005 21:31
63124 320 View Detail	28	12/24/2005 11:01	12/27/2005 20:22
60325 174 View Detail	28	12/24/2005 08:51	12/28/2005 15:33
60526 252 View Detail	27	12/23/2005 22:52	12/27/2005 18:54
60525 262 View Detail	27	12/24/2005 00:19	12/27/2005 22:57
60240 170 View Detail	25	12/24/2005 11:17	12/28/2005 21:18
61183 108 View Detail	25	12/23/2005 23:35	12/28/2005 20:55
60325 214 View Detail	25	12/24/2005 18:25	12/27/2005 20:43
71257 523 View Detail	24	12/24/2005 11:20	12/27/2005 15:53
61827 359 View Detail	21	12/24/2005 14:21	12/27/2005 11:40

Below the table are "Back" and "Print" buttons. Underneath, it says "View Detail Screen Below:" followed by a detailed call log table.


TOOLS	BTN	DATE	TIME	PN	Charge	DIR.	CHARGE	TYPE	RESULT
	60524	6/2	2008/102	2206	000141320	80-RDP-T	01:01	31.00	Comp Card Funds Expired
	60524	6/2	2008/102	1834	000527247	80-LBFT	01:01	31.00	Comp Card Funds Expired
	60524	6/2	2008/102	1830	000805020	80-LBFT	01:02	31.00	Comp Card Funds Expired
	60524	6/2	2008/104	2332	002811200	80-LBFT	25:36	84.83	Collect Inmate Hangup
	60524	6/2	2008/102	6010	002811200	80-LBFT	30:00	85.32	Collect Time Up
	60524	6/2	2008/102	0057	002811200	80-LBFT	30:00	85.32	Collect Time Up

This report provides information for facilities utilizing the PIN option to be able to identify BTNs (Billed To Numbers) that have been dialed by more than one inmate. This report includes the following information:

- BTN (The number the inmates dialed) with direct link to Reverse Lookup
- Date of Calls (with date range)
- Time of Calls
- PIN (Personal Identification Number) with direct link to Inmate detail
- Inmate phones
- Duration of Calls
- Charge of calls
- Type of Calls
- Frequency of Calls made to BTN

PCS Solution - Sample Call Detail Reports

Alert (Hot) Notification Report



Home
Call Detail Reporting
Live Monitoring
PIN - PAN
CD / DVD LIBRARIES

Michave Catta Prison
George McNis

System Control
User Management
Number Management
User Guide
Log Out

Alert Report

TOOLS	BTN	DATE	TIME	PIN	Phone	DUR.	CHARGE	TYPE	RESULT
	2626320428	20080104	1103	9252221638	BE-RIGHT	01:38	\$4.38	Collect	HOT - Alert Phone
	9807188524	20080104	1048	3784889128	AD-RIGHT	07:48	\$5.00	Collect	HOT - ALERT PIN
	9057820477	20080104	1033	2885385590	CC-4	08:08	\$4.11	Collect	HOT - Alert Phone
	9183788183	20080104	1021	3906534852	BD-LEFT	01:01	\$1.09	Debit	HOT - ALERT BTN
	9057820522	20080104	1008	2652144497	CA-1	00:08	\$1.08	Debit	HOT - Alert Phone
	9052012710	20080104	1003	9501538201	AD-LEFT	01:01	\$1.08	Debit	HOT - ALERT BTN
	7127478721	20080104	0859	1887828428	CC-2	08:01	\$3.80	Debit	HOT - ALERT BTN
	9057881387	20080104	0855	9215457211	AD-LEFT	01:48	\$2.26	Collect	HOT - Alert Phone
	9182828547	20080104	0851	2433081688	CC-3	00:10	\$1.08	Debit	HOT - Alert Phone
	7127478721	20080104	0842	1887828428	CC-2	15:00	\$5.84	Debit	HOT - Alert PIN
	9058012871	20080104	0841	2144878372	BF-CENTER	05:24	\$3.34	Collect	HOT - Alert Phone
	9809248780	20080104	0841	1348414453	AS-CENTER	01:11	\$1.40	Debit	HOT - Alert Phone
	9803355491	20080104	0827	9285720893	AD-CENTER	01:34	\$2.41	Collect	HOT - Alert Phone
	7127478721	20080104	0808	1887828428	CC-2	15:01	\$5.84	Debit	HOT - Alert PIN
	9057288580	20080104	0825	2807333320	BD-RIGHT	00:48	\$1.88	Collect	HOT - Alert Phone
	9809288041	20080104	0814	0005188751	CD-RIGHT	03:58	\$2.02	Debit	HOT - Alert Phone
	9054243432	20080104	0853	9802578210	AD-CENTER	12:01	\$4.50	Debit	HOT - ALERT BTN
	9054243432	20080104	0837	9802578210	AD-CENTER	15:01	\$5.43	Debit	HOT - Alert PIN
	9050430710	20080104	0832	1638287721	CD-RIGHT	01:41	\$2.28	Collect	HOT - Alert Phone
	9803355491	20080104	0753	9285720893	AD-CENTER	00:30	\$2.31	Collect	HOT - Alert Phone
Total							\$81.55		

Page 1 of 2 1 2 >

Scroll all calls to turn in CD/DVD

Report ran On: 01/04/2008
 Report ran by User: George McNis

Report Name:

Save Report Template
Save Report in Excel Format
Print
Back

The Alert (Hot) Notification report displays all inmates or telephone numbers placed on Hot status by facility staff. The ability to see the alerts is determined by the security role assigned to the User ID logging into the system. The Alert Notification report provides the following information:

- BTN (The number the inmate dialed) with direct link to Reverse Lookup
- Date of Call
- Time of Call
- PIN (Personal Identification Number) with direct link to Inmate detail
- Inmate phone
- Duration
- Charge of call
- Type of Call
- Type of Alert

PCS Solution - Sample Call Detail Reports

Sample Inmate Account Detail Report

State Prison George McMill					

Inmate Account Detail

PIN: Period Start Date: Period End Date:

First Name: Total Deposits:

Last Name: Withdrawals:

Debit Number: Previous Balance:

Balance Forward:

Current Call Charges:

Ending Balance:

Call Detail Records

TOOLS	DIR	DATE	TIME	PI	Phone	URL	CHARGE	TYPE	RESULT
	054	032	20060104	0853	4802579210	AD-CENTER	12:01	\$4.50 Debit	Funds Expired
	054	032	20060104	0837	4802579210	AD-CENTER	15:01	\$5.43 Debit	Time Up
							Total	\$9.93	

Select all calls to burn in CD/DVD

Report ran On: 01/04/2006
 Report ran by User: George McMill

Report Name: Save Report Template Save Report in Excel Format Print Back

This report provides the following information for any selected Inmate:

- PIN
- Inmate Name
- Inmate Debit Card Number (if different)
- Date/Time (of debit call(s))
- Duration (of debit call(s))
- Deposits to account
- Withdrawals from account
- Previous Balance
- Previous Balance and Deposits
- Total Call Charges
- Ending Balance

RFP-10-55
ATTACHMENT A
MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR
COMMITMENT FORM

In accordance with 25 IAC 5-5, the respondent is expected to submit with its proposal a MWBE Subcontractor Commitment Form. The Form must show that there are, participating in the proposed contract, Minority Business Enterprises (MBE) and Women Business Enterprises (WBE) listed in the Minority and Women's Business Enterprises Division (MWBED) directory of certified firms located at <http://www.in.gov/idoa/2352.htm>.

If participation is met through use of vendors who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety.

Failure to meet these goals will affect the evaluation of your Proposal. The Department reserves the right to verify all information included on the MWBE Subcontractor Commitment Form.

Respondents are encouraged to contact and work with MWBED at 317-232-3061 to design a subcontractor commitment to meet established goals as referenced in this solicitation.

Prime Contractors must ensure that the proposed subcontractors meet the following criteria:

- Must be listed on the IDOA Directory of Certified Firms
- Each firm may only serve as once classification – MBE or WBE
- A Prime Contractor who is an MBE or WBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement.
- Must serve a commercially useful function. The firm must serve a value-added purpose on the engagement.
- Must provide goods or service only in the industry area for which it is certified as listed in the directory at <http://www.in.gov/idoa/2352.htm>
- Must be used to provide the goods or services specific to the contract
- National Diversity Plans are generally not acceptable

MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR LETTER OF
COMMITMENT

A signed letter(s), on company letterhead, from the MBE and/or WBE must accompany the MWBE Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the MBE and/or WBE of its subcontract amount, a description of products and/or services to be provided on this project, and approximate date the subcontractor will perform work on this contract. The State reserves the right to deny evaluation points if the letter(s) is not attached. The State will deny evaluation points if the letter(s) is attached, not on company letterhead, not signed and/or does not reference and match the subcontract amount and the anticipated period that the Subcontractor will perform work for this solicitation.

By submission of the Proposal, the Respondent acknowledges and agrees to be bound by the regulatory processes involving the State's M/WBE Program. Questions involving the regulations governing the MWBE Subcontractor Commitment Form should be directed to: Minority and Women's Business Enterprises Division at (317) 232-3061 or <http://www.in.gov/idoa/2352.htm>.

STATE OF INDIANA MBE/WBE SUBCONTRACTOR COMMITMENT FORM

RFP# 10-55

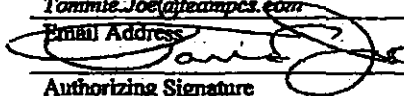
DUE DATE: October 29, 2010

TOTAL BID AMOUNT: \$22,523,799.36 for the 4 year initial term (calculated as \$5,630,949.84 per year based on the State's estimate of total annual revenue as defined by the calculation in Addendum 4)

<input checked="" type="checkbox"/> MBE Firm <input type="checkbox"/> WBE Firm	
Company Name: BC Forward	Contact Person: Todd Tolson
Address: 10 W Market Street, Suite 1300 Indianapolis, IN 46204	E-mail: todd.tolson@bcforward.com
Sub-Contract Amount: \$5,270,569.05 (for the 4 year initial term)	Telephone Number: (317) 493.2017 Fax Number: (866) 881.7769
Sub-Contract Percentage of Total Bid: 23.4%	Describe service/product to be provided: Information Technology Service
Provide approximate dates when Sub-Contractor will perform on this project: Immediately after contract award	

<input type="checkbox"/> MBE Firm <input checked="" type="checkbox"/> WBE Firm	
Company Name: CSCI Consulting	Contact Person: Tonya Hanshew
Address: 8225 E. 56 th Street, Suite B Indianapolis, IN 46216	E-mail: tonyahanshew@csciconsulting.com
Sub-Contract Amount: \$5,157,950.05 (for the 4 year initial term)	Telephone Number: (317) 757.8764 Fax Number: (317) 757.8769
Sub-Contract Percentage of Total Bid: 22.9%	Describe service/product to be provided: Information Technology Service
Provide approximate dates when Sub-Contractor will perform on this project: Immediately after contract award	

Public Communications Services - Indiana, LLC
Respondent Firm
201 South Capitol Ave
Address
Indianapolis, IN, 46225
City/State/Zip Code
Tommie Joe
Representative:
10/29/10
Date

(310) 350-1000
Telephone Number
(310) 473-4714
Fax Number
Tommie.Joe@teampcs.com
Email Address

Authorizing Signature
Tommie Joe, President and COO
Printed Name and Title

Please check if additional forms are attached.
Page _____ of _____

FORM MUST BE COMPLETED IN ITS ENTIRETY WITH COMPLETED LETTERS OF COMMITMENT.



INDIANA ECONOMIC IMPACT - PROPOSALS AND CONTRACTS
State Form 51778 (R4 / 1-06)
DEPARTMENT OF ADMINISTRATION
Approved by State Board of Accounts, 2006

This information is required by the Indiana Department of Administration for all contractors, vendors/suppliers to the State of Indiana (complete all 22 items).

1	Legal Name of firm:	Public Communications Services – Indiana, LLC
2	Address/City/State/Zip Code:	201 South Capitol Ave, Suite 600, Indianapolis, IN 46225
3	Telephone #/Fax #/Website:	800-350-1000, http://www.pcstelcom.com/
4	Federal Tax Identification Number:	27-2905378
5	State/Country of domicile/incorporation:	Indiana, U.S.
6	Location of firm's headquarters or principal place of business:	201 South Capitol Ave, Suite 600, Indianapolis, IN 46225
7	Name of parent company or holding company (if applicable):	Public Communications Services, Inc.
8	State/Country of domicile/incorporation of company listed in #7:	California, U.S.
9	Address of company listed in #7:	11859 Wilshire Blvd, Suite 600, Los Angeles, CA 90025
10	IN Department of Workforce Development (DWD) account number:	Pending application
11	IN Department of Revenue (DOR) account number:	Not applicable
12	Number of Indiana resident employees per most recently completed IRS Form W-2 distribution:	Not applicable, PCS-Indiana did not have operations in Indiana the previous tax year.
13	Total number of employees per most recently completed IRS Form W-2 distribution:	Not applicable, PCS-Indiana did not have operations in Indiana the previous tax year.
14	Total amount of payroll paid to Indiana resident employees per most recently completed IRS Form W-2 distribution:	Not applicable, PCS-Indiana did not have operations in Indiana the previous tax year.
15	Total amount of payroll paid to all employees per the most recently completed IRS Form W-2 distribution:	Not applicable, PCS-Indiana did not have operations in Indiana the previous tax year.
16	Total amount of this proposal, bid, or current contract:	Total anticipated revenue for the 4 year initial contract term is \$40,046,764.00

ACCOUNTING OF INDIANA RESIDENT EMPLOYEES

17	Prime Contractor Company Name:	Public Communications Services – Indiana, LLC
18	Number of Full Time Equivalent (FTE) employees that are Indiana residents specifically for this proposal or contract:	615 (total including subcontractors)

19	Subcontractor Company Name:	BC Forward	CSCI Consulting
20	Address/Contact Person/Telephone Number/Tax ID Number:	10 W Market Street, Suite 1300, Indianapolis, IN 46204 Todd Tolson, 317-493-2017 35-2049936	8225 E. 56th Street, Suite B Indianapolis, IN 46216 Tonya Hanshaw, 317-757-8764 61-146829
21	Number of Full Time Equivalent (FTE) employees that are Indiana residents specifically for this proposal or contract:	38	1

22	Affirmation by authorized official: I affirm under penalties of perjury that the foregoing representations are true to be the best of my knowledge and belief.		
	Signature:		
	Name of auththorized official:	Tommie Joe	
	Title:	President and COO	
	Date:		

EXHIBIT C
Page 400 of 415

From: Andrew Merrill [andrew.merrill@teampcs.com]
Sent: Tuesday, October 19, 2010 12:57 PM
To: Deaton, Teresa
Cc: Chris Moore; Barclay, Jason
Subject: RE: BAFO - Final Offer
Attachments: IN DOC_BAFO - PCS_20101019.pdf

Importance: High

Please find our BAFO update per our phone conversation this morning. If you need anything else please contact me directly.

Sincerely,

Andrew Merrill

Major Account Executive, United States
Public Communications Services, Inc.
5615 Delano Way
Rocklin, CA 95677
916.624.2979 Office
916.698.8343 Mobile
310.954.2125 Fax

Corporate Office
11859 Wilshire Blvd, Suite 600
Los Angeles, CA 90025
800.350.1000
www.pcstelcom.com

Important Notice: Proprietary/Confidential Information belonging to PCS may be contained in this message. If you are not the intended recipient, please so advise and kindly delete this message from your system. Please do not re-transmit this message to others without the consent of the originator.

From: Deaton, Teresa [mailto:tdeaton@idoa.IN.gov]
Sent: Tuesday, October 19, 2010 8:57 AM
To: Andrew Merrill
Subject: BAFO - Final Offer

Good Morning Andrew,

Thanks for conference call today and the positive feedback. The State was very pleased with your response to our call regarding a final round of pricing. As stated in the conference call please find attached a spreadsheet that we request you complete and return to us as soon as possible. We highly encourage your company to meet or exceed the attached listed target prices/percentages. Please note that reducing the cost does not reduce or eliminate any services that have been offered in your proposal.

Thanks for your time and patience as we have worked through this process.

*Teresa Deaton-Reese, CPPO
Senior Account Manager
Procurement Division
Phone: 317.233.3818*

EXHIBIT C
Page 401 of 415

Fax: 317.232.7312
tdeaton@idoa.in.gov

Statement of Confidentiality: The information in this message is privileged and confidential and it is intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that you are prohibited from disseminating, distributing, or copying the information contained in this message. If you have received this message in error, please notify the sender immediately and destroy all copies of the original message.

Offender Calls			
	Current Price/% PCS	Target Price/%	PCS BAFO Price/%
Average Per Minute Rate - <u>15 PTS Baseline</u> .325	0.27	0.24	\$ 0.24
Average Proposal Commission - <u>11 PTS Baseline</u> 35%	40%	43.5%	43.5%

Public Pay Phones				
	PCS			
Call Type	Current Price Connect Fee	Current Commission Paid to the State- <u>1 PT - Baseline 18%</u>	Target Price/%	PCS/BAFO Price/%
Local Coin Call - <u>3 PTS Baseline</u> .50	\$ 0.32	38%	\$ 0.30 40%	\$ 0.30 40%

Final

State of Indiana

RFP 10-55

Offender Pay Telephone Service

Please provide responses to each question below in a thorough yet concise manner. All responses should be sent via email to Teresa Deaton-Reese, at tdeaton@idoa.in.gov. Written responses must be received no later than 3:00 PM ET on Friday, September 2, 2010.

Clarifications for PSC

The Indiana Department of Administration on behalf of the Indiana Department of Correction (IDOC) for RFP 10-55 Offender Pay Telephone Service, requests, clarification from PSC with regard to certain responses in its proposal for RFP 10-55. Specifically, the IDOC would ask for PSC to clarify the following information in its RFP proposal:

1. Please describe the process on the customer services calls will be routed to appropriate call center? How will it be determined which calls are routed to Mexico and which calls are not.
2. Please clarify who the President of Public Communications Services – Indiana, LLC reports to?
3. Does the financials of Public Communications Services – Indiana, LLC roll up to the parent Company?
4. Please clarify that you are stating on you Indiana Economic Impact statement that you will have a total of 654 employees working on this project? If this is a true statement, please breakdown of duties.

From: Andrew Merrill [andrew.merrill@teampcs.com]
Sent: Wednesday, September 29, 2010 4:04 PM
To: Deaton, Teresa
Subject: Re: Best and Final Offer RFP-10-55 PCS

EXHIBIT C
Page 404 of 415

Sensitivity: Confidential

Teresa,

Thank you for giving us the opportunity to clarify our Buy Indiana response. Since PCS-INDIANA has been in operation for less than a year, we have not yet had to file a tax return or the State Form 44275 that has been requested. The forms can only be filed at the end of this tax year. Please note that the letters of intent that we provided with our bid are the justification we have at this time for our Indiana investment. Please let us know if we can provide any additional information or further clarification.

Sincerely,

Sincerely,
Andrew Merrill
Major Account Executive, United States
Public Communications Services, Inc.
5615 Delano Way
Rocklin, CA 95677
916.624.2979 Office
916.698.8343 Mobile
310.954.2125 Fax

Corporate Office
11859 Wilshire Blvd, Suite 600
Los Angeles, CA 90025
800.350.1000
www.pcstelcom.com

This email was sent from my mobile device, please excuse any spelling mistakes.

From: Deaton, Teresa <tdeaton@idoa.IN.gov>
To: Andrew Merrill
Sent: Wed Sep 29 12:15:08 2010
Subject: RE: Best and Final Offer RFP-10-55 PCS

Andrew,

You have answered all questions and supplied all documentation requested at this point with the exception to the request for additional information on the Buy Indiana status that is due by close of business tomorrow and the updated IEI form requested this morning. If you have a specific question regarding what needs to be submitted to us, please feel free to submit these in writing for clarification. The e-mail requesting the additional information is very specific in what we want to see so I am unsure what needs to be discussed.

I encourage your company to respond to the e-mail by close of business tomorrow for us to review. The State will reach out to you with any additional questions we may have. We appreciate your patience as we work through this last step.

Thanks,

EXHIBIT C
Page 405 of 413

Teresa Deaton-Reese, CPPO
Senior Account Manager
Procurement Division
Phone: 317.233.3818
Fax: 317.232.7312
tdeaton@idoa.in.gov

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From: Andrew Merrill [mailto:andrew.merrill@teampcs.com]
Sent: Wednesday, September 29, 2010 2:35 PM
To: Deaton, Teresa
Subject: Re: Best and Final Offer RFP-10-55 PCS
Sensitivity: Confidential

We wanted to talk about the email you sent regarding buy Indiana. Chris Moore, Joe Pekarovic and my self would be on the call.

Would you be available in an hour or so? We want to make sure we have answered all your questions over the past week.

Sincerely,
Andrew Merrill
Major Account Executive, United States
Public Communications Services, Inc.
5615 Delano Way
Rocklin, CA 95677
916.624.2979 Office
916.698.8343 Mobile
310.954.2125 Fax

Corporate Office
11859 Wilshire Blvd, Suite 600
Los Angeles, CA 90025
800.350.1000
www.pcstelcom.com

This email was sent from my mobile device, please excuse any spelling mistakes.

From: Deaton, Teresa <tdeaton@idoa.IN.gov>
To: Andrew Merrill
Sent: Wed Sep 29 09:33:54 2010
Subject: RE: Best and Final Offer RFP-10-55 PCS

What is the call in regards to and who would be on the call?

From: Andrew Merrill [mailto:andrew.merrill@teampcs.com]
Sent: Wednesday, September 29, 2010 11:56 AM
To: Deaton, Teresa

EXHIBIT C
Page 406 of 415

Subject: Re: Best and Final Offer RFP-10-55 PCS
Sensitivity: Confidential

We will look at it. Can we also have quick call with you today.
Sincerely,
Andrew Merrill
Major Account Executive, United States
Public Communications Services, Inc.
5615 Delano Way
Rocklin, CA 95677
916.624.2979 Office
916.698.8343 Mobile
310.954.2125 Fax

Corporate Office
11859 Wilshire Blvd, Suite 600
Los Angeles, CA 90025
800.350.1000
www.pcstelcom.com

This email was sent from my mobile device, please excuse any spelling mistakes.

From: Deaton, Teresa <tdeaton@idoa.IN.gov>
To: Andrew Merrill
Sent: Wed Sep 29 07:52:46 2010
Subject: RE: Best and Final Offer RFP-10-55 PCS

Andrew,

Your best and final offer would change the total amount of this contract. Can you please complete the IEI form with the correct figure in field 16.

Thanks,

Teresa

From: Andrew Merrill [mailto:andrew.merrill@teampcs.com]
Sent: Tuesday, September 28, 2010 4:56 PM
To: Deaton, Teresa
Subject: Re: Best and Final Offer RFP-10-55 PCS
Importance: High
Sensitivity: Confidential

Teresa,
I can confirm that the dollar amounts with our subcontractors, M/WBE's did not change based on the BAFO.

Sincerely,
Andrew Merrill
Major Account Executive, United States
Public Communications Services, Inc.
5615 Delano Way
Rocklin, CA 95677
916.624.2979 Office
916.698.8343 Mobile
310.954.2125 Fax

EXHIBIT

Page 407 of 415

Corporate Office
11859 Wilshire Blvd, Suite 600
Los Angeles, CA 90025
800.350.1000
www.pcstelcom.com

This email was sent from my mobile device, please excuse any spelling mistakes.

From: Deaton, Teresa <tdeaton@idoa.IN.gov>
To: Andrew Merrill
Sent: Tue Sep 28 12:52:05 2010
Subject: RE: Best and Final Offer RFP-10-55 PCS

Andrew,

Can you confirm the dollar amounts with your subcontractors, M/WBE's did not changed based on this BAFO?

Thanks,

Teresa Deaton-Reese, CPPO
Senior Account Manager
Procurement Division
Phone: 317.233.3818
Fax: 317.232.7312
tdeaton@idoa.in.gov

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From: Andrew Merrill [mailto:andrew.merrill@teampcs.com]
Sent: Friday, September 24, 2010 5:46 PM
To: Deaton, Teresa
Subject: RE: Best and Final Offer RFP-10-55 PCS
Importance: High
Sensitivity: Confidential

Teresa,

Please find our Target Pricing/Best and Final Offer.

If you have any other needs or concerns please don't hesitate to contact me.

Sincerely,

Andrew Merrill

Major Account Executive, United States

EXHIBIT C
Page 408 of 413

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From: Deaton, Teresa [mailto:tdeaton@idoa.IN.gov]
Sent: Tuesday, September 21, 2010 9:36 AM
To: Andrew Merrill
Subject: Beset and Final Offer RFP-10-55 PCS

Dear Mr. Merrill,

In keeping with its commitment to select the Offender Pay Phone Service provider to the Indiana Department of Corrections, the State of Indiana requests that you provide revised pricing.

In today's economic climate, the State has decided to give Respondents the opportunity to improve their Proposals by providing more competitive pricing. Respondents are strongly encouraged to get as close as possible to the target price on the attached spreadsheet.

Please note that cost scores will be updated based on your revised cost proposals. In preparing your response, please keep the following in mind:

- No changes to service levels, staffing levels, etc. will be accepted. We are only asking for revised pricing.
- Your proposed price for this contract is reflected in Attachment A (MWBE Form) and Attachment C (Indiana Economic Impact Form). Therefore, please submit revised versions of Attachment A, Attachment C, and MWBE Subcontractor Commitment Letters with your revised cost proposal.

Responses must be received via email (tdeaton@idoa.in.gov) no later than **3:00 PM Eastern Time on September 28, 2010.**

Note that the State will not accept price responses that are higher than your previous offer. Any attempt to manipulate the format of the document, attach caveats to pricing, or submit pricing that deviates from the current format will put your cost score at risk.

Sincerely,

Teresa Deaton-Reese, CPPQ

EXHIBIT C
Page 409 of 413

Senior Account Manager
Procurement Division
Phone: 317.233.3818
Fax: 317.232.7312
tdeaton@idoa.in.gov

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"STRIVING FOR EXCELLENCE"

Teresa Deaton-Reese, CPPO
Senior Account Manager
Procurement Division
Phone: 317.233.3818
Fax: 317.232.7312
tdeaton@idoa.in.gov

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State of Indiana

RFP 10-55

Offender Pay Telephone Service

Please provide responses to each question below in a thorough yet concise manner. All responses should be sent via email to Teresa Deaton-Reese, at tdeaton@idoa.in.gov. Written responses must be received no later than 3:00 PM ET on Friday, September 3, 2010.

Clarifications for PCS

The Indiana Department of Administration on behalf of the Indiana Department of Correction (IDOC) for RFP 10-55 Offender Pay Telephone Service, requests, clarification from PCS with regard to certain responses in its proposal for RFP 10-55. Specifically, the IDOC would ask for PCS to clarify the following information in its RFP proposal:

1. Please describe the process on the customer services calls will be routed to appropriate call center? How will it be determined which calls are routed to Mexico and which calls are not.

PCS Response: All calls to our Customer Service hotline begin with our full-service, automated IVR (interactive voice response) system. From here, customers can choose to handle their request/issue within the automated system, or they can choose to be transferred to a live operator.

At the beginning of each call, the customer has the opportunity to self-identify as Spanish speaking. We can configure the system to keep all English-speaking customers in our U.S. call centers, while sending only Spanish-speaking customers to our Mexico City call center. As an additional note – we only hire operators in Mexico City who are fully fluent in English. Therefore, even if an English-speaking customer were to hit the wrong button and be mistakenly routed to the Mexico City call center, that customer would not encounter any barriers to resolution.

2. Please clarify who the President of Public Communications Services – Indiana, LLC reports to?

PCS Response: The President of Public Communications Services – Indiana, LLC is the highest ranking officer of the company and is responsible for all aspects of the company and reports to no other officer.

3. Does the financials of Public Communications Services – Indiana, LLC roll up to the parent Company?

PCS Response: Yes, the financials of Public Communications Services – Indiana, LLC roll up to the parent company, Public Communications Services, Inc.

4. Please clarify that you are stating on your Indiana Economic Impact statement that you will have a total of 654 employees working on this project? If this is a true statement, please breakdown of duties.

PCS Response: The PCS Team is stating that we plan to have a total of 615 Indiana residents employed over the life of this project. This number includes inmate laborers and Indiana residents who are to be employed by our subcontractors, and it breaks down as follows:

- In support of the State's re-entry initiatives (and pending approval by the State and possibly the Department of Labor), PCS plans to train *and pay* no fewer than 6 inmates per month for the 8-year maximum contract term. This works out to 576 inmates employed by PCS over the life of the contract.
- Through our subcontractors, we plan to employ roughly 12 installation technicians, 1 implementation project manager, 1 shipping/inventory coordinator, 1 integration specialist, 4 payphone operator service call center reps, 10 site administrators/technicians, 4 payphone technicians, 4 cell phone detection/control technicians, 1 state service manager, and 1 software developer – which totals 39 additional residents.

When added to the 576 inmate laborers, the additional 39 subcontractor employees equal the 615 FTEs the PCS Team listed on line 18 of the Indiana Economic Impact Statement in our RFP response.

5. You have Bucher and Christian & CSCI Consulting listed as a sub-contractor, please provide more details on specific information technology services to be provided.

PCS Response: The information technology services to be provided include the following:

- a. Bucher and Christian (BCforward) – Site Administrators, Technicians, Operator Service Call Center, Cell Detect Yearly Maintenance Service Level Agreement, and Hardware Procurement/Install/Maintenance
- b. CSCI Consulting – IT Network Services, Cell Phone Detect Cabling/Hardware, and Network Hardware Procurement/Install

Offender Calls	Target Price/Percentage		Best and Final Offer
	PCS		
Average Per Minute Rate -	0.2917	\$ 0.25	\$ 0.2700
Average Proposal Commission -	\$ 0.35	43%	40%

Public Pay Phones			Target Price Connect Fee	Target Percentage	B
PCS			Connect Fee		
Call Type	Connect Fee	Commission Paid to the State-			
Local Coin Call	\$ 0.45	35%	\$ 0.32	38%	\$ 0.32
Local Collect	\$ 2.95	35%	\$ 2.66	38%	\$ 2.66
Operated Assisted Collect Local	\$ 3.50	35%	\$ 3.15	38%	\$ 3.15
Operated Assisted LD	\$ 5.50	35%	\$ 3.20	38%	\$ 3.20
Automated	\$ 4.95	35%	\$ 2.70	38%	\$ 2.70
Other: Calling Cards, etc.	\$ 4.95	35%	\$ 3.20	38%	\$ 3.20

est and Final Offer
Commission Paid to the State

	38%
	38%
	38%
	38%
	38%
	38%



INDIANA ECONOMIC IMPACT - PROPOSALS AND CONTRACTS
State Form 51778 (R4 / 1-06)
DEPARTMENT OF ADMINISTRATION
Approved by State Board of Accounts, 2008

This information is required by the Indiana Department of Administration for all contractors, vendors/suppliers to the State of Indiana (complete all 22 items).

1	Legal Name of firm:	Public Communications Services – Indiana, LLC
2	Address/City/State/Zip Code:	201 South Capitol Ave, Suite 600, Indianapolis, IN 46225
3	Telephone #/Fax #/Website:	800-350-1000, http://www.pcsta.com.com/
4	Federal Tax Identification Number:	27-2905378
5	State/Country of domicile/incorporation:	Indiana, U.S.
6	Location of firm's headquarters or principal place of business:	201 South Capitol Ave, Suite 600, Indianapolis, IN 46225
7	Name of parent company or holding company (if applicable):	Public Communications Services, Inc.
8	State/Country of domicile/incorporation of company listed in #7:	California, U.S.
9	Address of company listed in #7:	11859 Wilshire Blvd, Suite 600, Los Angeles, CA 90025
10	IN Department of Workforce Development (DWD) account number:	Pending application
11	IN Department of Revenue (DOR) account number:	Not applicable
12	Number of Indiana resident employees per most recently completed IRS Form W-2 distribution:	Not applicable, PCS-Indiana did not have operations in Indiana the previous tax year.
13	Total number of employees per most recently completed IRS Form W-2 distribution:	Not applicable, PCS-Indiana did not have operations in Indiana the previous tax year.
14	Total amount of payroll paid to Indiana resident employees per most recently completed IRS Form W-2 distribution:	Not applicable, PCS-Indiana did not have operations in Indiana the previous tax year.
15	Total amount of payroll paid to all employees per the most recently completed IRS Form W-2 distribution:	Not applicable, PCS-Indiana did not have operations in Indiana the previous tax year.
16	Total amount of this proposal, bid, or current contract:	\$22,523,799.36 for the 4 year initial term (calculated as \$5,630,949.84 per year based on the State's estimate of total annual revenue as defined by the calculation in Addendum 4)