SERIAL 09089 RFP INMATE TELEPHONE SYSTEM

DATE OF LAST REVISION: July 29, 2011 **CONTRACT END DATE: May 31, 2017**

CONTRACT PERIOD THROUGH MAY 31, ~~2015~~ 2017

TO: All Departments

FROM: Department of Office of Procurement Services

SUBJECT: Contract for **INMATE TELEPHONE SYSTEM**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **March 31, 2010 (Eff. 06/01/10).**

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

_____
Wes Baysinger, Chief Procurement Officer
Office of Procurement Services

BW/**jl**
Attach

Copy to: Office of Procurement Services
Linda Christophel, MCSO

(Please remove Serial 99021-RFP from your contract notebooks)

CONTRACT PURSUANT TO RFP

SERIAL 09089-RFP

Eff. 06/01/10

This Contract is entered into this 31st day of March, 2010 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and Value Added Communications (VAC), Inc., a Texas corporation ("Contractor") for the purchase of inmate telephone services.

1.0 CONTRACT TERM:

1.1 This Contract is for a term of Five (5) years, beginning on the 1st day of June, 2010 and ending the 31st day of May, ~~2015~~ **2017**. Upon contract award VAC is authorized to begin implementation of the new system identified herein with a 'Go-Live' date no later than ~~May 31~~ **August 15**, 2010.

1.2 The County may, at its option and with the agreement of the Contractor, renew the term of this Contract for additional terms up to a maximum of five (5) years, (or at the County's sole discretion, extend the contract on a month-to-month bases for a maximum of six (6) months after expiration). The County shall notify the Contractor in writing of its intent to extend the Contract term at least thirty (30) calendar days prior to the expiration of the original contract term, or any additional term thereafter.

2.0 RATE/COMMISSION ADJUSTMENTS:

2.1 Any request for a rate adjustment must be submitted sixty (60) days prior to call rate adjustment. Requests for adjustments in the call rates must be supported by appropriate documentation If County agrees to the adjusted rate, the County shall issue written approval of the change.

2.2 Any request for commission adjustments must be submitted sixty (60) days prior to the current Contract expiration date. Requests for adjustments in the commission fees must be supported by appropriate documentation. If County agrees to the adjusted fees, the County shall issue written approval of the change.

3.0 PAYMENTS:

3.1 As consideration for performance of the duties described herein, the Contractor shall pay the county based on the revenue schedule stated in Exhibit "A." Payment shall be effective ~~upon a successful 'Go-Live' date but not before June~~ **July** 1, 2010.

3.2 Payment shall be made to the following address no later than the 30 (Thirty) days following the calendar month for which commission are being paid.

Maricopa County Sheriff's Office
Inmate Telephone System Section
Attn: ITS Manager
102 W. Madison St., Basement
Phoenix, Arizona 85003

4.0 DUTIES:

4.1 The Contractor shall perform all duties stated in Exhibit "B and C", or as otherwise directed in writing by the Procurement Officer.

4.2 During the Contract term, County shall provide Contractor's personnel with adequate workspace for on-site technicians and such other related facilities as may be required by Contractor to carry out its contractual obligations.

5.0 INDEMNIFICATION:

5.1 To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the negligent acts, errors, omissions, mistakes or malfeasance relating to the performance of this Contract. Contractor's duty to defend, indemnify and hold harmless County, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is caused by any negligent acts, errors, omissions or mistakes in the performance of this Contract by the Contractor, as well as any person or entity for whose acts, errors, omissions, mistakes or malfeasance Contractor may be legally liable.

5.2 The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

5.3 The scope of this indemnification does not extend to the sole negligence of County.

6.0 INSURANCE REQUIREMENTS:

6.1 Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.

6.2 All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.

6.3 Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.

6.4 Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.

6.5 The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contractor shall be solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

6.6 County reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance certificates. County shall not be obligated to review policies and/or endorsements or to advise Contractor of any deficiencies in such policies and

endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of County's right to insist on strict fulfillment of Contractor's obligations under this Contract.

6.7 The insurance policies required by this Contract, except Workers' Compensation, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

6.8 The policies required hereunder, except Workers' Compensation, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

6.9 Commercial General Liability.

Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than **$2,000,000** ~~$1,000,000~~ for each occurrence, $2,000,000 Products/Completed Operations Aggregate, and **$4,000,000** ~~$2,000,000~~ General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

6.10 Automobile Liability.

Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than **$2,000,000** ~~$1,000,000~~ each occurrence with respect to any of the Contractor's owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work or services under this Contract.

6.11 Workers' Compensation.

6.11.1 Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than **$1,000,000** ~~$100,000~~ for each accident, **$1,000,000** ~~$100,000~~ disease for each employee, and **$1,000,000** ~~$500,000~~ disease policy limit.

6.11.2 Contractor waives all rights against County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Contract.

6.12 Certificates of Insurance.

~~6.12.1 Prior to commencing work or services under this Contract, Contractor shall have insurance in effect as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall be made available to the County upon 48 hours notice. BY SIGNING THE AGREEMENT PAGE THE CONTRACTOR AGREES TO THIS REQUIREMENT AND UNDERSTANDS THAT FAILURE TO MEET THIS REQUIREMENT WILL RESULT IN CANCELLATION OF THIS CONTRACT.~~

6.12.2 **Prior to Contract AWARD OR RENEWAL, Contractor shall furnish the County with valid and complete certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.**

6.12.3 In the event any insurance policy (ies) required by this Contract is (are) written on a "claims made" basis, coverage shall extend for two (2) years past completion and acceptance of Contractor's work or services and as evidenced by annual Certificates of Insurance.

6.12.4 If a policy does expire during the life of the Contract, a renewal certificate must be sent to County fifteen (15) days prior to the expiration date.

6.13 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

6.14 WARRANTY OF SERVICES:

6.14.1 The Contractor warrants that all services provided hereunder will conform to the requirements of the Contract, including all descriptions, specifications and attachments made a part of this Contract. County's acceptance of services or goods provided by the Contractor shall not relieve the Contractor from its obligations under this warranty.

6.14.2 In addition to its other remedies, County may, at the Contractor's expense, require prompt correction of any services failing to meet the Contractor's warranty herein. Services corrected by the Contractor shall be subject to all the provisions of this Contract in the manner and to the same extent as services originally furnished hereunder.

6.15 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County
Department of Office of Procurement Services
Attn: Director of Purchasing
320 West Lincoln Street
Phoenix, Arizona 85003-2494

For Contractor:

Value Added Communications, Inc.
Attn: President and COO
3801 E. Plano Parkway, Suite 100
Plano, Texas 75074

6.16 TERMINATION FOR CONVENIENCE:

The County reserves the right to terminate the Contract, in whole or in part at any time, when in the best interests of the County without penalty or recourse. Upon receipt of the written notice, the Contractor shall immediately stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the County. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination.

6.17 TERMINATION FOR DEFAULT:

6.17.1 In addition to the rights reserved in the Contract, the County may terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or

condition of the Contract, to acquire and maintain all required insurance policies, bonds, licenses and permits, or to make satisfactory progress in performing the Contract. The Procurement Officer shall provide written notice of the termination and the reasons for it to the Contractor.

6.17.2 Upon termination under this paragraph, all goods, materials, documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County on demand.

6.17.3 The County may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this Contract. The Contractor shall be liable to the County for any excess costs incurred by the County in procuring materials or services in substitution for those due from the Contractor.

6.17.4 The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

6.17.5 **If the Contractor fails to meet deadlines, or fails to provide the agreed upon service/material altogether, a termination for default will be issued. The termination for default will be issued only after the County deems that the Contractor has failed to remedy the problem after being forewarned.**

6.18 UNCONDITIONAL TERMINATION FOR CONVENIENCE:

Maricopa County may terminate the resultant Contract for convenience by providing sixty (60) calendar days advance notice to the Contractor.

6.19 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:

Notice is given that pursuant to A.R.S. § 38-511 the County may cancel any Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S § 38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

6.20 OFFSET FOR DAMAGES;

In addition to all other remedies at law or equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract.

6.21 ADDITIONS/DELETIONS OF SERVICE:

6.21.1 The County reserves the right to add and/or delete **materials** ~~products and/or services~~ provided under this Contract. If a **service** requirement is deleted, payment to the Contractor will be reduced proportionately to the amount of service reduced in accordance with the **bid** ~~proposal~~ price. If additional **materials** ~~services and/or products~~ are required from this Contract, prices for such additions will be negotiated between the Contractor and the County.

6.21.2 The County reserves the right of final approval on proposed staff for all Task Orders. Also, upon request by the County, the Contractor will be required to remove any employees working on County projects and substitute personnel based on the discretion of the County within two business days, unless previously approved by the County.

6.22 RELATIONSHIPS:

In the performance of the services described herein, the Contractor shall act solely as an independent contractor, and nothing herein or implied herein shall at any time be construed as to create the relationship of employer and employee, partnership, principal and agent, or joint venture between the District and the Contractor.

6.23 SUBCONTRACTING:

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

6.24 AMENDMENTS:

All amendments to this Contract shall be in writing and approved/signed by both parties. Maricopa County Office of Procurement Services shall be responsible for approving all amendments for Maricopa County.

6.25 **ACCESS TO AND RETENTION OF RECORDS FOR THE PURPOSE OF AUDIT AND/OR OTHER REVIEW:** ~~RETENTION OF RECORDS~~:

6.25.1 **In accordance with section MCI 371 of the Maricopa County Procurement Code** the Contractor agrees to retain **all books, records, accounts, statements, reports, files, and other records and back-up documentation**~~ books, records, and other documents~~ relevant to this Contract for six (6) years after final payment or until after the resolution of any audit questions which could be more than six (6) years, whichever is longer. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

6.25.2 If the Contractor's books, records **accounts, statements, reports, files, and other records and back-up documentation**~~ and other documents~~ relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

6.25.3 If at any time it is determined by the County that a cost for which payment has been made is a disallowed cost, the County shall notify the Contractor in writing of the disallowance. The course of action to address the disallowance shall be at sole discretion of the County, and may include either an adjustment to future claim submitted by the Contractor by the amount of the disallowance, or to require reimbursement forthwith of the disallowed amount by the Contractor by issuing a check payable to Maricopa County.

6.26 PUBLIC RECORDS

All Offers submitted and opened are public records and must be retained by the Records Manager at the Office of Procurement Services. Offers shall be open to public inspection after Contract award and execution, except for such Offers deemed to be confidential by the Office of Procurement Services. If an Offeror believes that information in its Offer should remain confidential, it shall indicate as confidential, the specific information and submit a statement with its offer detailing the reasons that the information should not be disclosed. Such reasons shall include the specific harm or prejudice which may arise. The Records Manager of the Office of Procurement Services shall determine whether the identified information is confidential pursuant to the Maricopa County Procurement Code.

6.27 AUDIT DISALLOWANCES:

If at any time, County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

6.28 ALTERNATIVE DISPUTE RESOLUTION:

6.28.1 After the exhaustion of the administrative remedies provided in the Maricopa County Procurement Code, any contract dispute in this matter is subject to compulsory arbitration. Provided the parties participate in the arbitration in good faith, such arbitration is not binding and the parties are entitled to pursue the matter in state or federal court sitting in Maricopa County for a de novo determination on the law and facts. If the parties cannot agree on an arbitrator, each party will designate an arbitrator and those two arbitrators will agree on a third arbitrator. The three arbitrators will then serve as a panel to consider the arbitration. The parties will be equally responsible for the compensation for the arbitrator(s). The hearing, evidence, and procedure will be in accordance with Rule 74 of the Arizona Rules of Civil Procedure. Within ten (10) days of the completion of the hearing the arbitrator(s) shall:

6.28.1.1 Render a decision;

6.28.1.2 Notify the parties that the exhibits are available for retrieval; and

6.28.1.3 Notify the parties of the decision in writing (a letter to the parties or their counsel shall suffice).

6.28.2 Within ten (10) days of the notice of decision, either party may submit to the arbitrator(s) a proposed form of award or other final disposition, including any form of award for attorneys' fees and costs. Within five (5) days of receipt of the foregoing, the opposing party may file objections. Within ten (10) days of receipt of any objections, the arbitrator(s) shall pass upon the objections and prepare a signed award or other final disposition and mail copies to all parties or their counsel.

6.28.3 Any party which has appeared and participated in good faith in the arbitration proceedings may appeal from the award or other final disposition by filing an action in the state or federal court sitting in Maricopa County within twenty (20) days after date of the award or other final disposition. Unless such action is dismissed for failure to prosecute, such action will make the award or other final disposition of the arbitrator(s) a nullity.

6.29 SEVERABILITY:

The invalidity, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of this Contract.

6.30 VALIDITY:

The invalidity, in whole or in part, of any provision of the Contract shall not void or affect the validity of any other provision of the Contract.

6.31 RIGHTS IN DATA:

The County shall ~~own~~ have the use of all data and reports resulting from this Contract without additional cost or other restriction except as ~~provided by law~~ **may be established by law or applicable regulation.** Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

6.32 INTEGRATION:

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied.

6.33 VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §41-4401 AND FEDERAL IMMIGRATION LAWS AND REGULATIONS:

6.33.1 By entering into the Contract, the Contractor warrants compliance with the Immigration and Nationality Act (INA using e-verify) and all other federal immigration laws and regulations related to the immigration status of its employees. The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract. The Contractor and its subcontractors shall also maintain Employment Eligibility Verification forms (I-9) as required by the Immigration Reform and Control Act of 1986, as amended from time to time, for all employees performing work under the Contract and verify employee compliance using the E-verify system. I-9 forms are available for download at USCIS.GOV.

6.33.2 The County may request verification of compliance for any contractor or subcontractor performing work under the Contract. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or department of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

~~6.34 VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §§35-391.06 AND 35-393.06 BUSINESS RELATIONS WITH SUDAN AND IRAN:~~

~~6.34.1 By entering into the Contract, the Contractor certifies it does not have scrutinized business operations in Sudan or Iran. The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract.~~

~~6.34.2 The County may request verification of compliance for any contractor or subcontractor performing work under the Contract. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or department of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.~~

6.35 CONTRACTOR LICENSE REQUIREMENT:

6.35.1 The Respondent shall procure all permits, insurance, licenses and pay the charges and fees necessary and incidental to the lawful conduct of his/her business, and as necessary complete any required certification requirements, required by any and all governmental or non-governmental entities as mandated to maintain compliance with and in good standing for all permits and/or licenses. The Respondent shall keep fully informed of existing and future trade or industry requirements, Federal, State and Local laws, ordinances, and regulations which in any manner affect the fulfillment of a Contract and shall comply with the same. Contractor shall immediately notify both Office of Procurement Services and the using agency of any and all changes concerning permits, insurance or licenses.

6.35.2 Contractor furnishing finished products, materials or articles of merchandise that will require installation or attachment as part of the Contract, shall possess any licenses required. A Respondent is not relieved of its obligation to posses the required licenses by subcontracting of the labor portion of the Contract. Respondents are advised to contact the Arizona Registrar of Contractors, Chief of Licensing, at (602) 542-1525 to ascertain

licensing requirements for a particular contract. Respondents shall identify which license(s), if any, the Registrar of Contractors requires for performance of the Contract.

6.36 INFLUENCE

As prescribed in MC1-1202 of the Maricopa County Procurement Code, any effort to influence an employee or agent to breach the Maricopa County Ethical Code of Conduct or any ethical conduct, may be grounds for Disbarment or Suspension under MC1-902.
An attempt to influence includes, but is not limited to:

6.36.1 A Person offering or providing a gratuity, gift, tip, present, donation, money, entertainment or educational passes or tickets, or any type valuable contribution or subsidy,

6.36.2 That is offered or given with the intent to influence a decision, obtain a contract, garner favorable treatment, or gain favorable consideration of any kind.

If a Person attempts to influence any employee or agent of Maricopa County, the Chief Procurement Officer, or his designee, reserves the right to seek any remedy provided by the Maricopa County Procurement Code, any remedy in equity or in the law, or any remedy provided by this contract.

6.37 CERTIFICATION REGARDING DEBARMENT AND SUSPENSION

6.37.1 The undersigned (authorized official signing for the Contractor) certifies to the best of his or her knowledge and belief, that the Contractor, defined as the primary participant in accordance with 45 CFR Part 76, and its principals:

6.37.1.1 are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or agency;

6.37.1.2 have not within 3-year period preceding this Contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statues or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

6.37.1.3 are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and

6.37.1.4 have not within a 3-year period preceding this Contract had one or more public transaction (Federal, State or local) terminated for cause of default.

6.37.2 Should the Contractor not be able to provide this certification, an explanation as to why should be attached to the Contact.

6.37.3 The Contractor agrees to include, without modification, this clause in all lower tier covered transactions (i.e. transactions with subcontractors) and in all solicitations for lower tier covered transactions related to this Contract.

6.38 GOVERNING LAW:

This Contract shall be governed by the laws of the state of Arizona. Venue for any actions or lawsuits involving this Contract will be in Maricopa County Superior Court or in the United States District Court for the District of Arizona, sitting in Phoenix, Arizona

6.39 ORDER OF PRECEDENCE:

In the event of a conflict in the provisions of this Contract and Contractor's license agreement, if applicable, the terms of this Contract shall prevail.

6.40 INCORPORATION OF DOCUMENTS:

The following are to be attached to and made part of this Contract:

6.40.1 Exhibit A, Pricing;

6.40.2 Exhibit B, Scope of Work; and

6.40.3 Exhibit C, Sample Project Plan Timeline

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

CONTRACTOR

AUTHORIZED SIGNATURE

MARK TURNER - PRESIDENT/CEO

PRINTED NAME AND TITLE

3801 E. PLANO PKWY, PLANO, TX 75074

ADDRESS

3/16/10

DATE

MARICOPA COUNTY

CHAIRMAN, BOARD OF SUPERVISORS

APR 0 5 2010

DATE

ATTESTED:

CLERK OF THE BOARD 033110

APR 0 5 2010

DATE

APPROVED AS TO FORM:

LEGAL COUNSEL

April 3 2010

DATE

EXHIBIT A
PRICING

SERIAL 09089-RFP
NIGP CODE: 91579

RESPONDENT'S NAME:	**Value Added Communications Inc.**
COUNTY VENDOR NUMBER :	W000002881
ADDRESS:	**3801 East Plano Parkway, Suite 100**
	Plano, Texas 75074
P.O. ADDRESS:	N/A
TELEPHONE NUMBER:	972-535-3363
FACSIMILE NUMBER:	972-535-3324
WEB SITE:	***www.vaci.com***
CONTACT (REPRESENTATIVE):	**Mark Turner - President/COO**
REPRESENTATIVE'S E-MAIL ADDRESS:	***mark.turner@vaci.com***

	YES	NO	REBATE
WILL ALLOW OTHER GOVERNMENTAL ENTITIES TO PURCHASE FROM THIS CONTRACT	[X]	[ ]	
WILL ACCEPT PROCUREMENT CARD FOR PAYMENT:	[X]	[ ]	
WILL OFFER REBATE (CASH OR CREDIT) FOR UTILIZING PROCUREMENT CARD:	[ ]	[X]	%

(Payment shall be made within 48 hours of utilizing the Purchasing Card)

RESPONDENT IS REQUIRED TO PICK ONE OF THE FOLLOWING PAYMENT TERMS. FAILURE TO INDICATE PAYMENT TERMS WILL RESULT IN A DEFAULT TO NET 30 DAYS. RESPONDENT MUST INITIAL THEIR SELECTION BELOW.

[X] NET 30 DAYS

1.0 Revenue and Commission Percentages:

In addition to the below commission percentage to be paid on Gross Revenues, VAC offers a one-time signing bonus of $500,000.00 to be paid to the County ~~upon contract award and approval~~ **effective July 1, 2010.**

Annual Revenue	Commission Percentage	
	Local	Long Distance
$ 0 - $500,000	65%	65%
$500,001 - $1,000,000	65%	65%
$1,000,001 - $1,500,000	65%	65%
$1,500,001 - $2,000,000	65%	65%
$2,000,001 - $2,500,000	65%	65%
$2,500,001 - $3,000,000	65%	65%
$3,000,001 - $3,500,000	65%	65%
$3,500,001 - $4,000,000	65%	65%
$4,000,001 - $4,500,000	65%	65%
$4,500,001 - $5,000,000	65%	65%
$5,000,001- $5,500,000	65%	65%
$5,500,001 - $6,000,000	65%	65%
$6,000,001 - $6,500,000	65%	65%
$6,500,001 - $7,000,000	65%	65%

EXHIBIT A-cont'd

VAC has provided within the pages to follow a detailed Pricing Structure Proposal to include Proposed Commission Percentage and Signing Bonus, Proposed Calling Rates and Other Fees as required.

Following the Pricing Structure Proposal, VAC has provided a completed Attachment A document as required.

Proposed Commission Percentage and Signing Bonus:
VAC offers the County a commission percentage of **65%** to be paid on gross revenues as defined below. The commission percentage will be fixed for the term of the agreement.

In addition to the proposed **65%** commission rate, VAC will pay the County a one-time Signing Bonus of **$500,000.00** to be paid upon contract award and approval. This Signing Bonus is in addition to commissions and will provide the County with an effective first year commission percentage of approximately **71%.** All subsequent years will be paid at the 65% commission rate.

VAC will calculate the offered commission precentage against Total Gross Revenue with no deductions for fraudulent, bad debt, un-billable or uncollectible calls. VAC further defines Gross Revenue as the revenue generated from all inmate telephones installed by VAC within MCSO's facilities through all calling types traditional collect, prepaid collect, and inmate paid debit at the contracted per call surcharge and per minute rates.

There will be no deduction for access line charges, equipment and personnel expense. Gross Revenue is less any "other fees" as detailed within this document, taxes or tax like surcharges as mandated by any government entity and added to the cost of the call.

To calculate the MCSO's monthly commission revenue, VAC will simply take the Total Gross Revenue as defined above and multiply this total by the proposed commission percentage of 65%.

Proposed Rates:
VAC has provided below its proposed per call surcharges and rates per minute (Rates) for all calling types. With the exception of taxes and tax like surcharges as mandated by any Governmental taxing authority and added to the listed rates, VAC does not add any additional charges or administrative fees to the per call rates listed.

The listed Rates are as charged under the County's existing Inmate Telephone Service contract and will apply to all call types, Traditional Collect, Prepaid Collect and Debit/Debit Card.

(Eff. 06/01/2015)

	Connection Fee	Per Minute Charge			
		Day	Evening	Night	
COLLECT					
Local	**$ 2.65**	**$0.00**	**$0.00**	**$0.00**	**(15 min. max.)**
IntraLATA	**$1.95**	**$0.25**	**$0.25**	**$0.25**	**(20 min. max.)**
Intrastate	**$3.40**	**$0.30**	**$0.30**	**$0.30**	**(20 min. max.)**
Interstate	**$0.00**	**$0.25**	**$0.25**	**$0.25**	**(20 min. max.)**
PRE-PAID					
Local	**$ 2.65**	**$0.00**	**$0.00**	**$0.00**	**(15 min. max.)**
IntraLATA	**$1.95**	**$0.25**	**$0.25**	**$0.25**	**(20 min. max.)**
Intrastate	**$3.40**	**$0.30**	**$0.30**	**$0.30**	**(20 min. max.)**
Interstate	**$0.00**	**$0.21**	**$0.21**	**$0.21**	**(20 min. max.)**

~~Eff. 07/20/11~~

~~Call Type~~	~~Per Call Surcharge~~	~~Rate Per Minute~~
~~Local~~	~~$2.65 2.30~~	~~$0.00~~
~~IntraLata~~	~~$1.95~~	~~$0.25~~
~~InterLata~~	~~$3.40~~	~~$0.30~~
~~*InterState~~	~~$4.55~~	~~$0.89~~

*InterState rates will apply to Canadian and Caribbean calls.

For international calling, other than Canada and the Caribbean, VAC will continue to provide calling cards to be sold in increments of $20.00 allowing for 5 minutes of use. County will be commissioned on the total card value at the proposed commission percentage.

VAC will continue to allow Traditional Collect calling to Mexico. Under this program, calls will be routed as they are today through NCIC at rates as established by Tel-Mex. The County will be commissioned monthly at the proposed commission rate multiplied against the $1.60 per completed call as paid to VAC by NCIC.
In the event that the County chooses to implement an Inmate Paid Debit Calling program, calls to Mexico will be billed at the InterState rates as listed above and revenues will be commissioned at the proposed commission percentage.

Other Fees:
VAC has provided below its non-commission fees as may be charged to users of the system.
As stated in response in the above Proposed Rates section, VAC does not add additional fees or charges to the cost of individual calls. The calls are rated by simply multiplying the duration of the call by the per call surcharge and rate per minute.

VAC does however charge the following fees associated with LEC billing accounts, credit card payments and zero usage accounts. These are the only additional fees that a user of the system would incur. VAC does not charge account set-up, account closure or refunds fees.

Credit Card Convenience Fee:
VAC will offer users of the system (friends and family) as an alternative to traditional collect billing or as a means to receive calls on non-billable telephone numbers or cell phones, the ability to establish a Prepaid Account to receive calls from inmates.

Users that utilize a credit card to deposit funds to their prepaid account, will be charged a per credit card use convenience fee of $7.95. VAC is one of the few vendors that manages its own credit card payment center. VAC does not utilize third party credit card payment centers such as Western Union that charge credit card use fees in excess of $11.00. Additionally, because VAC does not utilize third party credit card processing centers, VAC can commit to keeping the Credit Card convenience fee fixed for the term of the agreement.

It is important to note that account holders can, as an alternative to credit card deposits, make prepaid deposits via money order or cashier's check at no charge.

VAC can offer, upon approval by the County, Friends and Family members the ability to deposit funds directly to an inmate's debit calling account. This service named V-Direct, is provided via a VAC maintained Web site and requires the use of credit card to deposit the funds. Friends and family members that utilize this service will be charged a $7.95 per use credit card convenience fee. As stated above, VAC owns and operates all credit card transaction processes and does not utilize a third party. The convenience fee will be fixed for the term of the agreement.

LEC invoice Fee:
For users of the system (friends and family) that have a billable telephone number and choose to receive inmate calls on their Local Exchange Carrier (LEC) invoice (Traditional Collect), VAC's billing agent MCH will charge, where allowed by the State Public Utility Commission, a per invoice LEC Invoice Fee. This fee is charged by VAC's billing agent to recover the fees charged by the LEC for billing of the call on the user's LEC invoice. The fee is only charged where allowed by any State Public Utility Commission and is generally a per invoice fee of $2.50. There are no other fees charged on the user's LEC invoice.

Zero Usage Fee:
Although account holders have the ability to request, at no charge, a refund of any and all unused prepaid funds, in order to manage abandoned prepaid funds, VAC will charge a Zero Usage Fee of $4.95 per month. The Zero usage fee becomes applicable upon 180 days of account inactivity and is charged until the account reaches a zero balance. Again, VAC will make refunds and close the prepaid at any time at no cost to the account holder. The account holder simply calls into VAC operator center in Plano Texas and requests the refund.

EXHIBIT B

1.0 INTENT:

Maricopa County (hereafter referred to as County) requests your organization to submit a written proposal to enter into a revenue contract for providing a coinless collect/debit open architecture telephone system for the Maricopa County Sheriff's Office (hereafter referred to as MCSO). Proposals are solicited to establish a contract for the furnishing, installation, and maintenance of charge-call (coinless) pay telephones to provide local, long distance, and international calling in the Maricopa County Jail facilities and provide the necessary equipment, software and personnel expertise to implement, maintain, reproduce and monitor audio recordings of all non-legal calls in this contract.

2.0 SCOPE OF WORK:

Maricopa County is seeking a single prime contractor with end-to-end responsibility for a turnkey inmate telephone system and services. Subcontractor relationships shall be permitted, however, the prime contractor shall be responsible for the entire operation of the inmate telephone system. The proposer shall verify the completeness of all service components and ensure that any and all equipment, materials and services required for installation, operation, or maintenance will be provided by proposer without claim for payment or reduction in commission level. Maricopa County shall bear no responsibility for any costs associated with the equipment and services solicited in the document. The selected Contractor should have the ability to implement a turnkey solution that includes collect, prepaid collect, and debit calling options. This includes all the necessary labor, circuits interconnecting with the local exchange carrier and/or inter-exchange carrier. The Inmate Telephone System must include a flexible call accounting system, blocked number capabilities, differentiation between legal and personal calls with various pre-recorded brandings for the specific type of call being placed, digital recording of personal calls made and a time synched network for all associated equipment in the system. The system must be of an open architecture to allow ease of integration with existing or future systems that operate on either PC based networks or mainframes. It must meet ADA requirements, provide access to both Spanish and English, and have extensive call blocking capabilities at various levels and various times as deemed necessary by MCSO. The system shall be capable of downloading data to MCSO applications for investigative and statistical purposes and capable of receiving downloaded data from the Sheriff's Office Jail Management System or other MCSO systems. No second dial tone or third party/conference calling is permitted, unless specified by MCSO.

VAC **Response:**

VAC proposes to extend our turn-key inmate telephone service to MCSO with our latest ***Focus*** call processing and recording platform and the latest features requested in this RFP. The ***Focus*** system is based on open telecom grade hardware and software. VAC will integrate the new system into the existing ITS network including the ability to control the system from networked administration workstations and network-wide synchronization from a central time server.

The ***Focus*** system, backed by VAC's back office maintenance, and local support capabilities, will provide all of the inmate telephone services requested in the RFP.

The VAC ***Focus*** system switches inmate telephones to LEC and IXC circuits obtained and coordinated by VAC. VAC provides all installation services and management of subcontractors at no cost to MCSO. VAC will provide complete inspection and verification services, and will fully support any independent inspection activities and requirements of MCSO.

The VAC ***Focus*** system provides traditional (billed) collect and prepaid collect calling. VAC can also deploy inmate debit calling (which becomes feasible with the introduction of voice biometric PIN verification as per section 2.9.5), if desired by MCSO.

VAC will continue the use of the unique MCSO-customized ***Special Numbers Table*** to provide reliable segmentation of legal calls from monitoring, recording, and if desired charging. VAC has the interfaces and procedures in place that have served MCSO well over the course of the past contract. VAC will also continue the proven JMS interface on the VAC platform developed specifically for MCSO.

Major features of the VAC ***Focus*** system include:

- Full control of Class of Service settings from administrative workstations
- Flexible branding and in-call announcements
- Login security with fully flexible account privilege settings
- Full English and Spanish prompts
- Flexible blocking (system, facility, phone, and inmate)
- On-line data availability for investigation
- ADA compliance features
- Security and fraud prevention including second dial tone and 3-way / conference calling

The full functionality of the VAC inmate telephone solution and our ability to meet the needs of the MCSO are detained through the remainder of this section of the proposal response.

2.1 TELEPHONE EQUIPMENT REQUIREMENTS:

There are currently a total of 980 inmate telephones throughout the entire jail system. The Contractor shall install additional inmate telephone system sets, or remove unnecessary inmate telephone system sets, as may be requested by MCSO from time-to time at no additional charge to MCSO.

VAC **Response:**

VAC has read, understands and is compliant. VAC proposes to replace the existing inmate telephones at all MCSO facilities with new telephones, as described in **responses 2.1.2 and 2.1.3**. VAC will also add additional sets or remove unnecessary sets as requested by MCSO at no charge.

Should the need arise for a portable solution for a specific inmate, how will your company achieve providing service to this inmate? (Section 2.1)

VAC **Response:**

VAC has available three separate methods to provide portable service;

1. A security phone (reinforced steel casing, metal handset cord, etc.) attached to a roll-around cart with a long mounting cord to allow the wire to extend to the nearest inmate telephone jack (up to 100').
2. A hand held non-security cordless phone that can be delivered to inmates for use in areas where the hardened security phone protections are deemed unnecessary by MCSO (as an example, some situations in the Hospital ward), and where the cordless base can be plugged in close enough to the inmate to allow sufficient signal strength to the handset.
3. A hand held non-security phone with a long mounting cord to allow the wire to extend to the nearest jack (up to 100') for use in areas where a cordless phone will not function due to signal blocking in the facility and where a roll-around cart security phone is deemed unnecessary by MCSO.

In all of these scenarios the inmate calls must pass the same system security screening processes as calls made in the general population on standard security phones. VAC will work with MCSO to determine what combination of these methods is appropriate for each MCSO facility and will provide and maintain the selected service in each facility.

2.1.1 EQUIPMENT SPECIFICATIONS:

Telephone machines furnished under this contract shall meet or exceed the current National Corrections Standard to include a touchtone key pad. The telephones must be new or in like-new condition and appearance, in good working condition, and fully operable when installed and during the contract period. The equipment must be approved by MCSO before installation.

Response:

VAC has read, understands and is compliant. All telephones will possess a touchtone keypad, and meet or exceed National Corrections standards. The phones will be subject to approval by MCSO immediately upon contract award. Phones will be substituted for the existing VAC-supplied phones and phased into operation on the VAC platform. The phones proposed are detailed in **responses 2.1.2 and 2.1.3**.

2.1.2 INTAKE AREAS:

The telephones installed in the isolation cells of Intake shall be durable, wall mounted coinless speaker phones that do not contain a handset. There are currently a total of 28 isolation cells.

Response:

VAC has read, understands and is compliant. VAC will install inmate telephone instruments in the Intake isolation cells and any other location as directed by MCSO. VAC uses equipment from industry leading vendors such as Wintel. The specific station to be installed is selected specifically for suitability for each application. All telephone stations are hearing aid compatible and FCC registered. The stations are secured with a 14 gauge retainer bracket for maximum vandal resistance. Per the request of MCSO, this telephone station is "hands free" and has no cord or removable handset. The station is non-coin and has no removable parts. A feature summary of a "cordless" telephone set that we have deployed from Wintel is illustrated with a feature summary below.

Representative Wintel Cordless Inmate Telephone Instruments	
	➢ Design provides similar privacy to that of a corded handset ➢ Proven reliability, durability, and flexibility. ➢ DuraClear® Technology ➢ All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) ➢ Built-in user controlled volume 'LOUD' button for ADA mandated volume control (user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements). Hearing aid compatible. ➢ Cold rolled steel provides rugged vandal resistant telephone housing designed and built for inmate use ➢ Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party ➢ Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism; are water, flame, and shock resistant.

	➢ Equipped with a compact tamper resistant window card holder. ➢ Features including size and mounting hardware meet telephone industry standards. ➢ Pin-in-head security screws minimize tampering ➢ FCC registered

2.1.3 ALL OTHER AREAS:

Heavy duty Coinless Wall Mount Pay Phones, to include a stainless steel 9" lanyard cord.

VAC **Response:**

VAC has read, understands and is compliant. VAC will install inmate telephone instruments in all MCSO facilities. VAC uses equipment from industry leading vendors such as Wintel. The specific instrument to be installed is selected specifically for suitability for each application. All telephone stations are hearing aid compatible and FCC registered. All are equipped with an armored steel lanyard handset cord with at least 1,000 pound pull strength and secured with a 14 gauge retainer bracket for maximum vandal resistance. The handset has a sealed transmitter and receiver caps, suitable to withstand heavy use and abuse. The station is non-coin and has no removable parts. A feature summary of telephone sets that we have deployed from Wintel is illustrated with a feature summary below.

Representative Wintel Inmate Telephone Instruments	
 	➢ Proven reliability, durability, and flexibility. ➢ DuraClear® Technology ➢ All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) ➢ Built-in user controlled volume 'LOUD' button for ADA mandated volume control (user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements). Hearing aid compatible. ➢ Cold rolled steel provides rugged vandal resistant telephone housing designed and built for inmate use ➢ Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party ➢ Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism; are water, flame, and shock resistant. ➢ Equipped with a compact tamper resistant window card holder. ➢ Features including size and mounting hardware meet telephone industry standards. ➢ Equipped with armored handset cord is equipped with a steel lanyard (minimum 1000 lb pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance. ➢ Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse location

	➢ Pin-in-head security screws minimize tampering ➢ FCC registered

2.1.4 Portable TDD Machines – a total of 25 portable TDD machines shall be provided and replaced or repaired as required, for each facility: 4th Ave Jail 8, Central Intake 1, Lower Buckeye 10, Estrella Jail 2, Towers Jail 2, and Durango Jail 2.

VAC **Response:**

VAC has read, understands and is compliant. VAC will in provide TDD units as required in locations determined by the MCSO. The TDD units will be Ultratec's Supercomm 4400 or similar. The unit is portable and is coupled with any inmate telephone to provide calling access for hearing impaired inmates. The TDD unit will interact with the ***Focus*** system the same as any inmate telephone, <u>including all call controls and restrictions</u>. This TDD unit is compatible with the inmate telephone stations.

Since **a TDD call is treated as any other voice call** by ***Focus*** system, the ***Focus*** system will record the baudot tones exchanged between the TDD device and the called Relay service TDD device. Such calls will have a call record and call recording which is processed the same as any other inmate call. The VAC system has the capability to transcribe the baudot tones from audio playback to a text transcription.

TDD Kiosk (Hearing Impaired) *– The Sheriff's Office is interested in this functionality and would like to include this feature in the contract at no charge, as explained in the presentation. Please describe your recommended solution for MCSO. How many of the units would be provided and maintained? What are your recommended Jail locations (Central Intake, 4th Ave Jail, Lower Buckeye Jail, Towers, Estrella, Durango Jail)?*

VAC **Response:**

VAC would be pleased to include this feature to MCSO at no charge. VAC will provide one kiosk at each Jail location; VAC will work closely with MCSO to select the optimal location in each facility to best serve hearing impaired inmates.

Describe in detail the CDR and audio recording of TTY calls made through your system. Include the data that is retained in the system and address the chain of evidence concerns regarding this data capture and retention. (Section 2.1.4)

VAC **Response:**

The system uses an Ultratec TTY device plugged into designated station ports on the Focus system that prompt the inmate using Baudot tones for his PIN number and the called number. If the call passes normal system controls (operating hours, valid PIN, blocked number table, etc) then the call is forwarded to the relay center and the operator is displayed a message telling her the call is from an inmate and to only forward the call to the number displayed to her.

The TTY call is treated by the ***Focus*** system as any other call regarding CDR and audio recording. There will be a CDR describing all of the call statistics such as time/date, calling device ID and called number. The call is recorded (baudot tone recording) and can be played back on any ITS workstation; a program provided by VAC will display the recording in text that can be printed. The call can be burned to CD and/or the text from the call can be saved or printed.

Is it possible to use the TDD units from the Focus System and contact the Arizona Relay Service at 1-800-367-8939, for TTY users? If so, how is this accomplished? (Section 2.1.4)

Response:

The ***Focus*** system is configured to allow calls to the Arizona Relay Service (ARS) 800 number without blocking (upon request of MCSO). As stated above, the ARS operator will answer the call and communicate with the inmate to determine the relay destination number

2.1.5 Volume Control – All telephones must be equipped with volume controls.

Response:

VAC has read, understands and is compliant. All (100%) of the phones supplied by VAC will include the "LOUD" amplification button, which is re-set to normal upon phone hang-up.

2.1.6 Wheelchair Accessible Height – One wheelchair accessible height pay phone must be installed in each housing unit available to inmates with mobility impairments.

Response:

VAC has read, understands and is compliant. All VAC phones meet ADA requirements as directed by MCSO.

2.1.7 Cut Off Keys – The system requires cut off capability (all telephone calls) for each telephone. Please describe your system.

Response:

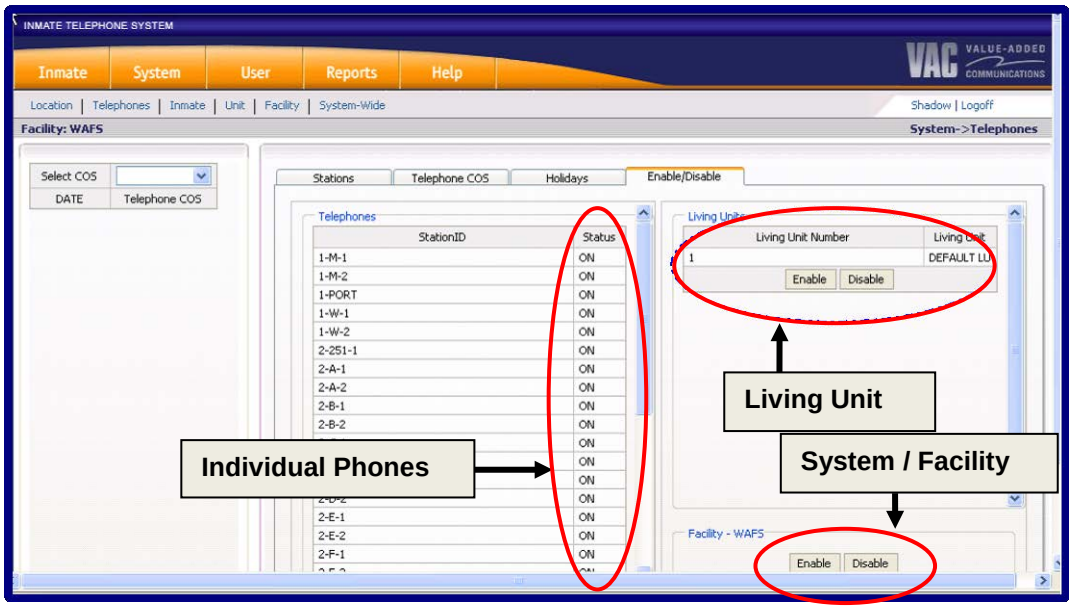
VAC has read, understands and is compliant. VAC provides cut-off capability with both software control and physical switches. VAC proposes to deploy the cut-off capability as described in **responses 2.1.7.1 and 2.1.7.2**.

2.1.7.1 Lower Buckeye Jail, 4th Ave. Jail, and Central Intake require Cut Off Key Workstations in each of the Security Control Rooms. Please describe your system.

Response:

VAC has read, understands and is compliant. VAC's ***Focus*** system provides a software-controlled method to perform the shutdown and activation of telephones. System administrators can shut down all inmate telephone service in the system or selectively disconnect an individual telephone, group of telephones, or all phones in a facility.

The ITS user interface that enables shutdown and activation of phones is illustrated below.



Telephone Station Shutdown & Activation

Shutdown (Deactivate) Individual Phones:

- Click the '**ON**' indicator for the specific **Station ID** in the **Status** column; the indicator will change to '**OFF**'

Shutdown (Deactivate) All Phones in a Living Unit:

- Highlight the Living Unit with the mouse
- Select the '**Disable**' button

Shutdown (Deactivate) All Phones in the Entire Facility:

- Select the '**Disable**' button within the **Facility – [Name]** area

Restoration of the shut down telephones is performed by simply reversing the shutdown procedure. As with the shutdown process, the system immediately responds to the reactivation request and phones are activated.

VAC will provide this capability at each of these locations. VAC will provide an administration workstation in the designated location of each of the three facilities to control the cut-off capability.

2.1.7.2 All other jails are cabled for cut off keys in each housing control location. Please describe your system.

Response:

VAC has read, understands and is compliant. VAC will continue to provide physical cut-off keys in the housing control location of the other jails. Cut-off keys for individual phones and living units have already been provided by VAC, with clear labeling of the affected telephone or living unit. All installation of additional switches (if required) and maintenance of switches is provided at no cost to MCSO.

Please clarify what grade of service your system will provide. Will you use trunking or one-to-one line ratios? (Section 2.2)

Response:

VAC provides **Telco P01** non-blocking grade of service at all sites. The trunking requirements at each facility are determined by traffic engineering studies and implementation rules that accommodate inmate collect calling services.

VAC has utilized this method to determine trunking requirements in the current MCSO system over the past 5+ years with great success. The flexibility of the VAC ***Focus*** system allows additional trunks to be added to individual facilities quickly should inmate population or other factors lead to significant increases in call volume.

2.2 TELEPHONE CALL PROCESSING REQUIREMENTS:

2.2.1 Types of Calls (Exhibit 8) – All telephone calls made by inmates are completed on the Inmate Telephone System. The only exception is telephone calls where the use of a portable TDD machine is required.

Response:

VAC has read, understands and is compliant. The only access for inmate telephones to the outside network is via the VAC ITS, including TDD calls (refer to **response 2.1.4**).

2.2.1.1 Inmate Personal calls – All personal calls are collect, recorded and monitored

Response:

VAC has read, understands and is compliant. All personal calls are collect, recorded, and monitored unless directed otherwise by the Special Numbers Table. Note that although the system will be configured for collect calls only, VAC's platform does support inmate paid debit as well.

2.2.1.2 Legal Calls (# In Special Number Table) – Legal calls are considered right to counsel confidential. These calls are not recorded or monitored and may or may not be collect.

Response:

VAC has read, understands and is compliant. VAC has implemented platform customization that combined with unique procedures designed in coordination with MCSO provides upmost security to ensure the confidentiality of Legal calls.

- The ***Special Number Table*** allows for importation of Legal number directories (e.g. Arizona bar association, Yellow Pages, Yellow Book) as well as manual updates. The VAC platform **will not** record a call to number listed as a Legal number in the Special Number Table.
- **Manual checks** that are run by VAC site technicians every day to ensure the success of daily updates directed by MCSO and consistency of the Special Number Table across all systems in the MCSO system.
- An **automated process** associated with the updates that ensures that the number of entries in the Special Number Table does not **decrease** after an update. If this is detected an alarm is raised to VAC TAC and the VAC site technicians at MCSO jails.
- A customized process to resolve any attorney calls that are recorded in error:
  - The VAC platform provides a quick and exhaustive search capability for any calls to a number identified as a Legal number.
  - VAC alerts MCSO immediately upon detection of any recorded Legal call.
  - The VAC platform provides a "Protect" feature that allows authorized MCSO operators to flag recordings of Legal calls such that they cannot be listened to on the VAC system.

- The initial branding message to the called party for a call that is to be recorded includes a **notification specifically to Attorneys** to not accept the call and provides **a MCSO number to call for resolution**.
  - This provides notification that can prevent an accidental recording of a Legal call.
  - This provides attorneys direction on how to recover from being unable to accept the Legal call.

All legal call numbers will be loaded into the Special Number Table and flagged as non-recorded. The system **will not record** (or allow monitoring) of calls flagged as non-recorded. Calls may be marked as collect or "non-charged." The latter will be free.

Note that the introductory announcement provided to the called party is customized to the calling situation. For example, a legal call will not include the statement "this call will be monitored and recorded" and a free call will not provide an option to obtain a rate quote.

2.2.1.3 Free County Agency Calls (# In Special Number Table) – These calls are not considered right to counsel confidential. The calls are recorded and monitored and are free.

VAC **Response:**

VAC has read, understands and is compliant. All free County Agency numbers will be loaded into the Special Number Table and flagged as free; they will not be flagged as non-recorded. The call will be eligible to be monitored and will be recorded.

Note that the introductory announcement provided to the called party is customized such that the call will not provide an option to obtain a rate quote.

2.2.1.4 Authorized Witness Calls – These calls are not recorded and may or may not be collect.

VAC **Response:**

VAC has read, understands and is compliant. All authorized witness calls (as assigned by MCSO) will be flagged to be non-recorded in the Special Number Tables and/or the Pro-Per inmate calling lists. The number can also be flagged as free in either table.

2.2.2 Call Processing Specifications- The system shall require positive acceptance by the recipient dialing a one digit acceptance code ("1" is recommended). The system shall recognize both DTMF and pulse-dial

VAC **Response:**

VAC has read, understands and is compliant. The ***Focus*** system requires *Positive Call Acceptance*. When the called party answers, the called party will hear an announcement indicating the call is a call from an inmate in a specific MCSO facility, identified by recorded name. This announcement is heard by both parties in the call. The ***Focus*** system will not open the talk path or begin charging for the call until the digit indicating positive acceptance is dialed by the called party. Note that this digit is currently defined as '5' but VAC will change this to '1' as requested by MCSO. The ***Focus*** system will accept called party digit input from both DTMF keypads and rotary dial (pulse).

The ***Focus*** system recognizes standard network indicators of call progress including ringing, answer, busy signals, and SIT tones. Answering machines, no voice from the called party, and operator intercepts will not result in call charging because the acceptance digit is not pressed.

2.2.2.1 At no time will the inmate be able to talk to the recipient of personal calls prior to acceptance of the call.

Response:

VAC has read, understands and is compliant. The ***Focus*** system will not open the talk path or begin charging for the call until the digit indicating positive acceptance is dialed by the called party.

2.2.2.2 Authorized exceptions shall be pre-approved by MCSO for free legal numbers that utilize an automated attendant and allow the inmate to select the attorney extension by pressing a digit. An example includes the Maricopa County Public Defender's Office. These exceptions will only allow an extra 5 digits to be dialed by the inmate. Please describe your system.

Response:

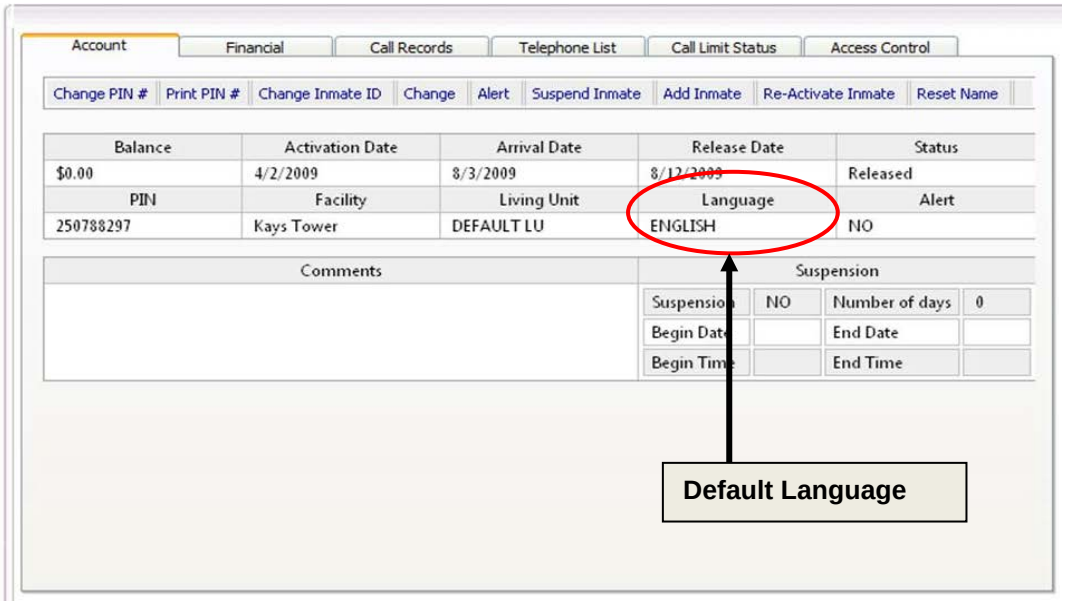
VAC has read, understands and is compliant. VAC supports this functionality with parameterized control of the number of extra dialed digits that will trigger the Extra Dialed Digits (EDD) fraud alert. VAC will configure the new ***Focus*** systems to continue the current setting of 6 digits to trigger EDD, thus allowing for inmates to enter up to 5 digits in response to such automated attendant phone trees.

2.2.3 Inmate Bilingual Voice Prompts – The system shall provide the inmate with the option of either selecting English or Spanish for the branding and voice prompts.

Response:

VAC has read, understands and is compliant. The VAC platform provides a prompt upon inmate taking phone off hook for the inmate to specify the language that they wish to use.

The VAC platform also allows a default language to be defined in the inmate profile, as shown below.



Inmate Default Language Definition

2.2.4 Called Party Bilingual Voice Prompts – The system shall provide the called party the option of either selecting English or Spanish for the voice prompts when a call is placed by an inmate.

Response:

VAC has read, understands and is compliant. The default language played to the called party is English, but the branding announcement will provide an option to select English or Spanish early in the call process.

2.2.5 Automated Use of Phones – Inmates shall be capable of making telephone calls using their PIN (Booking Number) within six (6) hours of a housing assignment. Based on information from the Jail Management System (JMS), Inmate PINs will be activated and deactivated from the ability to place calls upon booking, housing assignment (new and changed), and release from custody.

Response:

VAC has read, understands and is compliant. VAC's system accepts notifications of permanent housing assignment from MCSO on any frequency desired by MCSO (currently this is every 6 hours). Upon the notification, the changes take place immediately and the inmate is able to place calls (activation) or the PIN is prevented from being used to make calls (deactivation).

2.2.6 Automated Operator Service – The system shall be a collect automated operator platform. No access to a live operator is permitted at any time.

Response:

VAC has read, understands and is compliant. All inmate calling is controlled via the ***Focus*** system's automated operator. The system delivers easy-to-follow prompts for all calling operations. Inmate access to a live operator is not allowed.

2.2.7 Line Information Database (LIDB) – The contractor shall provide its own subscription to a LIDB screening service. Describe your service.

Response:

VAC has read, understands and is compliant. VAC supplies the LIDB subscription at no cost to MCSO. The LIDB validation in the call validation process is explained in **response 2.3.10**.

2.2.8 Outgoing Calls only – The system shall be capable of out-going calls only. All incoming calls will be blocked by the system.

Response:

VAC has read, understands and is compliant. It is not possible for incoming calls to be processed through the VAC's ***Focus*** system. PSTN communications circuits are engineered as outbound only, inmate telephones do not have a ringer, and the system will not accept an inbound call signal.

2.2.9 Inmate Name Announcement – The system may include an inmate name announcement when calls are placed by using a PIN. The download of the first and last name from JMS is a desirable feature. Describe your service.

Response:

VAC has read, understands and is compliant. The VAC ***Focus*** system can download the inmate first and last name from JMS and use text-to-speech software to create a file that will be played as the inmate's name in the opening announcement.

> "This is a Value Added Communications Collect Call from [***Inmate Name***] at the Maricopa County [*Jail Name*] Jail…"

VAC V-PIN voice biometric PIN validation (as described in **response 2.9.5**) includes a recorded name used for registration that alternatively can be used for the inmate name in the opening announcement.

Does the inmate have to state his name every time he is relocated to new housing within MCSO? (Section 2.2.9)

Response:

The VAC ***Focus*** system allows the inmate name recordings to be stored at each location separately or *copied to all sites simultaneously* depending upon MCSO's preference. In either case the name is only recorded once by the inmate. VAC's recommendation to provide the most secure application is that each inmate's PIN and voice print be stored on the local server of the facility where he or she resides. When an inmate is transferred within the facility or between facilities the JMS update will notify VAC of the change and the inmates PIN and voice print will be automatically transferred to the new location

2.2.10 Three-Way Detect – The system shall provide detection of three-way call attempts and a notation in the call detail record of the attempt. These calls will be disconnected at the time of the attempt. Please describe your service.

Response:

VAC has read, understands and is compliant. The ***Focus*** system is designed to isolate any attempt by the called party to bridge a call in-progress to a third party, commonly referred to as three-way calling. Upon detection of a three-way call, the call will be flagged within the call detail records and made available for review in a report designed for this specific purpose ("*Three-Way Call Detect*"). Both call parties are played a message indicating that a three-way call has been detected, and then the call is terminated.

In addition, MCSO can request that called parties who abuse three-way calling and call forwarding have the particular called party number blocked in the facility database listing.

VAC has a patent-pending (*US Patent Application* ***20050259809***) proprietary process that utilizes several control points to detect 3-way calling. This technology is the most accurate and reliable in the industry, and allows VAC legal authority to provide the service under any resulting contract with MCSO. The process is active within the Federal Bureau of Prisons several State Departments of Corrections, and numerous County facilities.

Should the need arise (court ordered) to permit a specific inmate or phone to do a 3-way call, how will your company handle this? (Section 2.2.10)

Response:

Requests such as this are handled by the VAC TAC group. TAC can configure any dialed number or a specific inmate PIN to not disconnect on 3-way call attempts. TAC requires that the request be documented by the service manager and approved by MCSO before implementation. Once implemented, the 3-way block restriction on the inmate PIN or on the number dialed (depending upon MCSO's instruction) is lifted until MCSO directs VAC TAC to reinstate the restriction.

Does the Secure Call Platform also detect the "silent" 3 way and conference call feature offered through the telephone service providers and used by called parties of the inmates? (Section 2.2.10)

Response:

There is currently no reliable method of detecting "silent" 3 way and conference calls offered through some telephone service providers. VAC has worked with companies in the past that have proposed to offer a service to detect these calls but none have been able to demonstrate a working solution. If the technology becomes available during the contract term that will detect these types of calls, VAC will provide the solution to MCSO free of charge.

It should be noted that VAC's patented process of detecting 3-way call attempts is multi-layered and does not rely solely on audible clicks or other sounds but utilizes a variety of factors to detect 3-way attempts.

How does your process handle a situation where the inmate blows in the phone instead of stating his name? Or, he is just silent and says nothing? (Section 2.2.10)

Response:

VAC's voice print application ***VPIN*** will not accept blowing, silence, DTMF tones, or other low-phoneme generating methods of name registration. Inmates attempting to utilize these methods to create their voice print will not be able to complete the process and cannot make calls until they re-enroll using acceptable phonemes.

2.2.11 Blocking Inmate Calling – The system shall have the ability to deny access to specific phone numbers, area codes, and prefixes to include toll free, MCSO, operator, victims, etc.

Response:

VAC has read, understands and is compliant. The VAC ***Focus*** system's computerized call control system prevents calls to any unauthorized numbers and provides the ability to block calls to individual telephone numbers as well as groups of numbers generally-prohibited numbers and numbers that incur charges such as those listed below. This blocking will be configured as part of the VAC manufacturing process prior to installation.

The system is pre-programmed to automatically block all incoming calls and inmate outgoing calls to certain numbers, including the following:

- Specific NPA's, such as 411, 800, 888, 877, 866, 855, 550, 555, 700, 900, etc.
- 911 and other emergency service numbers.
- Alternate long distance carriers, via 950, toll free, 10XXX, or other means.
- International calls (unless allowed by the facility).
- Any other number requested by MCSO as described in **response 2.3.3.2**.

2.2.12 Blocking by Called Party – The system shall have the ability of allowing the called party to block all future calls from the inmate, the jail facility, or MCSO jails.

Response:

VAC has read, understands and is compliant. The introductory announcement played to the called party includes this instruction: "To block any future collect calls, dial 7-7." VAC's platform provides the ability to configure the response of the system to block all calls from (a) the calling inmate [by PIN], (b) the facility, or (c) all MCSO jails. The system is currently configured to block by facility as requested by MCSO, but this can easily be changed at MCSO direction.

2.2.13 Branding – The system shall be capable of including a branding at the beginning of each type of telephone call as specified by MCSO. (Exhibit 9, English and Spanish Current

Branding.) All brandings played for the recorded calls shall have the statement included, "This call will be recorded and monitored."

Response:

VAC has read, understands and is compliant. When the called party answers, the called party will hear an announcement as stated in **Exhibit 9** of the RFP. The example is in English, but can be played in Spanish as well. Note that the announcement can be tailored as desired by MCSO.

> "This is a [*Carrier Name*] Collect Call from [*recorded Inmate Name*] at the Maricopa County [*Jail Name*] Jail. **This call will be recorded and monitored.** If this call has been placed to legal counsel, please hang up and notify the Sheriff's Office at 602-876-1202. Do not forward or transfer this call to a Third Party. To accept this call dial 5 now. For rates and further information dial 8. Tao block any future collect calls dial 7-7. To decline this call hang up"

The branding announcement can be customized for each call situation; for example, a call to a legal number will not include the state "This call will be recorded and monitored." The announcement will be in full compliance with Exhibit 9.

2.2.14 Carrier Branding – The system shall include a Carrier Branding to announce the name of the telecommunications provider that rates and bills the call for all call categories.

Response:

VAC has read, understands and is compliant. The branding announcement will identify the carrier of the call.

2.2.15 Limit of PIN Use (by Housing Assignment, Facility, Floor, POD) – The system shall restrict the use of PINs by POD, according to the inmates housing assignment in the JMS.

Response:

VAC has read, understands and is compliant. As VAC does currently, the various locations within a facility (PODs, floors) are defined as "Living Units" (LU) by Class of Service assignment of telephone stations to the LU. The PIN is limited to use of telephones in their LU. VAC will continue to use the JMS feed to assign PIN to current LU.

2.2.16 Random Voice Overlay – The system shall have the capability of inserting a random voice overlay announcement, notifying the called party that the call is originating from the Maricopa County Jail. Timing of the voice prompt, number of times played, and volume should be site adjustable.

Response:

VAC has read, understands and is compliant. The ***Focus*** system will be configured to interject overlay announcements that are audible to both parties, yet not so loud as to preclude communication. The announcements can also be configured if desired to mute communication by both parties while the announcement is being played. The volume of the announcements is adjustable.

Multiple in-call announcements can be configured (e.g. one warning that the call is from a correctional facility, another that the call is being recorded). These announcements can be programmed for specific or random intervals and with a set number of repetitions or as continuous over the duration of the call.

2.2.17 Call Duration – The system shall have the capability of adjusting pre-set call duration limits through software at the request of MCSO. The current durations are set for 12

minutes on local personal calls and 20 minutes on all legal and personal long distance calls.

Response:

VAC has read, understands and is compliant. The ***Focus*** system will continue to allow for easily setting call duration limits using system parameters. The system can be configured to set **Local calls to 12 minutes maximum duration** and **Long Distance or any called number in the *Special Numbers Table* to 20 minutes maximum duration**.

Is the Branding or Random Voice Overlay duration included in the maximum duration (12 or 20 minutes) of the call? (Section 2.2.17)

Response:

The 'Branding' announcement is played prior to acceptance of the call by the called party and therefore does not count in the maximum duration of the call.

The Random Voice Overlay announcements play during the course of the call and therefore are included in the maximum duration of the call. However, these announcements are brief and can be talked over by the inmate and called party making their intrusion into the call minimal.

2.2.18 Call Limit Notification in Advance – The system shall be capable of notifying the inmate and the called party in advance of the call terminating.

Response:

VAC has read, understands and is compliant. The ***Focus*** system is configured to provide an audible cut-off warning when a call reaches one (1) minute call length time remaining [this is the current MCSO default]. The announcement notifies the parties that the call will terminate in 1 minute. This default warning can be adjusted to play at a shorter or longer period before expiration of the call (e.g., at 30 seconds or 2 minutes). The call is terminated by the system when the call duration limit is reached.

2.2.19 Notification of Site or Credit Limit - The system shall be capable of notifying the end user when they have reached 90% of the site or personal credit limit. Describe the process.

Response:

VAC has read, understands and is compliant. The VAC ***Focus*** system will play low balance message audible to both parties whenever the following occurs:

- Traditional Collect call: when the current balance to be billed to the called party exceeds 90% of the allowed collect credit limit.
- Prepaid Collect call: when the client has used 90% of the prepaid time purchased.

Note that if the MCSO were to implement inmate debit account calling (which could be accomplished with secure PIN entry via voice biometric verification as per **response 2.9.5**), the same type message could be played when the inmate has used 90% of the prepaid time purchased.

2.2.20 Switch Hook Detection – The system shall guard against "hook-switch dialing" and other fraudulent activities.

Response:

VAC has read, understands and is compliant.

Switch Hook Flash Detection: The VAC platform will disconnect a call upon any activation of the switch hook.

The VAC platform provides a variety of features to secure it against fraudulent activities. With more than 20 years of development, the system's security and fraud prevention features and functionality have been refined through customer input and experience. The table below details some of the major security and fraud prevention features of the VAC ***Focus*** system.

Feature Name	Description	Advantages
Custom site Name Announcement and Branding	Provides called party with location of detainee and company providing the calling service	Prevents inadvertent call acceptances. Provides the called party with company information that helps to recognize billing. Provides the called party with the facility name if needed to request a block or report harassing call attempts. Meets State and Federal regulatory requirements for branding.
Custom Call Rate Branding	Provides pre-acceptance branding of call rates.	Offers compliance with regulatory requirements.
LIDB Validation	LIDB Validation can be performed in one of two ways: full query for every call attempt or based on cached results from prior completed calls.	Provides protection against placement of calls to numbers with collect call restriction, cell phones, or pay phones. Complies with State and Federal regulations regarding prohibition of collect calls to called parties that have specifically requested blocking of this call type.
Dual Tone Multi Frequency (DTMF) Positive Call Acceptance	Requires acceptance by the called party through the keypad of their touch-tone phone.	Ensures acceptance by the called party and virtually eliminates the risk of 'false' acceptance by answering machines, fax machines or automated attendant systems.
Workstation display of calls in progress	Provides live call activity detail viewing.	Excellent resource for troubleshooting or investigative purposes. Provides instant snapshot of system activity.
System identification of telephone location	Provides phone location identification for each call placed.	Excellent cross reference resource for use in system management, maintenance, and surveillance.
Block sound path during call setup	Prohibits communication between inmate and called party prior to call acceptance.	Gives the called party the opportunity to reject the call without being heard by the inmate. Eliminates opportunity for inmate to harass the called party during set-up. Eliminates opportunity for the inmate to pass messages during the call set-up period.

Prevent Extra Dialed Digits	Blocks keypad entries once the inmate has entered all necessary information for call placement.	Prevents inmate from attempting to bypass or circumnavigate system controls. Also prevents inmates from using the keypad to access the called party's phone system when placed on hold.
Three-way Call Detection and tracking	Detects three-way call attempts and notates call detail record.	Allows for non-intrusive Investigation / tracking of three-way calling activity.
Three-way call Detection Voice Overlay Warning	Detects three-way call attempts and initiates a voice overlay announcement.	Provides notice to third party that they are speaking to an inmate at a correctional facility. This is helpful in warning unknowing third parties so that they can report the activity and/or terminate the call.
Three-way Call Detection Disconnect	Detects three-way call attempts, plays an explanatory message, and disconnects call and notates call record.	Allows for immediate disconnection of potential three-way calling activity.
Switch Hook Flash Detection	Detects any attempt to obtain a 2nd dial tone by hook switch flash	Prevents chained dialing to undetected destinations.
Remote Call Forwarding Detection	Patent-pending feature during call validation checks the billing name and address of the billed party to determine if the ANI and address correspond to the geographic / phone number database.	Prevents calls to unauthorized destinations based on outside RCF assistance.
Random Voice Overlay	Provides random voice overlay telling all call parties that the call is originating from an inmate at a correctional facility.	Provides warning to unknowing call recipients – provides some protection against the potential negatives of three-way calling without using detection methods.

2.2.21 Customer Billing – Shall not begin until the call is accepted.

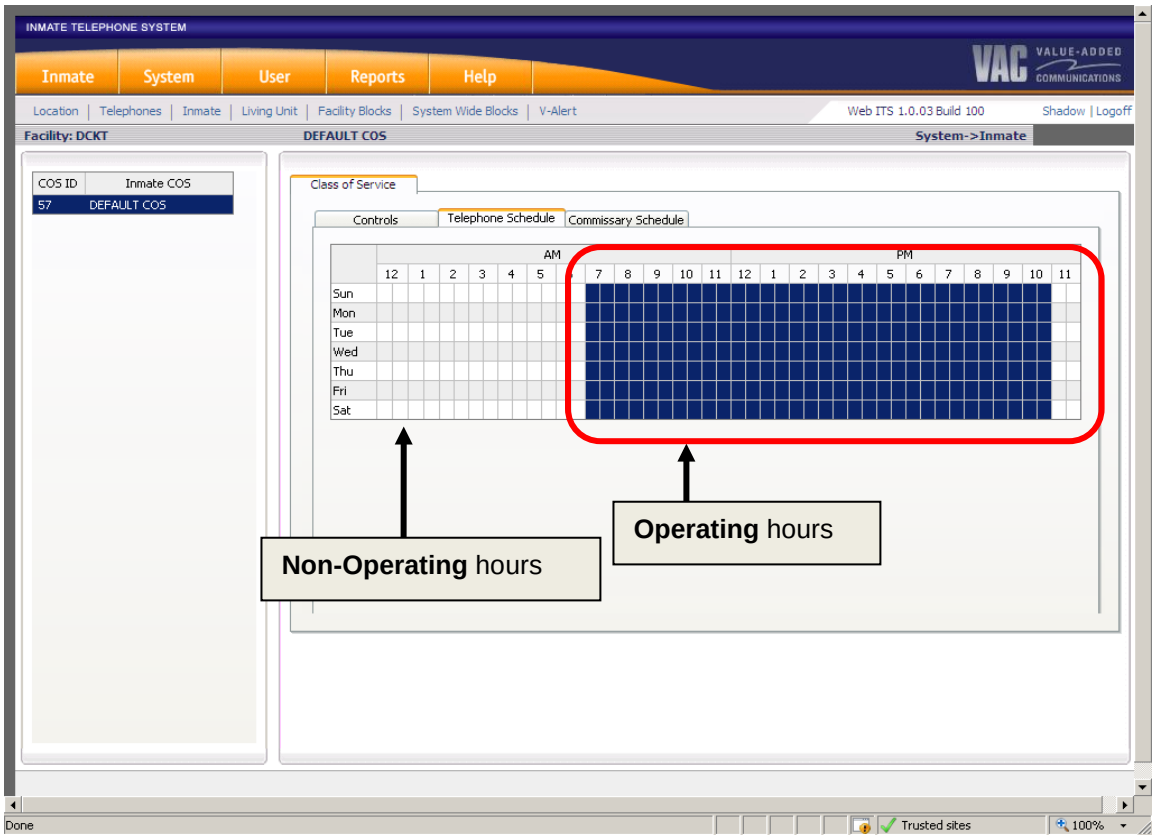
Response:

VAC has read, understands and is compliant. Charging for any call does not begin until the called party has positively accepted the call.

2.2.22 Daily Times Set for Turn On and Off – The system shall have the capability to provide automatic daily turn on and off at designated times by phone, PIN, POD, Facility or entire system.

Response:

VAC has read, understands and is compliant. Telephone time of day access is programmable *Class of Service* (COS) parameter. The default COS defines the telephone operating hours for the entire facility. The operation hours schedule are customized for each day of the week. Once these schedules are established, calling is automatically controlled by the system. The interface for this control is illustrated below.



Class of Service - Calling Operating Hours

Define an hour as an Operating Hour:

- Click the WHITE square corresponding to the hour on the chosen day of week to turn the square DARK BLUE.

Define an hour as a non-Operating Hour:

- Click the DARK BLUE square corresponding to the hour on the chosen day of week to turn the square WHITE.

System administrators will also establish other COS definitions, which are variations from the facility-wide calling schedule defaults, if so desired. Each COS can be assigned separate and distinct calling schedule controls. These variations are saved and can be defined as exceptions to the default **for given telephone stations or living areas**.

The same control can be provided on a per-inmate basis. Each inmate's profile includes an hours of operation schedule control identical to that illustrated above on the **Access Control** -> **Telephone Schedule** tab**.**

2.2.23 Block Simultaneous Use of PIN – The system shall have the ability to identify, block and document simultaneous use of a pin number.

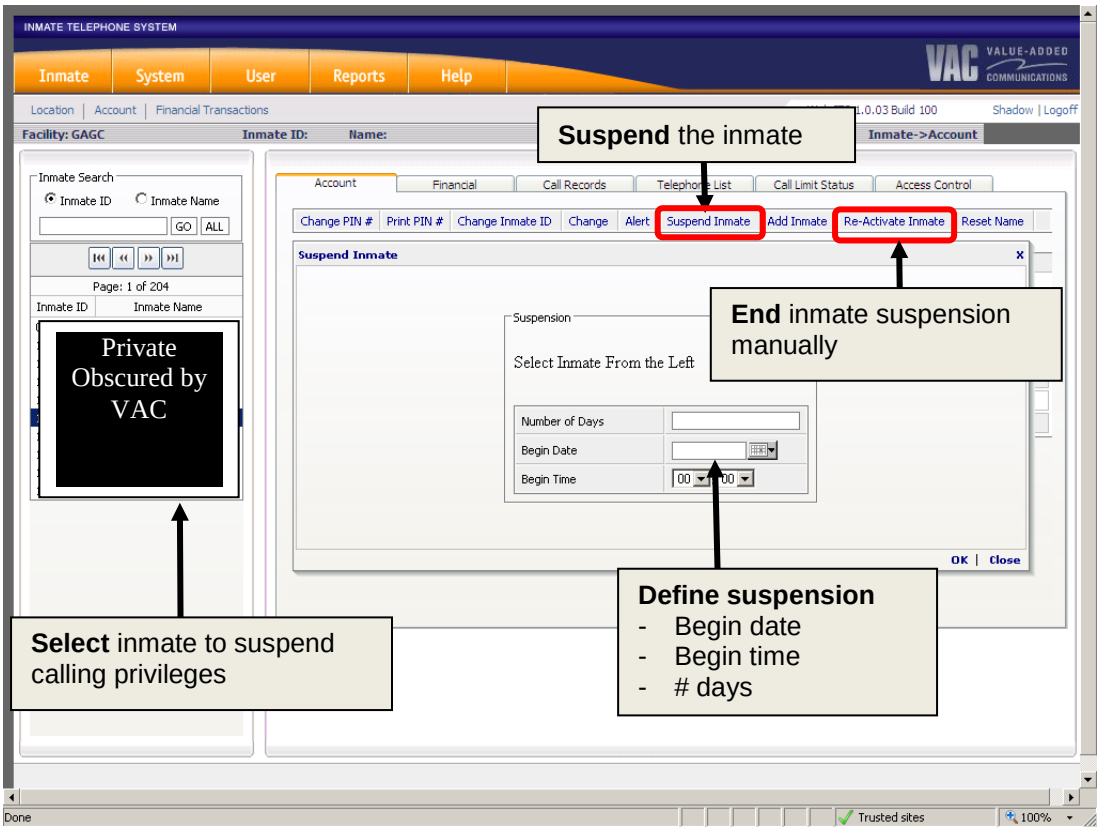
Response:

VAC has read, understands and is compliant. VAC's ***Focus*** system will not allow an inmate to enter a PIN that is currently in use. Additionally, the PIN numbers for inmates are active only for the Living Unit in which the inmate currently resides.

2.2.24 Deny Inmate Access – The system shall be capable of denying or reinstating calling privileges to inmates, identified by Inmate PIN, as deemed necessary by MCSO.

Response:

VAC has read, understands and is compliant. The system allows the MCSO to suspend an inmate's calling privileges for a set period of time. They will be scheduled to be automatically restored without any manual intervention by MCSO. Using the **Inmate** tab of the ***Focus*** system GUI, the inmate is selected and then the **Suspend Inmate** link is clicked to enter the suspension as shown below.



Suspend Inmate Calling Privileges

Suspend Inmate Calling Privileges

- Identify the inmate in the left hand box.
- Enter the begin date and time of suspension
- Enter number of days for suspension
- Click the '**Suspend Inmate**' button

Automatic Restoration of Calling Privileges

- NO ACTION REQUIRED – system will allow inmate to make calls after the specified number of days has expired.

Automatic Restoration of Calling Privileges

- Indentify the suspended inmate in the left had box.
- Click the '**Re-Activate Inmate**' button

Once the suspension has been defined, the ***Focus*** system will automatically disable calling from the inmate (identified by Inmate ID) for the programmed number of days. If the inmate attempts to place a call during this suspension period, the inmate will receive an announcement indicating that calling privileges are suspended.

After the specified number of days, the system will automatically allow calling for the inmate again. Administrators can manually end an inmate's suspension at any time using the **Re-Activate Inmate** button as illustrated above.

2.2.25 Allow Legal Calls Only (# In Special Number Table) – When authorized by MCSO, the system shall include the capability to only allow telephone calls to be processed to numbers in the Special Number Table, by Inmate, POD or Jail Facility. Describe the process.

Response:

VAC has read, understands and is compliant. The ***Focus*** system allows an indicator to be set which limits calls to be placed only to a number in the ***Special Number Table***. This can be defined on basis of Inmate, POD, or Jail Facility.

VAC will provide at least 3 workstations in Estrella and 2 workstations each in Durango and Towers Jails in addition to the workstations located at LBJ and 4th Avenue. VAC will define a custom Class of Service which will allow legal calls only and block all other call attempts. This custom COS can be invoked on any workstation via the standard ***Focus*** interface by any MCSO user with the specific account privilege that will allow them to invoke this feature. VAC will also provide one additional workstation for Durango, Towers and Estrella to be installed in the Lieutenant or Sergeant's office so that it would be available during normal business hours of operation in Detention (7 days a week), to be used as Detention Cut Off Key Station, similar to the 4th Ave. and LBJ stations. The total number of workstations shall be 49 and up to 54 administrative workstations.

2.3 SYSTEM REQUIREMENTS:

2.3.1 Digital Recording – The system must include digital recordings of conversations, in real-time and with historical and playback capability. These recordings can be selectively turned on or off through programming by the vendor, dependant on the type of call and other pertinent legal requests. Describe the process.

Response:

VAC has read, understands and is compliant. All calls made on the ***Focus*** system are recorded by the system (unless explicitly exempted from recording by Special Number or Class of Service "non record" controls). Recording starts upon the telephone going off hook so all of the DTMF actions of the inmate are recorded. Call records and call recordings are created and stored even for calls that do not successfully complete.

*A "**call record**" is defined as the call detail record (CDR) data plus the call recording (if applicable) plus any call notes added by investigators (see below). Call records are searched and recalled as a single entity comprising all of this data.*

All call detail records and call recordings are stored on the ***Focus*** system's RAID array that is continually available to MCSO personnel 24 hours a day, seven days a week for reports and investigation. All recordings are 100% digital.

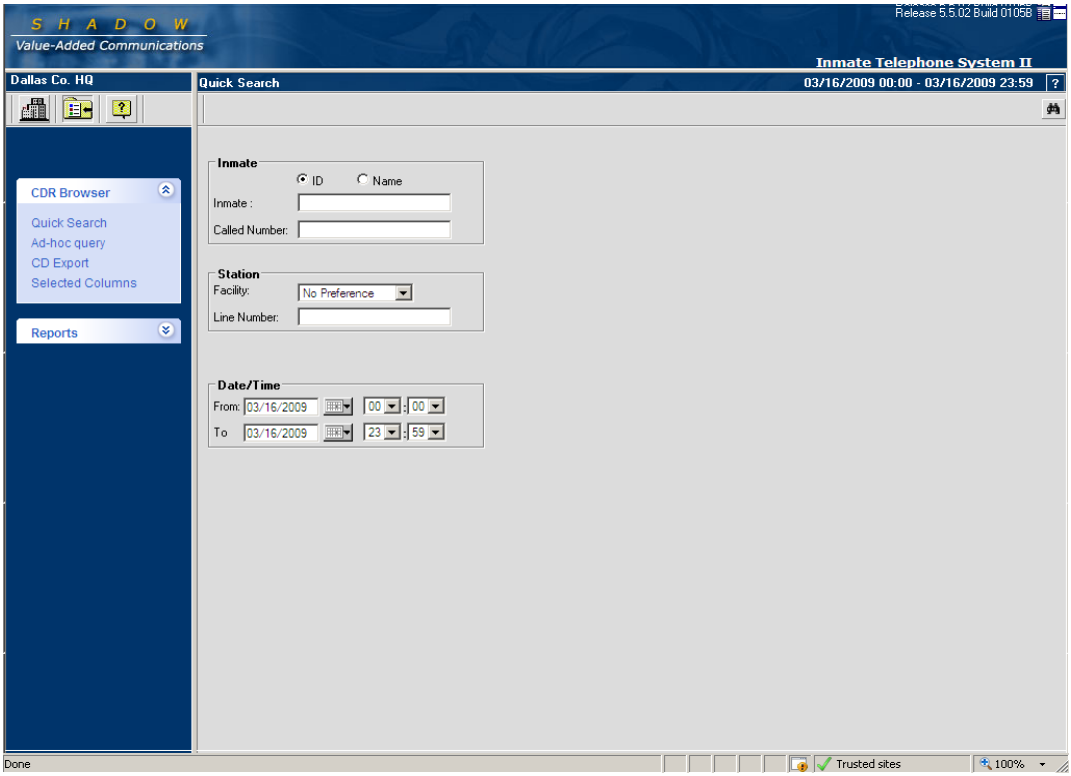
VAC's platform includes a ***Special Numbers Table (SNT)*** database which is used to provide upmost control and security to the recording of calls. **All legal calls or any other call marked to be "not recorded" (as directed by MCSO) will be excluded from recording.** The SNT also allows for automated import of legal, non-recorded numbers such as the Arizona Bar directory, Yellow Pages, Yellow Book, or other sources directed by MCSO.

Searching and Retrieving Call Records

Retrieval of call records can be performed using the *CDR Browser* which is a tool of the *Shadow* GUI. The *CDR Browser* allows search for historical call records using multiple search options, one if which is "quick searches" keyed on multiple criteria including:

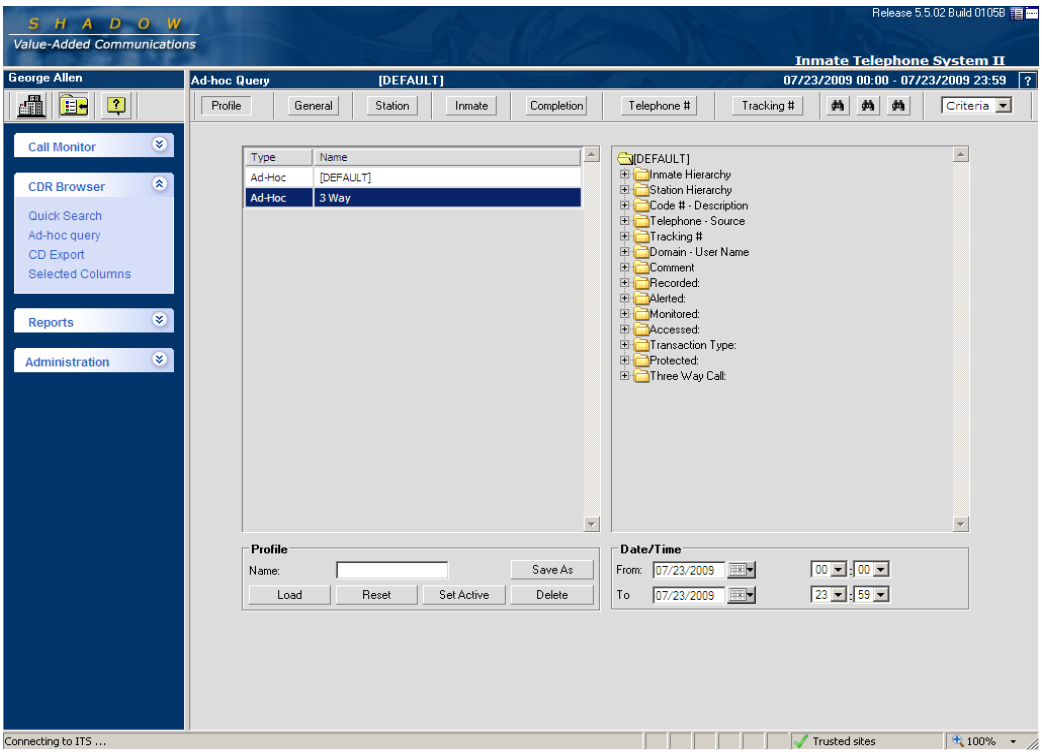
- Inmate name / PIN
- Called number
- Facility name

- Originating telephone
- Date and time bands



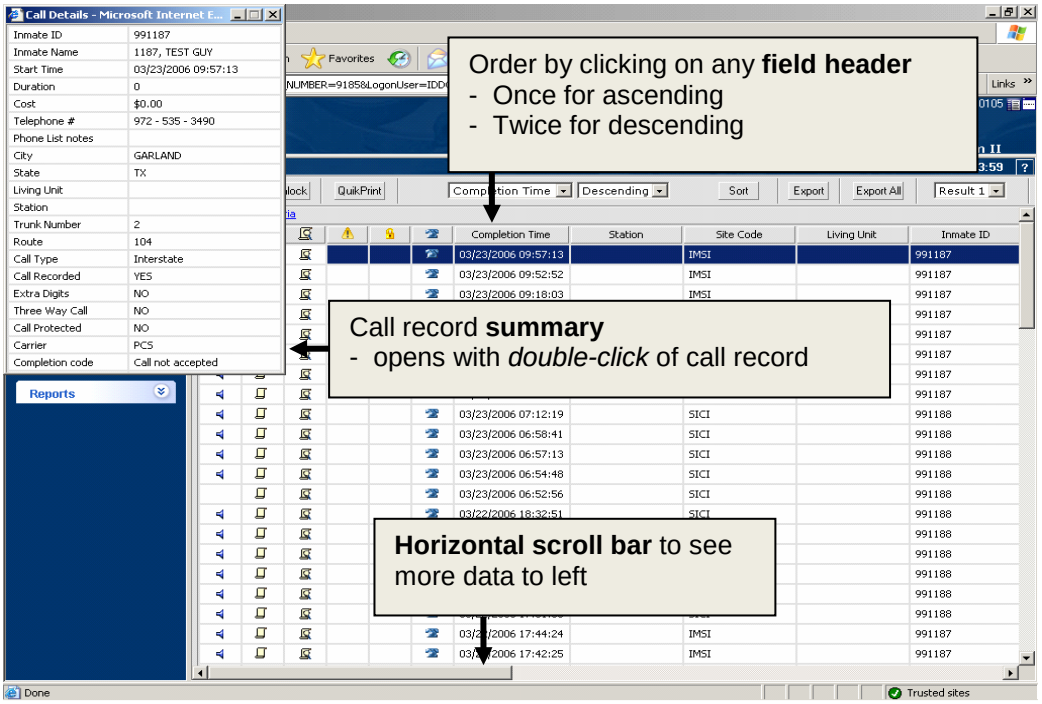
CDR Browser – Quick Search of Call Records

Ad-hoc queries are also available to search using generic, user-defined criteria. The Ad-hoc query form allows for searches filtered on any of the fields of data contained in the call records. Multiple queries can be saved and recalled at any time to use for a search.



CDR Browser – Ad-hoc Query Definition

Regardless of the type of search, all call records meeting the search criteria will be displayed as rows in the CDR browser.



CDR Browser – Retrieved Call Records

Each call record displays the following information:

- Originating telephone
- Called number
- Facility
- Living unit
- Inmate ID
- Call start time
- Call end time
- Call duration
- Outbound circuit used
- Cost of call Note 1
- Call type (local, intraLATA, interLATA)
- Collect or Debit
- Three way call [fraud] flag
- Extra dialed digits [fraud] flag
- "Completed Call" or description of cause of failure

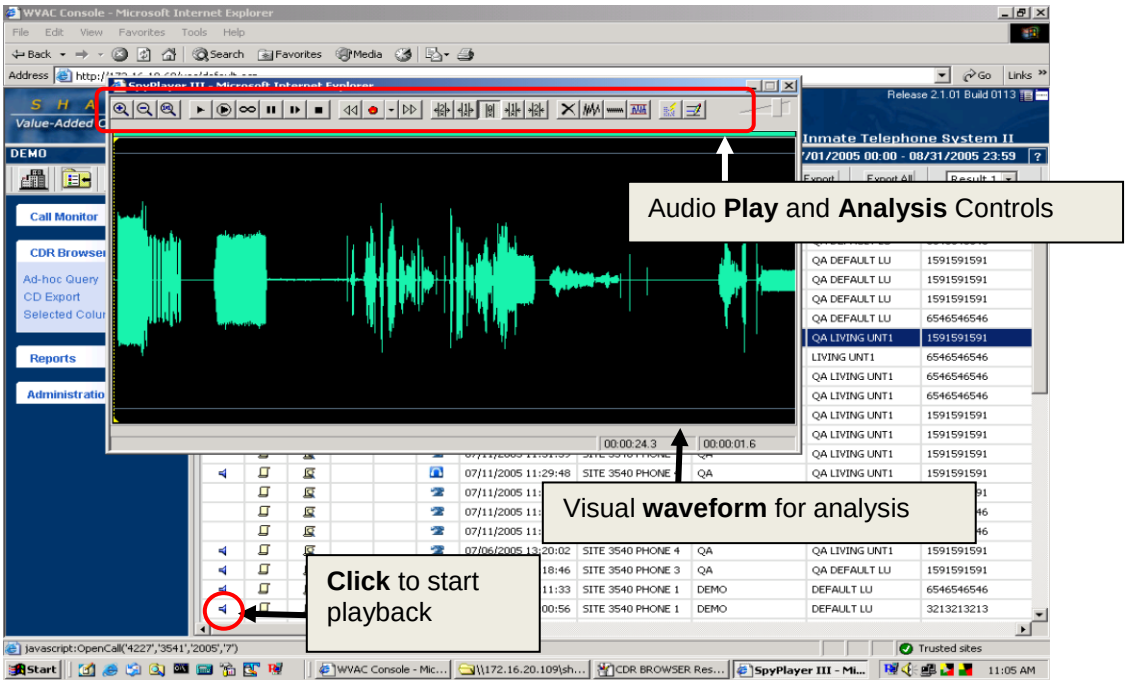
Note 1: *CDRs recorded in the **Focus** system will include the cost of the call if the call was a **Debit** call; these CDRs will not include the cost of the call if the call was a **Collect** call. This is because the Collect call cost rating is performed in the back office. However, the call detail list provided in the monthly commission report will include the cost of each collect call.*

Once a search is conducted and call records are displayed, the records can be ordered on the basis of any of the call record fields by clicking the field name on the display header bar. Records can be ordered ascending or descending.

The user can also see a summary box of any call record by double-clicking on the record row. The summary box opens and the call data can be viewed without scrolling across the *CDR Browser* view. The ***Focus*** system also includes a standard report function that allows generation and hardcopy print of CDRs determined by the same search criteria described above.

Listening to Call Recordings

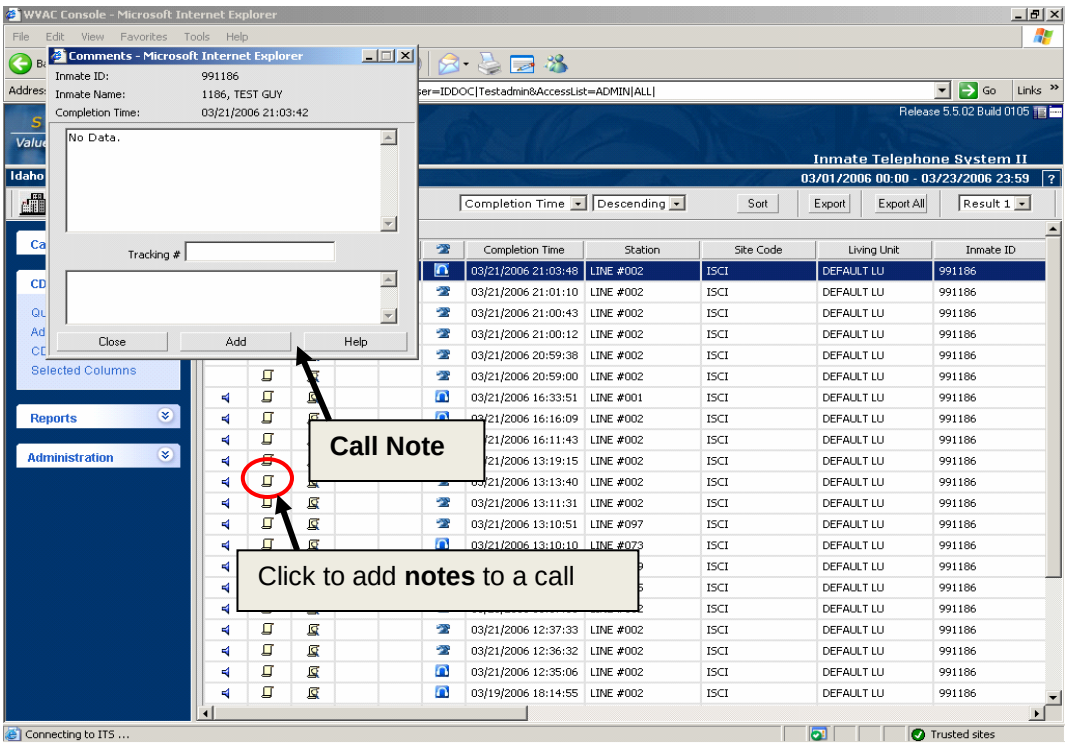
Any of the retrieved records displayed by the *CDR Browser* can be highlighted, and then clicking the "**speaker"** icon on the record invokes the ***SpyPlayer Tool*** (a new window that opens as illustrated below) and begins play of the recording.



Playing a Call Recording (SpyPlayer Tool)

The *SpyPlayer* provides buttons for control of the playback and detailed audio analysis. The recording will play over the connected speakers or alternatively a headset connected to the speakers.

Investigators may add notes to a call recording file by clicking the "**Note**" icon. Investigators may even select a specific portion of the recorded conversation to save as a separate file and add notes.



Adding Investigator Notes to a Call Record

Please explain what your system recording captures when an inmate makes a personal recorded class of call. Does it capture the digits dialed, PIN entered, name of inmate, branding, action by called party and/or inmate as well as the call itself? (Section 2.3.1)

Response:

The VAC recordings contain the audio generated by the inmate, system, and called party from the time the call is dialed to the PSTN by the system. It contains the voice print name, branding, and actions by the called party and by the inmate, the call itself, and any system voice overlays. **VAC is one of the only vendors that records all of this data on every call attempt, which we call "Dial Tone to Disconnect"**.

Where would the Focus system's Raid array equipment be located? At the MCSO jails, MCSO Headquarters, or in VAC Headquarters in Dallas? (Section 2.3.1)

Response:

VAC's ***Focus*** system will feature RAID 5 disk arrays at each ITS facility (Durango, Towers, Estrella, LBJ, 4th Avenue) and at the MCSO Headquarters server location. Satellite facilities such as the County Hospital may be handled as extensions of one of these main facilities and will utilize the RAID 5 disk array to which they are connected (currently the County Hospital is connected to 4th Avenue Jail). Any new MCSO facility that opens during the contract term would also have a separate RAID 5 disk array.

While there are applications for centralized equipment, VAC believes that the most secure application for MCSO is a premise based solution. Premise based equipment prevents one failure (such as a network outage to a centralized server) from affecting the entire system. In addition, premise based equipment protects data in the event of a catastrophic event (such as a fire) where such a catastrophic event in a centralized solution could devastate the entire system.

Where would the back up Synology server(s) be located? At the MCSO jails, MCSO Headquarters, or in VAC Headquarters in Dallas? (Section 2.3.2)

Response:

VAC's ***Focus*** system will feature Synology back-up servers at each ITS facility (Durango, Towers, Estrella, LBJ, 4th Avenue). VAC could duplicate the individual site Synology servers at the MCSO Headquarters server location if the MCSO network provided sufficient bandwidth between each facility and the HQ location. Satellite facilities such as the County Hospital may be handled as extensions of one of these main facilities and will utilize the Synology server to which they are connected (currently the County Hospital is connected to 4th Avenue Jail).

Any new MCSO facility that opens during the contract term would also have a separate Synology back-up server. While there are applications for centralized equipment, VAC believes that the most secure application for MCSO is a premise based solution. Premise based equipment prevents one failure (such as a network outage to a centralized server) from affecting the entire system. In addition, premise based equipment protects data in the event of a catastrophic event (such as a fire) where such a catastrophic event in a centralized solution could devastate the entire system.

It should also be noted that VAC will stock a spare Synology server in the MCSO area

2.3.2 Recording Backup – The system shall be equipped with appropriate backup, to reduce interruption of service or data loss. Describe the process.

Response:

VAC has read, understands and is compliant. The call records and recordings are secure and are stored in redundant databases. The VAC ***Focus*** system is engineered to ensure data protection and continuous call processing. The following backup protections are provided with the ***Focus*** system:

1. Critical inmate database and call record data is stored on a Redundant Array of Independent Disks-Level 5 (RAID-5) in the ***Focus*** system servers. This server configuration protects against loss of data due to the failure of any single drive in the array. In addition, the ***Focus*** system moves the critical data and call record data to a **Synology** back-up server.

2. Call Detail Records are polled throughout the day via WAN connectivity to the VAC back office. The VAC back office server is also in a RAID configuration and is backed up nightly for both on-site and off-site long term storage.

3. Should WAN connectivity (Frame Relay or other) suffer an outage, the system will still allow calls to be made and recorded.

The ***Focus*** system will not allow a system user to modify, overwrite, or delete system call recordings. The recordings can only be removed from the system by retention period purges on a retention period specified by MCSO. Note also that specific call recordings can be "locked" to prevent purge from the ***Focus*** system.

2.3.3 One Database – The system shall have only one database for all MCSO jail legal (free or collect and record or non-record) and blocked telephone numbers. The system shall have the capability of accepting additions, deletions, and changes through a single manual entry or by downloading a large amount of data at one time. The system shall maintain historical files documenting the changes and have the capability of reporting the additions, deletions, and changes. Describe the process.

Response:

VAC has read, understands and is compliant. The VAC platform implements this as the ***Special Numbers Table (SNT)***, which includes legal numbers (free or collect and record or non-record) and blocked telephone numbers. VAC provides tools to perform mass updates, such as importing Arizona Bar directory, Yellow Pages, and Yellow Book updates automatically into the proper table(s) in the SNT. VAC also manually enters individual updates as directed by MCSO. Each update to the SNT is an SQL transaction that is time stamped. VAC site technicians also maintain logs of every update activity. Additionally, a manual audit process has been implemented to ensure integrity of the automated update and distribution (refer to **response 2.8**).

Note that once entered a number is never **deleted** from the SNT, it is only tagged as **inactive**. Therefore, a record is maintained regardless of number status.

2.3.3.1 Legal Telephone Number Database – The system shall have the capability to allow entries of the name associated with the telephone number, law firm, and date the telephone number was added.

Response:

VAC has read, understands and is compliant. The SNT defined above includes fields that associate to each legal telephone number the name, law firm and date the telephone number was added.

2.3.3.2 Blocked Calls – The system shall have the capability to allow entries of the telephone number, name associated with the number, authorizing Sheriff's Office employee name, date the number was blocked or unblocked, and the date of the data change or addition.

Response:

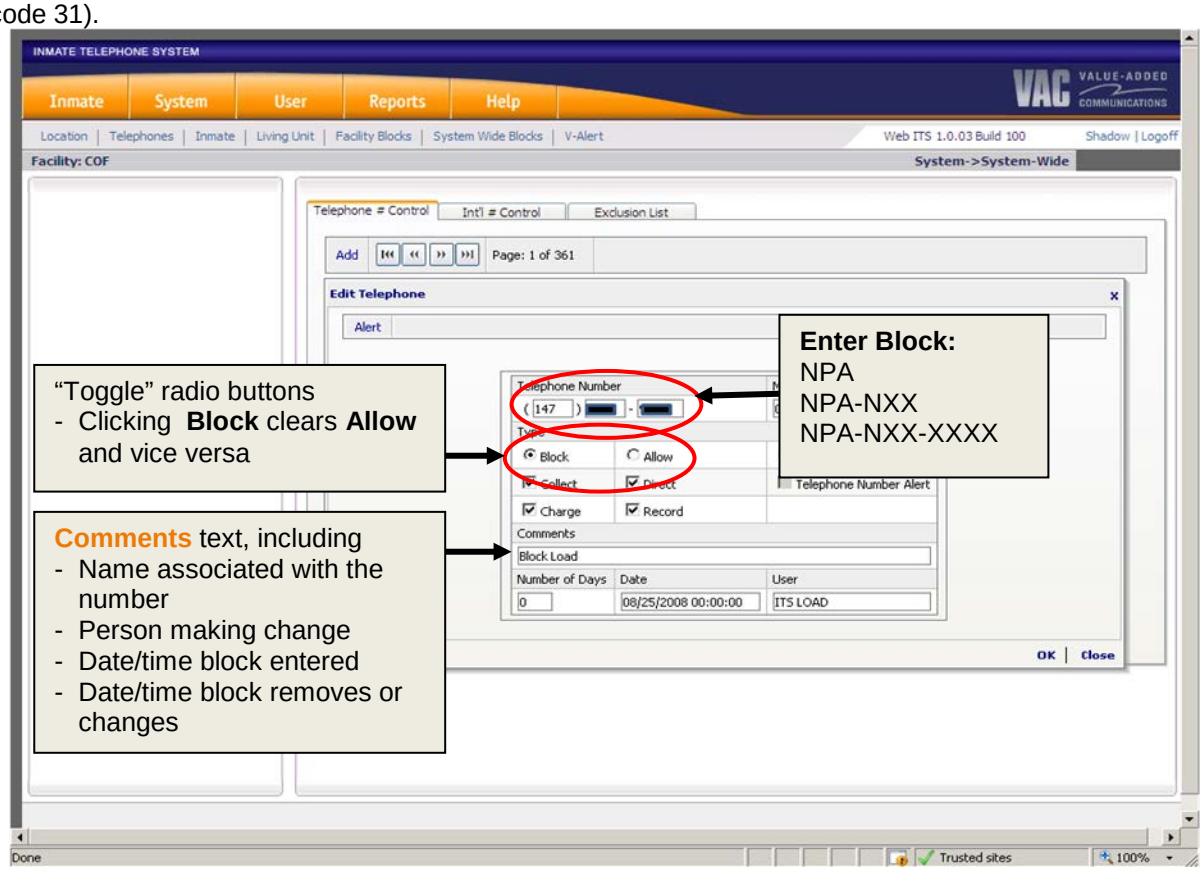
VAC has read, understands and is compliant. VAC site technicians will enter or modify blocks at the direction of MCSO. Entry of a new blocked number and removal of a block can both be accomplished using the same ITS interface shown below; all of the parameters listed in the requirement are available in the **Comments** field.

Please elaborate on what data is captured and retained on call attempts to blocked numbers. (Section 2.2.3.2)

Response:

In the VAC ***Focus*** system any attempt to a number in the block table creates a record of the attempt including the inmate PIN attempting the call, inmate phone number/location, number dialed, call date/time, and a designation code identifying the reason for the block.

Each call record includes a **Call Completion Code** field. In the case that a call does not successfully complete then Call Completion Code will indicate the reason for failure. There are 50 Call Completion Codes currently defined on the Focus ITS as listed below. Codes #1, 2, 15, & 31 are due to calls to either MCSO defined blocked numbers or requested blocking by the called party (code 31).



Blocking / Allowing a Telephone Number

Add a Block:

- Type in the prefix (for a block of numbers) or the entire 10-digit number (for a specific number)
- Click the **'Block'** button.

Remove a Block:

- Pull up the **Edit Telephone** box for the specific phone number or range of numbers.
- Select the '**Allow'** button (which un-selects the **'Block'** button).

Note that any wild card characters within the 10-digit NPA-NXX-XXXX are supported so that blocks of arbitrary range of numbers can be defined. For example, the numbers 904-234-3300 – 3999 would be blocked by system entering the number with wild cards 904-234-3XXX.

2.3.4 Non-Record Legal Calls - Legal telephone calls shall not be recorded. Describe how the system ensures that a call to a legal number in the Special Number table is not recorded.

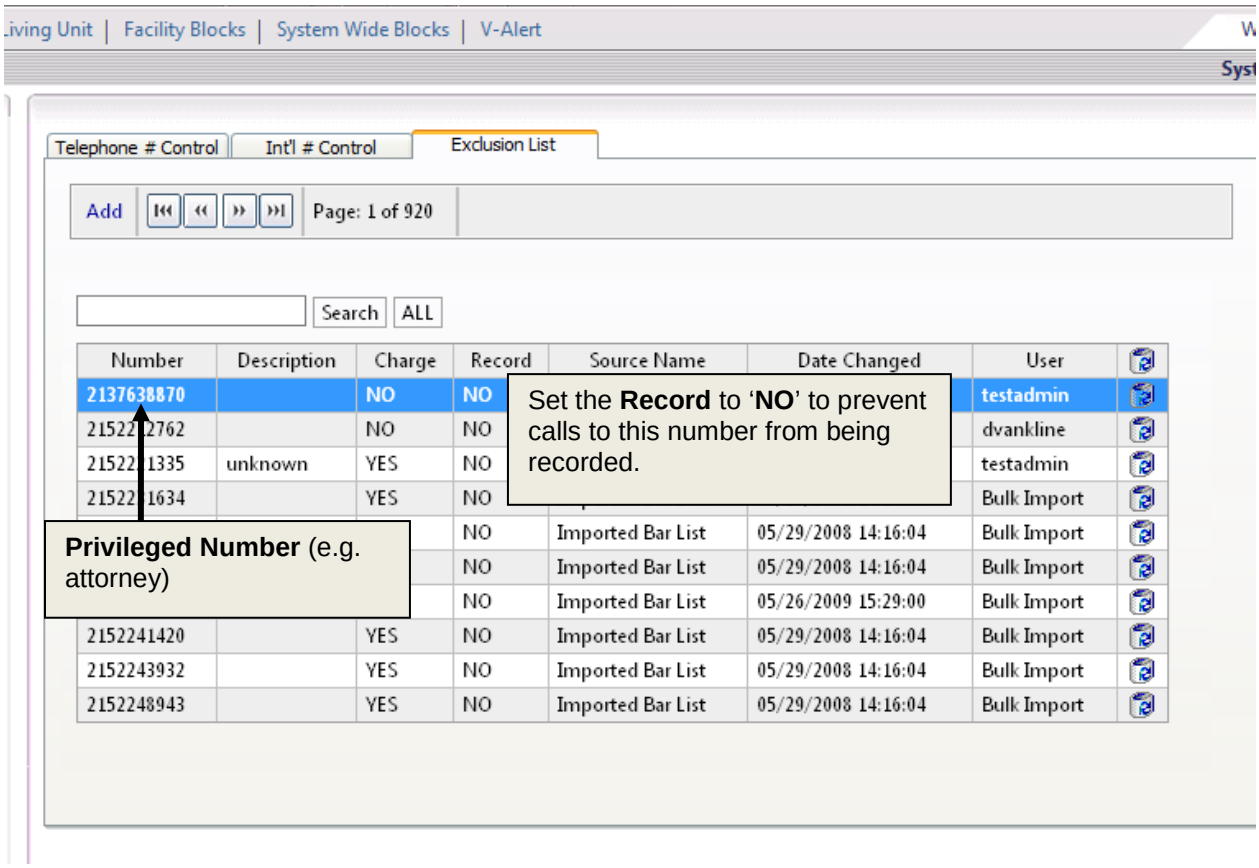
VAC **Response:**

VAC has read, understands and is compliant. Numbers that are added to the ***Special Numbers Table*** as "attorney calls," either via bulk load or manual entries, are flagged as "Do Not Record." The system accesses the SNT to ensure that a called number is not in this "Do Not Record" status.

The site technicians who administer the SNT perform the updates on the "Headquarters" (HQ) entity first, and then it is distributed to the individual sites of the MCSO system. The site technicians then perform a checksum validation of the affected SNT tables to ensure that all updates are affected on each system.

Note that any ***Focus*** system GUI can be used to designate any number as "Do Not Record." The ***Focus*** system provides a *Class of Service* (COS) parameter defining special numbers that will not have calls to that number recorded (e.g. attorneys). System administrators enter these "privileged" telephone numbers into the *Telephone Number Control* screen if the privilege applies to all inmates. Note that multiple COS other than system default can be defined, so **the non-recorded "privileged" status of a number can be limited to specific *facilities or telephones***.

The administrator can de-select the '*Record*' option to prevent calls to the number from being recorded or monitored using the system's web-based GUI as shown below.



Non-Recorded Numbers Defined via GUI

*Note that when a number has been defined to be non-recorded, the prompts that the **Focus** system uses for that call are different. There will be no notice that the call is subject to being recorded either in the initial announcement nor any mid-call "whisper" announcements announcing the call is being recorded.*

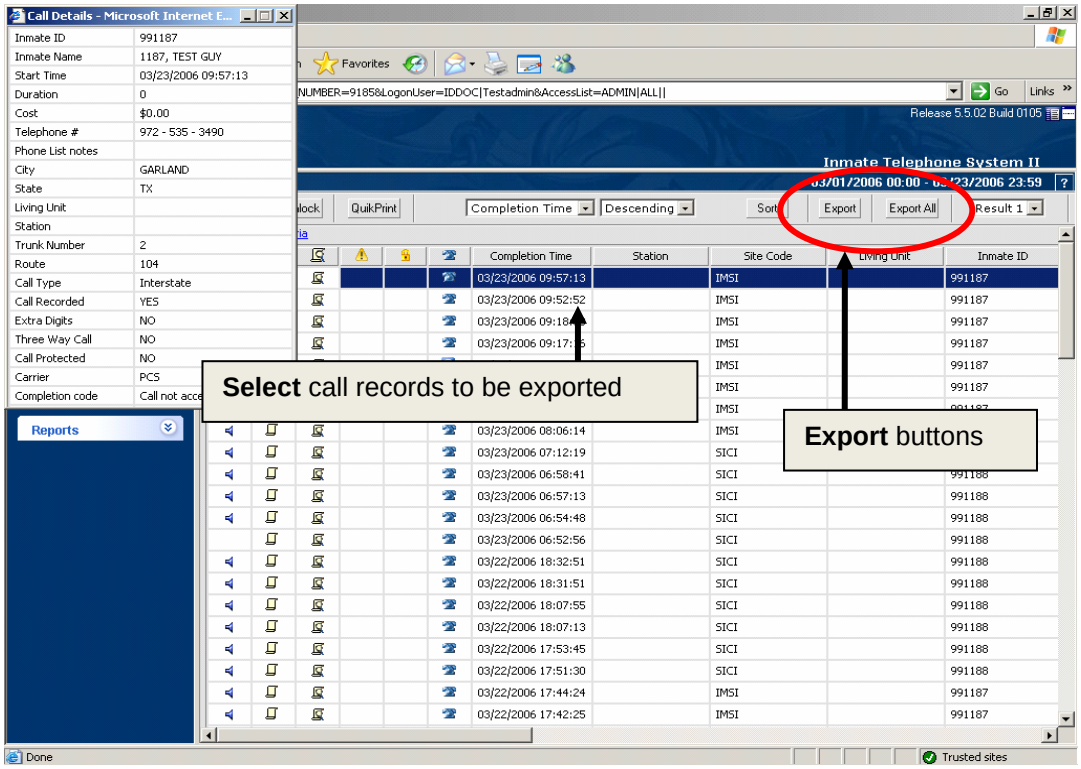
VAC has implemented platform customization that combined with unique procedures designed in coordination with MCSO provides upmost security to ensure the confidentiality of Legal calls.

- The ***Special Number Table*** allows for importation of Legal number directories (e.g. Arizona bar association, Yellow Pages, Yellow Book) as well as manual updates. The VAC platform **will not** record a call to number listed as a Legal number in the Special Number Table.
- **Manual checks** that are run by VAC site technicians every day to ensure the success of daily updates directed by MCSO and consistency of the Special Number Table across all systems in the MCSO system.
- An **automated process** associated with the updates that ensures that the number of entries in the ***Special Number Table*** does not **decrease** after an update. If this is detected an alarm is raised to VAC TAC and the VAC site technicians at MCSO jails.
- A customized process to resolve any attorney calls that are recorded in error:
  - The VAC platform provides a quick and exhaustive search capability for any calls to a number identified as a Legal number.
  - VAC alerts MCSO immediately upon detection of any recorded Legal call.
  - The VAC platform provides a "Protect" feature that allows authorized MCSO operators to flag recordings of Legal calls such that they cannot be listened to on the VAC system.
- The initial branding message to the called party for a call that is to be recorded includes a **notification specifically to Attorneys** to not accept the call and provides **a MCSO number to call for resolution**.
  - This provides notification that can prevent an accidental recording of a Legal call.
  - This provides attorneys direction on how to recover from being unable to accept the Legal call.

2.3.5 Reproducing Media – Writeable CD-Rs are the preferred reproducing media to include encrypted password capability. Describe the process used by your system.

VAC **Response:**

VAC has read, understands and is compliant. The *CDR Browser* interface allows call recordings to be archived to a CD. The user indicates the calls to be archived by selecting with the mouse, and then adding to the "CD export buffer" by clicking the **Export** button (or **Export All** if all recordings returned from a search are to be archived).



Selection of Retrieved Recordings for Archive to CD

Export ALL Call Records Retrieved in Search:

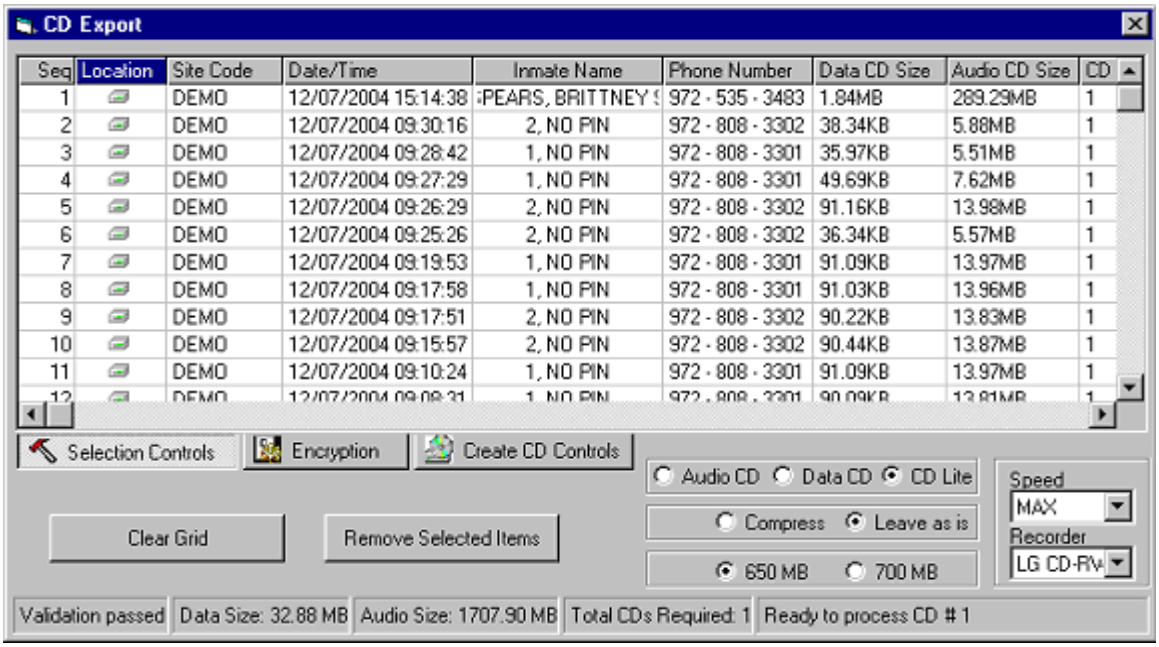
- Select the '**Export All**' button

Export Selected Call Records:

- Select records with mouse…
  - **Ctrl** button to select multiple records
  - Shift button to select a range of records
- Select the '**Export**' button

The ***Data CD Export*** feature creates a CD with a verifiable chain-of-custody process that is generally accepted to be the best in the industry. This process includes automatic or manual generation of a 192-bit 3DES encryption key that is designed to eliminate a judicial challenge of the CD call recordings as evidence. Call recordings are stored on Data CDs in a nondistributable format so that copies of individual recordings cannot be distributed electronically. Although copies of the CDs themselves can be created, they are useless without the 3DES encryption key.

The CD creation is performed via a user-friendly interface as illustrated below. This interface is called up from the main surveillance GUI and lists all records that have been queue in the CD export buffer.



Call Recording CD Export Interface

When copying the recordings to CD the user can choose between 3 options: (1) *Data CD*, (2) *Audio CD*, and (3) *CD Lite*. Note that the CD drive on the workstation running the Export Interface, not the central ***Focus*** system server(s), will be used for the recording of the CDs.

Data CD (SECURE) - Stores the recordings with all the pertinent call data including the time, date, inmate, station, called number, carrier, etc. The Data CD can be played from any Windows® 98 OS or later PC/Laptop using the VAC's proprietary *SpyPlayer* and includes a selector application for sorting and searching recordings on the CD. Additionally, the CD can be encrypted using strong 3DES encryption. The intention is for the Data CD to provide a 'chain of custody' that guarantees that the recording was made on the System and has not been altered. This could be very valuable in those cases where the origin and handling of the prosecution evidence is being contested.

Audio CD (non-SECURE) - Records the inmate calls to CD as standard audio files. The Audio CD can be played in any CD player including automobiles, boom boxes, PCs, etc. The files can be copied from the CD for distribution if desired. These files, as with any of the 'standard' WAV or MP3 files, can be edited with standard audio editing software and are therefore would not be considered appropriate for court evidence.

CD Lite (non-SECURE) - This option is for the non-discriminating user that wants to copy the data quickly to CD and doesn't need the feature rich ***Focus*** system *SpyPlayer* or encryption of the Data CD option. Additionally, the CD Lite option allows the user to play the recordings without the CD loading any Active-X controls or files on the playing computer.

Specify the burn time to CD/DVD for quantity of 10 calls; 25 calls and 75 calls, assuming each call is a 12 minute personal call. (Section 2.3.5)

VAC **Response:**

For a typical MCSO burn scenario the burn time will be approximately 3 to 5 minutes for 25 – 75 calls. The burn time for recording is dependent on the network connection of the source of the recordings and the burning workstation, i.e. whether the connection is via intra-facility LAN or the MCSO 3Mbps inter-facility network. Also note that for 1000 call records, the typical burn period is a follows:

- 10 to 15 minutes for burn at a local workstation within the facility

- 60 to 90 minutes for burn at HQ records from multiple sites.

  The new ***Focus*** system and the new workstations provided with the new contract will provide at least a 100% increase in burn time performance (CD burn duration is halved or better).

Does your encryption meet FBI standard requirements? (Section 2.3.5)

VAC **Response:**

Yes, the National Institute of Standards and Technologies (NIST) Special Publication 800-67 "Recommendation for the Triple Data Encryption Algorithm (TDEA) Block Cipher, May 12, 2004" allows the use of 3DES encryption for all US government agencies including the FBI.

What data is included in the copy when a recorded conversation is produced? Does the copy also include investigator notes? (Section 2.3.5)

VAC **Response:**

All audio information in the original recording is included in call copies to CD. The CD copy also includes call detail information (inmate name, inmate id, start date/time, completion date/time, telephone station, living unit, originating facility, called number, carrier, destination city/state, 3-way call, and extra dialed digits).

2.3.6 Uninterrupted Power Supply (UPS) – The system shall include a UPS backup for use in the event of a commercial power interruption. Describe your system UPS backup.

VAC **Response:**

VAC has read, understands and is compliant. All ***Focus*** system equipment is powered through an Uninterruptible Power Source (UPS) unit mounted in the equipment rack. The unit can be configured (including extra battery packs as necessary) to provide full functionality through a power outage for periods ranging from a minimum of 30 minutes to a maximum of 8 hours. The unit also provides power surge and lightning protection (including the inmate telephones since they are line-powered by the ***Focus*** system's central processing rack). If commercial power is lost, the UPS will indicate with an audible beeping sound.

VAC configures the specific UPS unit appropriate for the ***Focus*** system configuration; following is feature summary an example UPS unit deployed with the VAC ITS.

Minuteman Endeavor Series Uninterruptable Power Supply	
	• Output receptacle control for non-critical load shedding capability • Extended runtime using external battery packs • Independent battery pack chargers to reduce battery recharge times • Front panel display with load/battery meter and status indicators • Hot-swappable batteries • RoHS compliant

The UPS equipment's service life is sufficient for the duration of this contract. Should the device be disabled or unable to continue to perform surge protection by a major power event, this will be considered a major service problem and the device will be replaced immediately.

Explain how your system operates during a power outage. Include: features gained/lost, time to shutdown, crash vs graceful shutdown, etc. (Section 2.3.6)

Response:

The system would see no impact in the event that the facility's generator backup power is connected to the grid providing power to the inmate phone system equipment as the Uninterrupted Power Supply (UPS) provided by VAC at each location would accommodate any power fluctuation and swap over period.

For those facilities whose phone equipment rooms are not connected to the generator backup power supply, the UPS provided by VAC at each site supplies power for 15 to 30 minutes depending upon the amperage being drawn by the system during the commercial power outage (note that the UPS power duration can be increased if required). During this time, the system will allow calls in progress to continue but will not allow additional call attempts. The system is designed to gracefully power down prior to the end of the UPS current after all calls in progress have ended. The server and the full system will automatically recover when power is restored without human intervention.

2.3.7 Time Synchronized System to a Master Clock – The entire system shall be time synchronized including automatic daylight saving adjustment and Arizona time, to the MCSO time sync server through a Uniform Resource Locator (URL) or IP address.

Response:

VAC has read, understands and is compliant. All VAC ***Focus*** systems, including the headquarters server, are time synchronized with the MCSO time sync server.

2.3.8 Firewall – Describe your Firewall protection system.

Response:

VAC has read, understands and is compliant. VAC provides firewall protection between the MCSO ITS network and the data circuit connection to the VAC back office. The Cisco router at the MCSO facility (equipped with the VAC ITS) is configured with firewall Internet operating system.

The VAC back office end of the data circuit to the MCSO facilities is equipped with a Cisco ASA 5520 (or similar) firewall applicance.

Cisco ASA 5520 Interet Firewall Applicance	
	• SSC/SSM/ICs supported: CSC SSM, AIP SSM, 4GE SSM • Intrusion prevention (with AIP SSM) • Content security: Anti-virus, anti-spyware, file blocking • SSL and IPsec VPN services • VPN clustering

VAC configures a IPsec tunnel with encryption between the MCSO facilities and the VAC back office. The connection allows only host routing (traffic between the two endpoints).

Explain in detail your pruning process of all calls protected and unprotected that have reached the MCSO records retention timeline. (Section 2.3.9)

Response:

At MCSO's direction, VAC uses an automated process to prune all non-protected call recordings over 12 months old from the disk arrays (including the Synology back-up servers) every morning at 2 AM. Call recordings that have been designated as "Protected" by MCSO are not pruned from the system until that protection designation is removed by MCSO. Once the protection designation is removed, those recordings would be pruned at 2 AM the next morning.

2.3.9 Archival of Records and Recording

2.3.9.1 Records – The records shall be stored, and available online for a period of one (1) year, or 365 days, in accordance with MCSO Policy DK-2, Inmate Telephone System (Exhibit 6).

Response:

VAC has read, understands and is compliant. All ***Focus*** systems will be equipped with sufficient storage space to retain and backup all records for 365 days. After 365 days, records will be purged from the ***Focus*** systems and will not be available online. Call records that are explicitly "locked" for longer term retention by an authorized MCSO user as described in **response 2.4.4** will not be deleted.

2.3.9.2 Recordings – The recordings shall be stored, and available online, for a period of one (1) year, or 365 days, in accordance with MCSO Policy DK-2, Inmate Telephone System (Exhibit 6).

Response:

VAC has read, understands and is compliant. All ***Focus*** systems will be equipped with sufficient storage space to retain and backup all recordings for 365 days. After 365 days, recordings will be purged from the ***Focus*** systems and will not be available online. Call recordings that are explicitly "locked" for longer term retention by an authorized MCSO user as described in **response 2.4.4** will not be deleted.

2.3.10 Centralized Validation Database – The system shall obtain validation from a centralized database to determine whether an inmate call can be processed, for each call placed. Describe the process.

Response:

VAC has read, understands and is compliant. Following is a detailed description of the validation steps of every call implemented on the VAC ***Focus*** system.

1. The inmate's PIN is validated against the ***Focus*** system database. Note that an optional biometric identification can be made if VAC's **V-PIN** application is in use (refer to **response 2.9.5**).

2. Once identified, the inmate is checked for MCSO policy restrictions, including suspension of calling privileges, too short of interval since last call made, maximum number of calls per day / week / month exceeded, etc. These policy restrictions are implemented on the ***Focus*** system using *Class of Service* (COS) controls.

3. The called number is also checked against the Blocked Number list, and will be denied if the called number is a blocked number and the inmate is informed that the call cannot be placed because it is an un-allowed number.

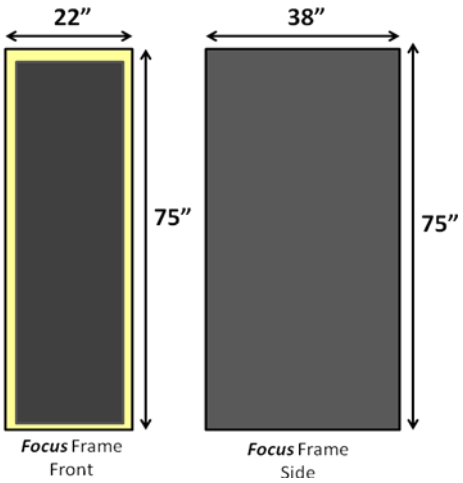
4. The called number is also checked against the Special Numbers table to see if it should not be recorded and or / not charged.

5. If the call passes all restriction checks, the ***Focus*** system performs the real-time call validation process that immediately determines whether or not the destination number can receive collect calls. The validation process includes access to LIDB information.

2.3.11 Cabinet – The system shall be self contained within its own cabinet(s).

Response:

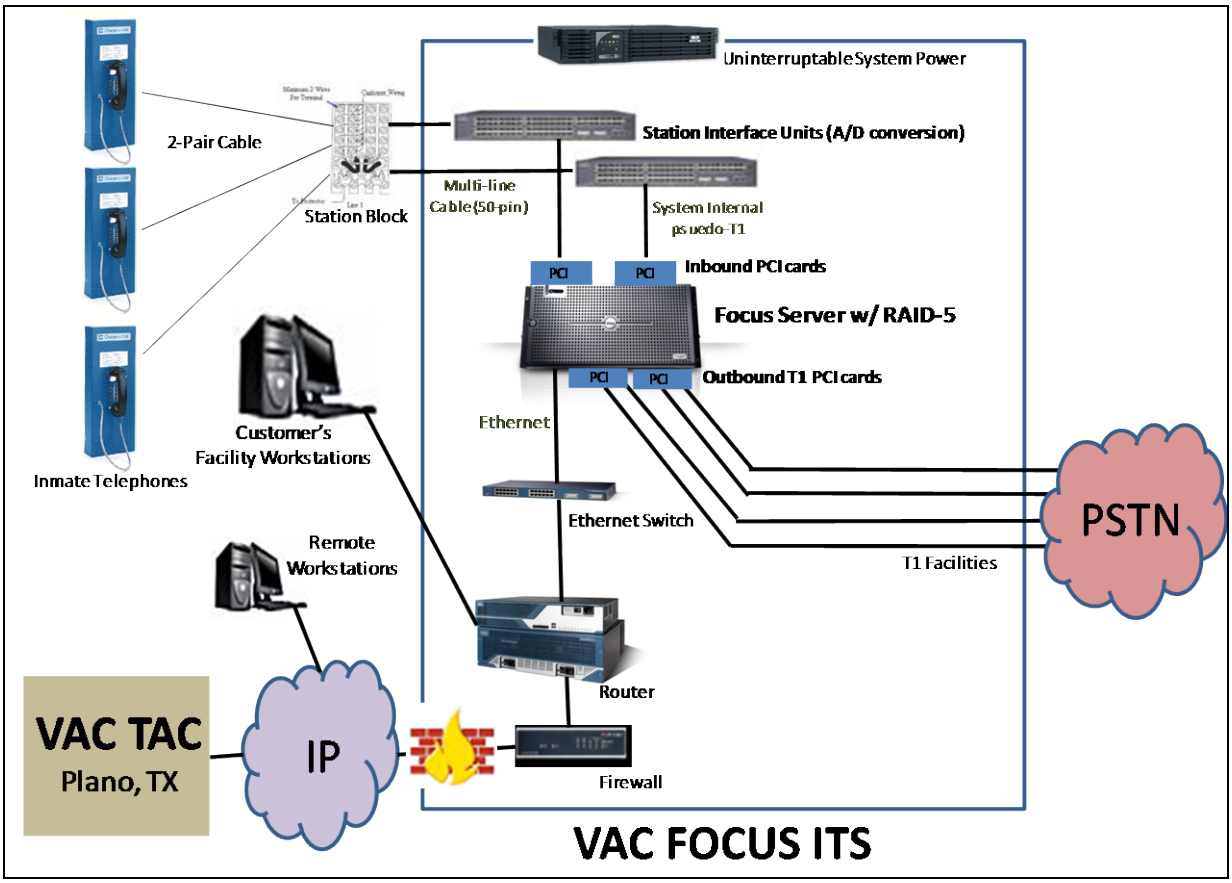
VAC has read, understands and is compliant. The ***Focus*** system equipment cabinet is mounted in standard telco racks of dimension 75" high x 22" wide x 38" deep.



2.3.12 State of the Art Technology – The system shall be state-of-the-art digital telephone system design. It shall be capable of adding or modifying system features by software upgrades as opposed to hardware replacements. The system shall not be more than one version behind the State of the Art Technology at any time. Describe your system.

Response:

VAC has read, understands and is compliant. The ***Focus*** system and associated equipment are based on state-of-the-art telecom grade hardware and an open software architecture. The diagram below is a schematic representation of the ***Focus*** system, showing the role and interconnection of each of the open system elements.



The ***Focus*** system is based on telecom grade servers that perform all of the central functions of the system including administration, call processing, recording/playback, and storage (using up to eight disks per server deployed in RAID-5 configuration). The servers provide the call connection between the analog inmate telephone stations and the digital PSTN. Software is based on a **Microsoft SQL Server** database that contains the call processing data, call type, log files, and voice codes with corresponding descriptions and runs on a single **Windows 2008 Server** using **Microsoft SQL Server 2003** to access/store the persistent information. The servers are also loaded with telephony software for Windows, which provides security-enhanced media-processing to support the switching of voice channels, announcement play, DTMF and other event detection, and control of hardware resources.

The VAC ***Focus*** system is designed as a distributed system for scalability. The schematic above shows only one ***Focus*** system server, but the physical configuration of the system may include multiple servers to accommodate required call processing or recording capacity of the system. Multiple servers are interconnected by the integrated Ethernet switch, and the multiple servers appear as one entity for administration purposes.

VAC is proposing new systems to be deployed and replace the existing call processing and recording equipment. These new systems will be the latest state-of-the-art configuration, exceeding the features and functionality deployed with the Federal Bureau of Prisons.

2.3.13 Upgrades – After implementation of the contract, the contractor shall make any service, software or hardware enhancements or upgrades available to MCSO at no charge.

VAC **Response:**

VAC has read, understands and is compliant. All ***Focus*** system software updates and new versions are available to MCSO at no cost. VAC will notify MCSO of any software updates or new versions within 30 days of general availability of the validated software, and provide the software at no cost to MCSO. The updates can be installed immediately as they are released, or can be installed on a

periodic schedule at the discretion of MCSO. All updates will be discussed with MCSO prior to installation and will go through a pre-approval signature process (initiated with Software Change Notices).

Software updates are installed remotely from the VAC Technical Assistance Center (TAC) in Plano, Texas. These updates are performed during low- or no-usage periods (e.g. 00:00 – 07:00). The local VAC system administrator will be on site during every update to assist in identification and resolution of any issues.

2.3.14 Work Stations and Locations

2.3.14.1 Hardware to Include – Dell OptiPlex 760 Mini Tower (MCSO Standard), 4GB Memory and 100GB Hard Drive, DVD Writer/Player, Speakers, and 22" Wide Flat Screen Monitor, printer (individual or centralized), or equivalent.

VAC **Response:**

VAC has read, understands and is compliant. VAC will supply MCSO with at least 49 and up to 54 administration workstations, to be installed in locations as directed by MCSO. The workstations will be Dell Optiplex 760 minitower desktop computers with CD/DVD writer/player, keyboard/mouse, stereo speakers, and a 22" flat panel LCD monitor. Each workstation includes an attached printer.

VAC will be responsible for the maintenance of the workstation and printer equipment for the life of the contract, including ink supplies for the printers, excepting only replacement printer paper.

Regarding the existing workstations that will be replaced, VAC will remove all sensitive data from the workstations and then **donate the workstations to the charity of MCSO's choice**.

2.3.14.2 Software to include – Windows XP Operating System or newer, ITS software, and Microsoft Office 2007, at a minimum.

VAC **Response:**

VAC has read, understands and is compliant. Each workstation is pre-installed with Windows XP or newer OS, Microsoft Office Professional 2007, AVG antivirus software, and all applicable ITS clients.

2.3.15 Laptops – The contractor shall provide five (5) state-of-the art laptop computers with application software for use by MCSO personnel, with change out to state-of-the art models when requested by MCSO, but no sooner than every two and one half (2-1/2) years at the contractor's expense.

VAC **Response:**

VAC has read, understands and is compliant. VAC will supply MCSO with five (5) laptop computers as described in **responses 2.3.15.1 and 2.3.15.2** below. The laptops will be replaced with newer models as directed by MCSO.

2.3.15.1 Hardware to Include – Dell Latitude E6400, 2.0GB Memory and 160 GB Hard Drive, DVD Writer/Player, and Carrying Case, or equivalent.

VAC **Response:**

VAC has read, understands and is compliant. Each laptop computer will be a Dell Latitude E6400 laptop configuration equipped with 2.0GB of memory, a 160GB

hard drive, DVD writer/player, external stereo speakers, and laptop assessories including mouse and carrying case.

Each laptop also includes a Dell All-in-One printer.

2.3.15.2 Software to Include – Windows XP Business Operating System or newer, ITS Customer software, and Microsoft Office 2007, at a minimum.

VAC **Response:**

VAC has read, understands and is compliant. Each laptop is pre-installed with Window 7 OS, Microsoft Office Professional 2007, AVG antivirus software, and all applicable ITS clients.

2.3.15.3 Remote Connectivity – These laptops shall have the ability to remotely connect to the ITS network, using VPN client, by air cards which will be provided by MCSO.

VAC **Response:**

VAC has read, understands and is compliant. The proposed laptop computers will accept air cards provided by MCSO. The air cards are assumed to provide data circuit connectivity to the ITS network. Each laptop user will be issued a secure VPN key which is used to gain application connectivity to the ITS systems (refer to response 2.3.16).

2.3.15.4 Replacement – When the laptop computers are replaced, the old laptop computers shall be returned to the contractor after removal of MCSO proprietary data.

VAC **Response:**

VAC has read, understands and is compliant.

2.3.16 Remote Access Server – The contractor shall provide the ability to remotely access the ITS via a secure VPN. A RADIUS/AAA server and laptop with a secure VPN client shall be provided and maintained by the contractor for two-factor authentication onto the ITS network frame. The VPN shall be utilized both by MCSO personnel assigned to ITS duties and the contractor for access on the ITS network for the purpose of repair and maintenance of the ITS.

VAC **Response:**

VAC has read, understands and is compliant. VAC will provide a RADIUS/AAA server and five (5) secure VPN keys for the MCSO laptops to access the ITS network. VAC will work with the MCSO IT staff on implementation of this VPN access to the ITS network.

2.3.17 End of Contract – At the end of the contract period, the contractor shall work with MCSO staff to facilitate a smooth transition of uninterrupted inmate telephone service with a replacement contractor.

VAC **Response:**

VAC has read, understands and is compliant. VAC's site technicians will be made available to assist MCSO in the transition.

2.3.17.1 Wiring and Conduit - Any phone wiring and related conduit installed during the contract becomes the property of the County. Contractor equipment must

be removed in such a manner as to allow existing telephone wiring to be reused.

Response:

Read, understood and VAC will comply.

2.3.17.2 List of All blocked Numbers – The contractor shall provide MCSO with a digital media list of all blocked numbers in the system to allow transition of this data into a new system.

Response:

VAC has read, understands and is compliant. VAC will export the blocked numbers into a format requested by MCSO.

2.3.17.3 Call Records, Recordings, and Reports – The contractor shall make available all recordings and call records for a period of one (1) year, the duration of the MCSO record retention schedule, after the last date of call processing service. Describe how these recordings would be available to MCSO.

Response:

VAC has read, understands and is compliant. Upon the completion of VAC providing call processing service to the MCSO, VAC will transfer all call recording for the past one (1) year onto a single ITS system. VAC will leave this system along with an administrative workstation that can access this system with the MCSO for 1 year after the completion of the contract. Recordings will therefore be on line and available for one (1) year after the last date of call service.

2.4 SYSTEM FEATURE REQUIREMENTS:

2.4.1 Inmate Personal Identifier (PIN) – The system shall provide Personal Identifiers to identify the inmate placing the call from all jails, except Central Intake. The system shall interface with MCSO's Jail Management System (JMS). It shall automatically issue PIN's without any data entry, using the Booking Number as the PIN. The PIN is a combination of one Alpha and six Numeric. An example is P123456, or A972000.

Response:

VAC has read, understands and is compliant. VAC's ***Focus*** system will be interfaced to the JMS in the same manner as that currently employed, i.e. via the Headquarters (HQ) facility. The system can accommodate mixed alphanumeric PINs up to 15 digits in length. The VAC ITS will accept at least 4 updates daily from the JMS.

The ***Focus*** system will be set up as default to require PIN entry as part of the inmate dialing sequence. However, the system will be programmed such that the phones in Central Intake are defined as "No PIN." Calls being placed from these phones will have a different inmate prompt sequence (no PIN required) and PIN will not be required to place the call.

2.4.1.1 Pro Per PIN – The system shall have the capability of manually assigning Pro-Per PINs. An example is W006450.

Response:

VAC has read, understands and is compliant. The ***Focus*** system accepts special Pro-Per PINs entered manually via the Inmate Account Management Protocol (IAMP) Client. VAC site technicians will

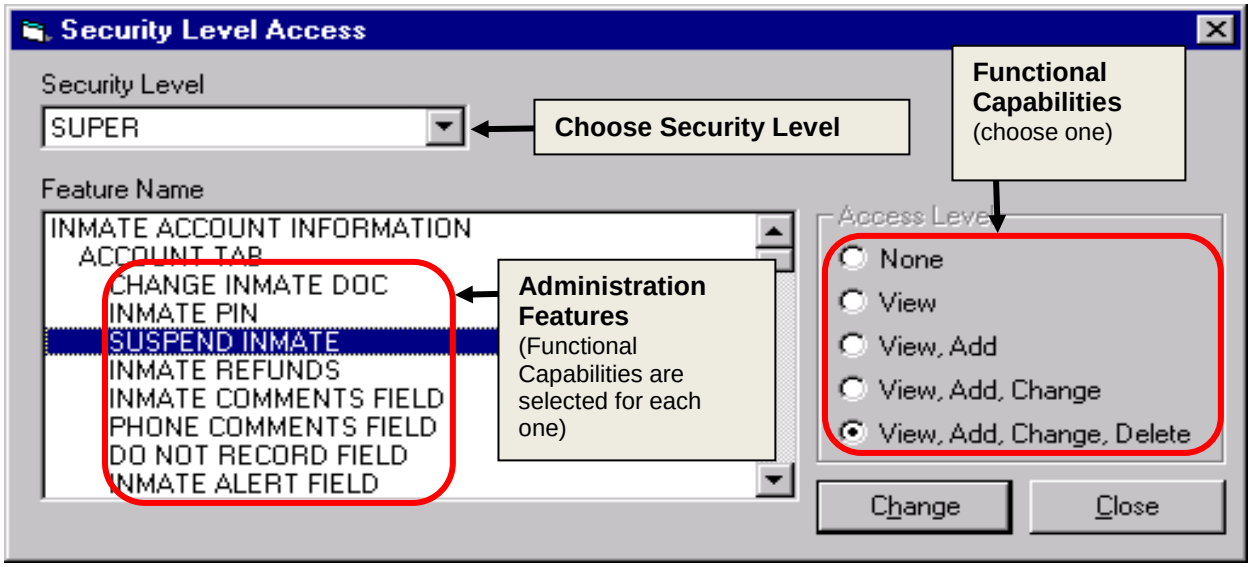
enter such PINs daily as directed by MCSO. The PIN's parameters are also changed or updated via the IAMP client.

2.4.2 Security Levels for Users - The system shall be capable of assigned password access for different levels of security to include System Manager, System Administrator, User Security Level Access by task and location.

Response:

VAC has read, understands and is compliant. All of the ***Focus*** system's interfaces require a valid username and password to log in. In addition, each account has an associated ***Security Level*** which defines the capabilities of that user.

The *Security Level* access screen shown below is used to define the functional abilities of each Security Level. The access capabilities with respect to each system feature are defined as indicated by the radio button selection to the right. The access privileges ranges from '**None**' to full access. '**Full**' access allows the user to 'View,' 'Add,' 'Change,' and/or 'Delete' records or settings within the feature.



Defining Functional Capabilities of the Security Level

The following Security Levels are standard and pre-defined, although the predefined capabilities can be edited:

- **CIPS OPR** – Facility Operators
- **MON** – Monitors
- **INTEL** – Facility Intelligence Officers
- **CID** – Investigators
- **CHIEF INV** – Investigative Supervisor
- **TECH** – Technical support, remote and on-site
- **SUPER** – **System Manager**
- **FACILITY HQ** – Facility HQ Operators
- **TAC** – VAC Technical Support
- **ADMIN** – **System Administrator**

VAC site technicians will add, delete, or modify user accounts as directed by MCSO, with customized privileges for each account as described above.

VAC will migrate the existing accounts and security level definitions to the new ***Focus*** systems.

2.4.3 Ability to Prevent from Listening – The system shall have the capability for MCSO to "Prevent (or unprevent) from Listening" any call that was recorded in error. These calls shall be pruned within the standard archival schedule of one year. Describe how these calls would be prevented from being listened to.

Response:

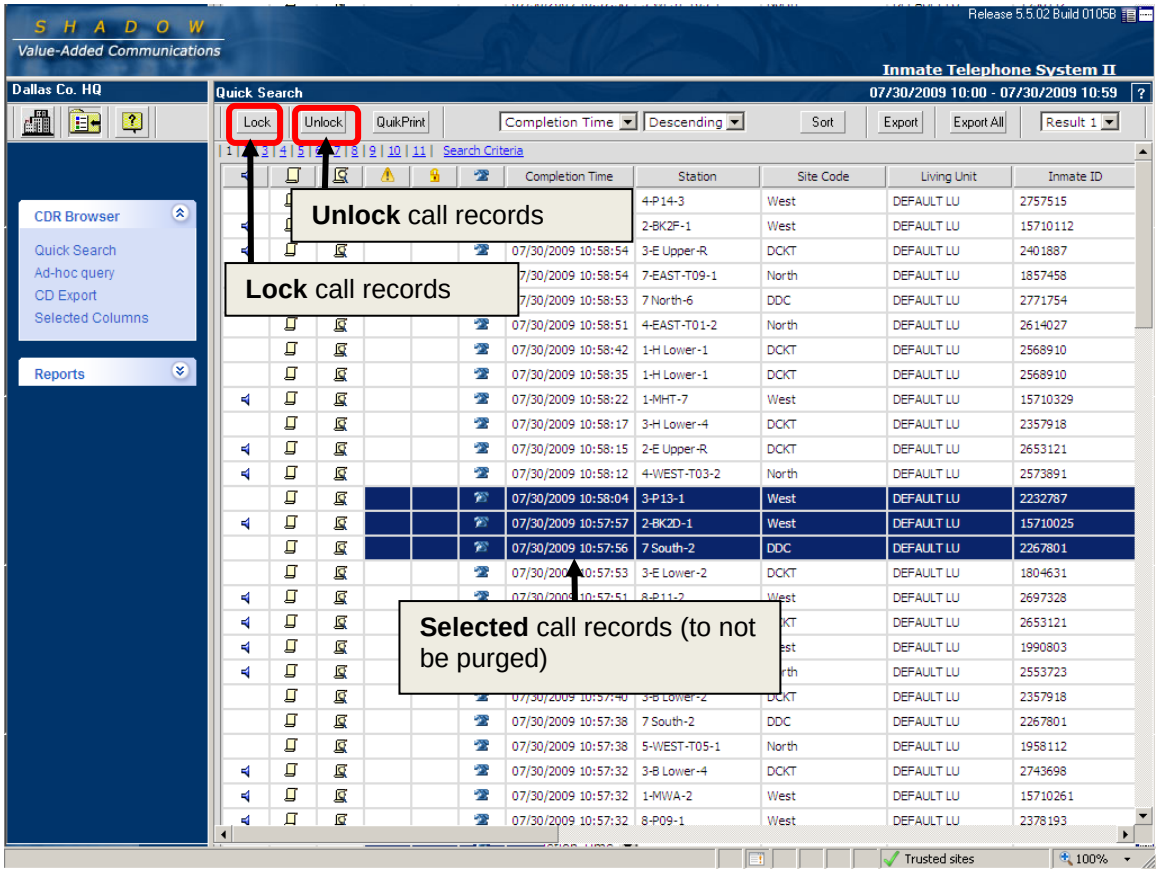
VAC has read, understands and is compliant. Once MCSO becomes aware that a number that should have been in the Special Numbers Table as non-recorded but has not been, all calls to that number can be retrieved using a search with the Shadow CDR browser. If the operator has sufficient privileges defined as described in **response 2.4.2** (currently the Inmate System Manager and the Legal Database Custodian), the user will be provided with a "Prevent" option for each call listed. The ***Focus*** system will not allow calls marked as "Prevent" to be played back.

All calls are pruned from the system after the standard archival schedule of one year, so these calls will also be pruned (assuming that are not "locked" to retain them on the system). This is described in the next response.

2.4.4 Ability to Retain Records and Records – The system shall have the capability for MCSO to prevent (or un-prevent) from being pruned those records and recordings that are mandated by Court Order to retain. Describe how these calls would be prevented from being pruned.

Response:

VAC has read, understands and is compliant. The CDR Browser allows authorized users to "lock" one or more call records by selecting the records and pressing the '**Lock**' button. Such locked records are retained on the system even after they are older than the normal time at which they would be removed from on-line storage for archiving.



Lock Records to Prevent On-Line Purge from System

2.4.5 Call Searching – The system shall be capable of searching records by PIN, originating location, destination number, and date/time. Please describe searches available by your system.

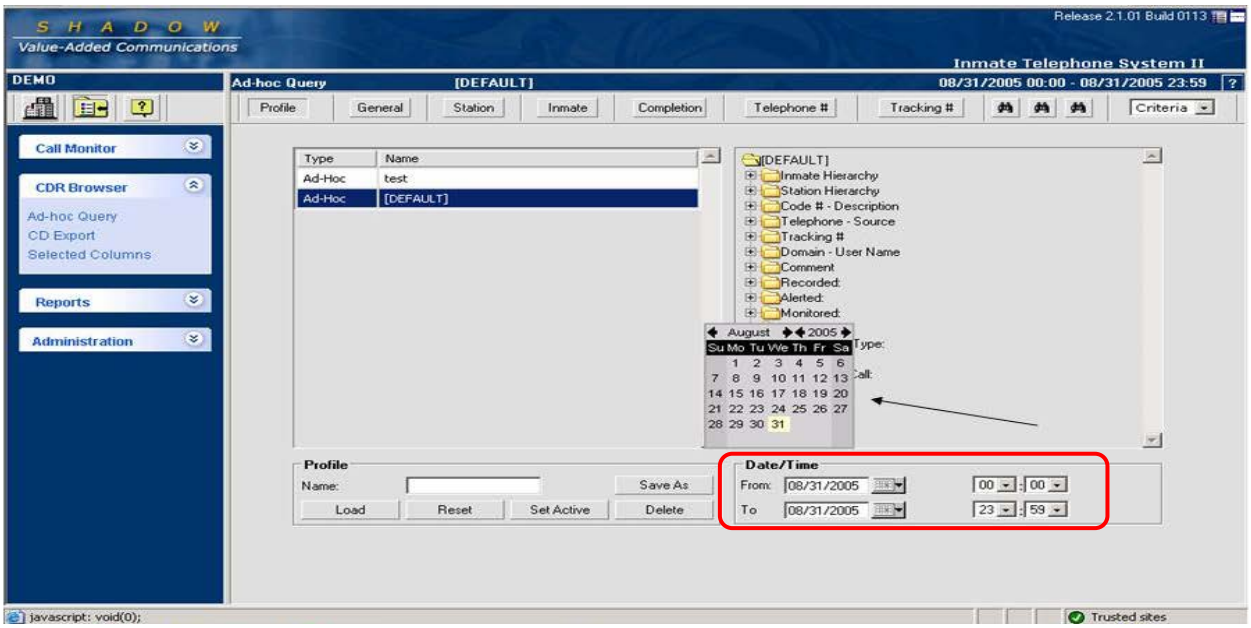
Response:

VAC has read, understands and is compliant. Records can be "quick-searched" via the Shadow CDR browser as described in **response 2.3.1** "***Searching and Retrieving Call Records."*** Quick-search criteria include by Inmate ID, by originating location, destination number, and date/time bands.

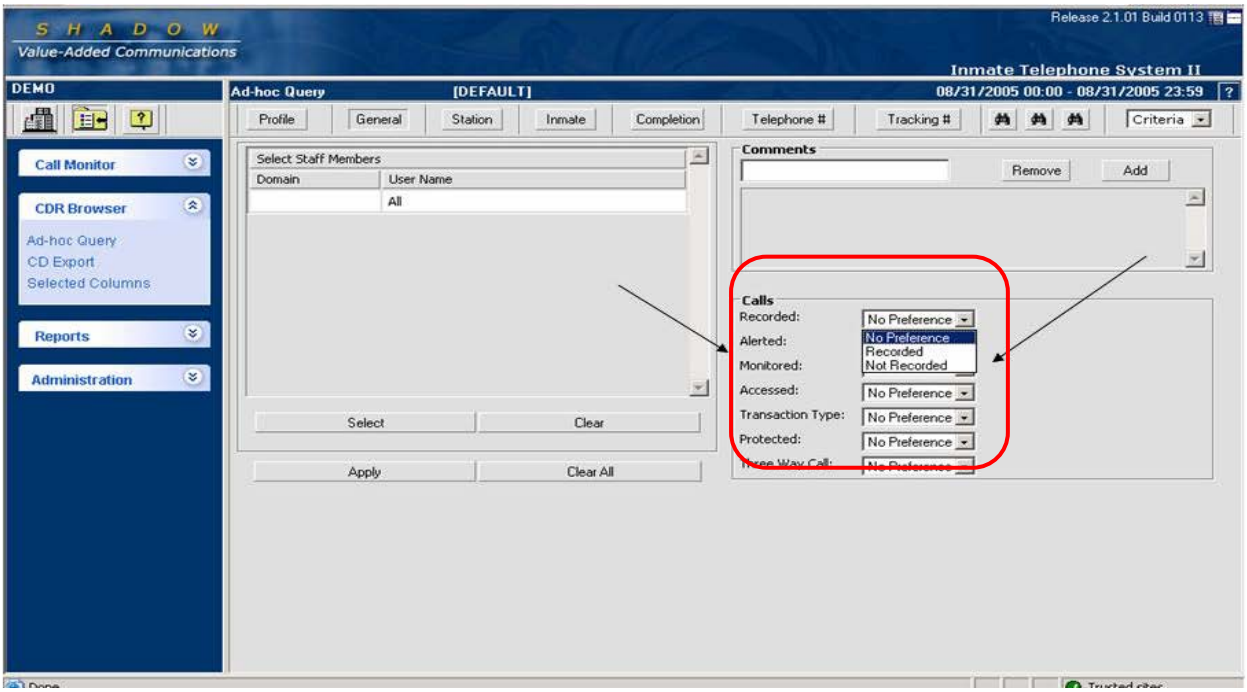
The VAC ITS also provides user-defined detailed queries. The Shadow **Ad-hoc Query** feature enables authorized system users to generate a virtually unlimited set of inmate call record queries and reports. The search and presentation format can be customized with criteria including:

- *Display* or *suppress* any stored piece of information about a call record.
- Sort *ascending* or *descending* on any of the fields selected.
- Select o*ne or more query values* in each selection field (e.g. multiple originating stations, multiple called numbers).
- Allow *wild card* search criteria.
- Select for a range of *dates and times*.
- Search calls of a *specified length.*
- Search calls of a *particular type.*
- *Save* ad hoc query definitions for future use

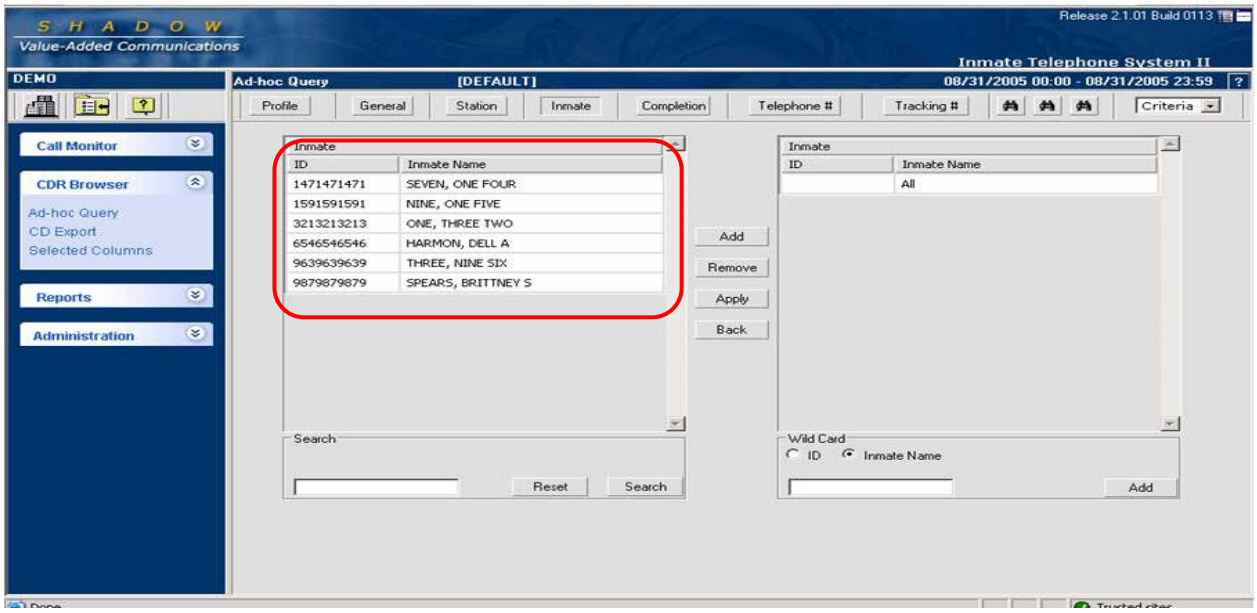
Users will select their search criteria for a specified report, click on the **preview/print** button and view the report results. The following illustrations are examples of the definition of parameters to be applied to the customized report.



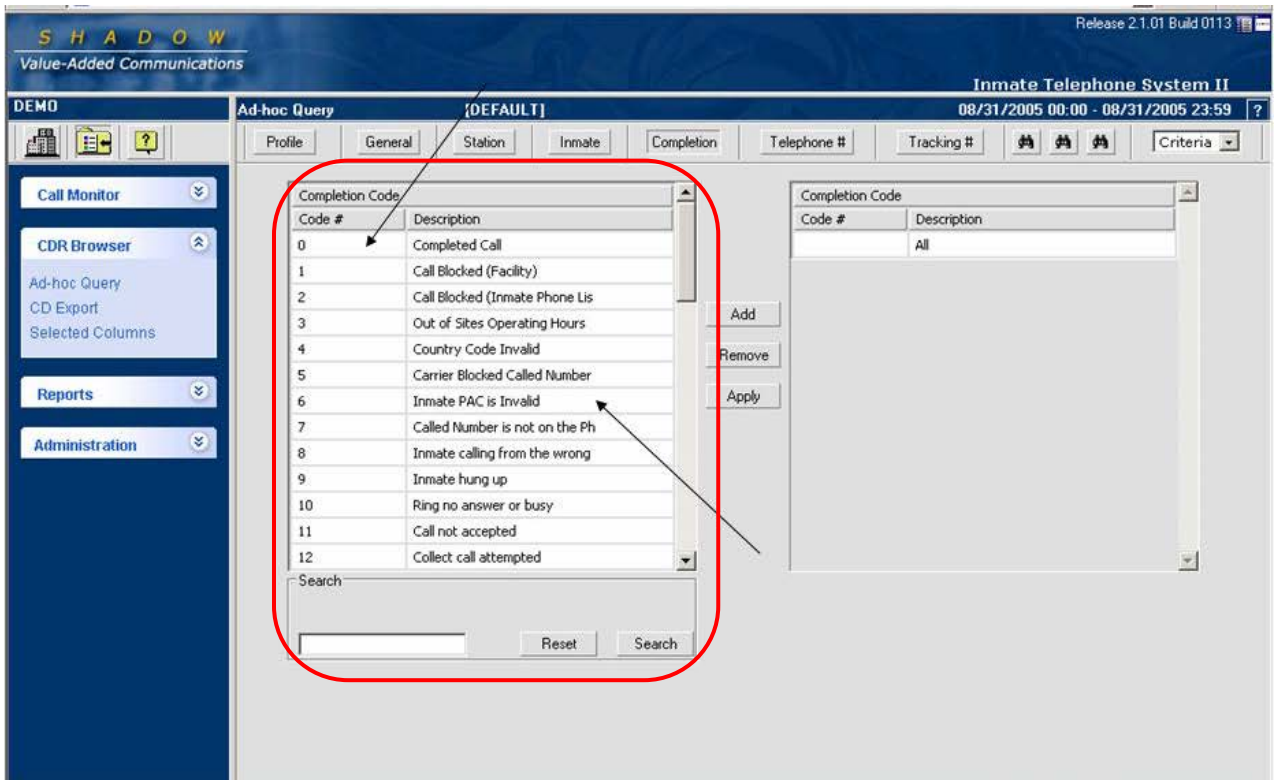
CDR Search Ad-Hoc Query - Defining a Date Range



CDR Search Ad-Hoc Query - Defining Call Types



CDR Search Ad-Hoc Query - Defining Specific Inmates



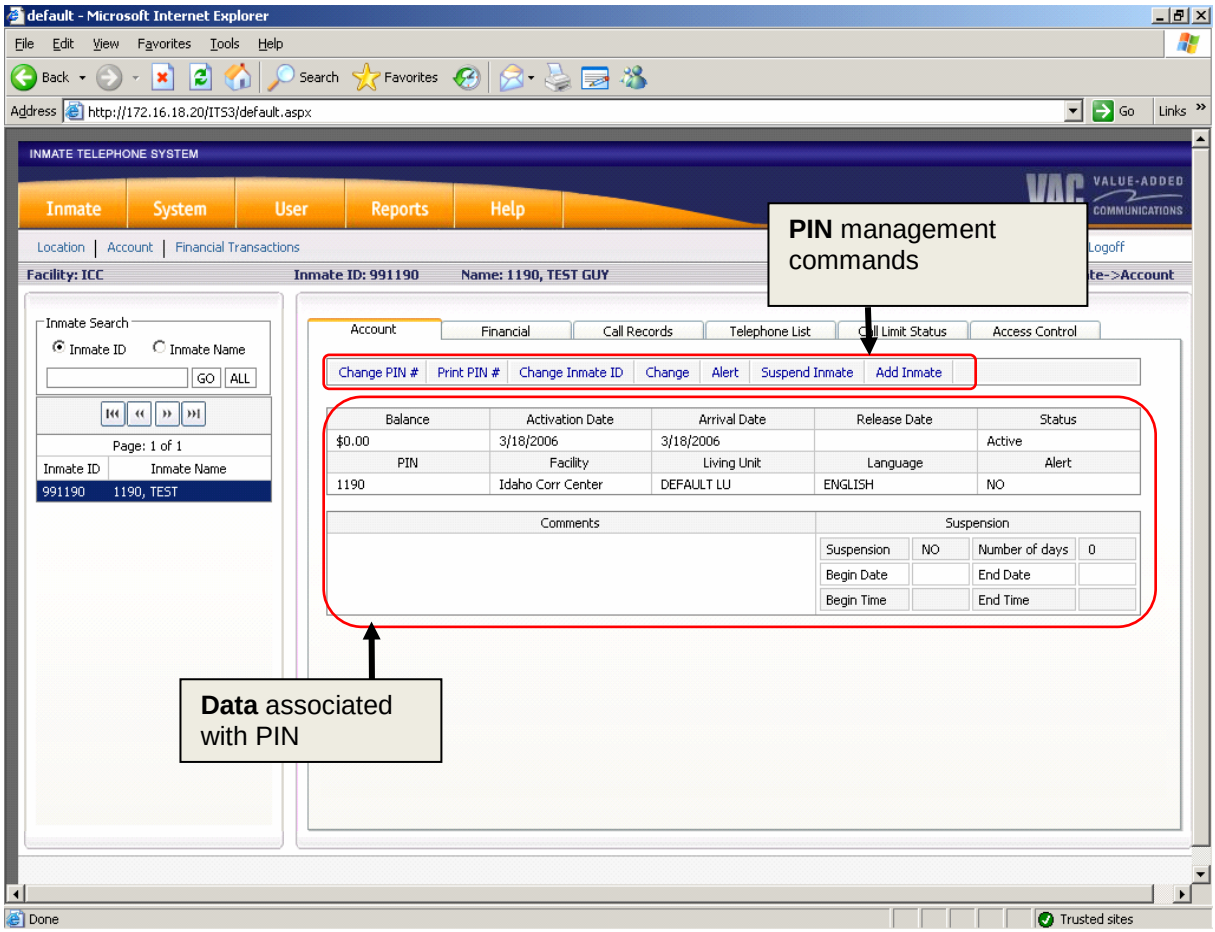
CDR Search Ad-Hoc Query - Defining Completion Codes

The records found and displayed by any search can be printed at any time by clicking the '**QuickPrint**' button on the CDR Browser

2.4.6 Pro-Per Inmate PIN – The system shall be capable of allowing Pro-Per inmates the use of a special non-record PIN to be restricted to only those MCSO pre-approved witness interview telephone numbers (pre-approved calling list).

Response:

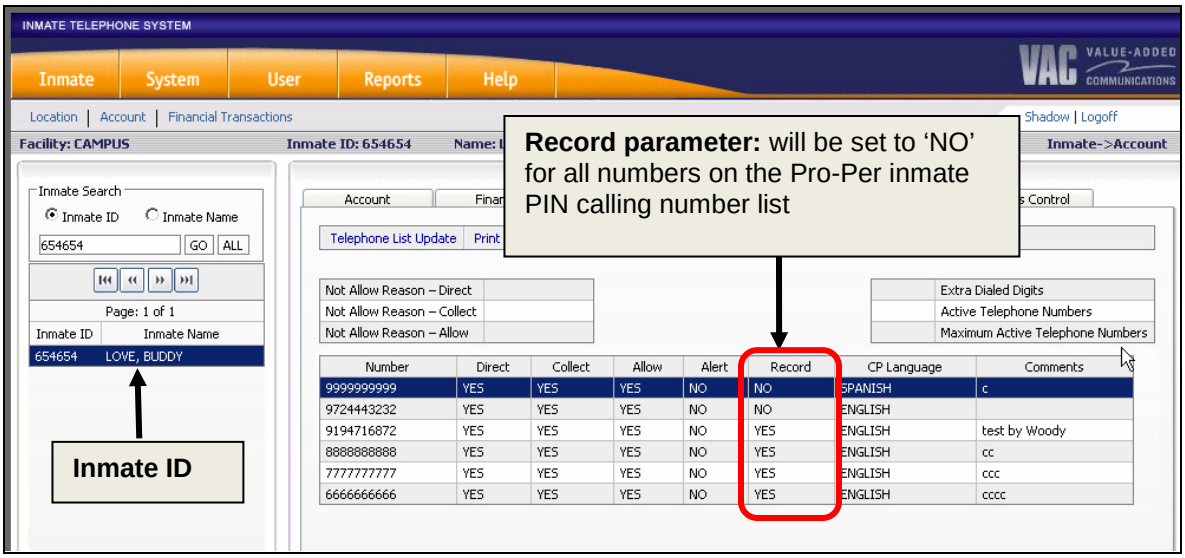
VAC has read, understands and is compliant. Pro-Per inmate PINs can be downloaded to the VAC ***Focus*** system via JMS. These PINs can also be input and/or managed by the ***Focus*** system GUI. The GUI allows administrators to view and modify inmate PIN data via the **Inmate->Account** menu as illustrated below.



PIN Management via Focus GUI

The Pro-Per inmates PINs are set up to require use of an Approved Calling List (ACL). The ACL for the PIN is entered and managed using the ACL GUI (**Inmate->Telephone List** tab) as illustrated below. When a call is placed using this PIN, **the called number must be listed on the ACL associated with the PIN or it will be blocked**.

Authorized system administrators can view, add and remove numbers on Pro-Per inmates' ACLs. Numbers will be added or subtracted as directed by MCSO. The administrator will set the '**Record**' parameter for each number on the ACL to '**NO**,' preventing Pro-Per calls from being recorded.



Pro-Per PIN Allowed Calls List Management

Tracking of ACL Changes: All changes of an inmate's ACL, regardless of method used (by inmate or by system administrator) are logged with a time stamp in the ***Focus*** platform's system file.

2.4.7 Detect Extra Digits Dialed – The system shall detect when extra digits are dialed and a notation shall be included in the call detail record of the attempt.

Response:

VAC has read, understands and is compliant. The ***Focus*** system will detect any DTMF digits that are entered beyond the number required for origination by the inmate or called party acceptance. The system can be programmed to alert any attempts to enter such extra digits above a chosen number and can optionally disconnect any such calls. The EDD trigger criteria will be set to six (6) digits in order to accommodate the requirement of allowing navigation of legal office phone trees as per **response 2.2.2.2**.

2.4.8 Telephone Call Disposition – The system shall display the call disposition of all completed and attempted calls. Example: Ring no answer or Busy, Completed Call, LIDB Block, etc.

Response:

VAC has read, understands and is compliant. Each call record includes a *Call Completion Code* field. In the case that a call does not successfully complete then *Call Completion Code* will indicate the reason for failure. There are 50 Cause Codes currently defined on the ***Focus*** system as listed below.

Code	Definition
0	Completed Call
1	Call Blocked (Facility)
2	Call Blocked (Inmate Phone List)
3	Out of Site's Operating Hours
4	Country Code Invalid
5	Blocked by Carrier/LIDB Block
6	Inmate PAC Invalid
7	Called Number Not On Phone List

8	Inmate Calling From Wrong Facility
9	Inmate Hung Up Prior To ***Focus*** Outdialing
10	Call Not Answered (RNA/Busy)
11	Call Answered But Not Accepted
12	Collect Call Attempt
13	Debit Call Attempt
14	LIDB Validation Timeout
15	VAC Requested Block
16	VAC Called Party Credit Limit Reached
17	Debit Response Message: Unknown System Error
18	Debit Response Message: Call Abended
19	Debit Response Message: PAC In Use
20	Debit Server Not Available
21	Class of Service Violation: Exceeded Direct Calls Limit
22	Class of Service Violation: Exceeded Collect Calls Limit
23	Class of Service Violation: Exceeded Direct Minutes Limit
24	Class of Service Violation: Exceeded Collect Minutes Limit
25	Class of Service Violation: Minimum Time Between Calls Not Reached
26	Exceeded Allowed Extra Dialed Digits
27	Inmate Suspended
28	Number Dialed Not Allowed
29	Call Not Allowed From This Location
30	Call Outside the Calling Schedule
31	Blocked by Called Party
32	Collect Response Message: PAC In Use
33	Insufficient Funds
34	Class of Service Violation: Maximum Number of Calls Exceeded
35	Class of Service Violation: Maximum Number of Minutes Exceeded
36	Minimum Time Between Direct Calls Not Reached
37	Assigned Trunk Type Busy
38	All Trunks Busy
39	Invalid Area Code or Exchange
40	LIDB Network Error Message
41	LIDB Cannot Find Matching Number
42	LIDB Number Not Allowed Collect Calls
43	Invalid Station Number
44	Station Disabled
45	Inquiry Request Message: PAC In Use

46	Inquiry Request Message: PAC Invalid
47	Systemwide Call Block
48	CLEC Block
50	Class of Service Violation: Station Disabled

Is data that has been added to notes of recorded calls by investigators that have been monitored/listened to replicated/added to the back up data? If so, how? (Section 2.4.9)

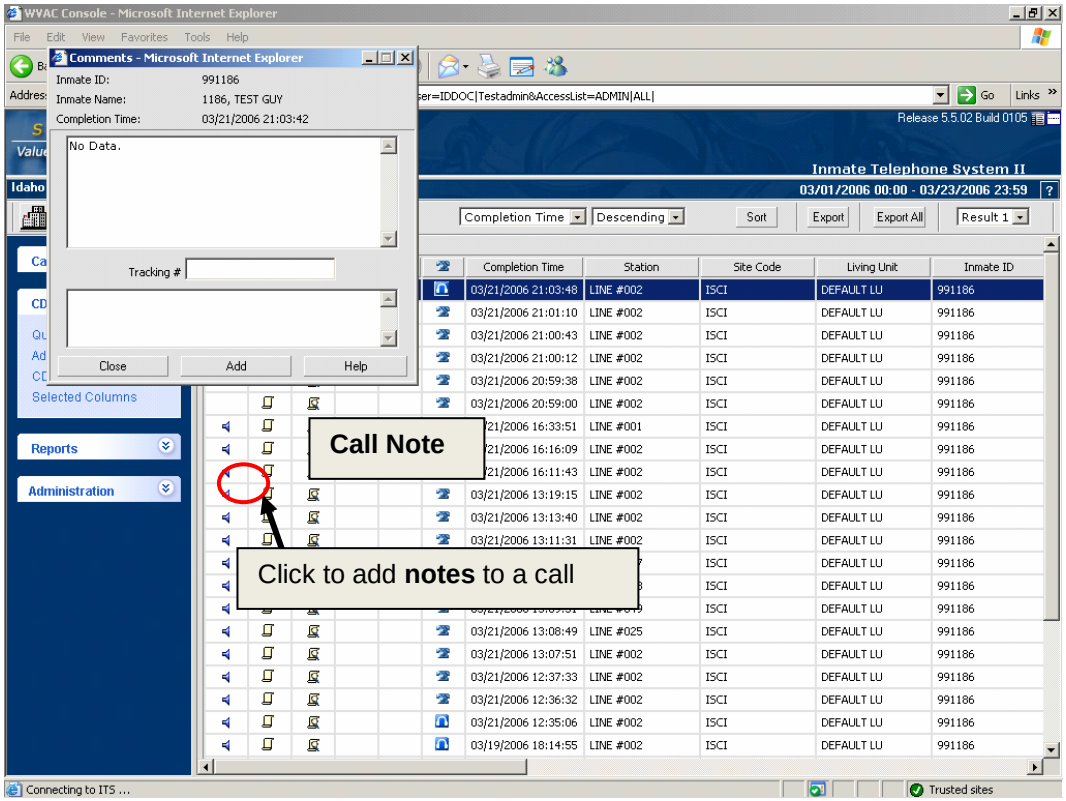
Response:

Yes, investigative notes saved to the system are stored in the database with the call recording which is backed up near real time, nightly, and weekly.

2.4.9 Attachment of Notes to Call Records – The system shall have the capability of attaching up to six (6) notes of at least 50 characters to any call record to include information such as case number or other investigative data. Describe the process.

Response:

VAC has read, understands and is compliant. Investigators may add notes to a call recording file by clicking the "**Note**" icon. Investigators may even select a specific portion of the recorded conversation to save as a separate file and add notes related to their findings. There is no practical limit to the number of notes that can be attached to a call file.



Adding Investigator Notes to a Call Record

2.4.10 Additional Features – Describe any additional features available that could be included as part of this proposal.

The additional feature options discussed below are for informational purposes only and will only be implemented at such time as mutually agreed by both parties. Regardless of such option (s) and time agreed there shall be no additional cost to the County for such implementation.

VAC **Response:**

Integrated System Inmate Debit

The VAC ***Focus*** system supports System Integrated Debit Calling ("Debit Calling"). System Integrated Debit Calling allows inmates to use their assigned PIN number in order to purchase debit system call time, and use the purchased time to place debit calls. **The voice biometric PIN verification feature as required in 2.9.5 of the RFP will provide for secure association of PIN with the intended inmate and therefore could make Debit Calling feasible in MCSO's facilities if desired**.

The inmate debit system allows inmates to purchase debit phone time through the commissary/canteen system or to directly transfer monies from their MCSO-managed trust fund from any inmate telephone. The inmate completes a transfer by simply accessing the system via any inmate telephone and inputting the amount of funds they wish to transfer from their trust fund. VAC will capture the information and forward a request for funds to MCSO's management of the trust fund. VAC will work with MCSO and MCSO's trust system vendor to develop an accurate and complete feed of all inmate debit system purchases made via the telephone.

Upon receipt of transfer confirmation, VAC will apply the transferred funds to the applicable inmate debit account (usually within 24 hours of the receipt of an accurate and complete feed). Inmates will have the option to review debit account balances at any time from any inmate telephone station.

Once funds purchased are correctly applied to each inmate's debit account, inmates can use the inmate debit system to perform debit calls charged to their debit account. The total cost of the call will be decremented from the inmate's account at the conclusion of each call (i.e., the inmate debit account balance will be accurate after each call). This assures that the inmate does not complete calls that will result in charges exceeding their account balance and assures that funds necessary for payment of the calls has been collected from each inmate. The inmate has the option to confirm his/her inmate debit account balance prior to each call.

Family-Funded Inmate Debit: V-Direct

VAC optionally offers MCSO our value-added service ***V-Direct***. ***V-Direct*** is prepaid debit funding service that allows friends or family members to deposit funds directly into an inmate's debit telephone account. ***V-Direct*** insures that monies intended for phone use are spent on phone use.

VAC's ***V-Direct*** on-line payment service allows inmates' friends and family members to add funds directly to an inmate's personal debit phone account so that the inmate can control and budget his or her phone calls. This service provides additional resources for inmates to be able to call family and friends.

Friends and family members establishing a ***V-Direct*** funding account at www.debitcalls.com to fund an inmate's debit account. The funding family member will be required to enter their 10-digit telephone number and create a PIN number to establish the account.

V-Direct Web Interface (www.debitcalls.com)

Once the account has been established the family member will be able to add funds to the desired inmate's debit account by entering the inmate's institution ID number. The ***V-Direct*** website will prompt the user to verify the inmate's identity and to confirm that the user wants to fund the account using the funding options described later in this document. Note that multiple inmates can be funded from one account.

The family member will also be able to view past deposits made to the inmate's debit account from this funding account.

Toll-Free Phone Debit Funding: In addition to funding via the web, friends and family members can fund an inmate's debit account by calling VAC toll-free and following the voice prompts via the touch-tone keypad. If a funding account has not yet been established then the system will establish one automatically. The family member will enter the inmate's PIN number and can use a credit or debit card to add funds to the inmate's V-Direct debit phone account following the voice prompts.

V-Direct Funding Options: The prepaid debit account-funding minimum is **$25.00**. The funding maximum is **$200.00** per account funding action, per credit card transaction, and/or per inmate debit account a week.

The following payment methods will be accepted:

- MasterCard
- Visa
- Western Union (Cash option)

VAC does not store or in any way retain customer credit card or CVV numbers and will not share customer information with any unauthorized company or entity.

Electronic Message Exchange – Inmate Message Service

EME provides quick, secure, and safe electronic correspondence while, at the same time, improving intelligence, providing a revenue stream, and reducing staff workload. EME is proven: it is operationally deployed in Mecklenburg County, NC and is being deployed in Pima County, AZ; it is also undergoing pilot trials with the State of Oregon and State of Washington DOCs.

The ***EME*** messaging system functions on a self-contained network separate from standard E-mail, eliminating the need for inmates to access a computer or the Internet. Inmate family members and friends create an account at www.inmatemail.com from which they type their messages to a pre-approved inmate. Messages may then be screened and approved by facility staff prior to being printed on a multi-function printer/scanner device. Messages are printed and easily distributed during the standard mail delivery process, presorted by living unit and inmate name, reducing staff time and effort. The same device serves as a scanner for outbound inmate messaging.

EME Deployed in MCSO

EME is a self-sustaining service; there are user fees associated with the EME account. **Therefore, EME can be deployed in MCSO with no impact on the rates or commissions proposed in this document.**

EME's Benefits

- Improved safety in the facility mailroom by eliminating hazardous items
- Improved security with the elimination of contraband
- Improved intelligence…
  - Word search
  - Historical data base
- Auto sorting of mail for distribution
- Increased mail room productivity
- Improved correspondence cycle time
- Lower cost to inmate families
- Can be used to schedule phone calls to reduce ring no answer
- Can reduce attempts to make inbound emergency calls
- Supports rehabilitation efforts
- Generates revenue stream

EME Advantages

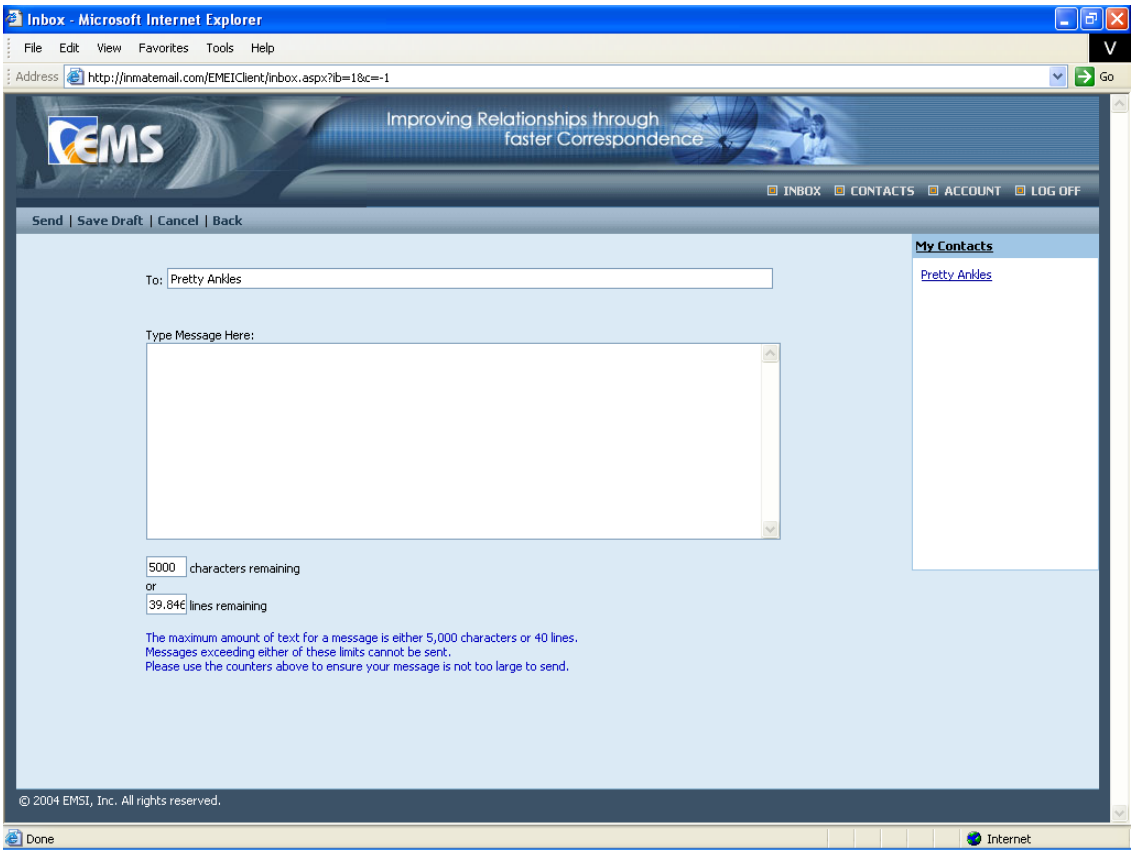
- Can provide both inbound and outbound mail
- Product was designed by a corrections executive
- Not e-mail: no file transfers (closed system) eliminating virus threats
- Requires no controlled response form for outbound messages

Family Members and Friends

The families and friends of the inmates can subscribe to the ***EME*** service through a secure website at www.inmatemail.com. The user-friendly interface allows them to setup an account and prepay for e-mail usage. During the account creation process the new account holder must provide adequate personal information for VAC to verify their credit card is valid. This information includes name, billing address, city and state.

www.inmatemail.com

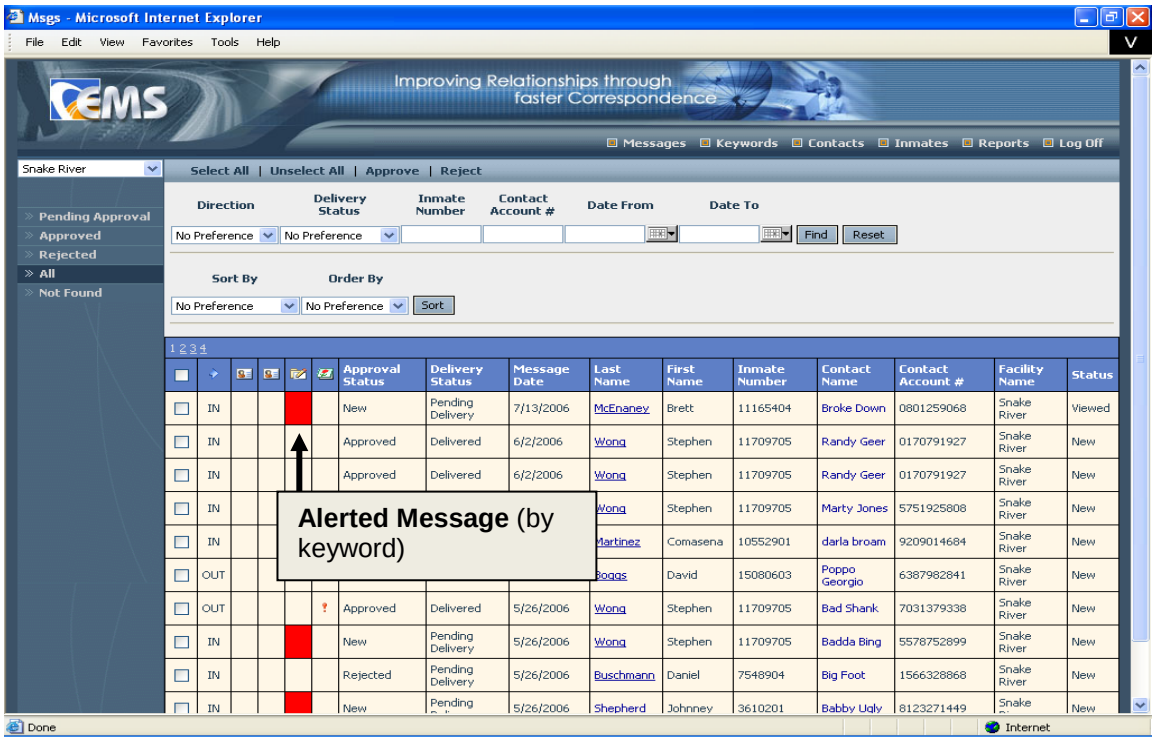
The message template will accommodate over 6000 characters on one page, which is equivalent to 2+ hands written pages. The consumer message creation screen is shown below.



EME Message Screen

Administrative Capabilities

Incoming messages are processed through a search engine for key words or phrases that are predetermined by the facility. Alerts may also be placed on messages from specific consumers or inmates. Messages received from alerted inmates, consumers, or messages with associated keywords will be flagged in red as shown in the screenshot below. Once processed, and prior to distribution, the messages are available to designated staff, via a secure internet connection, to electronically accept, reject; or flag messages of potential concern for further consideration. If necessary messages can be held in a pending condition for further review and accepted or rejected at a later date.



Administrative/Investigative Screen

The comprehensive intelligence database allows investigators the ability to review important investigative information. Below is a screenshot of the primary administrative/investigative screen.

Investigative Capabilities

EME provides communication controls comparable to the inmate telephone service. Written communications can be retained indefinitely and investigative searches can easily be performed on the text of the correspondence.

- Alerts can be established for specific inmates and/or specific recipients on all written correspondence.
- Keywords and phrases can be edited by on-site staff and automatically searched for existing or all new messages.
- Number and frequency of correspondence can be established by the facility.
- All correspondence is retained indefinitely on ***EME***'s secure server(s) and can be viewed or printed by facility personnel.
- Robust investigative reports/queries are provided.
- Inmate contact information, including address and telephone numbers are searchable from the database.

Printing of Incoming Messages

Only approved messages are printed at the inmate's facility. Messages are sorted as desired for ease of distribution. With the appropriate data interfaces, inmate messages will be automatically forwarded to the facility where the inmate resides, eliminating redistribution efforts for inmate moves. Printing is done on the Multifunction Device (MFD) provided by VAC and located in the mailroom of all facilities. All printed messages are distributed along with standard mail, using existing facility mail distribution processes.

Outbound Inmate Messages

The ***EME*** product also provides outbound message capability. Outbound messages utilize a template on which the inmate may handwrite or type a message. Inmate messages are picked up as a part of the

existing outgoing mail process and delivered to the mailroom. Mailroom staff places all inmate messages in the scanner tray of the MFD and each message is automatically scanned into the system.

The outbound intelligence process is very similar to the inbound process, assuring no message is visible in the consumer account until it has passed the administrative approval process. Advantages of the outbound process consist of its speed. The process is very fast. Also, intelligence capabilities are improved greatly as a result of having bi-directional communication. Finally, all messages are stored electronically for an indefinite period of time and immediate retrieval.

Voice Message Exchange (VME) – Inmate Voice Messaging Service

Voice Message Exchange (**VME**) is a VAC US Patent Pending (*US Patent Application **20060245559***) application that enables increased communication between inmates and family/friends via two way voice mail. **VME** can be configured as directed by MCSO to allow for outbound only, inbound only, or two-way messaging. All messages are recorded and subject to playback by MCSO investigative personnel. MCSO investigators can obtain at any time a complete record of all messages left and retrieved.

The VME application is associated with VAC's prepaid collect application ***V-Connect***. This serves three purposes:

- Ensure that voice mail from an inmate has been preapproved and is welcomed by the recipient.
- Ensure that MCSO is aware of all voice messaging contacts between inmates and the public.
- Ensure that every message can be charged.

V-Connect subscribers are optionally presented the option during enrollment to also enrolling in Voice Message Exchange (both via Internet and IVR). They are provided the per-message charges prior to enrollment. The subscriber can optionally provide a cell telephone number to which SMS messages will be sent whenever their chosen inmate leaves a voice mail message.

At MCSO's discretion, the **VME** service can promoted by voice prompts delivered to the called party during an inmate collect phone call.

The VME application is hosted on servers located in the VAC data center. Inmate access to **VME** is via a call routed through the ***Focus*** system to the **VME** platform. General public access is via a specific phone number (local or toll-free long distance) that is routed to the **VME** platform. The VME platform provides an IVR to guide the caller through the leaving and retrieving of voice mail messages.

The ***VME*** platform is configured to hold at least 30 hours of voice mail storage for each ***V-Connect*** account. The platform has a configurable retention and purge period that will automatically delete any voice mails more than X days old (default is 30 days). The VME subscriber can also manually delete voice messages via the IVR interface to the system.

Note that the term "delete" as used in the prior paragraph applies ONLY to storage in the working area and the subscribers' storage space**. ALL voice mail recordings are retained as Call Detail Records by the VAC platform and can be searched and played just as any other inmate call**. MCSO investigators can also query for a list of email messages stored, played, and deleted over any time interval.

2.5 NETWORK:

2.5.1 The ITS Network is owned and maintained by MCSO.

VAC **Response:**

VAC has read, understands and is compliant.

2.5.2 ITS Network Configuration (Exhibit 10).

Response:

VAC has read, understands and is compliant.

2.5.3 ITS Main Network Distribution Sites are 4th Ave. Jail, Lower Buckeye Jail, and the Inmate Phone Monitoring Unit. The workstations sites are connected to the main distribution sites with a combination of fiber and copper cable.

Response:

VAC has read, understands and is compliant.

2.5.4 Please describe the expected network traffic or bandwidth usage requirements of your system.

Response:

VAC has read, understands and is compliant. Because the ***Focus*** system control and status monitoring is performed via HTML between the platform web server and web browsers on the administration workstations, the bandwidth required for control and status monitoring and an insignificant portion of the bandwidth available on the ITS network per Exhibit 10 of the RFP. The only significant bandwidth usage is through live monitoring of calls and through retrieval and play of call recordings.

- Live monitor of each call requires **80 Kbits / second**.
- Listening to a single call recording of 15 minute length requires **1 MByte**.

This is know utilization of the ITS; MCSO should expect that implementation of additional products and services may increase bandwidth usage requirements.

2.6 CABLE/ELECTRICAL POWER:

2.6.1 The Contractor shall be responsible for the installation of all necessary cable, power lines, electrical hookups, cutoff keys for each telephone with control in each facility, equipment and time clock synchronization.

Response:

Read, understood and VAC will comply.

2.6.2 Existing house cable used to provide inmate telephone service becomes the property of MCSO.

Response:

VAC has read, understands and is compliant.

2.6.3 Any electrical work shall be coordinated through Maricopa County Facilities Management Department, using their list of contracted vendors for completion of this type of work.

Response:

VAC has read, understands and is compliant.

2.6.4 Power, Grounding and Cooling Requirements – Please describe the power and BTU requirements of your system.

Response:

The electrical and environmental requirements for the location of the ITS system are specified below. The system is powered via standard 115 Volts Alternating Current (V AC) power and will make use of the power ground. Each ***Focus*** system will also be connected to an Earth ground for safety.

Focus System Electrical & Environmental Specifications	
Environmental	Temperature: 35-90° F; Humidity: 2-98% non-condensing
Power Requirements	115V AC, 20 amps (up to 2 required in Full-height Rack) 7848 BTU/hour

2.7 INTERFACES:

Capable of Interfacing with Jail Management System - The system shall be capable of accepting a JMS (TCP/IP) download at least four (4) times per day.

Response:

VAC has read, understands and is compliant. The new VAC ITS will continue the **ITS Input** interface to the MCSO JMS. The JMS will be able to push updates to the ITS via ITS Input at any frequency desired by MCSO.

2.7.1 Text to Text (Add, Change, Delete or Inactivate)

2.7.1.1 Add – New inmate information (Booking Number, Last Name, First Name).

Response:

VAC has read, understands and is compliant. New inmate data is accepted via JMS download.

2.7.1.2 Change – Inmate housing location.

Response:

VAC has read, understands and is compliant. Inmate housing location changes are accepted via JMS download.

2.7.1.3 Delete/Inactivate – Inmate release from custody.

Response:

VAC has read, understands and is compliant. Deletion or Inactivation of an inmate is accepted via JMS download.

2.7.1.4 Alert – Describe the process of how your system would "alert" if the download fails.

Response:

VAC has read, understands and is compliant. The VAC platform is programmed for the expected time of **ITS Input** updates from the MCSO JMS. If an update does not occur within 60 minutes of the expected time, the platform raises an alarm '*ITS Input Exception*' to the VAC TAC monitoring center.

2.7.2 Text to Speech

2.7.2.1 The download of the first and last name of the inmate from JMS to "fill in" the inmate name announcement when calls are placed by the associated PIN (or Booking Number) is a desirable feature. Describe this feature and if it would be available.

Response:

VAC has read, understands and is compliant. VAC can accept the inmate first and last name in download from the JMS and create an audio file that will be used in the introductory announcement (reference **response 2.2.13**).

It should be noted that MCSO is also requesting (RFP section **2.9.5**) a voice biometric verification capability. As explained in the response to that requirement, the feature will require the inmate to record their name as part of the feature registration process. VAC can also use this recorded registration name instead of the audio file described above.

2.8 SPECIAL NUMBER TABLE (SNT):

The Special Number Table contains the legal telephone numbers that are processed in the system as "Do Not Record or Record and Collect or Free". The table includes attorney (Non-Record) free and collect telephone numbers and other County (Record) free telephone numbers such as Adult Probation. Describe the process used by your system to accomplish these sub-sections.

Response:

VAC has read, understands and is compliant. VAC's ITS implements a ***Special Number Table (SNT)*** database (Microsoft SQL) that contains all of the numbers described and their special characteristics. VAC site technicians maintain the ***SNT*** and periodically will provide MCSO with a report on the numbers in the ***SNT*** and the "source codes" (characteristics such as "non-record" and "free" as well as the originating source of the entry). An example is illustrated below.

Source Code 1	Source Code 2	Source Code 3	Source Code 4	Total
ACJC	NULL	NULL	NULL	1
Auth-Collect	NULL	NULL	NULL	35
Auth-Free	NULL	NULL	NULL	6
Auth-Free	Bar	NULL	NULL	6
Bar	NULL	NULL	NULL	9614
Bar	ACJC	NULL	NULL	7
Bar	YELLOW BOOK	NULL	NULL	572
Bar	Yellow Pages	NULL	NULL	127
Bar	Yellow Pages	YELLOW BOOK	NULL	1210
Contract-Free	NULL	NULL	NULL	29
Contract-Free	Bar	NULL	NULL	74
Contract-Free	Bar	Auth-Collect	NULL	1
Contract-Free	Bar	YELLOW BOOK	NULL	4
Contract-Free	Bar	Yellow Pages	NULL	7
Contract-Free	Bar	Yellow Pages	YELLOW BOOK	27
Gov Pages	NULL	NULL	NULL	1
Hart vs MCSO	Bar	Yellow Pages	YELLOW BOOK	1
Inmate	NULL	NULL	NULL	4
JAIL-FREE	NULL	NULL	NULL	6
Recorded Free	NULL	NULL	NULL	113
Special	NULL	NULL	NULL	1
Special-Free	NULL	NULL	NULL	3
YELLOW BOOK	NULL	NULL	NULL	420
Yellow Pages	NULL	NULL	NULL	119
Yellow Pages	YELLOW BOOK	NULL	NULL	425

Example Source Code Audit

2.8.1 Data Import - The system shall have the ability to accept import data through automation in a mutually agreed upon format. Examples are the Arizona State Bar Directory, Qwest Dex or Yellow Book (Attorney Section) and manual data entry. Describe the format used by your system to accept the import data.

VAC **Response:**

VAC has read, understands and is compliant. VAC has an automated method to import large data sources such as the Bar Directory or Yellow book. These inputs are provided by MCSO in Access database format and processed utilizing SQL Enterprise manager into the ***SNT***.

VAC also has a utility that is used currently by VAC site technicians to input new data or changes directly into the SNT as directed by MCSO.

Should a download fail, what steps would be taken by VAC? Be specific in your response to include MCSO notification, procedure, and time elements. (Section 2.8.1)

VAC **Response:**

The ***Focus*** HostMonitor checks to make sure an ITSInput file is received every 6 hours as expected; if one is missed TAC contacts the MCSO techs.

Following is the specific procedure used to manually check on a download failure.

PROCEDURE TO CHECK IAMP LOAD ON HQ SERVER

1. Open D:\\ITS_INPUT\INPUTLOG
   - Open file near the bottom of folder dated with today's date
   - Check that the last load received processed correctly. You will know this by the final line processed saying ITS Input ended. This will be directly below the final line of the last load processed.
2. Open D:\\ITS_INPUT\INPUTReq\ARC
   - Open ARC folder
   - Go to bottom of folder and check that all loads from the previous 24 hours were received and processed. If the files are present in this folder then this is a good indication that they were received and processed correctly.

If there are any problems found with these checks perform the following. If the problem is that the files were not received from JMS, contact Linda Christophel or Terry Lehman to have them find out why the files were not sent or if there was a problem with the transmission. If we are receiving the files but ITS Input is not processing the files then contact the TAC for assistance. In either case Linda Christophel will need to be notified of the issue and any fix actions performed.

2.8.2 Verification Checks – The system shall have the ability to perform a daily verification check that logs changes that have been made to the Special Number table. Describe the process.

VAC **Response:**

VAC has read, understands and is compliant. The additions or modifications made to the ***SNT*** (whether by automated bulk load or manual entry) are made initially to the Headquarters facility server. They are then downloaded from the Headquarters to all of the MCSO Jail facility systems. Immediately upon completion of this download, a checksum utility is run to compare the ***SNT*** of each facility system with the Headquarters server to verify that all systems in the network are correct and up to date.

Currently, the VAC site technicians perform updates to the SNT on a daily basis and then also the verification checks on a daily basis. MCSO can be assured that the ***SNT*** throughout the network are correct and current. VAC believes that incorporating the manual audit of the automated process ensures the highest degree of reliability.

2.8.3 Ability to "Prevent from Listening" Calls – The system shall have the ability to prevent from listening calls that have been recorded in error. Please describe the process.

VAC **Response:**

VAC has read, understands and is compliant. Once MCSO becomes aware that a number that should have been in the ***Special Numbers Table*** as non-recorded but has not been, all calls to that number can be retrieved using a search with the Shadow CDR browser. If the operator has sufficient privileges (currently the Inmate System Manager and the Legal Database Custodian), the user will be provided with a "Prevent" option for each call listed. The ***Focus*** system will not allow calls marked as "Prevent" to be played back.

All calls are pruned from the system after the standard archival schedule of one year, so these calls will also be pruned (assuming that are not "locked" to retain them on the system). This is described in the next response.

2.8.4 Calls that have been "Prevented from Listening" shall be pruned – at the end of the normal archive schedule of one (1) year, or 365 days, in accordance with MCSO Policy DK-2, Inmate Telephone System (Exhibit 6).

Response:

VAC has read, understands and is compliant. ALL call recordings that are not "locked" are pruned from the system after the standard retention period of one year including calls that were recorded in error.

2.8.5 Ability to include Record or Non-Record Telephone Numbers – The Special Number table shall be capable of including a choice of record or non-record for telephone numbers included in the table.

Response:

VAC has read, understands and is compliant.

2.8.6 Ability to include Charge (Collect) or Allow Free calls – The Special Number table shall be capable of including a choice of free or collect for telephone numbers included in the table.

Response:

VAC has read, understands and is compliant.

2.8.7 Ability to Produce a Digital Media (in a mutually agreed upon format) Table of Current Telephones Numbers for MCSO Audit Purposes – The system shall have the capability to produce a digital media list of the telephone numbers, attorney first and last names, agency or law firm, dates the telephone # was added, Free or Collect, Record or Non-Record on a quarterly basis, or upon special request, to MCSO. Describe the process.

Response:

VAC has read, understands and is compliant. VAC can export the Table of Current Telephone Numbers (in Microsoft SQL format) to any desired final format or to an intermediate format (for further processing by MCSO). The output file can be downloaded to CD or USB removable media.

2.8.8 Historical Records of SNT Updates – The contractor shall maintain historical records of all changes in the SNT for one year after the record was created or changed.

Response:

VAC has read, understands and is compliant. All updates to the ***SNT*** (as directed by MCSO) are date and time tagged in the SQL database. Also, all updates performed by the VAC site technicians are manually logged. It should be noted that once entered a number is never **deleted** from the ***SNT***, it is only tagged as **inactive**.

2.9 INVESTIGATIVE TOOLS/INTELLIGENCE GATHERING:

The system shall have the ability to provide investigative tools, features, and creative solutions that would enhance MCSO's capability to actively monitor and data mine criminal activity being conducted by inmates in the jails through the Inmate Telephone System. The Contractor's recommendation must be proven technology. Describe in detail the recommended investigative tools your system would offer in any of the following categories without negatively impacting the operation of the Inmate Telephone System:

Response:

VAC has read, understands and is compliant. The VAC ITS provides many investigative tools and features that are described in detail elsewhere in this document. We reference these detailed responses in this response in the interest of not exceeding the RFP-mandated page limit.

- Platform fraud prevention features – **response 2.2.20**.
- Quick search and playback of recorded calls – **response 2.3.1**.
- Export call records to portable media with chain of custody – **response 2.3.4**.
- Ad hoc call record searches – **response 2.4.5**.
- Notes attached to call records – **response 2.4.9**.
- Live monitoring of calls – **response 2.9.1**.
- V-Alert remote alert notification – **response 2.9.3**.
- Pre-defined investigative reports – **response 2.14**.

All of these investigative features are integrated capabilities that have no negative impact on the functioning of the system.

2.9.1 Random Monitoring of Live Calls in Progress – The system shall provide the ability of randomly monitoring live calls in a thirty (30), sixty (60), and ninety (90) second duration. Describe the process.

Response:

VAC has read, understands and is compliant. The VAC ***Focus*** system allows authorized users to monitor calls in progess for which digital recording is taking place. Although the inmate and called party are notified during the call setup (and periodically throughout the call) that the call is recorded and subject to monitoring, actual live monitoring of a call is completely transparent to the inmate and the called party. There is no drop in volume or noticeable "click" when monitoring begins and the conversing parties are not tipped off to the monitor's presence.

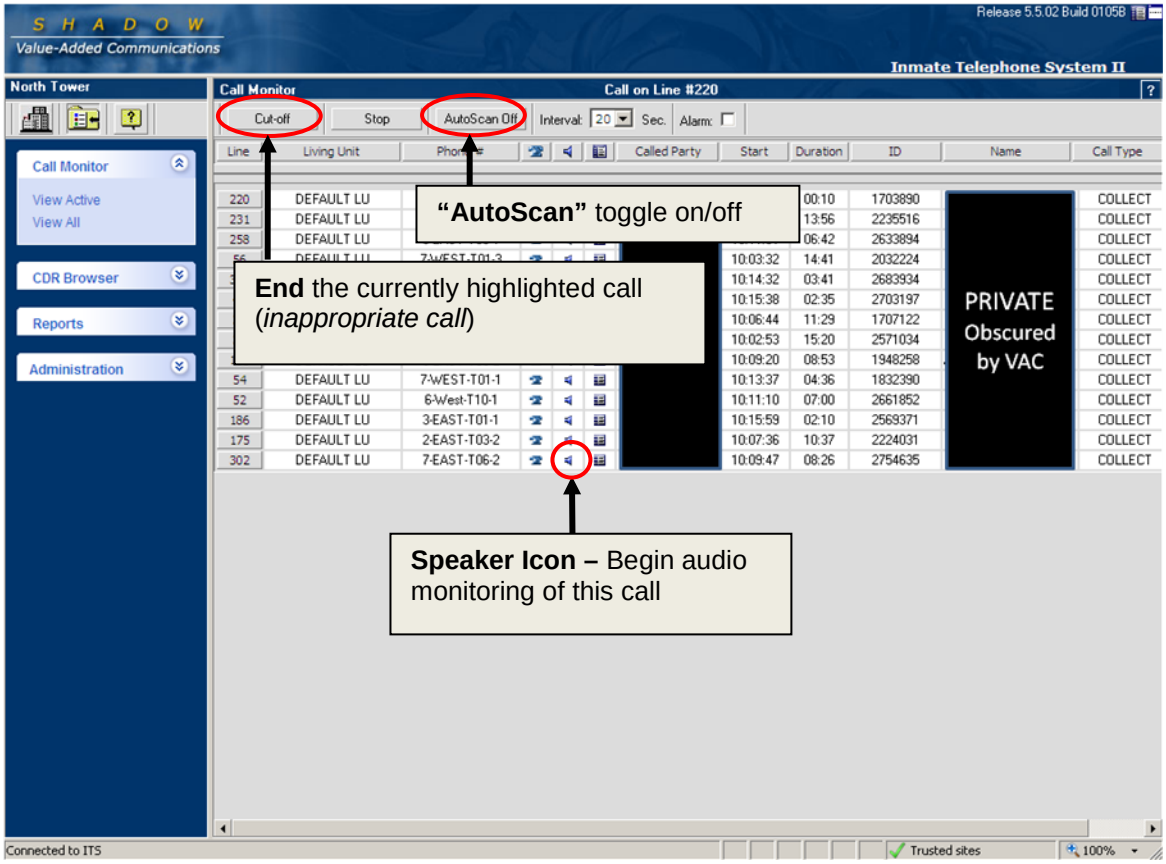
Authorized system users perform monitoring of live calls with the **Shadow** web-based GUI. This GUI is available on the VAC provided workstations or MCSO laptops with secure VPN access to the ITS network.

This display of live calls will include the following information:

- the living unit,
- inmate telephone being used,
- called number,
- call start time
- call duration,
- inmate ID,
- inmate name,
- call type, and
- outgoing trunk.

The operator starts live audio monitoring of an active call by clicking the "**speaker"** icon of a call record that is highlighted (which is done via mouse click on the appropriate row of the listed current calls), and the call will start streaming from the workstation speakers or operator headset.

If the conversation is deemed inappropriate, the system operator can immediately end the call by clicking on the '**Cut-off**' button.



Audio Monitor of an Active Call

The Shadow interface also provides an *AutoScan* feature. When *AutoScan* is enabled, the monitoring software will move from call to call and play the conversation for a configurable number of seconds before moving to the next call in sequence. The *AutoScan* feature can be configured by the user at 30, 60, 90, or any other duration desired. The user has the option of stopping on a call that requires further attention. This will continue until scanning is shut off with the AutoScan button toggle. The advantage of this feature is that an investigator can perform other tasks while listening to portions of calls.

2.9.2 Random Listening to Call Recordings – The system shall provide the ability of randomly listening to completed calls by jail facility or housing location in a 60 second duration. Describe the process.

VAC **Response:**

VAC has read, understands and is compliant. The system will support listening to 60 second durations of random (non-targeted) calls selected on the basis of jail facility or housing location.

2.9.3 Ability to Automatically Notify an Investigator – The system shall provide the ability to remotely notify an investigator when either a targeted inmate or telephone number has been called and in progress. Describe the process.

VAC **Response:**

VAC has read, understands and is compliant. The ***Focus*** system will allow authorized MCSO administrators to a designate a phone call as "alerted." The specific called number set up to be alerted is referred to as a '**hot number**.'

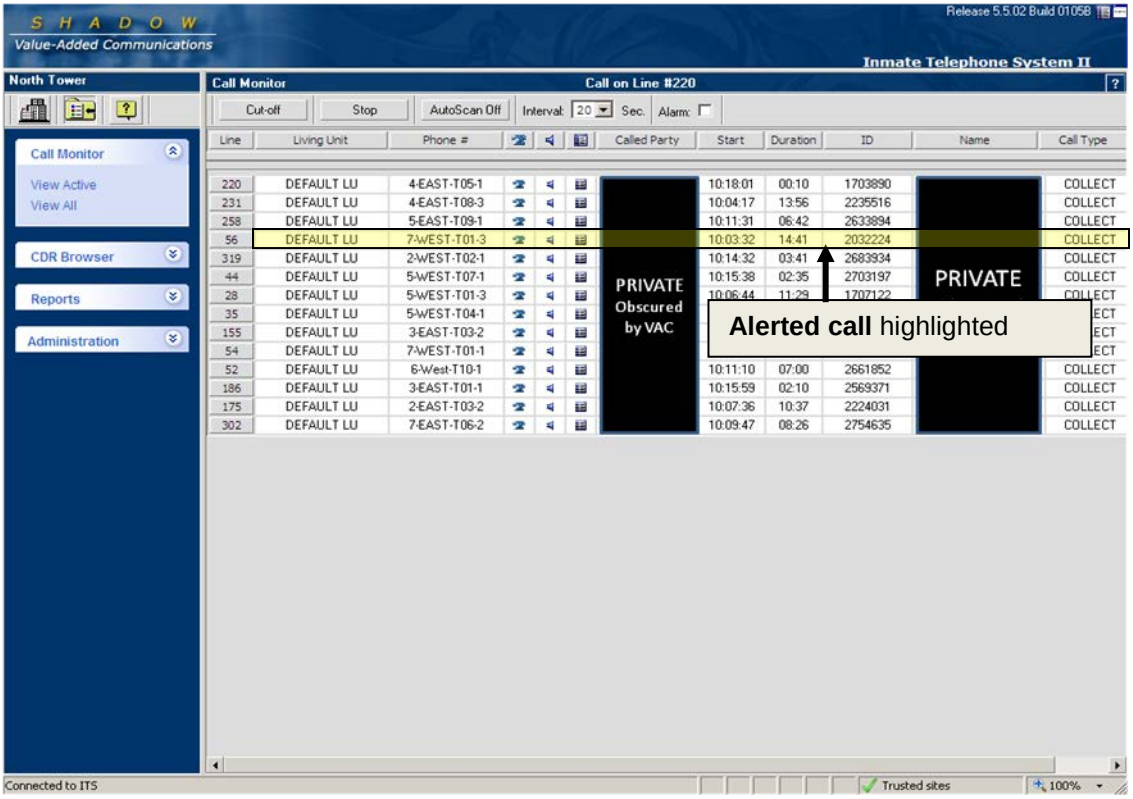
There are two levels of alerts. Every hot number is recorded in the call record and simultaneously displayed on the live call monitor if applicable ('monitor alert'). The second level of alert ('remote alert')

results in the call being forwarded to a designated investigator's number. The administrator indicates via a flag when configuring the hot number whether the 'remote alert' is to be invoked.

The alert is logged on the CDR for the call of interest for subsequent playback, appending of notes, and copying to a CD if desired. In addition, the system will record calls to hot numbers in a separate system file that can be viewed by the authorized user from ITS workstations or through a separate report.

Monitor Alert

If the calling phone is among those currently being lived monitored via the Shadow GUI (below), the appropriate call will be indicated on the monitor display. There will an audible 'ding' sound, and the call monitor will immediately highlight the alerted call on the display.



Alerted Call Highlighted on Live Call Monitor

Remote Alert

V-Alert will remotely contact investigators when calls are placed from or to any hot number that has been configured to invoke the 'remote alert' feature. ***V-Alert*** configuration allows each hot number to be associated with a primary and secondary MCSO-defined notification telephone number. These numbers can be a designated telephone (cellular, residence, etc.) or pager number. There is no limit to the number of simultaneous authorized ***V-Alert*** users.

When the hot number is alerted, the system attempts a call to the primary number. If the initial call is not answered, the system will attempt to contact the secondary number. The system can be configured to limit attempts to deliver notifications to specified time of day ranges as defined for each receiving number.

The ***V-Alert*** IVR announces upon answer of the alert notification that an alert event has occurred, and then requires the entry of an investigator PIN as security to confirm that the correct person has answered the phone. Once the PIN is entered and verified:

- ***V-Alert*** provides instructions to the investigator that will allow for immediate monitoring of the call in progress.
- If the investigator determines that the conversation is inappropriate, he/she can terminate the call between the inmate and the called party immediately via keypad entry.

2.9.4 Word (English and Spanish) Search – Ability to data-mine non-legal recordings for a word or phrase by jail facility or PIN. Describe this feature and whether it is currently available.

Response:

VAC has read, understands and is compliant. VAC has partnered with **Nexidia**, a leader in voice recognition solutions, to provide word data-mining capabilities. The need to analyze data gathered from low-quality telephony audio sources, in multiple languages, is mission critical for many government agencies and we know that the Nexidia solution exceeds MCSO's requirements in this area.

The Problem

A considerable amount of audio recorded is poor quality, in various languages, and is being analyzed using only metadata that is often incomplete or unreliable. This leads to a very inefficient search process where significant times spent listening to audio data that isn't relevant. The staff responsible for identifying and assessing current and future threats understand that the information they uncover is time sensitive and loses its value if it takes too long to extract. Traditional audio search methods translate audio content to a text file for review. The effectiveness of these text-based systems is low, and relies on several factors, including: accuracy of the speech-to-text translation, extensive dictionaries for each language, exact spelling of search terms, standard vocabulary limitations such as proper names and slang

The Nexidia Solution

Nexidia enables armed forces organizations, homeland security, and law enforcement to tap into the massive amounts of recorded audio communications at the fastest speeds, highest accuracy and with the most flexible deployment options. The staff can now index large amounts of recorded audio from phone calls, wire taps, computer voicemail or radio communications, making content instantly searchable. By eliminating the need to translate speech to text, and then mining that text, Nexidia provides indexing speeds never before imagined. Nexidia can instantly search any spoken word, enabling the timely identification of relevant threats and trends, and empowering agencies to immediately respond with preventative, protective action. The patented phonetic search technology enables searches on proper names, inexact spellings, industry terms, jargons, slang and colloquialisms—all without extensive training, large dictionaries or vocabulary updates. Nexidia's extensive language capabilities leverage the linguist by delivering highly accurate results regardless of the speakers' gender, age, dialect, accentor speaking style. The technology is designed for rapid integration with existing IT infrastructures as a distributed, server-side solution that can process large amounts of audio feeds and archived data. Alternatively, it is easily deployed as a standalone solution on a small tactical laptop in the field.

Nexidia's Extensive Language Capabilities

Nexidia supports more than 35 languages and dialects. Language models are created with representative audio that provides a robust language recognition capability out of the box. Language support can also be further refined using Nexidia's extensible language tuning framework. Because the technology does not require a dictionary, new language capabilities can be developed relatively quickly.

How Nexidia Phonetic Search works

Nexidia technology is based on phonetics—the systematic study of the sounds of human speech. In all the languages of the world, there are about 400 distinct sounds (known as "phonemes") though most languages use only a fraction of that total. By using these tiny components of language, Nexidia is able to capture a true record of what is being said in an audio track, which can be searched more quickly, accurately and flexibly than with any other technology.

The process works in two phases. In the first phase, recorded audio is input into the system and a time-aligned phonetic index is created. Because phonemes are simply uttered sounds, the indexing is not affected by factors such as background noise, languages, dialects or speaking styles.

The second phase begins when a search is requested. Searches can be done directly on words or phrases, or using special operators such as Boolean strings or time-based proximity to other content.

Nexidia's proprietary search engine identifies and matches the phonetic equivalent of the search string and returns relevancy-ranked results.
The result is a process that not only creates the truest representation of spoken audio, but also enables the fastest, most accurate access to the information contained within the audio files. Whether used to improve the tagging of audio for syndication, to perform ad hoc searching for audio discovery and evidence, or for analysis and reporting on large volumes of customer call data, Nexidia delivers advantages no other technology can match.

Key Benefits
Greater Speed: Phonemes are the tiniest building blocks of language. Using these small bits enables faster processing of audio and the ability to find words and phrases within context without requiring complex and difficult-to-maintain dictionaries.

Greater Accuracy: Today's languages are changing rapidly. New words, industry terms, blended words, proper names, slang, code words, brand names, and even the non-standard mixing of different languages are all easily processed with the phonetic approach.

Greater Flexibility: Because Nexidia technology is not dictionary-based, there is no need to train the system for dialects or accents. Additionally, Nexidia is unaffected by unique speaking styles, jargon and even audio quality that can impact the performance and accuracy of text-to-speech methodologies, so you get what you need faster and with less impact on your resources.

2.9.5 Voice/Speech (English and Spanish) Recognition – Ability to recognize and match the inmate voice linked to his booking number prior to placing a call**.** *Describe this feature and whether it is currently available.*[1]

Response:

VAC offers our **V-PIN** solution for biometric inmate identification. **V-PIN** provides the optimal solution for offender identification and elimination of PIN sharing. **V-PIN** provides a sophisticated but elegant solution for a problem that has faced the corrections industry for many years, using patented (*US Patent **7,333,798***) speaker verification technology in conjunction with all existing inmate telephones.

V-PIN is used with standard telephones requiring no special capabilities or specialized wiring that can be prohibitive for deployment of other biometric solutions, and doesn't require additional facility administration. **V-PIN** can be disabled system-wide upon Department request.

Use of V-PIN: **V-PIN** "registers" the inmate's speech pattern via his/her spoken name and compares the registered name to the speech pattern on all subsequent call attempts using that inmate's PIN. Implementation of V-PIN is easier than most voice biometric solutions; **V-PIN** self-registers inmates via automated system prompts and therefore no special administration is required. Upon first use of the ITS system, the inmate will be required state his/her name following input of his/her PIN. **V-PIN** will request the inmate to repeat their name up to five (5) times to ensure that a complete sampling of the voice print has been taken.

The inmate will be required on subsequent call attempts to speak his/her name following input of PIN on each and every call. **V-PIN** will compare the PIN to the recorded *voice print*. If the inmate spoken name matches with the voice print stored with the PIN, the inmate will be allowed to continue with the call process. If the spoken name does not match, the inmate will not be allowed to continue with the call process.

V-PIN also provides continuous "moving window" voice sampling and rating technology. The call is continually sampled to determine the rating of confidence that the current inmate speaking is the same as the one at the start of the call. This prevents an inmate from successfully registering for a call and then handing the handset to another inmate. The confidence thresholds can be customized as desired by MCSO to prevent inmate hand-off without incurring common false-positive warnings.

V-PIN Technology: **V-PIN** utilizes a speaker identification system which includes a speaker-independent phrase recognizer for the sample given during each call. **V-PIN** biometric identification technology is trained for a single voice. The system is trained to understand the pronunciations, inflections, and accents of each individual speaker. Speakers' stated names, even when the names sound the same, have different phrase recognizer scores.

The speaker-independent phrase recognizer scores the name utterance. During the initial system user training sample process the **V-PIN** speaker-dependent phrase recognizer establishes a phrase recognizer utterance score for each user. The V-PIN system utilizes a hidden Markov model based speech recognition engine to compare each collected sample to the original stored template. A score processor coupled to the outputs of the speaker-independent phrase recognizer and the speaker-dependent phrase recognizer determines a matched identity. A verifier coupled to the score processor authenticates the determined matched identity. A threshold score is required to achieve a high degree of certainty before a match is confirmed by the system.

V-PIN is Proven: The Federal Bureau of Prison recently performed a test pilot of **V-PIN** and is in the process of implementing the service at each of their sites. Additionally, State DOCs and several counties have implemented the service with great success.

When the inmate registers his name using the V-PIN solution, does he only have to do it once, the first time he uses the system? Or, at each jail. Explain in detail how this works. (Section 2.9.5)

VAC **Response:**

The VAC ***Focus*** system requires the inmate to register his or her name only once, the first time he or she uses the system. All name recordings are stored at every site and on the HQ server. When a name recording is updated at a site the update is copied to every site and the HQ server hourly.

The VAC ***Focus*** system allows the inmate name recordings to be stored at each location separately or copied to all sites simultaneously depending upon MCSO's preference. In either case the name is only recorded once by the inmate. VAC's recommendation to provide the most secure application is that each inmate PIN and voice print be stored on the local server of the facility where he or she resides. When an inmate is transferred within the facility or between facilities the JMS update will notify VAC of the change and the inmates PIN and voice print will be automatically transferred to the new location. This is the verbiage we used from question 5 and I believe it may be applicable for this question as well.

2.9.6 Transcribing Recorded Calls – Ability to transcribe telephone recordings to text and export the transcription into a Microsoft Word document. Describe this feature and if it would be available.

VAC **Response:**

VAC has read, understands and is compliant. VAC will utilize the Universal Trascription System (or equivalent product) from StartStop. Call recordings can be searched and identified using the Shadow CDR browser. The call records so identified can then be exported to the Universal Transcription System application.

Universal Transcription System application includes conversion of selected files to Microsoft Word and PDF formats, with features including variable speed, bookmarks, and a start-stop foot pedal.

Does the Reverse Telephone Number Look Up feature require access to the internet? (Section 2.9.7)

Response:

The workstation that performs the Reverse Number Look Up will have to access the Internet. This access is via a proxy server at VAC (not the general Internet) that limits internet access to the ATT AnyWho website.

2.9.7 Any Other Additional Investigative Tools, Features, or Creative Solutions – Describe any other tools, features, or creative solutions that might be available to MCSO.

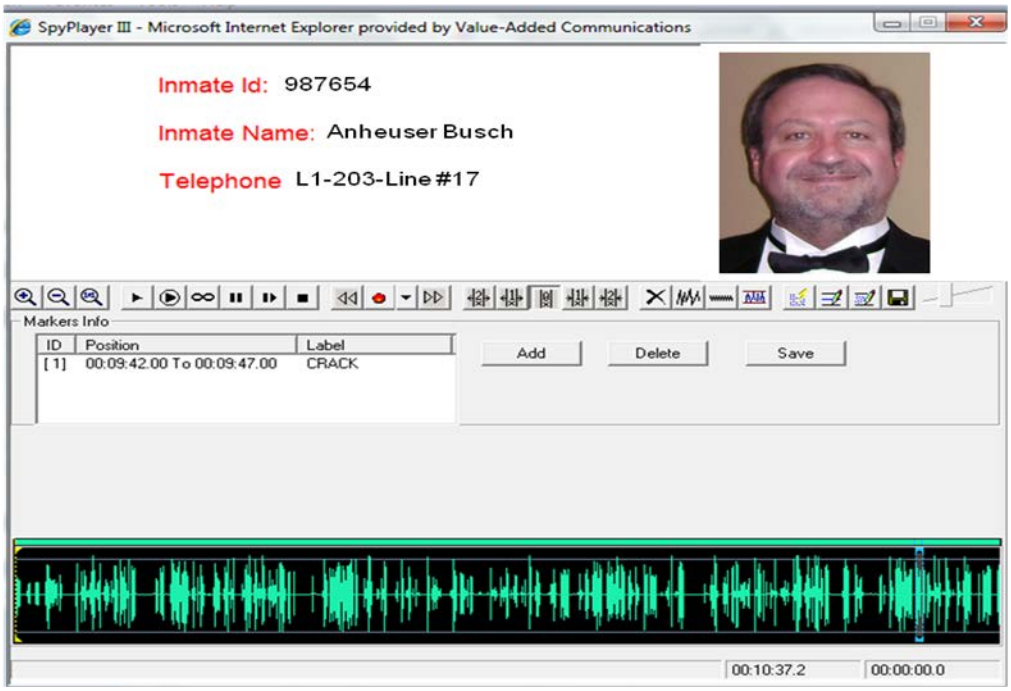
Response:

VAC described the **EME Electronic Messaging Service** and the **VME Voice Messaging Service** in **response 2.4.10.** Both of these applications include word search tools that can assist investigators in identifying illegal activity discussed in messages.

Following are additional investigative features of the VAC ***Focus*** platform.

Booking Photo Display

This feature can be enabled via integration to MCSO's network so that booking photos associated with an inmate can be retrieved. When an instance of the SpyPlayer interface (which is used control playback of call recordings) is excuted, it will retrieve and display the inmate booking phone of the calling inmate on the Spyplayer window as illustrated below.



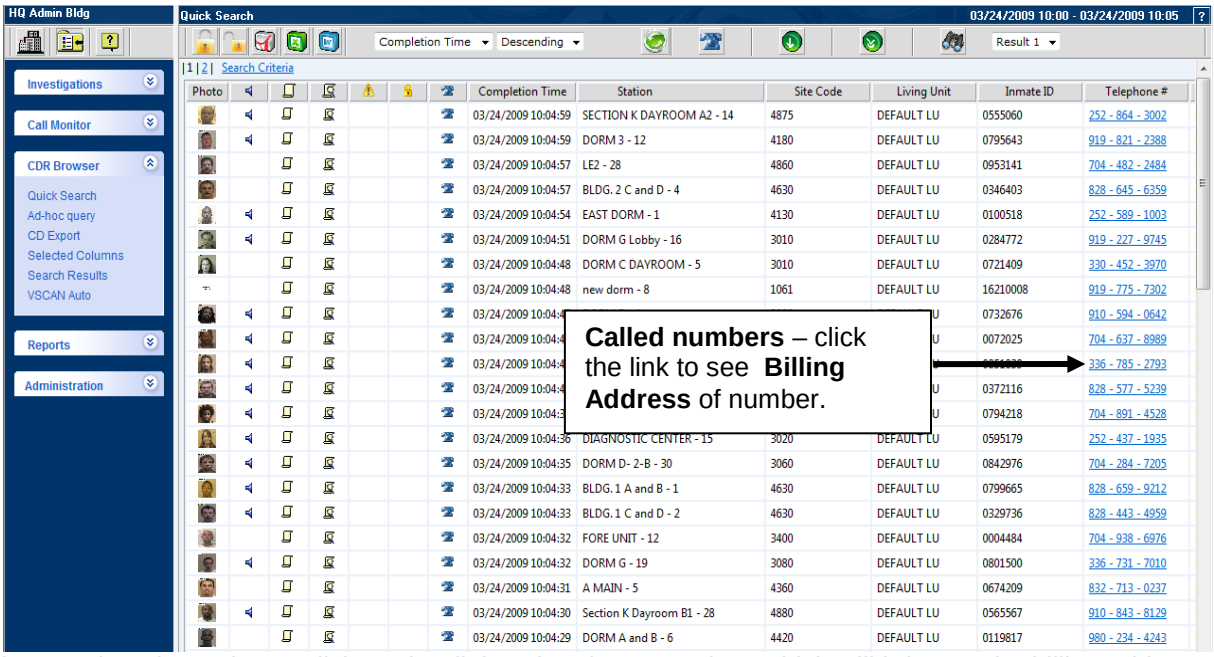
SpyPlayer Window with Booking Phote Display

Response:

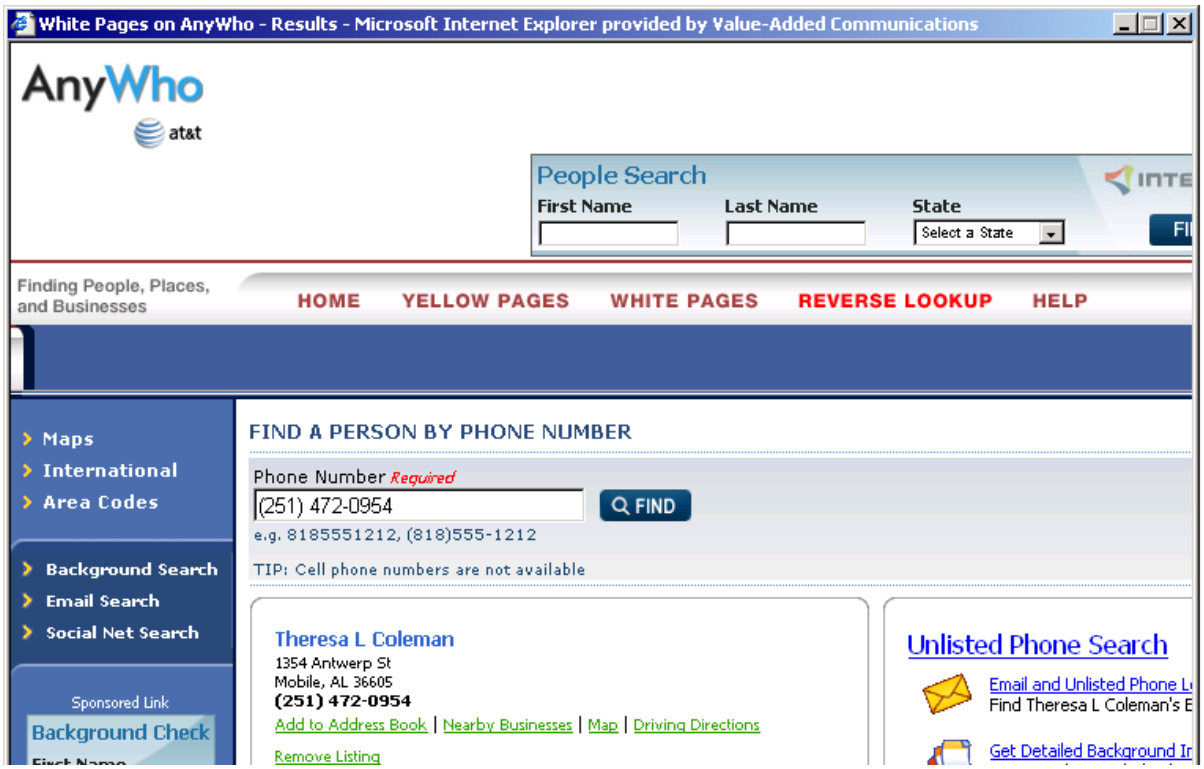
VAC would be pleased to provide this feature to MCSO with the initial installation of the new ITS. *This feature will require MCSO to provide an automated method for the ITS to access the desired booking photos from MCSO IT resources which search on the basis of Inmate ID number.*

Reverse Telephone Number Lookup

The call records displayed in the *Shadow* CDR Browser include the called number in the field headlined '**Telephone** #' as illustrated below.



The user has the option to click on the "link style" phone number, which will bring up the billing address of the phone number (if it is a published address) as illustrated below. Multiple reverse lookup services can be used in addition to the one illustrated.



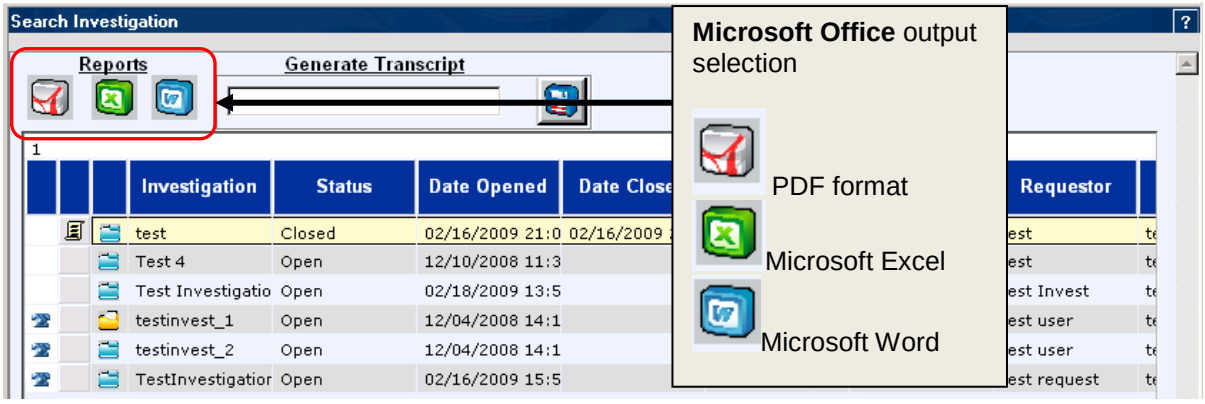
Address Information on a Called Number (Reverse Phone Lookup)

Response:

VAC would be pleased to provide this feature to MCSO with the initial installation of the new ITS. *This feature will require MCSO to provide VAC with the URL to the reverse number lookup application that MCSO is currently using*

Integration of Microsoft Office

The search result window illustrated below includes generic options to output data to Microsoft Office Word or Excel (as well Adobe PDF format.



Integration of Microsoft Office for Platform Output

Response:

VAC would be pleased to provide this feature to MCSO with the initial installation of the new ITS. This feature will allow MCSO operators to invoke the MS Office Professional 2007 software installed on each workstation as per Section 2.3.15.

2.10 INSTALLATION REQUIREMENTS:

2.10.1 All costs Associated – The contractor shall be responsible for all costs associated with the Inmate Telephone System, including purchase, installation, service, maintenance and operation. The Sheriff's Office shall have no responsibility for any costs associated with the installation or on-going maintenance of the system, excluding the network.

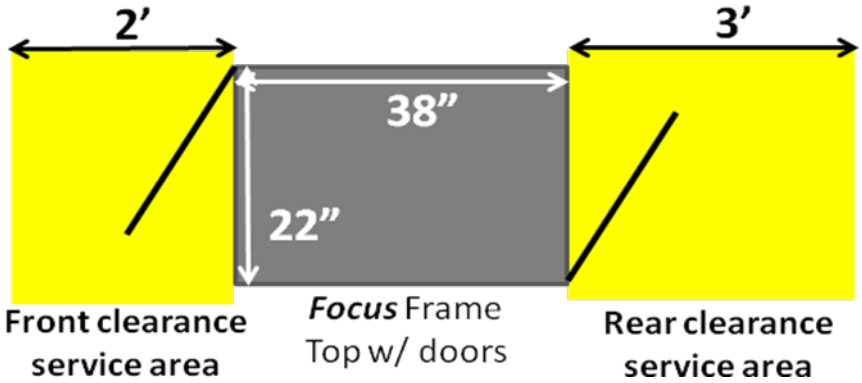
Response:

VAC has read, understands and is compliant. All costs are to VAC and there is absolutely no cost to MCSO.

2.10.2 Space Requirements – Please provide a of list space, environmental, and electrical power requirements.

Response:

The ***Focus*** system equipment cabinet is mounted in standard telco racks of dimension 75" high x 22" wide x 38" deep. VAC recommends that each rack be mounted with at least 2 – 3 feet clearance front and back to allow for possible equipment service. This results in a total footprint requirement of approximately 2' by 9' (18 sq ft), considerably less than that currently being used by the VAC System 100.



The electrical and environmental requirements for the location of the ITS system are specified below.

Focus System Electrical & Environmental Specifications	
Environmental	Temperature: 35-90° F; Humidity: 2-98% non-condensing
Power Requirements	115V AC, 20 amps (up to 2 required in Full-height Rack)

2.10.3 ITS System Equipment – Please provide an itemized list of all equipment components, to include manufacture part numbers and quantity, comprising the system. (Cabinets, Recording Equipment, Work Stations, etc.)

VAC **Response:**

VAC has read, understands and is compliant.

Telephone			
Qty.	***Manufacturer***	***Part Number***	***Description***
908	Wintel	7010SS (or equivalent)	Coinless Inmate Telephones with handsets
72	Wintel	7090CFS (or equivalent)	Coinless Inmate Telephones speakerphones (no handset)
25	Ultratec	Supercomm 4400	TTDs for hearing-impaired inmates
Hardware			
Qty.	***Manufacturer***	***Part Number***	***Description***
7	VAC	variable	Rack
8	Dell	2900 Power Edge series (or equivalent)	Rack Mounted Server
7	Cisco	2950 series (or equivalent)	Ethernet Switch for rack equipment

7	Minuteman	Endeavor series (or equivalent)	UPS for rack
7	Cisco	1800, 2800, or 3600 series (or equivalent)	Router for system
Software			
Qty.	***Manufacturer***	***Part Number***	***Description***
8	Microsoft	Windows Server 2008	Base operating system
6	Microsoft	SQL Server 2003	Database, persistent storage
7	Dialogic	Host Media Processing	Audio switching and resource control
1	VAC	N/A	***Focus*** system premise-based application for IPS (including WebITS and WebShadow)
Peripheral Devices			
Qty.	***Manufacturer***	***Part Number***	***Description***
46	Dell	Optiplex 760	Administrative computer workstations
5	Dell	D6400	Laptop computers

2.10.4 Implementation Plan – The contractor shall submit a preliminary implementation plan which shall include an installation schedule. Any initial installations must be completed by the agreed upon date(s) by both parties after the contract begin date.

VAC **Response:**

VAC has read, understands and is compliant. Please refer to the **"Implementation Plan"** tab in this proposal response for the complete initial implementation plan.

2.10.5 Coordinating Removal of the Current ITS – MCSO is currently under contract and an Inmate Telephone System is in place. Should a new contractor be selected as a result of this RFP, a coordination team shall be formed for a smooth and orderly transition from the current system to the new system. This team will consist of MCSO personnel, the current contractor and the new contractor. This transition should cause minimum service interruptions. A new contractor may install new cable or acquire legal rights to the existing cable. Minimal disruption of service is required for new installation.

VAC **Response:**

VAC has read, understands and is compliant. As the incumbent ITS provider, VAC can ensure a smooth and seamless migration of the service to the new equipment proposed. Should another vendor be awarded the contract, VAC will fully support MCSO in the transition to a new vendor, including the export of special number data and the migration of telephone stations.

Due to space limitations, for implementation of new equipment there may be a possibility that the equipment will have to be outside the area that it will eventually reside in. What is the power cord distance limitation of your equipment? (Section 2.10.5)

Response:

The Focus system requires 4-5 amps of 110V AC per server so extension cords can be sized to reach more than 100 feet.

2.10.6 System Testing

2.10.6.1 Contractor - After cutover of any portion of the system, the contractor shall conduct acceptance tests consistent with factory system performance specifications.

Response:

VAC has read, understands and is compliant. Telephone stations are installed based on the specifications of the manufacturer. VAC manufactures the ***Focus*** call processing and recording platform and VAC installation personnel adhere to standard installation processes for this equipment. All installation work is validated with signed statements. VAC performs a full acceptance test after installation an cutover that exercises all of the key features of the platform. This includes verification of each telephone operating properly.

2.10.6.2 MCSO - The Sheriff's Office shall also complete a test regimen based upon features and performance as specified in the contract.

Response:

VAC has read, understands and is compliant.

2.10.6.3 Action Item List – An action item list will be developed for any issues resulting from the testing. A mutually agreed upon time table will be developed and implemented for all action items to be resolved.

Response:

VAC has read, understands and is compliant.

2.11 Service and Reliability –The contractor must submit a detailed explanation of the maintenance/repair plan. If the problem involved is an equipment failure, MCSO shall be provided a root cause analysis report within thirty (30) days of the incident.

Response:

VAC has read, understands and is compliant.

2.11.1 Service Priority Levels – Trouble Tickets:

2.11.1.1 Priority Level One – A priority level one service issue occurs when the entire system fails, a jail system fails, or multiple housing units are not operational. A technician shall be on site and the repairs shall occur within 4 hours.

Response:

VAC has read, understands and is compliant.

2.11.1.2 Priority Level Two – A priority level two service issue occurs when one entire housing unit is not operational. Repairs shall occur with 24 hours maximum.

Response:

VAC has read, understands and is compliant.

2.11.1.3 Priority Level Three – A priority level three service issue occurs when one or more telephones in a housing unit is not operational. Repairs shall occur by the end of the next business day.

Response:

VAC has read, understands and is compliant.

2.11.2 Reporting Repair Problems – Describe the method of reporting repair problems. State whether or not MCSO will have access to the reports.

Response:

VAC has read, understands and is compliant.

2.11.3 Escalation List – Within 10 days of award of contract, provide a list of contact names, telephone numbers, and e-mail addresses for escalation of unresolved service requests and issues that are not resolved.

Response:

VAC has read, understands and is compliant.

2.11.4 Service Availability - The contractor shall be available to service equipment and the ITS system when a priority level one or two service issue occurs 365 days per year without additional cost to MCSO. Priority level three service will be completed during regularly scheduled work hours, Monday through Friday.

Response:

VAC has read, understands and is compliant.

2.11.5 System Checks – The contractor will perform system checks and preventative maintenance on a monthly basis to ensure the system is operating at optimum efficiency and performance. A system check and preventative maintenance logbook, that includes the findings and specified action, will be maintained by the Contractor and remain at a MCSO specified location.

Response:

VAC has read, understands and is compliant

2.11.6 Telephone Service Standards – Each instrument and phone enclosure shall be cleaned and wiped each time it is serviced, if needed.

Response:

VAC has read, understands and is compliant.

2.11.7 Vandalism – Any act of vandalism or machine break-ins discovered by the Contractor shall be reported immediately to the Inmate Telephone System Manager. The Contractor will be totally responsible for any loss due to acts of vandalism or other loss.

Response:

VAC has read, understands and is compliant.

2.11.8 System Failure – Please describe in detail the system's failure back up plan.

Response:

VAC has read, understands and is compliant.

2.12 WARRANTY:

The contractor shall provide 100% warranty for the software and hardware of the Inmate Telephone System for the duration of the contract at no cost to MCSO.

Response:

VAC has read, understands and is compliant. VAC will maintain the ITS service in high working order throughout the life of the contract at no cost to MCSO. This includes remote and on-site support, maintenance (both preventative and repair), all parts, materials, and transportation.

2.13 TRAINING:

2.13.1 Initial Training - The contractor shall provide training to familiarize all MCSO personnel assigned to ITS duties with the operation of the workstations and the software at no cost to MCSO. An outline of your training program, including subjects, time-frames, and schedule shall be provided with your response.

Response:

VAC has read, understands and is compliant.

2.13.2 Newly Assigned Staff Training – The contractor shall provide hands-on training to newly assigned MCSO staff on as needed basis at no cost to MCSO.

Response:

VAC has read, understands and is compliant.

2.13.3 User Manuals – The contractor shall provide user manuals, both printed and electronic versions, for their platform to MCSO in sufficient number as deemed necessary by the Sheriff's Inmate Telephone System Manager.

Response:

VAC has read, understands and is compliant.

2.14 REPORTS:

Response:

The ***Focus*** system provides 42 pre-defined standard reports. The reports will continue to be available on demand and are accessible from any VAC-provided administrative PC or other MCSO PC with secure IP access to the ***Focus*** call processing system. Authorized users can generate, view, and print standard reports.

Each standard report has a unique set of search criteria that can be used to create a *custom* report, with criteria appropriate to the nature of the report. All of the reports include **begin – end** time criteria in terms of date and time in hh:mm:ss. Other criteria are available depending in the type of report.

The generated reports have the capability of being queried, sorted, or filtered by fields contained in the report. The reports can be viewed on the PC screen, printed and downloaded to a PDF or Excel file. The ***Focus*** system maintains a record of reports that are downloaded, with the date and time of the download and the name of the person who performed the download. The reports are indexed and tabbed on the ***Focus*** report interface by the following categories: *Financial*, *Inmate*, *System*, *Calls*, and *Numbers*. The following five tables show the available reports for each of these categories.

Financial Reports	Description
Activity - Financial Transactions	Provides a record for all inmates that contain withdrawals, deposits, call refunds, debit calls or all financial transactions during a specified period. Includes (a) Total Number of Financial Transactions for the Inmate and (b) Total Number of Financial Transactions for the Facility.
Inmate Deposits	Provides a record of all inmates with deposits during a specified period. Includes the following summaries: (a) Total Inmate(s) Deposits For xx/xx/xxxx; (b) Total Amount of deposits by Inmate; and (c) Total of All Inmate Deposits.
Inmate Reconciliation	Displays Debit calls placed by the inmate via the ITS for a specified period. Includes (a) Total Call Charges and (b) Ending Balance by Inmate.
Refunds	Provides a transaction report for refunds to inmate accounts. Includes (a) Total Number of Call Refund Transactions and (b) Total Net Amount of Call Refund Transactions.

Inmate/Account Reports	Description
Released Inmates	Displays inmates released from incarceration and removed from the ITS system using Manual Transaction.
Suspended Telephone Accounts	Lists all inmate telephone accounts whose calling privileges have been suspended. Includes Total Number of Suspended Accounts.

System Reports	Description
City By NPA-Nxx Search	Provides the city and state for a particular NPA-NXX.
State By NPA Search	Allows the facility to locate the state for a particular NPA.
Grade of Service - Percentage Grade of Blocking	Provides phone information on a line-by-line basis for the percentage of calls blocked during specific hourly periods.
Local Exchanges	Provides a list of all area codes and exchanges, which are designated within the local calling area for that particular facility. This is the local calling area for pay phones, which may be different from the local calling area for residential or business use. Includes the Total Number of Local Exchanges.
Non Area Code/Exchange Attempts	Lists call attempts to invalid area codes. Includes Number of Calls Attempted with Invalid Area Code/Office Code.
Inmate History Report	Displays all transactions placed by inmates over a specified time. The report includes Debit calls, Collect calls, deposits, refunds, transfers, and/or changes to inmate telephone list. Includes Total Inmate(s) Transactions by Type.
Inmate Directory	Displays a log of all inmates requested by facility or statewide within a specified time. Includes Total Number of Inmates.
Inmate Transfer Report	Displays accounts received or transferred from each facility over a specified period. Includes Total Number of Transfers.
Most Active Inmate(s)	Displays the inmates who have initiated the highest number of completed calls during a specified time frame.

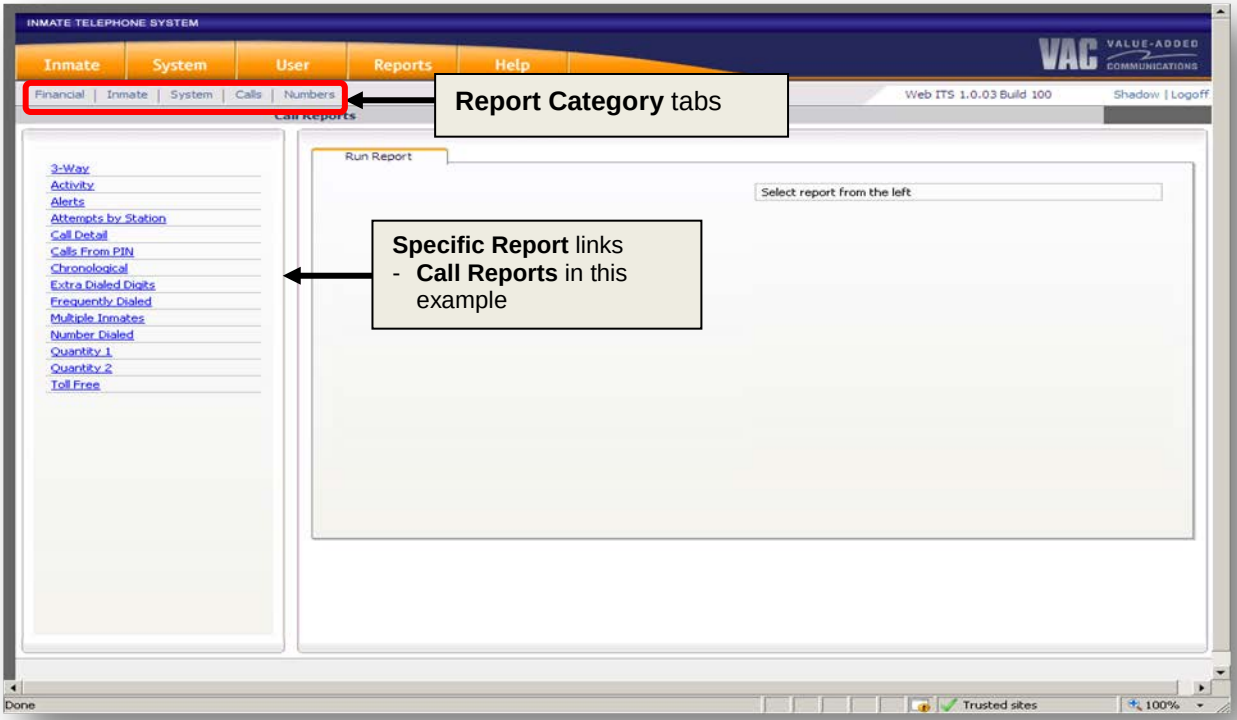
New Inmate(s) Report	Displays new inmates added into the system. Inmates are grouped by facility. Includes Total Inmates Count and Total Number of New Inmates.

Calls Reports	Description
Three-Way Call Detect	Displays the number of times a 3 way call was detected. Includes the Total Number of 3 Way Calls Detected.
Daily Call Charges (Debit)	Displays the total number of calls, duration, and charges for Debit calls. The user determines the range of dates covered in the report. Includes (a) Totals by Facility and (b) Grand Total.
Alert Notification	Provides calls made by inmates placed on alert and calls made to telephone numbers that have been placed on alert status during the desired report period. The report can be obtained by entering the desired report period. Includes the Total Number of Alerted Calls for the Facility.
Attempts by Station	Displays, per station, (a) the number of attempted calls, (b) non-accepted calls and (c) completed calls with (d) the total duration in minutes
Call Detail Report	Displays a log of calls from specific inmates in the order that they were placed over a specified time. Includes Total Call Transactions.
Calls from PIN not at Facility	Lists inmate(s) attempts to place calls with invalid PIN numbers (including PINs at other facilities). Includes (a) Total Calls with Invalid PIN and (b) Total Number of Calls at This Facility by PINs at Other Facilities
Chronological List of Calls	Displays a log of calls from a facility in the order that they were placed. This report displays all attempted calls. Includes the following summaries: (a) Facility Calls; (b) Facility Minutes; (c) Total Number Of Calls [all facilities]; (d) Total Minutes [all facilities]
Extra Dialed Digits	Lists all calls that extra dialed digits were detected within a specified period. Includes Total Number of Calls with Extra Dialed Digits.
Frequently Dialed Numbers	Provides a list of telephone numbers called more than a specified number of times within a specified range of dates.
Multiple Inmates - Telephone Numbers Called by More Than One Inmate	Displays telephone numbers called by more than one inmate (minimum threshold is user-defined) within a user-defined range of dates and times. The records are grouped by telephone number. Includes (a) Total Calls [identified in this report] and (b) Total Inmates [identified in this report]
Number Dialed - Telephone Number Usage	Lists calls made to user-specified telephone number(s). The wildcard (%) can be used to search for and select number patterns. Additional search filters include: completed calls, uncompleted calls, debit calls, collect calls, and duration of calls. Includes Total Calls to Telephone Number.
Quantity of Calls Placed	Lists calls placed by the inmate that exceeded the user-defined parameters. The facility may optionally select only Debit calls, Collect calls, or both (completed calls ONLY). Includes Total Number of Inmates that Made at Least 'X' Calls.
Quantity of Minutes Called	Lists calls placed by the inmate that has exceeded the user-defined total amount of minutes for a specified range of time. Debit calls, Collect calls, or both may be selected for the report. Includes Total Number of Inmates that Called for at Least 'X' Minute(s).
Toll Free Numbers Called by Inmates	Lists toll free numbers (800, 866, 877, 888 etc.) called by inmates. Includes Total Number of Calls to Toll Free Telephone Numbers.

Numbers Reports	Description
Approved Telephone Numbers Search	Retrieves specific or generic telephone numbers inmates are allowed to call. The report searches for the Inmate Phone Lists to obtain this information. This report is sorted by inmate ID and telephone number. Includes Total Number of Inmates with This Number in Their Approved Numbers List.

Facility Blocked Telephone Numbers	Lists phone numbers locally blocked in the system for the local facility. When an inmate attempts to call a number on this list, a Completion Code #2 is issued. Includes Total Number of Inmates Calling the Blocked Numbers.
System Wide Blocked Telephone Numbers	Lists phone numbers globally blocked throughout the system. When an inmate attempts to place a call to a number on this list, a Completion Code #1 is issued. Includes Total Number of Inmates Calling the Blocked Numbers.
Speed Dial Search	Displays all inmates who have called the same Speed Dial Code telephone number during a specified time.
Account Telephone Number List	Displays all the phone numbers on the Allowed List for one or more inmates. Includes Total Telephone Numbers in Allowed List for Each Inmate.
Telephone Numbers Listed in More Than One Account	Lists all telephone numbers listed on more than one inmate's list of Allowed numbers. Includes at Total, for all Telephone Numbers appearing in this list, Telephone Number 'Y' Appeared on 'X' Inmate's Lists
Toll Free Phone Numbers on Inmates List	Lists inmates with toll free numbers (800, 866, 877, 888, etc.) on their Allowed List. Includes Total Number of Inmate Accounts with Toll Free Telephone Numbers on their Lists.

All of the standard reports defined above are available through the ***Focus*** system GUI illustrated below. Generation of any report is a simple point and click operation of selecting the report category and then clicking on the report link.

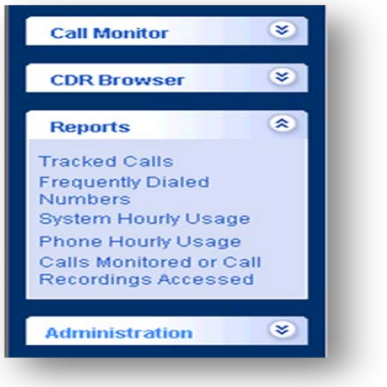


Standard Report Generation

There are an additional five reports available via the Shadow CDR Browser GUI. These reports are defined in the table below.

Investigator Calling Reports	Description
Tracked Calls	Displays tracked calls. 'Tracked calls' are defined as any call that has a tracking number or a comment (entered by an authorized user in the Shadow call monitor or CDR search tools). When the Tracked Calls report is previewed on the screen, the user can edit allowable data and view the call detail associated with the recording.
Calls Monitored or Call Recordings Accessed	Report that contains detailed or summary information of calls monitored or recordings played for a specific site or for several sites. The site(s) a staff member is provided limited access depends on the user lever assigned. Includes (a) Per-Site and (b) Grand Totals.
Frequently Dialed Numbers	Report that contains frequently dialed numbers. Includes Total Calls to each Number.
System Hourly Usage	Report consisting of a bar graph that shows the number of calls by each hour of the day.
Phone Hourly Usage	Report which contains a bar graph that shows phone usage by the hour for a selected phone

These reports are generated by clicking the proper link on '**Reports**' submenu as illustrated here.



The document **100-5110-001 "*Focus Inmate Telephone System Sample Reports*"** which is included in the **"Supporting Documents"** tab of this proposal response includes examples of each standard report described in this response. The examples will also be referenced in the following responses.

2.14.1 Ability to Customize Special Reports – The system may provide the capability to customize reports in a form mutually agreed upon by MCSO. This is a desirable feature. Please describe any categories in which this feature would be available.

VAC **Response:**

VAC has read, understands and is compliant. VAC will continue to work with MCSO to customize any reports needed using the ***Focus*** system ad hoc query tool (refer to **response 2.4.5** for detail). These tools allow for customization of report data from information that resides in the system database.

It should be noted that whenever possible a standard report is provided as the response for a specific report requirement below. However, the CDR browser GUI provides an ad hoc search capability for call records that can be keyed on any of the multitude of data that is recorded in the CDRs. Any report criteria can be defined using this ad hoc search capability.

VAC currently provides MCSO with customized daily reports such as recorded special numbers, concurrent inmate calls, and calls over 15. Examples of these reports are provided below:

MCSO INMATE TELEPHONE SYSTEM

MULTIPLE CONCURRENT CALLS

Booking #	Called #	Station	Seconds	Start Time	End Time	Location	Durations/Min	Site	Notes
P537112	(623) 247-1176	D2 D1	689	10/14/09 18:09	10/14/09 18:21	1017	11:29	Durango	
P557889	(623) 247-1176	DORM 8 6	219	10/14/09 18:18	10/14/09 18:21	1017	03:39	Durango	

MARICOPA COUNTY
Frequently Dialed Numbers
for 10/14/09 TO 10/15/09

Phone number called	Total calls to number
(602) 253-2468	29
(602) 382-1662	26
(480) 380-1479	23
(602) 242-0184	18
(602) 274-7992	18
(602) 380-7707	18
(623) 772-7346	18
(623) 935-3062	17
(480) 371-7122	17
(623) 234-3676	16
(602) 262-8073	16

Other reports that we will continue to provide to MCSO are monthly reports for 3-way detect, protected calls and telephone repair.

Below are examples of other reports that VAC has customized per MCSO's request:

EXAMPLE 1 – V-Connect Revenue - Advanced Pay / Direct Billed for Long Distance:

Maricopa QCC V-Connect Rev. Mo.	Gross Rev. Amt.	Commission @ 52%	QCC Amt To Be Paid
Jan-09	$24,064.57	$12,513.58	$12,513.58
Feb-09	$27,536.98	$14,319.23	$14,319.23
Mar-09	$36,298.50	$18,875.22	$18,875.22
Apr-09	$32,713.38	$17,010.96	$17,010.96
May-09	$36,330.13	$18,891.67	$18,891.67
Jun-09	$29,637.00	$15,411.24	$15,411.24
Jul-09	$31,737.72	$16,503.61	$16,503.61
2009 Totals	**$218,318.28**	**$113,525.51**	**$113,525.51**

EXAMPLE 2 – Local / Collect Revenue

Comp Acct	Telephone	Comp Date	Tot Comp Rev	Nonsent Local Messages	Nonsent Intralata Messages	Nonsent Local Minutes	Nonsent Intralata Minutes
11180084	6022336003	7/31/2009	72299.4	30109	681	100457	3489
11180084	6022336004	7/31/2009	88706.65	37456	533	118588	2765
11180084	6022336005	7/31/2009	0	0	0	0	0
11180084	6022338425	7/31/2009	0	0	0	0	0
11180084	6022338426	7/31/2009	61267.2	25814	405	91180	2240
11180084	6022338427	7/31/2009	0	0	0	0	0
11180084	6023220720	7/31/2009	71926.65	30200	592	93051	2354
11180084	6023220721	7/31/2009	0	0	0	0	0
11180084	6023220722	7/31/2009	0	0	0	0	0
11180084	6023220741	7/31/2009	0	0	0	0	0
11180084	6023220742	7/31/2009	62.15	24	1	100	12
11180084	6023220743	7/31/2009	0	0	0	0	0
11180084	6024423560	7/31/2009	95545.9	40576	463	141458	2644
11180084	6024423561	7/31/2009	0	0	0	0	0
			$389,807.95	**$ 64,179.00**	**$,675.00**	**$ 44,834.00**	**$3,504.00**

2.14.2 Finance Reports – The contractor shall list any and all reports available. Include an example of the reports. These should include revenue and commission by jail facility and category.

Response:

VAC has read, understands and is compliant. VAC will continue to provide billing reports to MCSO that include various criteria such as per-call type or per-telephone station. Following are examples of standard revenue and commission reports:

EXAMPLE 1 – Facility Summary, Collect Calls

06/26/2009 01:56:40 PM

Value-Added Communications, Inc.
Principal Summary Report
From 05/01/2009 To 05/31/2009

Included Call Statuses: COLLECT-LEC BILL
Included Tariff Types: ALL

PRINCIPAL: [redacted]

Property	Calls	Minutes	Charges	Avg Chg Per Call	Avg Chg Per Min	Avg Min Per Call
[redacted]	17,992	211,122	$44,924.27	$2.50	$0.21	11.73
	8,908	87,225	$25,626.61	$2.88	$0.29	9.79
	981	9,271	$2,463.74	$2.51	$0.27	9.45
	11,609	122,295	$31,829.47	$2.70	$0.26	10.36
PRINCIPAL TOTAL:	39,690	429,913	$104,844.09	$2.64	$0.24	10.83

Local	34,448	382,934	$68,896.00	$2.00	$0.18	11.12
Intra-Lata	2,609	24,155	$13,962.50	$5.35	$0.58	9.26
Intra-State	1,288	11,686	$7,896.94	$6.13	$0.68	9.07
Inter-State	1,345	11,138	$14,088.65	$10.47	$1.26	8.28
International	0	0	0	0	0	0
Canadian	0	0	0	0	0	0
Caribbean-Domestic	0	0	0	0	0	0
Caribbean-International	0	0	0	0	0	0
Mexican	0	0	0	0	0	0

06/26/2009 01:56:40 PM

Value-Added Communications, Inc.
Principal Summary Report
From 05/01/2009 To 05/31/2009

Included Call Statuses: COLLECT-LEC BILL
Included Tariff Types: ALL

	Calls	Minutes	Charges	Avg Chg Per Call	Avg Chg Per Min	Avg Min Per Call
REPORT TOTAL:	39,690	429,913	$104,844.09	$2.64	$0.24	10.83

*** * * END OF REPORT * * ***

EXAMPLE 2 – Station Report

06/05/2009 10:03:41 AM

Value-Added Communications, Inc.

Page 1 of 2

Calls By Station ID Report
From 05/01/2009 To 05/31/2009

INCLUDED CALL STATUSES: COLLECT-LEC BILL

PRINCIPAL: 9504 INTERSTATE TELCOM

PROPERTY: 9450 - ITI - FT. LEAVENWORTH

Station	Calls	Minutes
1	3	59.3
3	187	882.4
4	181	413.7
5	91	670.5
6	77	380.0
7	112	487.0
8	146	481.8
9	12	72.5
10	48	121.3
11	437	1,656.8
12	224	783.4
13	500	3,149.0
14	84	275.7
16	95	443.2
17	186	909.2
18	81	1,089.6
19	258	1,387.6
20	143	804.0
21	582	3,049.5
22	225	995.8
23	338	2,187.9
25	134	574.6
26	23	308.0
27	401	2,992.4
30	32	188.9
33	599	3,173.6
34	232	1,255.3
35	422	2,448.0
36	4	0.7
37	372	1,594.6
38	424	2,444.2
39	253	875.4
40	146	310.0
41	599	1,752.8
42	498	1,975.4
43	80	668.7
44	102	583.1
45	386	1,749.9
46	101	328.5
47	332	1,409.4
48	170	499.1
49	460	2,025.5
50	108	490.4
51	685	2,910.0

06/05/2009 10:03:41 AM

Value-Added Communications, Inc.

Page 2 of 2

Calls By Station ID Report
From 05/01/2009 To 05/31/2009

INCLUDED CALL STATUSES: COLLECT-LEC BILL

PRINCIPAL: 9504 INTERSTATE TELCOM

PROPERTY: 9450 - ITI - FT. LEAVENWORTH

Station	Calls	Minutes
52	159	818.2
53	781	3,254.1
54	13	38.9
55	374	1,634.8
56	5	3.1
57	1	5.7
58	175	1,060.4
59	1	18.3
60	3	59.5
61	71	606.7
Property Totals:	12,078	58,054.4

Included Call Statuses: COLLECT-LEC BILL

* * * END OF REPORT * * *

VAC will continue to work with MCSO to customize a monthly commission statement that includes the information required by MCSO. VAC has provided samples of the customized commission reports for V-Connect Long Distance and Local/Intralata traffic in **response 2.14.1**. Also, each monthly statement will provide a Statement of Accuracy signed by an authorized VAC employee.

VAC will customize any report needed by MCSO using our ad hoc query tools which allow customization of report data from information that resides in the ***Focus*** system database. An example of the capabilities of the ad hoc query capabilities is a report listing every call detail record for a specific station or for a specific type of call (e.g. local only).

Other Financial reports are indexed and tabbed on the ***Focus*** system report interface by the following categories: *Financial*, *Inmate*, *System*, *Calls*, and *Numbers*. The following table shows available "standard" financial reports to MCSO; examples of each can be seen in the document **100-5110-001 "*Focus Inmate Telephone System Sample Reports*"** which is included in the **"Supporting Documents"** tab of this proposal response.

Financial Reports	Description
Activity - Financial Transactions	Provides a record for all inmates that contain withdrawals, deposits, call refunds, debit calls or all financial transactions during a specified period. Includes (a) Total Number of Financial Transactions for the Inmate and (b) Total Number of Financial Transactions for the Facility.
Inmate Deposits	Provides a record of all inmates with deposits during a specified period. Includes the following summaries: (a) Total Inmate(s) Deposits For xx/xx/xxxx; (b) Total Amount of deposits by Inmate; and (c) Total of All Inmate Deposits.
Inmate Reconciliation	Displays Debit calls placed by the inmate via the ITS for a specified period. Includes (a) Total Call Charges and (b) Ending Balance by Inmate.
Refunds	Provides a transaction report for refunds to inmate accounts. Includes (a) Total Number of Call Refund Transactions and (b) Total Net Amount of Call Refund Transactions.

2.14.3 Maintenance Reports – The contractor shall list any and all reports available and include an example of each report. Each month the contractor will provide MCSO a report for each preceding month, to include:

VAC **Response:**

VAC has read, understands and is compliant. VAC site technicians provide MCSO a monthly maintenance report for all maintenance activities that they perform over the month. An example of part of a report is provided below.

Ticket #	ANI	Site Name	LOCATION	STATUS	CAUSE(S)	RESOLUTION(S)	CREATED	CLOSED
173917	6021020302	LBJ	T12B #3	Completed	No Dial Tone	Handset Replaced	9/3/09	9/3/09
173919	6021020015	LBJ	T12B #4	Completed	No Dial Tone	Handset Replaced	9/3/09	9/3/09
173922	6021020053	LBJ	T23B #5	Completed	Handset Broken/Missing	Handset Replaced	9/3/09	9/3/09
173923	6021020149	LBJ	T24A #2	Completed	Noisy Line	Handset Replaced	9/3/09	9/3/09
173924	6021020119	LBJ	T31B #3	Completed	Handset Broken/Missing	Handset Replaced	9/3/09	9/3/09
173925	6021020151	LBJ	T31B #4	Completed	Handset Broken/Missing	Handset Replaced	9/3/09	9/3/09
173927	6021020183	LBJ	T31B #5	Completed	Handset Broken/Missing	Handset Replaced	9/3/09	9/3/09
173929	6021020312	LBJ	T33A #1 ADA	Completed	No Dial Tone	Handset Replaced	9/3/09	9/3/09
173930	6021020153	LBJ	T33A #6	Completed	Handset Broken/Missing	Handset Replaced	9/3/09	9/3/09
173943	6021020249	LBJ	T33B #3	Completed	Handset Broken/Missing	Handset Replaced	9/3/09	9/3/09
173946	6021020217	LBJ	T33B #2	Completed	No Dial Tone	Handset Replaced	9/3/09	9/3/09
173950	6021020193	LBJ	I-05	Completed	Jack Broken	Replaced Jack	9/3/09	9/3/09
173953	6021020257	LBJ	I-07	Completed	Jack Broken	Replaced Jack	9/3/09	9/3/09
173958	6021030003	Estrella Jail	flr b pod 100 pos 1	Completed	No Dial Tone	Handset Replaced	9/3/09	9/3/09
173960	6021030067	Estrella Jail	flr b pod 100 pos 3	Completed	No Dial Tone	Handset Replaced	9/3/09	9/3/09
173962	6021030011	Estrella Jail	flr g pos 3	Completed	No Dial Tone	Handset Replaced	9/3/09	9/3/09
173964	6021040051	Towers Jail	tents pod sw pos 3	Completed	No Dial Tone	Handset Replaced	9/3/09	9/3/09
173734	6021010397	4th Ave	3E2 #4	Completed	Handset Broken/Missing	Handset Replaced	9/2/09	9/3/09
174334	6021010142	4th Ave	3E2 #6	Completed	No Dial Tone	Handset Replaced	9/4/09	9/4/09
174333	6021010110	4th Ave	3E2 #5	Completed	Noisy Line	Handset Replaced	9/4/09	9/4/09
174336	6021010367	4th Ave	4A2 #1	Completed	No Dial Tone	Handset Replaced	9/4/09	9/4/09
174338	6021010112	4th Ave	4A2 #3	Completed	Noisy Line	Handset Replaced	9/4/09	9/4/09
174341	6021010144	4th Ave	4A2 #4	Completed	Noisy Line	Handset Replaced	9/4/09	9/4/09
174344	6021050132	Durango Jail	flr d-2 pod d pos 1	Completed	No Dial Tone	Handset Replaced	9/4/09	9/4/09
174345	6021050070	Durango Jail	flr d-3 pod c pos 2	Completed	No Dial Tone	Other-Add Narrative	9/4/09	9/4/09
173928	6021020089	LBJ	T33A #4	Completed	Handset Broken/Missing	Handset Replaced	9/3/09	9/4/09

Partial Monthly Local Maintance Report

VAC's primary support capability for non-routine maintenance and emergency outages resides with VAC site technicians and the Technical Assistance Center (TAC) located in Plano, TX. All such maintenance

activity is driven to resolution by a Trouble Ticket system which is tracked by TAC management to ensure prompt and timely resolution of system issues.

MCSO has already been given access to the Trouble Ticket System and upon contract award, will continue to have access to this valuable resource. VAC will continue to utilize the Trouble Ticket procedure that is tailored to MCSO's specific requests and requirements. Please refer to the detailed description of the **Trouble Ticket Management System** (TTMS) included in **response 2.11.**

2.14.3.1 Telephone Repairs

Response:

VAC has read, understands and is compliant. Telephone repair will be tracked and reported in both the Maintenance Report described in **response 2.14.3** and in the TTMS.

2.14.3.2 ITS System Trouble Tickets

Response:

VAC has read, understands and is compliant. Local site technicians and the VAC TAC will document problems utilizing the **Trouble Ticket Management System** (TTMS), assigning a TTMS urgency level according to the whether the call is a Priority Level 1, 2, or 3 call.

2.14.3.3 System Reboots

Response:

VAC has read, understands and is compliant. This is no standardized report for system reboot activity. VAC will use the existing reboot schedule or will work with MCSO to develop a schedule that is mutually agreed upon by both parties.

2.14.3.4 System Upgrades

Response:

VAC has read, understands and is compliant. All system upgrades are reported to MCSO using a Software Change Notice (SWCN). VAC will provide a completed SWCN form to MCSO for approval prior to any changes being made to the ***Focus*** system. A copy of the SWCN form is provided below:

SOFTWARE CHANGE NOTICE – SWCN_XX

Site Number	Site Name
All Sites	
Action Is	**Reference Ticket Number(s)**
PROPOSED ☐ **PREVIOUSLY TAKEN** ☐	
Implementation Date	
DETAILS OF CHANGE	
Why is the change required?	*Software Version:*
Describe the change:	*Software – EXE / DLL Version:*
What is the impact or risk of not making the requested change?	*Software Location:*
Additional Notes:	*Help Screen/User Manual Affected?* *Yes* ☐ *No* ☐
Approvals: By approving this change order the official whose signature appears below certifies that this planned system change will not negatively impact the systrem environment.	
Customer	**Date**
Prime	**Date**
VAC	**Date**

2.14.4 Statistical Reports - The contractor shall list any and all reports available and include an example of each report. (Examples may include 3-Way call detections, completed calls and attempts by disposition, number of calls by category, number of minutes by category.)

Response:

VAC has read, understands and is compliant. VAC's platform provides the following pre-defined standard statistical reports:

Calls Reports	Description
Three-Way Call Detect	Displays the number of times a 3 way call was detected. Includes the Total Number of 3 Way Calls Detected.
Attempts by Station	Displays, per station, (a) the number of attempted calls, (b) non-accepted calls and (c) completed calls with (d) the total duration in minutes
Call Detail Report	Displays a log of calls from specific inmates in the order that they were placed over a specified time. Includes Total Call Transactions.
Frequently Dialed Numbers	Provides a list of telephone numbers called more than a specified number of times within a specified range of dates.
Multiple Inmates - Telephone Numbers Called by More Than One Inmate	Displays telephone numbers called by more than one inmate (minimum threshold is user-defined) within a user-defined range of dates and times. The records are grouped by telephone number. Includes (a) Total Calls [identified in this report] and (b) Total Inmates [identified in this report]
Number Dialed - Telephone Number Usage	Lists calls made to user-specified telephone number(s). The wildcard (%) can be used to search for and select number patterns. Additional search filters include: completed calls, uncompleted calls, debit calls, collect calls, and duration of calls. Includes Total Calls to Telephone Number.
Quantity of Calls Placed	Lists calls placed by the inmate that exceeded the user-defined parameters. The facility may optionally select only Debit calls, Collect calls, or both (completed calls ONLY). Includes Total Number of Inmates that Made at Least 'X' Calls.
Quantity of Minutes Called	Lists calls placed by the inmate that has exceeded the user-defined total amount of minutes for a specified range of time. Debit calls, Collect calls, or both may be selected for the report. Includes Total Number of Inmates that Called for at Least 'X' Minute(s).

Examples of each of the statistical reports described above can be seen in the document **100-5110-001 "*Focus Inmate Telephone System Sample Reports*"** which is included in the **"Supporting Documents"** tab of this proposal response.

2.14.5 Inmate Reports – The contractor shall list any and all reports available and include an example of each report. (An example would include calls specific to one inmate by time and date.)

VAC **Response:**

VAC has read, understands and is compliant. VAC's platform provides the following pre-defined standard inmate reports:

Calls Reports	Description
Call Detail Report	Displays a log of calls from specific inmates in the order that they were placed over a specified time. Includes Total Call Transactions.
Chronological List of Calls	Displays a log of calls from a facility in the order that they were placed. This report displays all attempted calls. Includes the following summaries: (a) Facility Calls; (b) Facility Minutes; (c) Total Number Of Calls [all facilities]; (d) Total Minutes [all facilities]

Examples of each of the inmate reports described above can be seen in the document **100-5110-001 "*Focus Inmate Telephone System Sample Reports*"** which is included in the **"Supporting Documents"** tab of this proposal response.

2.14.6 Telephone Number Reports – The contractor shall list any and all reports available and include an example of each report. (Examples may include blocked telephone numbers, telephone numbers dialed by more than one inmate, and frequently dialed telephone numbers.)

VAC **Response:**

VAC has read, understands and is compliant. VAC's platform provides the following pre-defined standard Telephone Number reports:

Numbers Reports	Description
Approved Telephone Numbers Search	Retrieves specific or generic telephone numbers inmates are allowed to call. The report searches for the Inmate Phone Lists to obtain this information. This report is sorted by inmate ID and telephone number. Includes Total Number of Inmates with This Number in Their Approved Numbers List.
Facility Blocked Telephone Numbers	Lists phone numbers locally blocked in the system for the local facility. When an inmate attempts to call a number on this list, a Completion Code #2 is issued. Includes Total Number of Inmates Calling the Blocked Numbers.
System Wide Blocked Telephone Numbers	Lists phone numbers globally blocked throughout the system. When an inmate attempts to place a call to a number on this list, a Completion Code #1 is issued. Includes Total Number of Inmates Calling the Blocked Numbers.
Speed Dial Search	Displays all inmates who have called the same Speed Dial Code telephone number during a specified time.
Account Telephone Number List	Displays all the phone numbers on the Allowed List for one or more inmates. Includes Total Telephone Numbers in Allowed List for Each Inmate.
Telephone Numbers Listed in More Than One Account	Lists all telephone numbers listed on more than one inmate's list of Allowed numbers. Includes at Total, for all Telephone Numbers appearing in this list, Telephone Number 'Y' Appeared on 'X' Inmate's Lists
Toll Free Phone Numbers on Inmates List	Lists inmates with toll free numbers (800, 866, 877, 888, etc.) on their Allowed List. Includes Total Number of Inmate Accounts with Toll Free Telephone Numbers on their Lists.
Frequently Dialed Numbers	Provides a list of telephone numbers called more than a specified number of times within a specified range of dates.
Multiple Inmates - Telephone Numbers Called by More Than One Inmate	Displays telephone numbers called by more than one inmate (minimum threshold is user-defined) within a user-defined range of dates and times. The records are grouped by telephone number. Includes (a) Total Calls [identified in this report] and (b) Total Inmates [identified in this report]

Examples of each of the telephone number reports described above can be seen in the document **100-5110-001 "*Focus Inmate Telephone System Sample Reports*"** which is included in the **"Supporting Documents"** tab of this proposal response.

2.14.7 Telephone Call Access Reports – The contractor shall list any and all reports available and include an example of the reports. (Examples may include access of recorded calls and live call monitoring by users.)

Response:

VAC has read, understands and is compliant. VAC's platform provides the following pre-defined standard Telephone Call Access reports:

Telephone Access Report	Description
Calls Monitored or Call Recordings Accessed	Report that contains detailed or summary information of calls monitored or recordings played for a specific site or for several sites. The site(s) a staff member is provided limited access depends on the user lever assigned. Includes (a) Per-Site and (b) Grand Totals.

Examples of this report described above can be seen in the document **100-5110-001 "*Focus Inmate Telephone System Sample Reports*"** which is included in the **"Supporting Documents"** tab of this proposal response.

2.14.8 Investigative Reports – The contractor shall list any and all reports available and include an example of each report.

Response:

VAC has read, understands and is compliant. VAC's platform provides the following pre-defined standard Investigative Reports:

Investigator Calling Reports	Description
Tracked Calls	Displays tracked calls. 'Tracked calls' are defined as any call that has a tracking number or a comment (entered by an authorized user in the Shadow call monitor or CDR search tools). When the Tracked Calls report is previewed on the screen, the user can edit allowable data and view the call detail associated with the recording.
Calls Monitored or Call Recordings Accessed	Report that contains detailed or summary information of calls monitored or recordings played for a specific site or for several sites. The site(s) a staff member is provided limited access depends on the user lever assigned. Includes (a) Per-Site and (b) Grand Totals.
Frequently Dialed Numbers	Report that contains frequently dialed numbers. Includes Total Calls to each Number.
System Hourly Usage	Report consisting of a bar graph that shows the number of calls by each hour of the day.
Phone Hourly Usage	Report which contains a bar graph that shows phone usage by the hour for a selected phone

Examples of each of the investigative reports described above can be seen in the document **100-5110-001 "*Focus Inmate Telephone System Sample Reports*"** which is included in the **"Supporting Documents"** tab of this proposal response.

2.15 PERFORMANCE SPECIFICATIONS:

Disputes/Fines/Assessments – MCSO expects the contractor to fully comply with the time frames in this contract. However, should a dispute arise as to whether there should be a fine for non-compliance and if so, how much, the dispute will be resolved by a team consisting of two (2) members from MCSO, one (1) member from Maricopa County Office of Procurement Services Department and one (1) member from each of the contractors service team (i.e. call processing provider, recording provider, etc.). Each dispute resolution team member will have one vote with the exception of the service provider team member whose company is being considered for assessment of the fine. This exception team member may represent his company's position during the discussions. A simple majority shall be required of the eligible voting dispute resolution team members to determine the resolution. The decision will be based on the logbooks, work orders, e-mails, and written explanations from all parties involved in the dispute. The final decision of the dispute resolution team will be final and binding upon all parties.

Response:

VAC has read, understands and is compliant.

2.15.1 Jail Facility Access Security Clearance - MCSO does not allow a service contractor access into a jail facility to perform any type of service unless a background check has been completed (Exhibit 11, Jail Access Policy). The MCSO Facilities Security Guidelines (Exhibit 11, Jail Access Policy) explains all the necessary requirements of contractors performing work at such facilities. If it is anticipated that the contractor has staff visiting the site on a consistent basis, these forms will be completed by the person requesting facility access and the background check will be completed prior to approving access. Once the form is filled out and submitted to MCSO, the contractor shall be notified if approved and a jail access identification card will be issued.

Response:

VAC has read, understands and is compliant.

2.15.2 Security of Records/Recordings – The contractor shall provide adequate security of the inmate telephone records and recordings. Access to the ITS records and recordings will be limited to those employees of the contractor who requires the information to properly perform services for MCSO.

Response:

VAC has read, understands and is compliant. Please refer to **response 2.4.2** for a description of the ability to assign user access privileges for all functions including access to recordings. Also refer to **response 2.3.2** for a description of the security of the VAC archival storage of recordings.

How will your company handle requests or subpoenas for information about the ITS or records/data residing in the system from non-MCSO entities? (Section 2.15)

Response:

No information will be provided to any entity about MCSO or MCSO data unless requested by a subpoena. All subpoenas for any MCSO data will be forwarded to MCSO for resolution or guidance.

2.15.2.1 Procedures and Controls - The contractor shall establish and maintain procedures and controls that are adequate to assure that no information contained in its records and/or obtained from the Sheriff's Office or from others in carrying out the functions/service under this Agreement shall be used by or disclosed by it or its employees, except as required to efficiently perform duties under the Agreement.

Response:

VAC has read, understands and is compliant. It should be noted that as the incumbent provider VAC has already implemented such procedures and controls in coordination with MCSO.

2.15.2.2 Records/Recordings Confidentiality – Contract employees that have access to the inmate telephone records and recordings shall be required, at a minimum, to sign a Non-Disclosure/Confidentiality Agreement and potentially the Federal Bureau of Investigation Criminal Justice Information Services Security Addendum Certification.

Response:

VAC has read, understands and is compliant.

2.15.2.3 Records/Recordings Security Clearance – Contract employees that have access to the inmate telephone records and recordings shall be required to complete, at a minimum, a background check and potentially a fingerprint check.

Response:

VAC has read, understands and is compliant.

2.15.3 Legal Calls shall not be recorded without a court order.

Response:

VAC has read, understands and is compliant. VAC describes in **response 2.3.3** the use of the Special Numbers table which prevents the VAC ITS from recording any legal calls as directed by MCSO.

2.15.3.1 Discovery of Recordings – The contractor shall immediately (within two (2) hours of discovery) bring to the attention of the MCSO Inmate Telephone System Manager any legal telephone calls recorded in error. Corrections will occur within a mutually agreed upon time frame.

Response:

VAC has read, understands and is compliant. VAC will notify the MCSO Inmate Telephone System Manager immediately upon discovery of any legal telephone calls recorded in error. The VAC ITS provides MCSO the capability to prevent these calls from being listened to.

2.15.3.2 Fines – Failure to comply with reporting of these recorded in error calls shall result in a $500.00 fine for each day the recording error is unreported. Further assessed penalties may apply if immediate action is not taken to correct the problems.

Response:

VAC has read, understands and is compliant.

2.15.4 Trouble Ticket Fines

2.15.4.1 Priority Level One (1) Fine: A fine of $500.00 shall be assessed to the contractor for every day in which a Priority Level One (1) Trouble Ticket has not been resolved and the service is not fully restored to the affected areas.

Response:

VAC has read, understands and is compliant.

2.15.4.2 Priority Level Two (2) Fine: A fine of $250.00 shall be assessed to the contractor for every day in which a Priority Level Two (2) Trouble Ticket has not been resolved and the service is not fully restored to the affected area.

Response:

VAC has read, understands and is compliant.

2.15.4.3 Priority Level Three (3) Fine: A fine of $100.00 per day shall be assessed to the contractor for every day in which a Priority Level Three (3) Trouble Ticket has not been resolved and the service is not fully restored to the affected area. A 48-hour grace period will apply.

VAC **Response:**

VAC has read, understands and is compliant.

2.15.5 Inmates will be able to make calls within 6 hours of notification by MCSO of permanent housing assignment in a MCSO facility.

VAC **Response:**

VAC has read, understands and is compliant. VAC's system can accept notifications of permanent housing assignment from MCSO on any frequency desired by MCSO (currently this is every 6 hours). Upon the notification, the changes take place immediately and the inmate will be able to place calls.

2.15.5.1 Fine – Failure to comply shall result in a $250.00 fine per day until the contractor is in compliance.

VAC **Response:**

VAC has read, understands and is compliant.

2.15.6 Tag telephone at the demarcation point – Each telephone installed shall be "tagged" with the telephone number at the demarcation point within two (2) days of installation. This number will also be added to the call processing system and the recording system within two (2) days of installation. Any cross connects will also be tagged when reasonable.

VAC **Response:**

VAC has read, understands and is compliant. Each wire pair from the inmate telephones will be tagged at the 66 block of the demarcation is marked with a label identifying the physical location of the telephone.

2.15.6.1 Failure to comply shall result in a $250.00 fine for each day after the problem has been discovered and notice has been given. A 48 hour grace period will apply.

VAC **Response:**

VAC has read, understands and is compliant

2.15.7 JMS Download Fine – Failure to notify MCSO when a download of housing data from JMS does not occur over a period of 24 hours, resulting in the inability of inmates to make outgoing calls from the housing unit, shall result in a $500.00 fine for each day the problem is unreported.

VAC **Response:**

VAC has read, understands and is compliant.

2.15.8 Compliance of Jail Access Rules and Regulations – The contractor shall comply with all provisions outlined in MCSO Policy DH-1, Jail Access (Exhibit 11).

Response:

VAC has read, understands and is compliant.

2.15.9 Staffing

2.15.9.1 On Site Technicians - The contractor shall provide three (3) full-time "on-site" technicians at their expense to provide service. The technicians must have at least two (2) years of related experience, to include installing, maintaining, testing, and repairing voice and data communications systems and equipment. The duties include:

Response:

VAC has read, understands and is compliant. VAC proposes to retain the current site technicians (Messrs. Leonard, Louthan, and Menchaca). Refer to the resumes in the "**Qualifications**" tab of this proposal response.

What holidays does your company observe? Any issues adhering to County observed holidays? (Section 2.15.9)

Based upon a previous agreement, VAC has stipulated that the VAC technicians located at MCSO facilities will observe the MCSO Holiday schedule rather than the VAC Holiday schedule and **that agreement will continue in the new contract term.**

Note also that VAC TAC has no holiday shutdowns and is open every day of the year.

2.15.9.1.1 Repair and Maintenance – The contractor shall provide service for all inmate telephones and ITS System repair and maintenance.

Response:

VAC has read, understands and is compliant.

2.15.9.1.2 Called Party Billing Issues – The contractor shall handle all billing issues from the parties called by the inmates.

Response:

VAC has read, understands and is compliant. Although these billing issues can be handled by the VAC site technicians, VAC also offers the Customer Service Center. The VAC Customer Service Department in Plano, Texas handles end user customer service issues such as billing issues, telephone number blocks, unblocks, rate requests, credits, refunds and customer account creation. The contact information for the VAC Customer Service Center is:

VAC Customer Service
Telephone: 800.786.8521
Hours of Operation: Monday - Friday, 8am to 7pm Central Time

2.15.9.1.3 Complaints – The contractor shall handle all complaints from the parties called by the inmates.

Response:

VAC has read, understands and is compliant. The VAC service technicians or the Customer Service Center (above) can handle all complaints.

2.15.9.1.4 Special Number Table - The contractor shall complete all import data changes through automation and manual data entry and provide the audit data.

Response:

VAC has read, understands and is compliant. Please refer to **response 2.8** for details.

2.15.9.2 Trained Support Staff - The contractor shall maintain properly trained support staff on the Inmate Telephone System.

Response:

VAC has read, understands and is compliant. In addition to the 3 local site technicians, VAC TAC has 12 technicians available to handle technical inquiries (Technical Assistance Center) and VAC Customer Service has 8 representatives to handle billing inquiries. The VAC support staff (site technicians, TAC, and customer service) are not only trained and familiar with the VAC ITS but also with the specific MCSO environment due to our years of service.

2.15.9.3 Compliance of Code of Conduct for On Site Technicians - The On-Site Technicians shall comply with all provisions outlined in MCSO Policy CP-2 Code of Conduct (Exhibit 12).

Response:

VAC has read, understands and is compliant.

How would VAC handle any MCSO Code of Conduct violation brought to your attention by MCSO? (Section 2.15.9.3)

Response:

All VAC employees working in MCSO facilities must observe MCSO Code of Conduct regulations. VAC will comply with any recommendations from MCSO regarding disciplinary action or employee termination regarding Code of Conduct violations reported by MCSO.

2.15.9.4 Replacement of On-Site Technicians – The contractor shall replace any on-site administrator who leaves employment with the contractor, within twenty-one (21) days. This replacement may be a temporary or permanent employee. If the replacement is a temporary employee, a permanent employee (full or part-time) will be hired by the contractor and on site within sixty (60) business days of the date the previous employee left employment of the contractor.

Response:

VAC has read, understands and is compliant.

2.15.9.4.1 Fine – Failure to comply shall result in a $250.00 fine per day until the contractor is in compliance.

Response:

VAC has read, understands and is compliant.

2.15.10 Service Point of Contact – The contractor shall provide a complete list of business telephone numbers, emergency telephone numbers, addresses, and e-mail addresses of

the contractor's managers, administrators, and technicians within ten (10) days of the award of the contract.

Response:

VAC has read, understands and is compliant.

2.15.11 Public Complaints Point of Contract – The contractor shall provide a single point of contact for any and all public complaints regarding telephone service. This service must be provided for both English and Spanish speaking individuals.

Response:

VAC has read, understands and is compliant. The VAC site technicians and the Customer Service center in Plano, TX (**reference 2.15.9.2**) will provide such support in English and Spanish.

2.15.12 Complaints of or by Contracted Employees – The contractor shall investigate any complaints of or by contracted employees and have resolution within thirty (30) days with notification of such to MCSO.

Response:

VAC has read, understands and is compliant.

2.15.13 Office Equipment – Any office equipment, desks, cell phones, pagers, etc., required by the contractor's personnel shall be the responsibility of the contractor.

Response:

VAC has read, understands and is compliant.

2.15.14 Remote and On-Site Monitoring – The contractor shall provide to MCSO on-site monitoring during normal business hours and remote monitoring and diagnostic service, twenty-four (24) hours a day, seven (7) days a week.

Response:

VAC has read, understands and is compliant. All MCSO ***Focus*** systems will be constantly (24 hours a day, 365 days a year) monitored by VAC Technical Assistance Center. VAC uses an ***Advanced Host Monitor*** network management suite for real-time network/systems status and for trouble notification. The ***Focus*** system sends critical alarms and alerts in real-time to *Host Monitor* and 'remote agents' which are constantly checking the system health are polled every 10 minutes. Some of the tasks performed by *Host Monitor* are:

- **Hardware diagnostics** – All critical hardware is constantly pinged and browse access is verified to insure it is available for call processing, database management, and storing call recordings.
- **Log file monitoring** – Call processing and system related log files and scanned for critical events and corrective action is initiated by the system level constant monitoring software if necessary.
- **Call activity monitoring** – Call velocity monitors are established at the site level and insure calls are processing during operational hours of the facility. When the site call velocity falls below the configured value low velocity alarms are displayed for that site and VAC TAC will contact the designated person to see if the site is in lock down, if there is a power issue, or if there may be a configuration or equipment issue.
- **Critical service and application status** – The statuses of all services and applications deemed critical to proper operation of the ***Focus*** systems are constantly checked.
- **Scheduled maintenance tasks status** – On the ***Focus*** system all maintenance tasks are automated that can be. These include server reboots, expired call recording pruning, log file

compression and pruning, inmate name recording replication, etc. Advanced Host Monitor in conjunction with the system level software verifies these tasks are completed successfully at all sites.

- **Disk space checks** – All server disks are maintained with at least 30% free space or an alarm is generated for VAC TAC.
- **Minimum available RAM check** – All servers are constantly checked to insure there is adequate free RAM available. This alarm is displayed to VAC TAC.
- **Excessive processor utilization check** – All servers are constantly checked to insure the CPU utilization never exceeds 90%. This alarm is displayed to VAC TAC.
- **Disabled inmate phones check** – All sites are constantly checked to identify how many inmate phones at a given site are disabled via the system GUI. If this exceeds the configurable threshold then an alarm is displayed to VAC TAC.
- **LIDB failures check** – All sites are constantly checked for LIDB validation timeouts or bad validation responses. If a LIDB event occurs this alarm is useful for determining if the problem is at a single facility or network level. This alarm is displayed to VAC TAC.
- **Event log warnings and alarms** – All site system and application event logs are constantly scanned and errors are reported to VAC TAC.
- **Network events** – All network components and routing are also constantly checked to insure availability. All network and routing events generate critical alarms to VAC TAC.

Note the local site technicians also have access to the Advance Host Monitor status client and regularly monitor the systems. VAC will provide the designated MCSO staff with access to the Advanced Host Monitor network/site status screens if requested.

2.15.15 System Checks and Preventative Maintenance – The contractor shall perform system checks and preventative maintenance on a monthly basis to ensure the system is operating at optimum efficiency and performance.

VAC **Response:**

VAC has read, understands and is compliant. .

2.15.16 Coordination of Services – All changes in present and future services shall be coordinated with the Inmate Telephone System Manager, or designee.

VAC **Response:**

VAC has read, understands and is compliant.

2.15.17 Coordination of Maintenance – All operational maintenance shall be coordinated with the Inmate Telephone System Manager, or designee.

VAC **Response:**

VAC has read, understands and is compliant.

2.15.18 Telephone Cleaning at Time of Service – All exterior of equipment as well as interior and exterior enclosures shall be cleaned at the time of each service. Labels or information cards will be replaced when missing or damaged.

VAC **Response:**

VAC has read, understands and is compliant.

2.15.19 Clean Up and Debris – The contractor shall clean up and remove all debris and packaging material resulting from work performed.

Response:

VAC has read, understands and is compliant. VAC's service and installation technicians will be responsible for the removal of all packing crates, boxes, paper, packing materials, and all other extraneous materials resulting from installation or maintenance work. All removal will be at no cost to MCSO.

2.15.20 Project Plan – The contractor shall provide a detailed project plan, including a Gantt Chart, stating all tasks, milestones, and target dates for the initial project.

Response:

VAC has read, understands and is compliant. An initial Gantt Chart is provided in the "**Implementation Plan**" tab of this proposal response. The plan will be refined into a final plan agreed by MCSO and VAC immediately after contract award.

2.15.21 Statement of Work – The contractor shall provide a statement of work and obtain MCSO approval for any and all software changes prior to the installation of the software change.

Response:

VAC has read, understands and is compliant. VAC will provide MCSO with a SWCN at any time software is to be updated.

2.15.22 Installation, Replacement, and Repair Cost – The contractor shall be responsible for installation, replacement, and repair cost of all equipment due to any reason including, but not limited to, vandalism, normal wear and tear, and new installation requirements.

Response:

VAC has read, understands and is compliant.

2.15.23 Cost of Installation, Monthly Usage and Maintenance of Telephones – All expenses involved with the installation, monthly usage, and maintenance of the contractor-installed telephone lines shall be borne solely by the contractor.

Response:

VAC has read, understands and is compliant. VAC's proposed Inmate Telephone Service (ITS) solution is manufactured, installed, maintained, and operated completely by VAC. There is no cost to MCSO involved in VAC's proposed ITS solution.

2.15.24 Credit and Collection Practices – The contractor shall adhere to reasonable credit and collection practices.

Response:

VAC has read, understands and is compliant.

2.15.25 Pre-Pay Account Capability – The contractor shall have a program that allows called parties to set up a pre-pay account for those who are categorized as un-billable by virtue of their selection of an alternative local or long distance carrier for service, enabling families to quickly communicate with incarcerated individuals. Please describe your program.

Response:

VAC has read, understands and is compliant. VAC proposes its value-added Prepaid Collect service ***V-Connect***, which is targeted for customers unable to receive standard inmate collect calls (e.g. CLEC, cellular users, and International customers) because those standard collect calls cannot be billed to the called party's LEC phone bill. Using this option, the Prepaid Collect application will automatically be implemented upon receipt of a non-billable response from VAC's validation services during a collect call set-up. Following is a description of the ***V-Connect*** service.

When collect calls are attempted to a telephone number that will not accept traditional collect and thus are blocked (e.g. call to international number, cellular number, or office number), ***V-Connect*** is invoked and the called party will receive an automated voice prompt stating:

> "You have a Value Added Communications collect call from [*recorded Inmate Name*] at *[specific MCSO facility]*. **This telephone will not allow collect calls to be billed from this location**. To receive calls, you can be connected to our account center and set up an account immediately by dialing 9 now. If you do not dial 9 now but want to receive future calls from this location, please log onto www.myvconnect.com or call 1-800-913-6097 and establish an account. To repeat this message dial 3 now. To talk to this inmate for a one minute one-time courtesy call dial 5 now."

> *If the called party dials a '**5**' the inmate will be allowed a one-time, complimentary 60 second call to facilitate the account setup process with the called party so that future calls to the telephone number can be completed.* ***This one-minute facilitation call is a patented feature unique to VAC's V-Connect Prepaid Collect service****.*

After the free call to the called party is used the called party will no longer be offered the free call option in any subsequent V-Connect introductory messages.

Other than the one-minute option described above, the inmate placing the call will be played a message stating that the called party cannot accept collect calls yet and to please try again later. The inmate will be asked to wait at least 30 minutes before trying to call the number again in order to provide the called party time to establish an account.

Up to five attempts will be allowed to a telephone number that requires this alternative billing option via ***V-Connect***. After the five call attempts without the called party opening a ***V-Connect*** account, calls to the number will no longer be allowed and will be blocked. The account must then be established manually.

V-Connect Funding Options: If the called party elects to be transferred to a VAC's Customer Service Center in Plano Texas or logs onto *www.myvconnect.com* an account can immediately be set up through a variety of payment options including credit cards or through secured payments such as money orders and cashier's checks.

- Credit card transactions will be applied immediately and inmate calls allowed within approximately one half hour.
- Secured payments such as money orders and cashier's checks are accepted at VAC's payment processing center and inmate calling is allowed upon receipt and processing of payment.

VAC is continually working to establish payment outlets that are convenient and accessible to the inmate's friends and family.

V-Connect Web Interface (www.myvconnect.com)

Once an account is established, calling will be allowed as long as funds are available in the account. As the account balance nears zero, the called party will be played at the beginning of the call a message with instructions to contact the call center or go on-line to *www.myvconnect.com* to add funds to the account so that calling is not interrupted. As an ongoing call nears zero balance or the site threshold, the system will begin to play a warning message. This is referred to as the critical limit.

Calls are blocked at the point the remaining balance is less than the average cost of a call. This is referred to as the block limit. When a Pre-Paid account has been blocked for depleted funds, the user can replenish his account at the VAC web site *www.myvconnect.com* or contact the VAC customer service center in Plano by dialing 1-800-913-6097.

- Customers that replenish their account with a credit card will be un-blocked by the system within one half hour of payment.
- Customers that pay with other means of payment will be blocked until payment is received and processed by VAC.

When an inmate attempts a call to an account with a zero balance, a VAC IVR will send a message to the called party that an inmate has attempted to call their account but the call was blocked due to an insufficient balance. To replenish their account, the party can press the digit designated in the IVR announcement, go on-line to *www.myvconnect.com* or contact VAC at 1-800-913-6097. Upon replenishment the block will be removed.

2.15.26 Direct Bill Account Capability – The contractor shall have a program that will allow legal representatives to set-up a monthly billing account for those who are categorized as un-billable by virtue of their selection of an alternative local or long distance carrier for service, enabling law firms to quickly communicate with incarcerated individuals. Please describe your program.

Response:

VAC has read, understands and is compliant. VAC offers direct billing to selected customers (typically attorneys and bail bond companies). These customers are billed directly by VAC rather than the standard LEC billing process. VAC will contact each of these direct-billed clients by phone to ensure that the responsible party is aware that collect calling is being billed to their accounts. This process is in place and will be continued.

2.15.27 Sale of International Calling Cards – The contractor shall have a program that provides International Calling Cards to be purchased by MCSO and sold in the Inmate Canteen, allowing calls outside of the United States. Please describe your program.

Response:

VAC has read, understands and is compliant. Prepaid cards for international calls will be provided to MCSO at a cost per card less MCSO's contracted commission. MCSO would sell the card to the inmate at the total face value plus any applicable taxes.

Upon purchase of the card, the inmate simply scratches off the hidden PIN and can begin use from any inmate telephone. The VAC ***Focus*** system supports international dialing, and the circuits will be set up to provide for international calling.

The cards can be sold to the inmate through the commissary. VAC will not charge a fee for the sale of calling cards.

2.15.28 Notification of Discovery of Recorded Legal Telephone Calls – The contractor shall notify MCSO within two (2) hours of discovery of any legal, or telephone calls to numbers in the Special number Table, that were recorded in error.

Response:

VAC has read, understands and is compliant. VAC site technicians will continue to run the "Recorded Special Numbers" report daily. Any discovered instances of such recordings (which usually occur when the number is called prior to MCSO being aware that it is a legal or other non-recorded number) being discovered are reported **immediately** to the MCSO.

2.16 COUNTY/MCSO RESPONSIBILITIES:

2.16.1 Network – The ITS Network shall be maintained by MCSO.

Response:

VAC has read, understands and is compliant.

2.16.2 Self-Manage Telephone Number Blocks and Reports - MCSO shall handle all blocking of telephone numbers and pulling on-line reports when necessary.

Response:

VAC has read, understands and is compliant. MCSO will have the ability to self-manage all blocking of telephone numbers and can pull on-line reports from VAC's proposed ***Focus*** system. MCSO's dedicated site administrators will also be available to assist whenever necessary.

2.16.3 Contractor On-Site Technician Office Space – MCSO shall provide office space and telephone service through the MCSO phone system for the three (3) on-site technicians.

Response:

VAC has read, understands and is compliant.

2.16.4 Inspections – The Inmate Telephone System Manager, or designee, may conduct inspections as deemed necessary to insure strict compliance by the contractor with all provisions of this contract.

Response:

VAC has read, understands and is compliant. VAC welcomes inspections to insure strict compliance with all provisions of this contract.

2.16.5 Right to Audit – Maricopa County, or MCSO, may conduct inspections of gross receipts on telephones, on an unannounced basis, for the purpose of revenue and commission verification. Such access and inspection shall be made in the presence of the contractor's representative.

Response:

VAC has read, understands and is compliant. VAC fully understands and supports the right of MCSO to audit all aspects of our service, including call detail, costs and compensation. In fact, we encourage the establishment of a regular review session with MCSO, which may be monthly, quarterly, bi-annually or annually. This process works extremely well towards assuring the customer of accuracy and superior customer service, and encourages collaboration to ensure our mutual success.

2.17 RATE AND COMMISSION STRUCTURE:

2.17.1 Call Rates - Fair and reasonable rates to the families of inmates are an important part of the phone system. Charges for calls shall not exceed Federal Communications Commission Rates, and must be in compliance with Arizona Corporation Commission tariffs and schedules.

Response:

VAC has read, understands and is compliant. The call rates will not exceed FCC rates and will continue to be in compliance with Arizona Corporation Commission tariffs and schedules.

2.17.2 Notification of Rate Changes – MCSO shall be notified in writing of any proposed increases or decreases in the rates charged.

Response:

VAC has read, understands and is compliant. VAC will notify MCSO in writing of any proposed rate changes.

2.17.3 Detailed Pricing Structure - Provide a detailed pricing structure for all types of calls. Identify all surcharges, administrative fees and per minute fees associated with all types of telephone calls specified in this contract.

Response:

VAC has read, understands and is compliant. This information is included in **Attachment A** of this proposal response.

2.17.4 Other Fees – State whether or not there are any products, call types, fees, and/or revenue generating services offered in your contract that do not include payment of a commission to MCSO. If so, please list and state the reason.

Response:

VAC has read, understands and is compliant. This information is included in **Attachment A** of this proposal response.

2.17.5 Commission Payment(s) and Accountability

2.17.5.1 The commission offered to MCSO shall be based on total gross revenues (as outlined in the detailed pricing structure), with no deductions for fraud, bad debt, uncollectible, or un-billable calls. No deduction shall be made for any cost of providing the service(s) described.

Response:

VAC has read, understands and is compliant. VAC will calculate the offered commission against Total Gross Revenue with no deductions for fraudulent, bad debt, un-billable or uncollectible calls. VAC defines Gross Revenue as the revenue generated from all inmate telephones installed by VAC within MCSO's facilities through all calling types traditional collect, prepaid collect, and inmate paid debit at the contracted per call surcharge and per minute rates (as applicable) with no deduction for fraudulent, bad debt, un-billable or uncollectible calls.

There will be no deduction for access line charges, equipment and personnel expense. Gross Revenue is less any taxes or tax like surcharges as mandated by any government entity and added to the cost of the call.

To calculate the MCSO's monthly commission revenue, VAC will simply take the Total Gross Revenue as defined above and multiply this total by the proposed commission percentage.

2.17.5.2 Commissions shall be paid monthly and sent to: Inmate Telephone System Manager, Maricopa County Sheriff's Office, 102 W. Madison St., Basement, Phoenix, Arizona 85003.

Response:

VAC has read, understands and is compliant. VAC will pay commissions on a monthly basis to MCSO at the address above.

2.17.5.3 Payment shall arrive no later than thirty (30) days following the calendar month for which commissions are being paid. Failure to submit commissions within sixty (60) days following the billing month gives the County the right to impose and collect interest at the maximum legal rate for all late payments.

Response:

VAC has read, understands and is compliant. Commission payments will be made to MCSO within thirty (30) days after the closing of the billing cycle.

VAC understands that if we fail to submit commissions within sixty (60) days following the billing month, that MCSO has the right to impose and collect interest at the maximum legal rate for all late payments.

2.17.5.4 Failure to pay accurate commissions on a regular, monthly basis shall be grounds for cancellation, without penalty, of agreement executed as a result of the RFP.

Response:

VAC has read, understands and is compliant.

2.17.5.5 A monthly inmate telephone commission and summary report that includes, at a minimum, the following information shall to be sent to the Inmate Telephone System Manager: date of report, time period covered, total number of calls by category, total number of minutes by category, total gross revenue (as defined above).

Response:

VAC has read, understands and is compliant. Please refer to "Customized Reports" under **response 2.14.1** and "Finance Reports" under **response 2.14.2** for samples of VAC's current monthly inmate telephone commission and summary reports.

2.17.6 Billing Agreements – Contractor shall provide a list of telephone providers that have billing agreements with the contractor for local and long distance calling.

Response:

VAC has read, understands and is compliant. VAC will maintain standard Local Access Transport Areas (IntraLATA and InterLATA) as established by AT&T. VAC will utilize the AT&T IntraLATA and InterLATA areas based upon each location's originating NPA/NXX.

VAC continue to use local circuits provided by Qwest and long distance circuits provided by AT&T or a similar operator.

VAC maintains billing arrangements with all primary LECs and many CLECs; currently ~ 1,100 Operating Company Numbers (OCN's) are serviced. The complete list of telephone providers with which VAC has billing arrangements for local and/or long distance calling is provided in the "**Supporting Documents**" tab of this proposal response under the heading "**VAC Billing Agreements by Operating Customer Number (OCN)**."

2.18 ACCEPTANCE:

Upon successful completion of the performance period, the system shall be deemed accepted and the warranty period begins. All documentation shall be completed prior to final acceptance.

Response:

VAC has read, understands and is compliant.

2.19 FACILITIES:
During the course of this Contract, the County shall provide the Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its obligation enumerated herein.

Response:

VAC has read, understands and is compliant.

2.20 DELIVERY:
It shall be the Contractor's responsibility to meet the proposed delivery requirements. Maricopa County reserves the right to obtain services on the open market in the event the Contractor fails to make delivery and any price differential will be charged against the Contractor.

3.0 IMPLEMENTATION PLAN:

Response:

VAC proposes to install new ***Focus*** systems and new telephone instruments. The ***Focus*** system is designed to support the high volume of calling activity generated by MCSO. VAC will deploy five networked systems to serve the needs of all MCSO facilities. The MCSO facilities and the planned deployment of ***Focus*** systems to support them are listed below.

Jail Facility	# Phones	
4th Ave. Jail	306	[***Focus* system in Facility**]
Central Intake	72	*(Served by 4th Ave. Jail **Focus** system)*
Lower Buckeye Jail	263	[***Focus* system in Facility**]
Durango Jail	100	[***Focus* system in Facility**]
Towers Jail	91	[***Focus* system in Facility**]
(Jail 71)		*(Served by Towers Jail Focus system)*
(Tents 20)		*(Served by Towers Jail Focus system)*
Estrella Jail	142	[***Focus* system in Facility**]
(Jail 112)		*(Served by Estrella Jail **Focus** system)*
(Tents 30)		*(Served by Estrella Jail **Focus** system)*
Medical Center-Ward 41	6	*(Served by 4th Ave. Jail **Focus** system)*
Avondale (Closed)	0	
Mesa (Closed)	0	
Madison St. (Closed)	0	

The proposed ITS and all other related hardware, software, inmate telephones, and wiring required will be installed in a manner and under a time frame designed to minimize disruption to the facilities. VAC's service and installation technicians will be responsible for the removal of all packing crates, boxes, paper, packing materials, and all other extraneous materials at VAC's expense.

Note that the project plan provided here includes all of the activities of a standard implementation plan, but that some of the activities are zero duration in the case of MCSO because existing capabilities of VAC as the incumbent service provider can be transitioned to the new system implementation.

For purposes of the initial implementation plan provided in this proposal response, the contract award date (also implementation start date) is based on the sample project plan timeline (Exhibit C). The plan provided here is based on 5 day work weeks but could be expedited with extended hours or work weeks as required to accommodate MCSO's schedule.

VAC will ship, install, and migrate service to the new telephones as soon as they are acquired. Since VAC is the incumbent platform provider, these phones can be installed and put in service before the new ITS equipment is delivered and installed.

The following table is a summary of the installation planned for each of the sites as defined by the implementation plan. The dates shown in the table are for the full ITS system and do not include the installation of the telephones, which will occur several weeks prior to the ITS installation and cutover (Exhibit C).

Can you speed up your implementation time line? If so, how, and still meet our requirements?

Response:

Yes, as the incumbent system provider, VAC has the ability to begin the implementation process prior to completion of the current contract term without affecting the operation of the current system. Inmate telephone sets can be replaced and (given sufficient advance award notification) VAC can have the new Focus system installed and tested at MCSO facilities and ready to cut into service prior to the end of the current contract period. No other vendor has this capability without risking service interruption on the current system.

MCSO Facility	Phones	Proposed Start and End Date	Comments
Durango	100	6/1/10 – 6/8/10	**Focus System in Facility**
Towers Jail	91	6/8/10 – 6/15/10	**Focus System in Facility**
Estrella Jail	142	6/15/10 – 6/22/10	**Focus System in Facility**
Lower Buckeye Jail	263	6/22/10 – 7/2/10	**Focus System in Facility**
4th Avenue Jail	306	7/2/10 – 7/19/10	**Focus System in Facility**
Central Intake	72	(above)	- *Served by 4th Ave. Jail System*
Medical - Ward 41	6	(above)	- *Served by 4th Ave. Jail System*
Intel Division	0	7/19/10 – 7/20/10	**Workstations Only**

The table below describes the planned activities from the Contract Award to Project Complete milestones. Some of the tasks are sequential while others are concurrent.

Tasks and Milestones	Description
Contract Award [Milestone]	Although the implementation has been planned prior to this milestone, this initiates the execution of the implementation project.
Project Initiation and Facility Planning	
Project Definition Meeting	This initial planning meeting will confirm RFP data plus any required updates: • Site Contact Names, Phone Numbers, Fax Numbers. • Confirm quantity of inmate phones and planned expansion information. • Detail any specialized equipment required (pedestals, special mounting options, ADA, TDD phones, etc.) • Time Schedule to include start & end dates, site priorities and special requirements or limitations will be taken into consideration during this process. • Security Clearance – procedures and forms for installation team. • Miscellaneous – identification of known technical requirements, applicable regulations, and administrative issues. One of the prime outputs of this meeting should be a draft Statement of Work (SOW). This should be refined for **Final Project Definition**. *NOTE: Allow for 3 days after contract award to allow for scheduling of all participants.*
Issue Report of Meeting	VAC issues detailed meeting minutes for review by both parties. *NOTE: Assume 3 business day period for review prior to Final Project Definition.*

Final Project Definition	Opportunity for MCSO and VAC to refine any disagreements regarding the Project Definition Meeting, and refine the project definition if necessary. **Formalize Scope of Work**. **Formalize the Project Plan**.
Project Definition Finalized [Milestone]	An agreed project plan has been finalized. **Formal Installation Work Starts.**
VAC Issue Service Orders	Begins the material acquisition and installation planning process. *NOTE: This can begin prior to the Project Definition Finalized milestone (based on RFP information) but cannot complete until after that milestone to account for adjustments from the final plan.*
VAC Security Clearance (for Site Surveys)	VAC will supply all information on employees and subcontractors (if applicable) who will participate in the site survey for the purpose of a security check and clearance. MCSO will issue clearances. *NOTE: VAC does not anticipate any need to perform the site surveys due to our familiarity with the facilities. Thus this task is showing as COMPLETED in the initial project plan.*
Site Survey for [Facility]	The VAC implementation team will assess the specific needs of the installation of the facilities in the specific geographic area. This may include special site preparation, additional cabling, special install tools, etc. This includes travel time. *NOTE: VAC does not anticipate any need to perform the site surveys due to our familiarity with the facilities. Thus this task is showing as COMPLETED in the initial project plan.*
System Architecture Verification	Review and final approval of the architecture and verification off all components and facilities for ordering.
Establish ITS Cutover Plan	VAC customizes the plan to ensure that conversion to the new Focus ITS goes smoothly and without interruption of service.
Site Staff Training Preparation	Identify the facility employees working with the system to be trained on operating the Focus ITS, and provide a User ID and password for each. Prepare training materials for all students.
Acquisition and Manufacture	
Acquisition of Telephone Sets	Acquisition of new telephone sets to be installed at MCSO.
Ship Telephones to MCSO	Telephones will be shipped directly to the MCSO facilities via common carrier. *NOTE: Since there are deliveries to multiple sites, equipment for each site is shipped as soon as manufacture is completed.*
Manufacture Focus ITS Equipment	Acquisition of Focus system components; manufacture of the Focus ITS systems to be installed at MCSO.
Order Additional Telco VOICE Circuits for the Focus ITS	If required, order additional PSTN circuits for the Focus ITS serving the inmate phones are ordered. *NOTE: At this time VAC does not anticipate additional Voice circuits being required.*
Order Additional Telco DATA	If required, DSL, frame relay (or other) network circuits that will

Circuits for the Focus ITS	connect the ***Focus*** system to the VAC Back Office & TAC are ordered. *NOTE: At this time VAC does not anticipate additional Data circuits being required.*
Develop Inmate User Information Literature	Updated instructions to inmates on how make calls with the new Focus ITS. This may include additional features such as voice PIN verification. The information is posted directly on the inmate telephone set and is also available as quick reference cards. English and Spanish versions shall be provided.
Ship Equipment to MCSO	Equipment will be shipped directly to the MCSO facilities via common carrier. *NOTE: Since there are deliveries to multiple sites, equipment for each site is shipped as soon as manufacture is completed.*
Network and JMS Integration	
Meeting with Network / IT Groups	Develop and refine plan for integration of Focus to the ITS network and the JMS integration. *NOTE: VAC platforms is currently integrated in the ITS network and with the JMS, so only the integration of the RAS should be significant.*
Confirm Connectivity Requirements	If required, order additional PSTN circuits for the Focus ITS serving the inmate phones are ordered. *NOTE: VAC platforms is currently integrated in the ITS network and with the JMS, so only the integration of the RAS should be significant.*
Inter-Facility Connection	Integration of the VAC platforms to the MCSO ITS network, including connectivity and firewall configuration. *NOTE: VAC has already accomplished this integration as the incumbent service provider. Thus this task is showing as COMPLETED in the initial project plan.*
Develop JMS Interface	Integration of the VAC platforms the JMS, allowing push of information from the JMS to the ITS. *NOTE: VAC has already accomplished this integration as the incumbent service provider. Thus this task is showing as COMPLETED in the initial project plan.*
Test Data Networks & JMS Data Transfer	Verify that the network scheme provides connectivity of the platforms within the ITS network and to the VAC back office & TAC; verify the interface between the JMS and the VAC ITS. *NOTE: This functionality is already active in MCSO. Thus this task is showing as COMPLETED in the initial project plan.*
Integrate RAS Server	Integration of the Remote Access Server provided by VAC (**RFP 2.3.16**) and verification that the laptop workstations can access the ITS network via VPN.
MCSO Installation and Cutover	
Voice Circuits installed by	Duration of lag from "Order Telco VOICE Circuits" is dependent

Telco [Milestone]	on Telco's promised delivery timeframe. *NOTE: At this time VAC does not anticipate additional Voice circuits being installed.*
Data Circuits installed by Telco [Milestone]	Duration of lag from "Order Telco DATA Circuits" is dependent on Telco's promised delivery timeframe. *NOTE: At this time VAC does not anticipate additional Data circuits being installed.*
Installation and Cutover (By Facility)	
Telephone Unpacking, Installation, and Migration	As the incumbent platform, VAC can install new phones and migrate service to these phones prior to the installation of the new ***Focus*** systems.
ITS Installation Team on Site [Milestone]	Installation team is on site and begins the site work for installation of the Focus ITS and migration/cutover.
Equipment Site Delivery and Unpacking	Equipment was delivered directly to the sites via common carrier prior to the installation team arrival. VAC personnel will unpack.
System Installation	This includes on-premise Focus ITS system, routers, workstations, and any other equipment.
Verify VAC Back Office - Site Data Circuits	Assures that the data circuits between the VAC Data Center and site are operating properly. This data connection is vital to the installation and turn-up of the Focus system. Also verify connectivity of the Focus ITS to HQ server.
Software Installation and System Configuration	This includes installation of the station and trunk line cards, programming configuration of the Focus ITS and call announcement scripting/branding.
Site Users Training	Designated users will be trained to operate the system and the particular needs of the facility. Includes travel for trainer.
System Testing and Certification	VAC's installation team successfully completes a full system testing and certification process to insure that all system features and functionality are operating correctly and are ready for system cutover.
System Cutover	Inmate phones are cutover to new Focus ITS and test calls placed from each physical inmate telephone to assure that each is functional and operating correctly. VAC understands that this process is to be completed within a single 10-hour maintenance window, allowing for system fallback if necessary.
Final Acceptance *[Milestone]*	Installation and cutover is complete and State staff takes charge of the system at this site.

The initial estimated project schedule (Gantt) is provided in Exhibit C. This schedule will be coordinated with MCSO to provide a jointly agreed final baseline schedule.

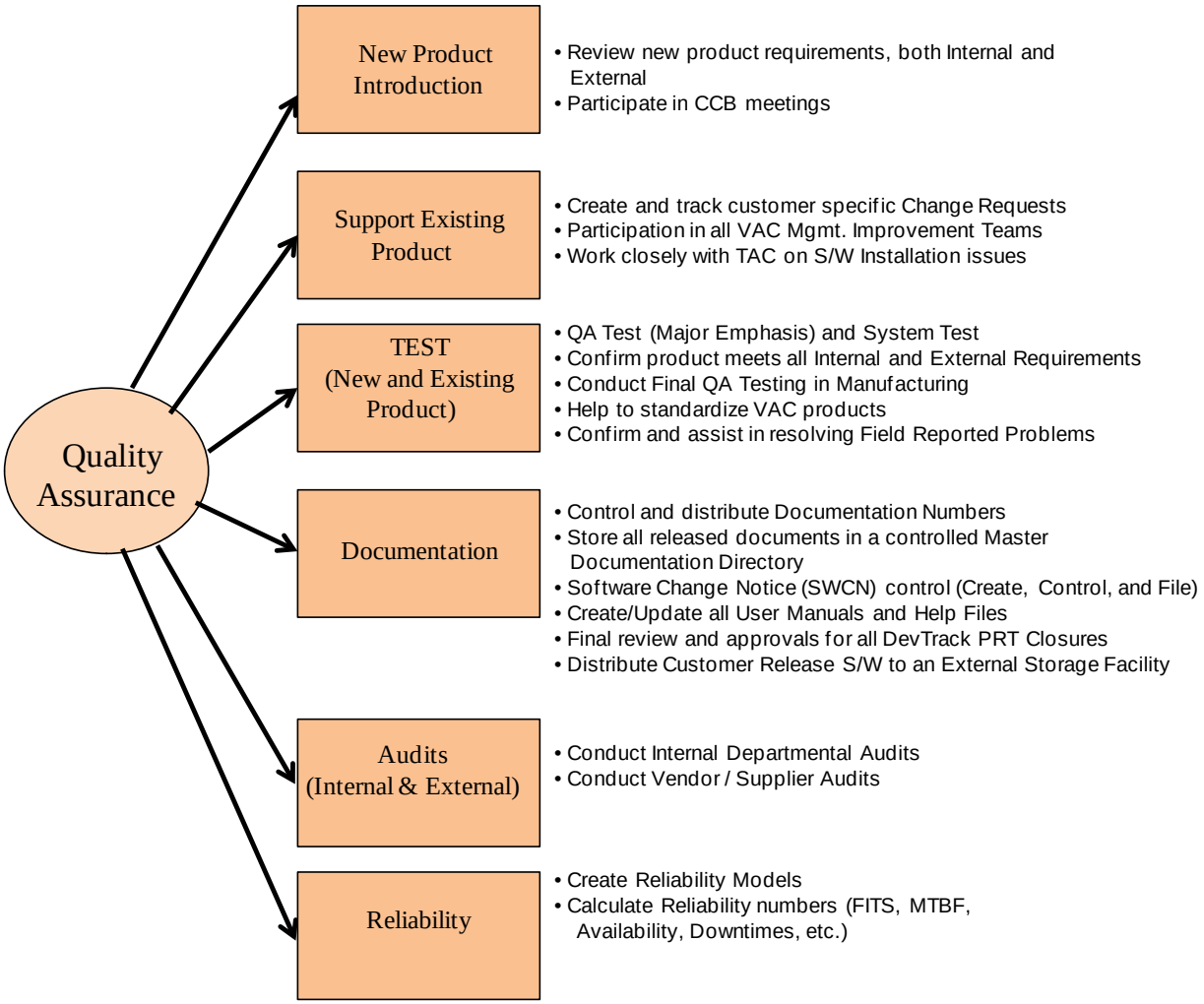
Describe in detail your quality assurance process for implementation of a new system, troubleshooting a reported problem and roll out of new features.

Response:

VAC understands that product and service quality is based on adherence to clear, consistent, and specific requirements. VAC has two top-level documents that form the baseline of quality assurance practices, which in turn reference multiple specific process documents. The two baseline documents are:

- 100-1029-001 Procedure – Quality Assurance Departmental Processes
- 100-1009-001 Procedure – Quality Assurance Plan

Following is a synopsis of the VAC quality assurance process as defined by the documents above.



VAC Quality Assurance Process

NEW PRODUCT INTRODUCTION

- Review new product requirements, both internal and external
  - Review new product requirements in order to determine how to test for acceptance and to help create test plans.
- Participate in CCB meetings

- Review documents in the CCB meetings prior to release. The CCB meetings are also used to review new customer requirements and to discuss new software releases.

SUPPORT EXISTING PRODUCT

- Create and track Customer Change Requests
  - Change Requests are created due to field problems, based mainly off of TAC Trouble Tickets (TT's). For all customers an internal PRT is created for tracking purposes, even information from a SWI is pulled and created into a PRT.
- Participate in all VAC Management Improvement Teams
  - A number of improvement teams are created to help resolve both immediate and long-term issues. The teams may only exist until the immediate problem is resolved while other teams may involve long term meetings, typically held weekly, that are put in place until the long term problems are addressed. The teams are created by upper management when deemed necessary.

TEST (NEW AND EXISTING PRODUCT)

- QA test (Major Emphasis) and System Test
  - QA Test is the major emphasis but presently System Test is also being conducted by the QA group. QA will run in-depth testing on new products, while on existing product more emphasis is put on testing the specific areas that have had changes incorporated.
- Confirm products meet all Internal and External requirements
  - All requirements are reviewed prior to testing, for both the internal and external requirements. The QA group will test against the provided customer requirements or incorporate the requirements in a QA test plan.
- Conduct Final QA testing in Manufacturing
  - A Final Manufacturing QA test is conducted on all systems that have been built, tested, and is ready for customer shipment. A Final QA test procedure has been released and is followed. The Final QA test results are documented and stored for each system that has been QA'ed. Reference the Final QA System Test Procedure (100-1066-001).
- Help to standardize VAC products
  - When systems are QA'ed S/W standardization is reviewed closely. All products and all customers should receive the same high quality and professional product. If a new product or S/W release is ready for distribution QA will review the S/W to ensure that the same high quality standard has been met. If a discrepancy is found a PRT will be submitted, requesting for the S/W Development department to correct the problem.
- Confirm and assist VAC in resolving field reported problems
  - Most field reported problems are reported to the Technical Assistance Center (TAC) and then forwarded to QA for confirmation or as a special request to try to duplicate the problem. If the problem can be duplicated by QA then the problem is immediately forwarded to S/W Development for resolution.

DOCUMENTATION

- Control and Distribute controlled document numbers
  - All document numbers are controlled and tracked by the QA department. Each department is assigned a certain controlled group of numbers that will be used for procedures, templates, forms, etc. All documents are stored under a shared read-only directory, under the VAC shared drive, with every employee having access.
- Store and Release documents from a controlled Master Documentation Library

- QA controls the VAC Master Documentation library. Every employee has direct access to the library and each individual department has their own individual section. All documents can be searched via a search button and each section can be sorted, allowing easy access and helpful steps to locate any document.

- Software Change Notice (SWCN) control (Create, Control, and File)
  - Software Change Notices (SWCN's) are controlled by QA. All SWCN numbers are released by QA and stored in a SWCN library that contains all SWCN's. SWCN's are sent to the customer to notify them of any S/W change that will be implemented at their site/s. All SWCN's require signature approval from the VAC Program Manager, the Prime, and the Customer prior to installing any S/W at a customer site.
- Create/Update all User Manuals and Help Files
  - All User Manuals and Help Files are written by the Technical Publications group, which falls under the QA department. The Marketing group is required to review and approve all User Manuals or Help Files prior to release. The user Manuals can be sent to the customer via electronic copy, hardcopy, CD or a combination of the three. The Help Files are installed into the base S/W and can be accessed via a GUI interface.
- Final review and approvals for all DevTrack PRT closures
  - All VAC PRT's are eventually sent to the Quality Assurance Team. The PRT's are then reviewed by a QA representative, and if found acceptable, QA can close the PRT. No other group can close a PRT except for the Quality Assurance team. If QA does not believe the PRT should be closed or if they feel additional work needs to be done, they will forward the PRT back to the sender or forward the PRT to the Program Review Committee (PRC) for further review.
- Distribute customer release S/W to an external storage facility
  - The QA group is responsible for sending any pertinent S/W release to an external storage facility for safekeeping. Currently all major S/W releases are sent to DSI Technologies.

AUDITS (INTERNAL & EXTERNAL)

- Conduct internal departmental audits
  - Internal audits are periodically conducted by QA against various departments within VAC. The audits are based on the requirements identified in the VAC Quality Manual, based on the ISO9000 and TL9000 documents. Audit records are filed, along with any suggestions that were made for improvements. During the each audit the QA representatives will review the past audit records to determine if any improvements were made. Reference the Internal Quality Audit Procedure (100-1021-001) for more details.
- Conduct Vendor/supplier audits
  - QA will conduct external audits to ensure that VAC vendors and suppliers are meeting VAC's basic requirements. The external audits are based on the ISO9000 and TL9000 requirements. QA will conduct external audits against vendors that are key players who build VAC PCB's and sub-systems.

RELIABILITY

- Create System Reliability models
  - System Reliability models are created to help determine the Reliability of a system. The models are intended to provide a presentation of the reliability design of a system, based on the architecture and the type of equipment that is used.
- Provide Reliability calculations (FITs, MTBF, Availability, Downtimes, etc)

Reliability numbers can be obtained either from using actual live field data (empirical data) or from actual calculations. If the product has been installed in the field for at least a one-year period, the Actual Field Data is a more accurate presentation of the true Reliability numbers versus the calculated Reliability numbers.

4.0 TRAINING:

4.1 Initial Training - The contractor shall provide training to familiarize all MCSO personnel assigned to ITS duties with the operation of the workstations and the software at no cost to MCSO. An outline of your training program, including subjects, time-frames, and schedule shall be provided with your response.

VAC **Response:**

VAC has read, understands and is compliant. VAC recognizes the need to provide system administration training to MCSO personnel responsible for day-to-day operations. While the ***Focus*** system operates in an automated fashion, it is extremely helpful for facility personnel to understand system controls, trouble reporting procedures, and investigative reporting options. **VAC believes a successful installation is not complete until those who use it are comfortable with day-to-day operations**.

On-site training is conducted immediately upon the installation at each facility to ensure that all system users are thoroughly trained. Training typically lasts for a full day. The curriculum is designed to cover the use and operation of the system from the inmate's perspective, basic system administration (call processing, blocks, etc.) as well as a targeted review of the system's many investigative tools (recording, monitoring, reporting, etc). Training will also cover general matters such as trouble reporting, resolution and escalation procedures.

The comprehensive training curriculum designed to cover complete system administration and all investigative tools is described below. Whenever there are significant changes to the system brought about by a new system revision or software upgrades, training updates specific to the changes and a subset of the below will be provided by VAC to MCSO.

VAC Focus ITS Training Course Outline		Duration
Introduction	➢ Overview of the ITS functions and features	0.5 hour
Workstation Access Control	➢ Overview ➢ User ID Management ➢ Security Level Access Management ➢ User Alerts	1.0 hours
System Administration	➢ Overview ➢ Class of Service Maintenance ➢ Living Unit Maintenance ➢ Telephone Location Maintenance ➢ Facility Telephone Number Control ➢ Block List Administration ➢ Telephone List Update ➢ Enable/Disable Telephones ➢ Account Overview ➢ Add a New Inmate Account ➢ Update Inmate Information ➢ Update Inmate Phone List ➢ Transfer Inmate Between Facilities	1.0 hours

VAC Focus ITS Training Course Outline		Duration
Reporting/Investigative Functions	➢ View Calls in Progress ➢ SPY – Monitoring ➢ SPY – V-Alert Investigator Notification ➢ General Reporting Capabilities Defining Report Parameters ➢ Save & Reprint Reports ➢ Financial Reports ➢ Maintenance Reports ➢ Investigative Reports ➢ Monthly Revenue Reports ➢ Shadow Recording	2.5 hours
Calling Process	➢ Placing a Call ➢ Dialing Instructions ➢ Direct Dialed Calls ➢ Collect Calls ➢ Local Calls ➢ International Calls ➢ Call Results Announcements	1.0 hours

TOTAL DURATION = 6.0 Hours

The ***Focus*** system user manuals provided to each facility include detailed step-by-step documentation of all procedures. VAC will also provide Quick Reference Guides that are easy reference of the most used applications within the system. In addition, a refresher training session can be conducted remotely through WebEx. Of course, VAC's TAC (which is staffed to support the MCSO 24 hours a day, 7 days a week, and 365 days a year) is a resource for general questions and assistance.

4.2 Newly Assigned Staff Training – The contractor shall provide hands-on training to newly assigned MCSO staff on as needed basis at no cost to MCSO.

VAC **Response:**

VAC has read, understands and is compliant. VAC will continue to provide hands-on training to newly assigned MCSO staff as required at no cost to MCSO. VAC on-site staff is available to provide additional training as required.

VAC will also provide follow up training as required or desired by MCSO. Investigator workstations provided by VAC will continue to allow the technical support center to remotely assist or provide additional training directly on the investigator workstation.

4.3 User Manuals – The contractor shall provide user manuals, both printed and electronic versions, for their platform to MCSO in sufficient number as deemed necessary by the Sheriff's Inmate Telephone System Manager.

VAC **Response:**

VAC has read, understands and is compliant. ser manuals (hard copy and/or CD ROM) containing workstation information, phone dialing instructions, and forms for tracking system changes will continue to be provided to each MCSO facility as needed. VAC will work with MCSO to identify the needed number of user manuals, whether printed or on CD. In addition, the VAC Site Administrators and VAC TAC personnel will continue to be available to assist with any questions that may arise.

5.0 MAINTENANCE, SERVICE AND SUPPORT:

5.1 Service and Reliability –The contractor must submit a detailed explanation of the maintenance/repair plan. If the problem involved is an equipment failure, MCSO shall be provided a root cause analysis report within thirty (30) days of the incident.

VAC **Response:**

VAC has read, understands and is compliant. The full time onsite System Administrators / Technicians, Mr. Breck Louthan, Mr. John Menchaca and Mr. Dewayne Leonard will continue to be available on demand 24 hours a day, seven days a week for maintenance, repair or any other problems and special requirements. They will be able to respond within required response times for each Priority Level problem as defined in **response 2.11.1** after contact by MCSO and will continue to work closely with MCSO staff to provide system expertise. Breck, John and Dewayne will be available to perform all of the administration actions stated above and will have access to local equipment spares.

Breck, John and Dewayne will continue to provide routine preventive maintenance on the inmate telephone and systems to minimize service interruptions. Preventive maintenance will be provided on at least a monthly basis. Preventive maintenance for telephone stations includes the items detailed in the following table.

Action	Description
Inspect	Visually inspect the telephone station for wear and tear, damaged parts, etc.
Test	Test the dial pads - listen for tone on all keys
Check	Ensure handset cords securely attached
Check	Hook switch functioning
Test	Initiate test calls
Test	Test handset for clarity
Check	Identify if any missing or loose screws on the phone
Check	Manual cutoff switches
Check	Check TDD station
Test	Make a test call on the TDD station
Check	Check signage and replace as needed.
Verify	Verify Station ID with the Focus System
Clean	Clean the telephone station
Verity	Check with the site point of contact to ensure all issues are documented.

Telephone Station Preventive Maintenance Checklist

The following services will be provided by Breck, John and Dewayne at no cost to MCSO for the duration of the contract:

- Routine maintenance of telephones and the ***Focus*** system.
- Assistance to MCSO in administration activities such as setting up accounts and Class of Service controls settings.
- Assistance to MCSO in fraud investigation and call monitoring
- Local support of software upgrades and tests
- Non-emergency repairs
- Emergency service and System Failure

VAC's Technical Assistance Center (TAC)

The *VAC Technical Assistance Center* (TAC) located in Plano Texas will be responsible for receiving the trouble calls from MCSO. The TAC is staffed 24 hours a day, 365 days a year. Personnel at the TAC are

highly trained and skilled on the VAC ***Focus*** system and are capable of resolving many hardware and most software issues remotely. Our TAC personnel are very experienced on the ***Focus*** system and have an average of over 10 years experience telecommunications and corrections. TAC has engineers certified in all disciplines required to maintain the ***Focus*** system including Microsoft, Cisco, and VAC internal technical and procedural certifications.

To enable VAC to make timely repairs, we request that MCSO notify the VAC TAC with problems or needed repairs and provide as much detail as possible regarding the nature of the problem. If the problem has already been detected by TAC via remote monitoring, MCSO's call will be correlated to the existing trouble ticket.

The TAC can be reached by toll free telephone. The VAC TAC is capable of accepting multiple simultaneous calls and is connected to an Automated Call Distribution (ACD) system to help distribute the calls to the appropriate technician. Reports from the ACD are regularly monitored by management to ensure the help desk response requirements are being met. Because the VAC TAC automatically monitors MCSO's ITS via remote connection, it has been our experience that in most cases VAC TAC is aware of ITS problems via remote monitoring before the facility personnel. VAC TAC also has the ability to remotely access the system to effect non-hardware repairs, so the majority of system problems are resolved via remote access from VAC TAC.

Additional Local Technician Support / Backup

VAC will continue to have additional qualified local technicians, as provided by FSH Communications to support all MCSO facilities. Peggy Stroh and her team of local technicians are experienced in the installation and repair of all types of inmate and public Telephone systems, terminal equipment, switching systems, cut-off keys, and all associated wiring. They will continue to provide such quality services to MCSO as needed. ***They will also be available 24 hours a day and 365 days a year, as needed to assist the Onsite System Administrators in servicing any emergency service requests.*** The technicians will be dispatched by VAC TAC immediately upon determination that their on-site maintenance services are required. MCSO can contact the technician directly if required, although VAC recommends that initial contact be made to VAC TAC in most situations. Exceptions would be a situation in which MCSO personnel can see that the ITS equipment is in obvious distress (e.g. smoking) while the local technician is present, or when personnel note minor maintenance requests directly to the local technician during a scheduled visit for routine maintenance.

Trouble Ticket Management System

The VAC TAC will document problems utilizing the **Trouble Ticket Management System** (TTMS), assigning a TTMS urgency level according to the whether the call is a Routine Service call or a Major Emergency Repair Service call.

When a Trouble Ticket (TT) is opened, an automatic notification from the TTMS will be sent immediately to the VAC local site technician, as well as your dedicated Account Manager, Jim Crouch.

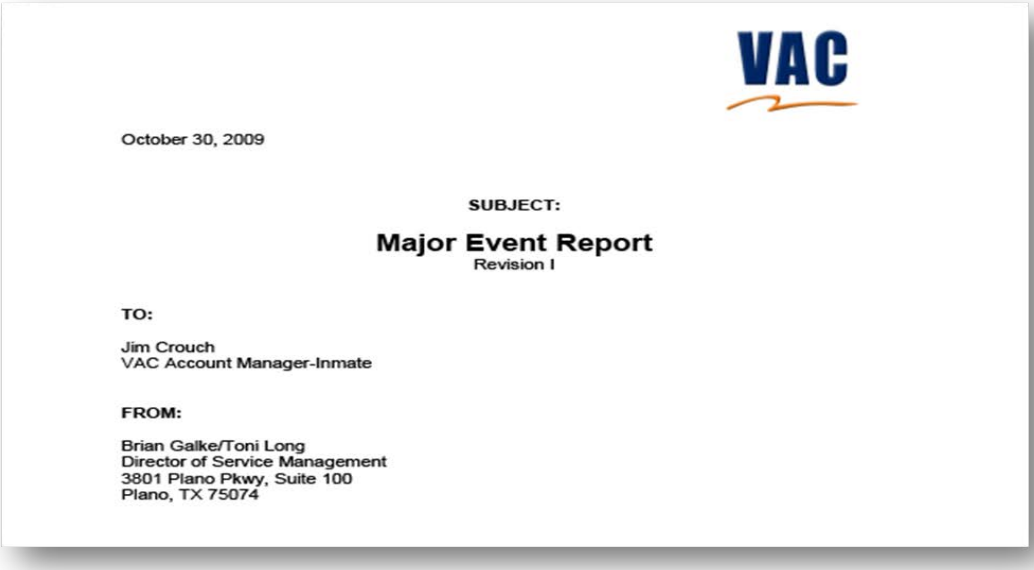
The primary responsibilities in the service of the trouble ticket is with VAC TAC, which performs the following:

- Monitor the TTMS for trouble tickets.
- Attempt to remotely resolve the reported problem.
- Escalate trouble resolution if an immediate repair cannot be determined.
- Document all information in the TTMS.
- Ensure that MCSO contact is contacted every four hours at a minimum during an open TTMS issue.
- Change the status of a trouble ticket to **'In-Progress**' or '**Completed**' per documented processes.

MCSO will continue to receive the TTMS reports either by accessing the system themselves directly or by requesting the assistance of Breck, John or Dewayne. If the problem involved is an equipment failure, MCSO will be provided a Major Event Report (MER) within thirty (30) days of the incident. The report will

provide a detailed description of the event, state the sites affected, impacts of the failure, a root cause analysis and a path forward prevention.

Please see the following MER sample pages:



October 30, 2009

SUBJECT:

Major Event Report
Revision I

TO:

Jim Crouch
VAC Account Manager-Inmate

FROM:

Brian Galke/Toni Long
Director of Service Management
3801 Plano Pkwy, Suite 100
Plano, TX 75074

Major Event Report Front Page Sample

Overview of Major Event:

Sites Affected:

Impact of Major Event:

Major Event Description:

PowerVault Root Cause Analysis:

PowerVault Path Forward Prevention:

Terastation Root Cause Analysis:

Terastation Path Forward Prevention:

Major Event Report Category Samples

5.2 Service Priority Levels – Trouble Tickets:

5.2.1 Priority Level One – A priority level one service issue occurs when the entire system fails, a jail system fails, or multiple housing units are not operational. A technician shall be on site and the repairs shall occur within 4 hours.

VAC **Response:**

VAC has read, understands and is compliant. Following are the Priority Level One response guidelines for VAC's support to MCSO:

Service Scenario	Response Time	Response Action	Repair Time	Reporting Response Time
Priority Level One	1 hour 2 hours	Remote diagnostics and trouble resolution If onsite support is required	4 hours	2 hours

5.2.2 Priority Level Two – A priority level two service issue occurs when one entire housing unit is not operational. Repairs shall occur with 24 hours maximum.

Response:

VAC has read, understands and is compliant. Following are the Priority Level Two response guidelines for VAC's support to MCSO:

Service Scenario	Response Time	Response Action	Repair Time	Reporting Response Time
Priority Level Two	2 hours 4 hours	Remote diagnostics and trouble resolution If onsite support is required	24 hours	6 hours

5.2.3 Priority Level Three – A priority level three service issue occurs when one or more telephones in a housing unit is not operational. Repairs shall occur by the end of the next business day.

Response:

VAC has read, understands and is compliant. The full time onsite System Administrators / Technicians will continue to respond to Priority Level Three service issues within 2 hours of contact by MCSO and will continue to work closely with MCSO staff to provide system maintenance and repair. Breck, John and/or Dewayne will be available, upon receipt of a priority level three notification, to perform all repair and maintenance by the end of the next business day.

Service Scenario	Response Time	Response Action	Repair Time	Reporting Response Time
Priority Level Three	4 hours 12 hours	Remote diagnostics and trouble resolution If onsite support is required	Next Business Day	6 hours

5.3 Reporting Repair Problems – Describe the method of reporting repair problems. State whether or not MCSO will have access to the reports.

Response:

VAC has read, understands and is compliant. To enable VAC to make timely repairs, we request that MCSO notify the onsite System Administrators or the VAC TAC with problems or needed repairs and provide as much detail as possible regarding the nature of the problem. If the problem has already been detected by TAC via remote monitoring, MCSO's call will be correlated to the existing trouble ticket. Please refer to **response 2.11** for further details.

MCSO will continue to receive trouble tickets reports either by accessing the system directly or by requesting the assistance of the local System Administrators.

5.4 Escalation List – Within 10 days of award of contract, provide a list of contact names, telephone numbers, and e-mail addresses for escalation of unresolved service requests and issues that are not resolved.

Response:

VAC has read, understands and is compliant. Following is an explanation of the VAC escalation process.

VAC also has well-defined escalation procedures for all MCSO issues. VAC provides escalation procedures on a technical support basis and a management/administrative basis as shown in the following table (depending on whether the current Trouble Ticket status is Major or Minor).

	Priority Level One	Priority Level Two / Three
Updates	Every 2 hours	Every 24 hours
Technical Escalation		
Contact Support Services Manager	4 hours	24 hours
Contact Engineering	6 hours	48 hours
Contact Engineering Manager	24 hours	72 hours
Contact Vice Pres/Engineering	48 hours	96 hours
Administrative Escalation		
Contact Support Services Manager	4 hours	48 hours
Contact Vice President/Service	8 hours	72 hours
Customer Service Manager contacts Program Manager for assistance	24 hours	96 hours

VAC Escalation Process

MCSO will be provided with names and contact information for technical escalation upon the initial project planning meeting after contract award. Administrative escalation is via the Account Manager.

Technical Escalation: VAC TAC must start escalation on a Trouble Tickets to upper management per the escalation schedule. Technical escalation should take place at these intervals, or as soon as a higher level expertise is identified as a need, whichever comes first. New Trouble Tickets, with the exception of those that are obviously a Priority Level One, are designated as Priority Level Two / Three. Escalation of a Trouble Ticket from Priority Code 2 to Priority Code 1 must be considered when the following conditions apply:

- After a Trouble Ticket has been investigated and it has been determined that the problem is or potentially is of a greater magnitude then previously reported.
- MCSO has requested that the Trouble Ticket priority be escalated.

Administrative Escalation: This form of escalation is used when internal or administrative problems are responsible for lack of progress in assessing and/or completing the work required to process a Trouble Ticket in a timely manner. This is typically requested through MCSO's assigned Account Manager, Jim Crouch. He will continue to be the single point of contact for all issues with MCSO's inmate telephone system and service.

5.5 Service Availability - The contractor shall be available to service equipment and the ITS system when a priority level one or two service issue occurs 365 days per year without additional cost to MCSO. Priority level three service will be completed during regularly scheduled work hours, Monday through Friday.

VAC **Response:**

VAC has read, understands and is compliant. Please refer to **response 2.11.2** and **2.11.3** for further details.

5.6 System Checks – The contractor will perform system checks and preventative maintenance on a monthly basis to ensure the system is operating at optimum efficiency and performance. A system check and preventative maintenance logbook, that includes the findings and specified action, will be maintained by the Contractor and remain at a MCSO specified location.

VAC **Response:**

VAC has read, understands and is compliant. All MCSO ***Focus*** systems will be continuously monitored (24 hours a day, 365 days a year) by VAC Technical Assistance Center. VAC uses an ***Advanced Host Monitor*** network management suite for real-time network/systems status and for trouble notification. The ***Focus*** system sends critical alarms and alerts in real-time to *Host Monitor* and 'remote agents' which are constantly checking the system health are polled every 10 minutes. Some of the tasks performed by *Host Monitor* are:

- **Hardware diagnostics** – All critical hardware is constantly pinged and browse access is verified to insure it is available for call processing, database management, and storing call recordings.
- **Log file monitoring** – Call processing and system related log files and scanned for critical events and corrective action is initiated by the system level constant monitoring software if necessary.
- **Call activity monitoring** – Call velocity monitors are established at the site level and insure calls are processing during operational hours of the facility. When the site call velocity falls below the configured value low velocity alarms are displayed for that site and VAC TAC will contact the designated person to see if the site is in lock down, if there is a power issue, or if there may be a configuration or equipment issue.
- **Critical service and application status** – The statuses of all services and applications deemed critical to proper operation of the ***Focus*** systems are constantly checked.
- **Scheduled maintenance tasks status** – On the ***Focus*** system all maintenance tasks are automated that can be. These include server reboots, expired call recording pruning, log file compression and pruning, inmate name recording replication, etc. Advanced Host Monitor in conjunction with the system level software verifies these tasks are completed successfully at all sites.
- **Disk space checks** – All server disks are maintained with at least 30% free space or an alarm is generated for VAC TAC.
- **Minimum available RAM check** – All servers are constantly checked to insure there is adequate free RAM available. This alarm is displayed to VAC TAC.
- **Excessive processor utilization check** – All servers are constantly checked to insure the CPU utilization never exceeds 90%. This alarm is displayed to VAC TAC.
- **Disabled inmate phones check** – All sites are constantly checked to identify how many inmate phones at a given site are disabled via the system GUI. If this exceeds the configurable threshold then an alarm is displayed to VAC TAC.
- **LIDB failures check** – All sites are constantly checked for LIDB validation timeouts or bad validation responses. If a LIDB event occurs this alarm is useful for determining if the problem is at a single facility or network level. This alarm is displayed to VAC TAC.
- **Event log warnings and alarms** – All site system and application event logs are constantly scanned and errors are reported to VAC TAC.
- **Network events** – All network components and routing are also constantly checked to insure availability. All network and routing events generate critical alarms to VAC TAC.

VAC will continue to provide the designated MCSO staff with access to the Advanced Host Monitor network/site status screens if requested.

5.7 Telephone Service Standards – Each instrument and phone enclosure shall be cleaned and wiped each time it is serviced, if needed.

VAC **Response:**

VAC has read, understands and is compliant. Please refer to the Preventative Maintenance **response 2.11** above for further details.

5.8 Vandalism – Any act of vandalism or machine break-ins discovered by the Contractor shall be reported immediately to the Inmate Telephone System Manager. The Contractor will be totally responsible for any loss due to acts of vandalism or other loss.

VAC **Response:**

VAC has read, understands and will comply. Any act of vandalism or machine break-ins discovered will be reported immediately to the MCSO Inmate Telephone Manager. VAC understands that MCSO will bear no responsibility for any loss due to acts of vandalism or other loss.

5.9 System Failure – Please describe in detail the system's failure back up plan.

Response:

VAC will continue to provide three full time, onsite System Administrators / Technicians who will be dedicated to all of MCSO's system needs to include any equipment or system failure.

Technician Backup

- ***Onsite System Administrator / Technicians Backup***

  Mr. Breck Louthan, Mr. John Menchaca and Mr. Dewayne Leonard will continue to be available on demand 24 hours a day, seven days a week for problems and special requirements, and will be able to respond within 2 hours of such call-out. They will continue to work closely with MCSO staff to provide system expertise and will have access to local equipment spares. The system administrator will be available to perform all of the administration actions stated above. This system administrator support shall be provided by VAC at no cost to MCSO for the duration of the contract.

- ***Additional Local Technician Support / Backup***

  VAC will continue to have additional qualified local technicians, as provided by FSH Communications to support all MCSO facilities. Peggy Stroh and her team of local technicians are experienced in the installation and repair of all types of inmate and public Telephone systems, terminal equipment, switching systems, cut-off keys, and all associated wiring. They will continue to provide such quality services to MCSO as needed. ***They will also be available 24 hours a day and 365 days a year, as needed to assist the Onsite System Administrators in servicing any emergency service requests.*** The technicians will be dispatched by VAC TAC immediately upon determination that their on-site maintenance services are required. MCSO can contact the technician directly if required, although VAC recommends that initial contact be made to VAC TAC in most situations. Exceptions would be a situation in which MCSO personnel can see that the ITS equipment is in obvious distress (e.g. smoking) while the local technician is present, or when personnel note minor maintenance requests directly to the local technician during a scheduled visit for routine maintenance.

Local Account Manager Support / Backup

Account Manager Jim Crouch can be contacted immediately by MCSO to get the ball rolling on any system issue, concern or failure! Mr. Crouch has worked with Maricopa County for more than 16 years to constantly improve the inmate phone system, customize the application to more effectively meet Maricopa County's needs, and insure that MCSO has an advocate at every meeting of system contractors. Regardless of whether it was U S WEST, Qwest, FSH, or VAC that was responsible for the day to day operation of the inmate phone system, MCSO has been able to rely on a Mr. Crouch's expertise and loyalty since 1993, and will continue to enjoy that relationship for many years to come if this bid is successful.

Technical Assistance Center (TAC) Support / Backup

The TAC (Technical Assistance Center) will continue to provide quality customer service/technical support twenty-four (24) hours a day, seven (7) days a week basis, three hundred and sixty-five (365) days a year. *Many system-related problems or failures can be remotely corrected from the TAC without a field dispatch.*

Call Recording Backup

VAC automatically backs up call recordings in parallel with the real-time recording of the call. The back up is done to a **Synology** back-up server, as described in **response 2.3.2.**

Equipment Backup

A full complement of spare parts including telephone sets, wiring/connectors, surge protection units, disk drives, memory chips, networking equipment, and ***Focus*** system servers are maintained on-site by the local technicians. VAC proposes to store these parts in a designated storage space in a facility provided MCSO can provide such a designated, secure storage space. If no such space is available, the VAC site technicians will store these materials in a off-premises site and carry to site any needed components. The technicians possess and carries all necessary tools required to service the equipment.

Any very rarely needed component that is not available on site with MCSO is maintained in stock at VAC headquarters in Plano, Texas. These components can be shipped to site as needed by next-day shipping or by counter-to-counter air in emergency situations.

5.10 What specific spare items for the system will be maintained? And, at what location? (Section 2.11)

VAC **Response:**

Spare parts for the MCSO area include (with locations in which they are maintained):

1. Commonly-used components such as telephone sets, telephone parts (handsets, keypads, etc.), wiring/connectors, surge protection unit, disk drives, and memory chips are stored in the VAC service vehicle or in the VAC technician office with additional spare phones and parts stored at subcontractor FSH's Phoenix warehouse.
2. Spare ***Focus*** server with full complement of telephony cards and disk drives will be stored at the VAC technician office.
3. Spare Synology server will be stored at the VAC technician office.

5.11 When troubleshooting issues, can "sniffers" be used on your system for diagnostic and analysis? (Section 2.11)

VAC **Response:**

Yes. Data "sniffers" are commonly used by VAC to isolate protocol, transport, or timing issues between system level network elements such as workstations, servers, and routers. They have been used in the past to isolate network configuration and system compatibility issues at MCSO.

5.12 Describe how you will handle virus protection and updates. (Section 2.11)

VAC **Response:**

A VAC antivirus administrator server downloads the antivirus updates from AVG. When the antivirus update has been approved for distribution by VAC it is automatically distributed to all MCSO ***Focus*** servers and ITS workstations.

6.0 RENEWAL OPTIONS:

This section shall describe in detail any ITS system, software and equipment upgrades that would be provided by the vendor at the beginning of the extension should a five (5) year contract extension be mutually agreed upon and awarded

VAC **Response:**

As technology enhancements become available over the course of the contract term (including extensions), VAC intends to ensure that MCSO will always operate in a state-of-the-art environment with the tools necessary to successfully accomplish their goals – day in and day out!

Software or hardware upgrades necessary to correct or maintain the system are provided at no cost. Any subsequent recommended changes will first be discussed with MCSO at least thirty (30) days in advance. VAC will provide a comprehensive overview of the recommendation, as well as any documentation, in order for MCSO to approve the change. This would include software, hardware, billing, rates, etc.

Standard practice is to have all software releases and hardware upgrades rolled out to all facilities on a scheduled and coordinated basis. Releases are usually uploaded remotely during non-calling hours to ensure minimal disruption. VAC will coordinate with MCSO to ensure that there is no affect to on-going operations. Any training that may be required as a result of the upgrade is also coordinated and scheduled.

VAC believes in preventative maintenance and proactive upgrades to equipment and features. Our philosophy of superior service and performance also extends to customer service. We will meet regularly with designated MCSO staff that utilizes the system, monitors inmates, and reviews financial and contractual commitments. MCSO's feedback and candid cooperation is essential to the mutual success of all involved with the contracted services and obligations. A strong customer partnership is required to be successful in any endeavor!

Flexibility is VAC's hallmark, Superior service is our daily commitment and Honesty speaks to our integrity in all we do!

EXHIBIT C
SAMPLE PROJECT PLAN TIMELINE

Start_Date	Finish_Date	Resource_Names
04/07/10	04/07/10	
04/12/10	05/05/10	
04/12/10	04/13/10	Project Manager[75%],Training[20%],Installation[50%],Implementation[50%]
04/13/10	04/14/10	Project Manager[75%]
04/20/10	04/21/10	Project Manager[75%],Installation[50%],Training[50%],Implementation
04/21/10	04/21/10	
04/21/10	04/22/10	Project Manager[50%],Implementation
04/21/10	04/21/10	
04/21/10	04/21/10	Project Manager[2%],Installation[10%]
04/21/10	04/21/10	Installation, Project Manager[5%]
04/21/10	04/21/10	Installation, Project Manager[5%]
04/21/10	04/21/10	Installation, Project Manager[5%]
04/21/10	04/21/10	Installation, Project Manager[5%]
04/21/10	04/21/10	
04/21/10	04/29/10	Installation[10%],Project Manager[2%]
04/21/10	04/22/10	Project Manager[5%],Installation[25%],Implementation[150%]
04/22/10	04/27/10	Project Manager[10%],Installation, Implementation
04/27/10	05/05/10	Training, Installation[25%],Project Manager[5%]
04/07/10	06/03/10	
04/07/10	04/22/10	
04/22/10	04/28/10	
04/07/10	05/26/10	Implementation[150%],Project Manager[2%]
04/22/10	04/22/10	Project Manager[25%],Implementation[20%]
04/22/10	04/22/10	Project Manager[25%],Implementation[30%]
04/22/10	04/30/10	Implementation[50%],Installation[10%],Training[50%]
05/26/10	06/03/10	Implementation[50%]
04/21/10	04/28/10	
04/21/10	04/22/10	Implementation[50%]
04/22/10	04/26/10	Implementation[50%]
04/26/10	04/26/10	
04/26/10	04/26/10	
04/26/10	04/26/10	
04/26/10	04/28/10	Implementation[50%],Installation
04/22/10	07/20/10	
04/22/10	04/22/10	
04/22/10	04/22/10	
04/28/10	06/08/10	
04/28/10	04/30/10	Implementation
06/01/10	06/01/10	
06/01/10	06/01/10	Installation

06/01/10	06/02/10	Installation
06/02/10	06/03/10	Installation, Implementation[20%]
06/03/10	06/04/10	Installation
06/04/10	06/07/10	Training
06/04/10	06/07/10	Installation, Implementation[20%]
06/07/10	06/08/10	Installation, Implementation[10%]
06/08/10	06/08/10	
04/30/10	06/15/10	
04/30/10	05/05/10	Implementation
06/08/10	06/08/10	
06/08/10	06/08/10	Installation[200%]
06/08/10	06/10/10	Installation[200%]
06/10/10	06/10/10	Installation, Implementation[20%]
06/10/10	06/11/10	Installation[200%]
06/11/10	06/14/10	Training
06/11/10	06/14/10	Installation[200%],Implementation[20%]
06/14/10	06/15/10	Installation[200%],Implementation[50%]
06/15/10	06/15/10	
05/05/10	06/22/10	
05/05/10	05/10/10	Implementation
06/15/10	06/15/10	
06/15/10	06/15/10	Installation[200%]
06/15/10	06/17/10	Installation[200%]
06/17/10	06/17/10	Installation, Implementation[20%]
06/17/10	06/18/10	Installation[200%]
06/18/10	06/21/10	Training
06/18/10	06/21/10	Installation[200%],Implementation[20%]
06/21/10	06/22/10	Installation[200%],Implementation[50%]
06/22/10	06/22/10	
05/10/10	07/02/10	
05/10/10	05/18/10	Implementation
06/22/10	06/22/10	
06/22/10	06/23/10	Installation[200%]
06/23/10	06/25/10	Installation[200%]
06/25/10	06/28/10	Installation, Implementation[20%]
06/28/10	06/29/10	Installation[200%]
06/29/10	06/30/10	Training
06/29/10	07/01/10	Installation[200%],Implementation[20%]
07/01/10	07/02/10	Installation[200%],Implementation[50%]
07/02/10	07/02/10	
05/18/10	07/19/10	
05/18/10	06/01/10	Implementation
07/02/10	07/02/10	
07/02/10	07/05/10	Installation[200%]

07/05/10	07/09/10	Installation[200%]
07/09/10	07/09/10	Installation, Implementation[20%]
07/09/10	07/12/10	Installation[200%]
07/12/10	07/14/10	Training
07/12/10	07/16/10	Installation[200%],Implementation[20%]
07/16/10	07/19/10	Installation[200%],Implementation[50%]
07/19/10	07/19/10	
07/19/10	07/20/10	
07/19/10	07/19/10	
07/19/10	07/19/10	
07/19/10	07/20/10	
07/20/10	07/20/10	
07/20/10	07/20/10	

VALUE ADDED COMMUNICATIONS INC., 3801 EAST PLANO PARKWAY SUITE 100, PLANO, TX 75074

PRICING SHEET: NIGP CODE 91579

Terms:	NET 30
Vendor Number:	W000002881 X
Telephone Number:	800/777-9759
Fax Number:	972/535-3324
Contact Person:	Mark Turner
E-mail Address:	Mark.Turner@vaci.com
Certificates of Insurance	Required
Contract Period:	To cover the period ending **May 31,** ~~2015~~ **2017**