

<u>\$2.00/minute</u>	<u>\$3.00/minute (con't)</u>	<u>\$3.75/minute (con't)</u>
Bahamas	South Africa	Nigeria
	Spain	Peru
<u>\$2.75/minute</u>	St. Pierre/Miquelon	San Marino
Antigua	St. Vincent	Singapore
Bermuda	Switzerland	Slovakia
British Virgin Islands	United Kingdom	Somalia
Cayman Islands	Vatican City	Tunisia
Mexico	Venezuela	Turkey
St. Kitts		United Arab Emirates
St. Lucia	<u>\$3.50/minute</u>	Uruguay
	Anguilla (Barbuda)	Yemen Republic
<u>\$3.00/minute</u>	Belize	Zaire
Aruba	Columbia	Zambia
Australia	Cuba	Zimbabwe
Austria	El Salvador	
Barbados	Guadeloupe	<u>\$4.00/minute</u>
Belgium	Guantanamo Bay	Albania
Brazil	Guatemala	Belarus
Bulgaria	Hungary	Bolivia
Costa Rica	Jamaica	Botswana
Cyprus	Korea Democratic	Cameroon
Czechoslovakia	Luxembourg	Congo
Denmark	Nevis	Djibouti
Dominica	Nicaragua	Ecuador
Dominican Republic	Panama	French Antilles
Easter Island		Georgia
Finland	<u>\$3.75/minute</u>	Guyana
France	Algeria	Honduras
Germany	Andorra	Israel
Ghana	Argentina	Jordan
Greece	Bahrain	Kenya
Grenada	Benin	Lesotho
Haiti	Burkina Faso	Mali Republic
Hong Kong	Cape Verde Island	Morocco
Iceland	Chile	Netherland Antilles
Ireland	Croatia	Oman
Italy	Egypt	Paraguay
Japan	Estonia	Qatar
Malta	French Guiana	Romania
Montserrat	Gambia	Sierra Leone
Netherlands	Greenland	Swaziland
New Zealand	Korea Republic	Trinidad & Tobago
Norway	Libya	Uganda
Poland	Macedonia	Ukraine
Portugal	Malawi	Yugoslavia
	Monaco	

The above stated rates are inclusive of applicable federal, state and regulatory taxes.  
Rates are subject to change as filed with the FCC.

<u>\$4.25/minute</u>	<u>\$5.00/minute</u>	<u>\$6.25/minute</u>
American Samoa	Afghanistan	Reunion Island
Brunei	Ascension Islands	
Fiji Islands	Bangladesh	<u>\$6.50/minute</u>
Indonesia	China	Guinea Bissau
Micronesia	Christmas & Cocos Islands	Niue Island
Philippines	Cook Island	Sao Tome & Principe
Thailand	Eritrea	Tuvalu
	French Polynesia	
<u>\$4.50/minute</u>	Gabon	<u>\$6.75/minute</u>
Antarctica (Casey, Davis)	Kuwait	Bhutan
Antarctica (Scott Base)	Latvia	Kiribati
Armenia	Lebanon	Kyrgyzstan
Bosnia-Herzegovina	Liberia	
Faeroe Islands	Mauritania	<u>\$7.25/minute</u>
Falkland Islands	Mauritius	Diogo Garcia
Gibraltar	Namibia	
Guinea Republic	Nepal	<u>\$7.50/minute</u>
India	Pakistan	Cambodia
Iraq	Rwanda	Wallis & Futuna
Ivory Coast	Solomon Islands	
Kazakhstan	Syria	<u>\$7.75/minute</u>
Liechtenstein	Taiwan	Ethiopia
Macao	Tonga	St. Helena
Malaysia	Turks & Caicos Islands	
Marshall Islands	Uzbekistan	<u>\$8.00/minute</u>
Moldavia		Mongolia
Nauru	<u>\$5.50/minute</u>	Vanuatu
Niger	Angola	
Norfolk Island	Azerbaijan	<u>\$8.25/minute</u>
Papua New Guinea	Comoros & Mayotte Islands	Mayotte Island
Russia	Iran	
Saudi Arabia	Lithuania	<u>\$8.50/minute</u>
Slovenia	Mozambique	Equatorial Guinea
Sri Lanka	Palau	
Sudan	Senegal	<u>\$9.00/minute</u>
Suriname		Chad
Sweden	<u>\$5.75/minute</u>	Laos
Tadjikistan	Burundi	
Tanzania		<u>\$9.50/minute</u>
Togo	<u>\$6.00/minute</u>	Myanmar
Turkmenistan	Central African Rep.	
Vietnam	Maldives	<u>\$11.75/minute</u>
Western Samoa	New Caledonia	Madagascar
	Seychelles	

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Massachusetts  
Department of Correction

Inmate Calling System  
Vendor Review

Request for Additional  
Clarification

December 2, 1998

numbers on the inmate's number list should be changed (i.e., blocked) or if DOC personnel should be notified. In addition, Bell Atlantic has provided a search tool, MetroSearch, which enables a reverse search on any called ANI to determine the corresponding address.

- 2.4 Please describe how Bell Atlantic will identify cellular telephone numbers and disallow inmate collect or debit calls to such.

All Bell Atlantic cellular telephone numbers are located in the Line Information Database (LIDB). One of the items this data base contains is billing restrictions on numbers that are being billed to ie: collect, 3rd number or calling card. Once the inmate dials a number collect, the T-NETIX system performs a LIBD lookup to validate the billing number. Cellular numbers are restricted from receiving collect and debit calls in this database. Therefore when this lookup is performed on the billing number and it is determined to be a cellular customer, the call will be terminated and the inmate will receive the appropriate announcement. This scenario is valid, providing the cellular numbers from all the different providers are in the LIDB database.

We also have the capability with the T-NETIX system to block entire area codes and exchanges if a problem develops. We constantly monitor the calling patterns of the inmates to insure proper billing and to minimize unbillables, uncollectibles and fraud.

- 2.5 Please describe, in detail, the sub-contractor being used who is SOWMBA certified. What is their name, what work will be performed by this organization, and what percentage of the total contract value is attributed to this organization. Bell Atlantic must be prepared to provide written proof of these three items now and at anytime during the contract period.

Bell Atlantic exercised an extreme amount of consideration and attention in selecting a SOMWBA that is MBE certified in the state of Massachusetts. Bell Atlantic went into the Mass. website to search for an existing MBE vendor that has already been certified in the state and has experience in the telecommunications industry. As stated in our proposal, we will be sub-contracting with Urban Telecommunications, Inc. which is headquartered in New York. Urban Telecommunications is a certified minority/woman owned business that was formed in 1992, and the President is Donna Torres at (718) 589-4400.

2.7 Please describe and verify that the proposed system will be able to operate in the same manner as today in regards to collect and debit calling. At present, the system requires all calls to the continental United States to be made as collect only. However, international calls (operating with the same PIN environment) are made as debit calls. Describe how this is accomplished with the new system including providing of call branding but not necessarily requiring "positive acceptance" (International only).

The ICS will be able to operate in the same manner today for collect and debit calling. When an inmate picks up the station handset, he receives a PIN tone from the telephony control processor. He then dials his IPIN and destination number (0+ destination) which are received by the telephony control processor and sent to the database server for validation. When the user has finished dialing his PIN and destination number, the telephony control processor then launches a query to the Main Server for PIN and destination validation. A 'call denied' message from the Main Server will prompt the telephony processor to play an appropriate 'deny' message to the user. If a 'call valid' response is received from the Main Server, the telephony processor will play the "Thank You" message to the user and proceed to out-pulse the destination number to the called party.

When the called party answers the call, the telephony control processor plays a greeting message to the called party and asks if they will accept the collect call (two-way conversation is not yet allowed). If the called party rejects the call, the call control platform will disconnect the call and inform the user that the call was not accepted. If the called party accepts the call by dialing '1', the call control platform allows two-way conversation and begins billing the call.

The Bell Atlantic Team has developed the International Inmate Calling System that is used to place and control international calls. This system allows inmates to dial international phone numbers directly and to pay (debit) for the calls from a "commissary" type account using an integrated solution from Bell Atlantic Team. The process will work as follows:

- Authorized facility personnel will indicate to the Bell Atlantic Team's system operator which inmates can place international calls and to what specific phone numbers.
- The inmates will dial a special access number (e.g. 5555) using the existing, local Bell Atlantic Team Inmate Calling System (ICS).
- The local call will be transferred to and authorized by centralized Bell Atlantic Team ICS systems, which have the

inmate's authorized phone list and a commissary type account to pay for the call.

- Once transferred, the inmate will enter his/her PIN and initiate all validation and other entries to place a call. The existing PIN will be utilized.
- The system will place the international call as specified by the facility (branding, announcement, time limits, etc.)....
- The inmate call controls provided by the local ICS will be available on the International ICS except that silent 3-way detection will not be available initially due to technical limitations.
- In cases where the T-NETIX TFC system is not being used by the facility to manage commissary activities, a process will be created to allow the inmate to transfer facility commissary funds to the TFC international calling fund.

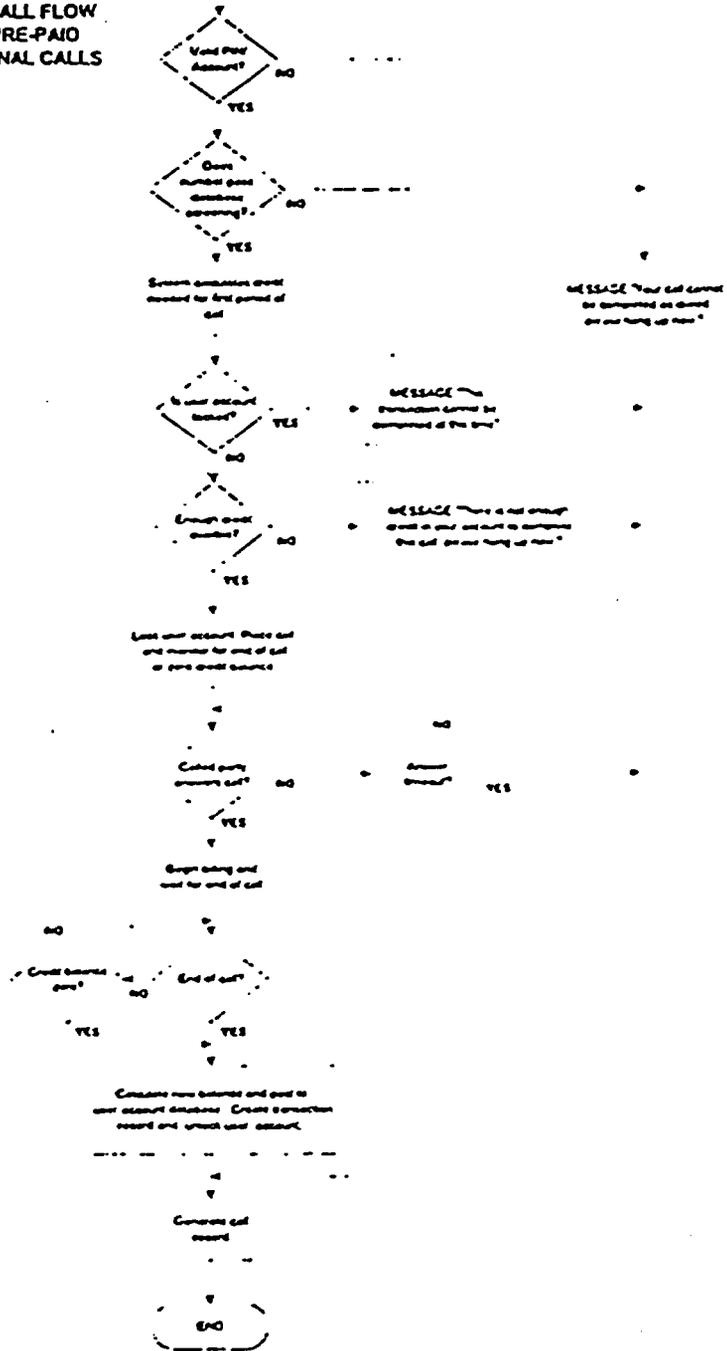
An international debit call flow diagram that will illustrate the calling procedure is included.

International Calls

User dials PIN and the international access code (555-5555). Call is routed through network via an 800 number to the International Call Control Platform.

When the call reaches the platform, the user is then prompted to dial their PIN and extension number.

NETWORK CALL FLOW FOR DEBIT/PRE-PAID INTERNATIONAL CALLS



2.8 Please describe your schedule for preventive maintenance for the telephone instruments as well as the inmate calling system. Is this PM provided as on-site visits, remote maintenance checks, etc. Include a description on how you will detect when inmate telephone instruments are not functioning.

As stated in the Bell Atlantic proposal, T-NETIX will work with the Commonwealth to determine a preventive maintenance schedule. As the Commonwealth is aware, in addition to the data center in Foxboro, the T-NETIX ICS is also supported by the National Service Center, Data Center and National Operations Center. These centers provide continuous monitoring of all of the DOC facility systems located throughout Massachusetts. The data center in Foxboro provides support and routine reporting capabilities. In addition, T-NETIX provides on site service administration. We also have daily - automatic software diagnostics to check the health of the software and hardware. These software "test" are done remotely and on-site. T-NETIX runs a complete preventative maintenance program including software diagnostics, hardware cleaning and review. The combination of all these elements provides around the clock service for the DOC. Many of the software diagnostics indicate problems with the inmate phone i.e. missing handsets, no dialtone, bad dial etc.

All telephone instruments will be routinely serviced by several methods on a regular basis. As mentioned, there are many T-NETIX reports generated daily to show phone usage activity to ensure phones are fully operational. Also, Bell Atlantic will have dedicated Repair & Installation Technicians to service Correctional Facilities on a routine basis. These technicians are highly skilled, well trained and in many cases are currently assigned as dedicated technicians to the Mass. DOC facilities. In addition, Bell Atlantic will utilize Urban Telecommunications to perform regular maintenance checks on all phones.

Additionally, Phillips & Brooks, the manufacturer of the inmate telephone sets, also has a ringer equivalency located inside each set that will ring down to the phone room to signal that a phone may be non-operational.

2.9 Please provide a reference (or two) where Bell Atlantic has the proposed system installed and operating in the same manner as will the Massachusetts DOC should an award be made to Bell Atlantic. The Massachusetts DOC defines "same manner" as using PINs, operating in a collect only or hybrid manner, recording all calls, etc.

Commonwealth of Pennsylvania DOC was recently awarded to Bell Atlantic/T-NETIX and will operate in the same manner as Massachusetts. Implementation is currently underway.

Contact: John Malcolm (717) 783-1965

Maryland DOC is operating in the same manner and is currently in the process of installing Recording & Monitoring equipment.

Contact: Dr. William Sundervan (410) 764-4170

Additional sites utilizing the new GUI Software:

Douglas County Jail, CO.

Contact: Lt. Larry Noble (303) 660-7555

Araphoe County Jail, CO.

Contact: Lt. Tom Bay (303) 708-7405

2.10 From your experience with the Massachusetts DOC and other correctional institutions, describe how you will facilitate the quarterly update of allowed telephone numbers for each inmate's PIN. Please include in this description how site administrators (if applicable) will be used, how the vendor's central site will be used, if the schedule for updates will be staggered by DOC facility, etc.

Currently the quarterly updates to the inmate's calling lists are all performed during the same week in all Massachusetts DOC facilities; the 1<sup>st</sup> week in January, April, July, and October. Updates are accepted only during these scheduled weeks. All calling list updates are completed by our Service Administrators, no later than ten business days after the final day of acceptance of the forms. The Bell Atlantic Team central site in Foxboro is not currently involved in the quarterly updates. T-NETIX' Service Administrators complete the updates on site at each facility.

Upon completion of these updates at the data center in Foxboro, the only item that would change is the physical location of the data entry. The Bell Atlantic Team's experience has shown that having all of the sites update their calling lists at the same time eliminates any problems caused by inmates being transferred between sites. The Bell Atlantic Team recommends keeping the current process.

The Bell Atlantic Team is aware that from time to time there may be exceptions where a need may exist to update an inmate's calling list outside the allotted time frames. These exceptions must be approved by the appropriate DOC personnel before the update will be implemented by our Service Administrator.

**Section 5.2.27 - Bell Atlantic Response:** Bell Atlantic/T-NETIX response: The T-NETIX response is a technical response to a simpler answer = the T-NETIX ICS will not at anytime all a "second" dial tone and will always make the inmate hang up the phone after a call is completed. The response is an explanation of T-NETIX industry leading technology.

The T-NETIX ICS incorporates several methods of detecting and preventing a second dial tone when the called party hangs up. The platform uses battery, dial tone, DTMF, and hook flash detection, to prevent chain dialing fraud. The call control platform also provides the ability to enable to disable the extra dialed digits feature, as well as to adjust the threshold of declaring and EDD (Extra Dialed Digits) event, and terminating the call/call attempt. Additionally, specific number list or specific inmate permit can be limited. The EDD feature provides extra protection against chain dialing fraud.

**Section 5.2.61 –** The user needs to select "Call Records", click "Search", the desired pin number is then entered in the codes fields with "match at the beginning" as descriptor then "Search" is clicked again. The Call Records will be displayed for that pin number with the active call displayed in yellow. Previous calls made will be displayed in black.

**Section 5.2.62 –** The procedure for a telephone number is identical with the exception of the search descriptor. The descriptor would be "match anywhere".

**Section 5.2.66 –** The institution can utilize PC's or laptops to monitor calls within the facility in one of two ways:

1. Load Dictaphone Software on the PC or laptop and have a network connection to the recorders.
2. Utilize PC anywhere to a communications server with voice data modems. This would allow a dial in connection and permit the remote user to mirror the communications server software at their PC or laptop. Functionality would then be the same as a local networked workstation. This methodology would also permit access from outside the facility.

**Section 5.3.59 -** The PBX Model G07010 Inmate Telephone is equipped with a high strength 14 gauge cold rolled steel casing which resists front or side drilling.

**Section 5.3.20 -** The ownership of the actual telephone station instrument (equipment) will be passed to the DOC at the completion of this contract.

**Section 5.4.4 - Bell Atlantic Response:** The Bell Atlantic/T-NETIX ICS allows the Commonwealth options on most aspects of the system. When in the Debit Mode the state may choose only Debit or a combination of debit and credit. When in only Debit

Mode the call will not automatically default to collect only, and if the Commonwealth chooses will not access collect calling options at all.

The ICS will confirm that funds are available in the inmate's telephone usage account after the telephone number is dialed, but prior to placing the call. Should the inmate's account have insufficient funds to place the call, a recorded announcement will play informing the inmate of this. The call will only be allowed if the inmate has sufficient funds in their account to pay for a least one minute of calls.

Section 5.9.19 – System Acceptance: Bell Atlantic/T-NETIX is pleased to provide the State of Massachusetts with an Acceptance Plan for the Inmate Calling Service. The standard acceptance criteria pertains to testing all of the features inherent in the Massachusetts configurations installed. As we mentioned in the Response to the RFP, T-NETIX installers and Service Administrators go through a point by point system check to determine that all features are functioning properly. The ICS User's Guide is the basis from which all of the feature checks are driven.

As part of the Bell Atlantic/T-NETIX approach the Commonwealth's functional requirements, hardware and software preparation, installation procedures and schedules, post- installation and test results provide verifiable assurance that all phases of the ICS installation are met. Each phase of installation and system testing is performed as quickly as possible without impacting the Commonwealth's day to day normal operating conditions. In addition, installation and system testing is executed with minimal system downtime. Installation and system testing are conducted to ensure proper working ICS conditions at each site. The successful completion of each test and installation will allow for the Commonwealth to accept all services delivered under the contract.

Bell Atlantic/T-NETIX overall responsibilities for Installation and Acceptance include:

Hardware equipment selection and certification to assure that all equipment procured, delivered, installed and operated for the Commonwealth conforms with technical specifications and is compatible with the Bell Atlantic Network. Initial site survey and preplanning meetings for each site are completed; prepare checklist, track and monitor transition and Team Implementation progress to ensure expeditious delivery of services, drawings, specifications and engineering changes to assure that materials, equipment (hardware/software), methods, and operations reflect current technical specifications and operational requirements.

Bell Atlantic/T-NETIX testing and examinations of all features and operability to assure that test practices and equipment provide the means for optimum evaluation of characteristics subject to inspection. Thirty-day error free operation criteria is successfully met, and Commonwealth signs off on systems. Reliability, maintainability, and availability assessment to assure life, endurance, and continued readiness of the ICS



The Commonwealth of  
Massachusetts

Department of  
Correction

Request for Responses  
for an

Inmate Calling System  
& Related Services

DOC File No. 98-Phone2000

May, 1998

- 5.2.7 The Inmate Calling System must allow inmate access to direct dial and collect call services as described in this RFR document. (Direct dial mode would be a debit, PIN controlled operation. At no time would inmate telephones be allowed to make direct dialed calls without some type of system restriction and monitoring.) The DOC will determine the actual design of the Inmate Calling System in regards to direct dial (debit) or collect call operation prior to installation.
- 5.2.8 The Inmate Calling System must be capable of operating in a collect call only mode.
- 5.2.9 The Inmate Calling System must be capable of operating in a direct-dial, debit-based only mode.
- 5.2.10 The Inmate Calling System must be capable of operating in a combination of collect call and direct dial (debit) mode depending on the DOC facility and the unique needs of the DOC. The Bidder must describe, in its response, how this is accomplished with the proposed system.
- 5.2.11 The Inmate Calling System must allow for all inmate telephones to be in use simultaneously. Dial tone must be presented immediately to all inmate telephones in an "off-hook" position, i.e., one central office line per inmate telephone.
- 5.2.12 The collect call automated announcement function of the Inmate Calling System must be capable of processing calls on a selective bi-lingual basis: English and Spanish. The inmate must be able to select the preferred language using no more than a two digit code.
- 5.2.13 The Bidder must propose an Inmate Calling System that can be shut down quickly and selectively. The DOC must be able to shutdown the system globally and restrict all PIN access, within an entire facility and/or within a facility wing. The Bidder must describe, in its response, the options available to the DOC for this type of quick and global restriction.
- 5.2.14 The proposed Inmate Calling System must be restricted to outgoing calls only. The system must not process incoming calls at any time. The Bidder must agree in its proposal that no inmate telephone shall be capable of receiving an incoming call and must work with the local telephone companies to ensure such control. The Bidder must describe, in its response, how this will be achieved for the DOC.

- 5.2.15 The Bidder must agree, in its response, that it will keep all call processing and call rating information current. This information includes, but is not limited to, local exchanges, area codes, country codes, vertical & horizontal coordinates and any other information necessary to accurately process and rate calls. The Bidder must provide the DOC with any rate information for all calls upon request by the DOC at any time during the term of this contract.
- 5.2.16 The Inmate Calling System must block all calls made to any telephone numbers which incur excess charges such as 900, 972, 976, 550, etc. whether the system is used in a direct dial (debit) or collect call only mode. The Bidder shall be responsible for ensuring that the system is programmed for such blocking.
- 5.2.17 The Inmate Calling System must block all inmate calls to current long distance carrier access numbers (i.e., 10333, 10285) or future 101-XXXX carrier access numbers. The Bidder shall be responsible for ensuring that the system is programmed for such blocking.
- 5.2.18 The Inmate Calling System must block all local numbers which access long distance carriers (i.e., 950-XXXX). The Bidder shall be responsible for ensuring that the system is programmed for such blocking.
- 5.2.19 The Inmate Calling System must block all inmate access to directory assistance access numbers (i.e., 411, 555-1212, etc.). The Bidder shall be responsible for ensuring that the system is programmed for such blocking.
- 5.2.20 The Inmate Calling System must block all inmate access to toll free numbers (i.e., 800, 888, 877, etc.). The Bidder shall be responsible for ensuring that the system is programmed for such blocking.
- 5.2.21 The Inmate Calling System must be capable of interfacing with network services provided by local exchange carriers as well as inter-exchange carriers. This includes analog and digital facilities (i.e., analog business trunk, DS-1, etc.). The Bidder must state, in its response, the types of network services to which the proposed Inmate Calling System will interface and the purpose (application) of such services for the DOC.
- 5.2.22 The Bidder must describe the type of network services it will provide with the proposed Inmate Calling System whether the system is used in a direct dial (debit) or collect call only mode.

- 5.2.23 It is the intention of the DOC to implement the proposed Inmate Calling System and Related Services in a collect call only mode. Collect calling will be offered for all locations within the North American Dialing Plan. All other calls to international locations will be performed on a debit basis. At some time during the term of the contract, the DOC may wish to change the system to a debit based, PIN controlled direct dial system for all calling or a combination of both modes for inmate calling. The Bidder must detail, in its response, the steps that must be take to convert the system from a collect call only mode to a debit based, PIN controlled direct dial mode or combination of both modes.
- 5.2.24 The Bidder must propose and implement an Inmate Calling System that provides telephone reception quality meeting all industry standards for service quality as defined by Massachusetts Department of Telecommunications & Energy (formerly the Department of Public Utilities) and by the Federal Communications Commission (FCC). The Bidder must accept the DOC's decision regarding such determination.
- 5.2.25 The Inmate Calling System must process each call at or better than the current speed provided by the present contractor (Bell Atlantic).
- 5.2.26 The proposed Inmate Calling System must provide that "call set-up time" not exceed 6 seconds from completion of dialing to first ring.
- 5.2.27 The proposed Inmate Calling System must not provide a second dial tone to an inmate telephone without the inmate hanging up the telephone receiver after the first call is completed.
- 5.2.28 The proposed Inmate Calling System must allow for a maximum "ring time" prior to disconnecting the inmate call. This "ring time" parameter must be programmable by the DOC but must be consistent among DOC facilities.
- 5.2.29 The proposed Inmate Calling System must provide notification to an inmate of the call status (i.e., ringing, busy, etc.). This notification may either be in the form of ringing, busy tones, SIT tones, or appropriate recorded messages. This requirement must be implemented for both direct dial (debit) or collect call only mode of operation.
- 5.2.30 The proposed Inmate Calling System shall not allow the inmate to speak to the called party until the call has been accepted. This requirement must be implemented for both direct dial (debit) or collect call only mode of operation.

- 5.2.31 The proposed Inmate Calling System must allow the inmate to hear the processing of the placed call to determine if SIT tones with message or an answering device (i.e., answering machine, voice mail, etc.) has answered the call. At no time shall the system allow the inmate to speak (restricted voice channel) until the call has been accepted by the called party.
- 5.2.32 The proposed Inmate Calling System must allow for the DOC to program times when the system will be available or unavailable to inmate calling. The Bidder must describe, in its response, how this is accomplished.

#### Personal Identification Numbers (PINs)

- 5.2.33 The Inmate Calling System must restrict use through authorized Personal Identification Numbers (PINs) assigned to each inmate. The length of these PINs must be determined by the DOC and remain consistent throughout the DOC facilities. The Bidder must provide forms similar to those presently in use to allow for PIN and telephone number assignments. This form is a 3-piece, carbonless form. A sample is provided in Attachment F of this document.
- 5.2.34 The Inmate Calling System must use the DOC's current inmate PIN assignments and numbering plan. Current PINs are numeric only and six (6) digits in length.
- 5.2.35 The Inmate Calling System must utilize the PIN feature for both direct dial (debit) as well as collect call only mode.
- 5.2.36 The Inmate Calling System must be capable of de-activating the PIN feature by individual inmate telephone, groups of telephones and/or entire institutions, at the DOC's option. Regardless of this deactivation, the Inmate Calling System must restrict inmate calls to collect only calls. At no time shall the inmate telephones be unrestricted due to the deactivation of the PIN feature even if the system is operating in debit, PIN based mode.
- 5.2.37 The Inmate Calling System must allow each PIN to have a "class of service" assigned. For example, each PIN shall have a list of allowable telephone numbers, duration of each call, etc. The proposed system must provide call restrictions by PIN that provide any or all of the following restrictions:

- 5.2.37.1 Inmates can be either approved or not approved to make phone calls by PIN;

- 5.2.37.2 Inmates, via the PIN, can be restricted to a specific telephone or group of telephones, at the DOC's option;
- 5.2.37.3 Limit duration of call: Maximum call duration can be set globally (all PINs), by site, by facility area or by individual inmate's PIN, at the DOC's option;
- 5.2.37.4 Limit duration of call: Maximum call duration can be set for each type of call: Local, IntraLATA, InterLATA;
- 5.2.37.5 Restrict time of day calling: An allowed calling schedule can be provided for each specific PIN, by facility area, by site and globally (all PINs). The global restrictions can take precedence over individual PIN restrictions, at the DOC's option.
- 5.2.37.6 Restrict an inmate under disciplinary action from placing all calls assign to his particular PIN with the exception of privileged numbers (i.e., attorney, approved clergy and social work professionals).

The Bidder must describe, in its response, this feature's capabilities in more detail.

- 5.2.38 The Inmate Calling System must have the ability to limit calls to a specific duration by PIN and by specific telephone numbers assigned to a PIN.
- 5.2.39 The Inmate Calling System's PIN feature must ensure that the automated operator function use the inmate's pre-recorded name (recorded in either the inmate's voice and language, or in the voice of an administrator) to announce to the called party from whom the call is originating. Identification of the specific inmate and thus the announcement of the inmate's name must be performed by the PIN assignment.

The following announcement is presently in place at the DOC. The proposing Bidder must agree to use this exact announcement with the new Inmate Calling System:

"(CARRIER'S NAME) has a collect call from (INMATE NAME) an inmate at (FACILITY). To refuse this call, hang up. If you use three way calling or call waiting, you will be disconnected. All call detail and conversation excluding approved attorney calls, will be recorded. To accept this call, dial '1' now."

- 5.2.40 The Bidder must explain in detail in its Response the entire process of PIN administration including, without limitation, the maximum number of digits and the procedures and methods of assigning or changing PINs.

- 5.2.41 The DOC may integrate the Inmate Calling System with the DOC Inmate Management System for the automatic assignment of PINs. The Bidder must describe, in its response, how this will be accomplished based on the information provided in Section 4.1
- 5.2.42 The Inmate Calling System must allow for approved destination telephone numbers to be assigned and restricted by individual PIN. Such telephone number lists will be approved and entered by DOC personnel or the Bidder's Site Administrator.
- 5.2.43 It is the intent of the DOC to provide each inmate, via the use of PINs, a list of authorized telephone numbers. The Bidder must detail, in its response, the following:
- 5.2.43.1 Minimum and Maximum Number of Destination Telephone Numbers Assignable to Each PIN;
  - 5.2.43.2 Minimum and Maximum Number of PIN Numbers Available Per System (Site/Institution);
  - 5.2.43.3 Minimum and Maximum Number of Destination Telephone Numbers Available per System (Site/Institution).
- 5.2.44 The Inmate Calling System's PIN feature must allow the recording of inmate calls to be discontinued when certain pre-determined telephone numbers (privileged telephone numbers) are called.

#### Restrictions and Fraud Control Options

- 5.2.45 The proposed Inmate Calling System must allow DOC personnel to temporarily restrict or disconnect service to an individual inmate telephone or station. The Bidder must describe, in its response, how this is accomplished with the proposed system.
- 5.2.46 In order to limit possible telephone fraud, it is desirable that a fraud prevention feature be available, which will be able to randomly interject pre-recorded announcements throughout the duration of the conversation to the called party indicating the source of the call. Bidder must describe in its proposal in detail how this is accomplished.
- 5.2.47 The proposed Inmate Calling System must be able to detect the called party's attempt to initiate a 3-Way or Conference Call with a Third Party and immediately terminate the call. The Bidder must describe how this is accomplished with the proposed system and the actual "field tested" percentage of successful attempts at restricting this feature.

- 5.4.23 The Bidder's rates charged to the called party for collect calls within Massachusetts shall not exceed the Massachusetts Department of Telecommunications and Energy's (DTE) rate cap for residential collect call rates.
- 5.4.24 The Bidder's per call surcharge rates charged to the called party for collect calls within Massachusetts shall not exceed the Massachusetts Department of Telecommunications and Energy's (DTE) surcharge rate cap for residential collect call rates.
- 5.4.25 The Bidder's rates charged to the called party for collect calls outside of Massachusetts, regulate by the FCC, shall not exceed the Message Toll rates for collect long distance calls and the service charge for residential Operator Station Collect set by the inter-exchange carrier with the highest yearly domestic long distance toll revenues (currently AT&T).
- 5.4.26 The Bidder's per call surcharge rates charged to the called party for collect calls outside of Massachusetts, regulate by the FCC, shall not exceed the service charge for residential Operator Station Collect set by the inter-exchange carrier with the highest yearly domestic long distance toll revenues (currently AT&T).
- 5.4.27 The Bidder shall collect all revenue from the called party for collect calls placed by inmates. The Bidder shall provide a percentage of this revenue as a commission fee to the Commonwealth of Massachusetts on a monthly basis. (See Attachment C - Cost Tables.)
- 5.4.28 The Commission Revenue paid to the Commonwealth will be based on Gross Revenue. Gross Revenue is defined as revenue for all accepted calls without exception. The Bidder shall not deduct fraudulent, uncollectible or unbillable calls from the Gross Revenue prior to applying the Commission Percentage Rate for the DOC.
- 5.4.29 The Bidder must agree, in its proposal, that a check for the commission amount will be sent to the DOC no later than 45 days after the close of the billing month. For example, a commission check for calls made during April will be forwarded to the DOC no later than June 15<sup>th</sup>.
- 5.4.30 The Bidder must provide, in its response, a list of all countries (outside of the United States) that can be reached via the Inmate Calling System operating in a collect call only mode.

### Miscellaneous Requirements

- 5.4.31 Telephone network services provided by the Bidder shall not be capable of being detected by the called party for telephone number identification or Caller ID.
- 5.4.32 The Inmate Calling System shall not charge inmates for calls that result in Special Information Tones (SIT), ring/no answer, or busy conditions.
- 5.4.33 The Bidder shall provide local exchange service for direct dial (debit-based) and collect only calling use at each DOC institution. The local calling area shall be equivalent to the local calling public pay telephone area at each DOC institution. The Bidder must assure that the proposed Inmate Calling System is capable of identifying a dialed number as local, based on the pay telephone calling area, and correctly rate and route the call.
- 5.4.34 The Bidder shall be responsible for installing and maintaining all telephone circuits necessary to provide local exchange, long distance and international calling, whether they proposed Inmate calling system operates in direct dial (debit based) or collect only mode.

## 5.5 SYSTEM CALLING PROTOCOLS

- 5.5.1 Each call placed (direct dial or collect) through the Inmate Calling System must be electronically identified by the system as being a call originating from a Massachusetts Correctional Institution in 100% of the cases with or without the accompanying inmate PIN.
- 5.5.2 If a call is not accepted by the party called, or if no one answers the call, the Bidder's service must inform the inmate of the situation and not simply disconnect the call.
- 5.5.3 It is desirable that the Inmate Calling System provide the called party with an opportunity to deny all future calls of that same type from an inmate by responding to a voice response prompt when answering a call. This feature must be available for both direct dial (debit) and collect only calls. The activation or deactivation of this feature must be controlled by institution by the DOC. The Bidder must describe, in its response, how this feature would operate and how the DOC could notify called parties of the feature's availability for their use.
- 5.5.4 The Inmate Calling System must have the capability to accept the called party's response via DTMF (Touch Tone Pad) input from the telephone. The Bidder must address how the system will accept input from rotary dial telephone users.
- 5.5.5 It is desirable that the Inmate Calling System have the capability to accept the called party's response via voice response. (Yes/No Response)
- 5.5.6 The Inmate Calling System shall have the capability to interject messages into a telephone call at random intervals (i.e., "this call is from a Massachusetts Correctional Institution") as deemed necessary by the DOC and at DOC determined intervals. This feature shall be available for both direct dial and collect calls. The activation or deactivation of this feature must be controlled by institution by the DOC.
- 5.5.7 The Inmate Calling System shall be capable of announcing to the called party that the call is collect or direct dial, as appropriate. The activation or deactivation of this feature must be controlled by institution by the DOC.

- 5.5.8 The Inmate Calling System, while operating in collect only mode, shall be capable of announcing to the called party the name of the calling inmate. Bidders must provide a mechanism to record an inmate's name one time to be used each time this announcement is required. The activation or deactivation of this feature must be controlled by institution by the DOC. The Bidder must state if this name feature is available when the system operates in debit-based mode.
- 5.5.9 The Inmate Calling System shall be capable of announcing to the called party how to accept calls. The activation or deactivation of this feature must be controlled by institution by the DOC.
- 5.5.10 It is desirable that the Inmate Calling System be capable of announcing to the called party the collect call rate, prior to acceptance, when a collect call is placed.
- 5.5.11 The system must provide a manner for all debit based calls to be "branded" with the standard DOC message (See Section 5.4.18) as well as the statement that "All Calls are Recorded".

## Section 7

### Cost Proposal Instructions

- 7.1 The Bidder shall submit a cost proposal that provides two (2) separate categories related to cost involved with the proposed Inmate Calling System. These categories are:
- 7.1.1 Collect Only Commission Fee Percentage Schedule
  - 7.1.2 Debit Based Commission Fee Percentage Schedule
- 7.2 Collect Only Commission Fee Schedule
- 7.2.1 The Bidder must propose a percentage of revenue dollars expended by the inmate calling system while operating in a collect only or combination collect only/debit based mode that will be paid to the Commonwealth of Massachusetts during the term of this contract for Inmate Calling System and Related Services.
- 7.2.2 The Commission Percentage quoted will be the commission schedule for the term of this contract and no change in this commission percentage (lower or higher) will be made without the express written agreement of the Commonwealth of Massachusetts and the Department of Correction.
- 7.2.3 The Commission Revenue paid to the Commonwealth will be based on Gross Revenue. Gross Revenue is defined as revenue for all accepted calls without exception. The Bidder shall not deduct fraudulent, uncollectible or unbillable calls from the Gross Revenue prior to applying the Commission Percentage Rate for the DOC.
- 7.2.4 The Bidder must agree, in its proposal, that a check for the commission amount will be sent to the DOC no later than 45 days after the close of the billing month. For example, a commission check for calls made during April will be forwarded to the DOC no later than June 15<sup>th</sup>.
- 7.2.5 The Bidder must provide with its commission check a summary report that includes the following (refer to Attachment E for sample):
- Total Commission Figure Broken Down by Site
  - Listing of Total Minutes, Total Calls by Inmate Telephone by Site

- 7.2.6 The proposed Inmate Calling System and Related Services will be provided for all DOC facilities at no cost to the DOC for installation, training, operation and maintenance of the system or its components.
- 7.2.7 The Bidder is responsible for replacement of the Inmate Calling System in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the DOC and will occur immediately upon notification to the Bidder of the system problem by the DOC facility.
- 7.3 Debit Based Commission Fee Schedule
- 7.3.1 The Bidder shall provide debit based calling for the following types of direct dial calls:
- Local Exchange Calls (Local Calling Area of the DOC Institution)
  - Intra-LATA Toll Calls
  - Intra-State, Inter-LATA Calls
  - Inter-State, Inter-LATA Calls
  - International Calls (Refer to Cost Sheets in Attachment C)
- 7.3.2 The Inmate Calling System shall reduce inmate "telephone accounts" in whole minute increments for all direct dial calls.
- 7.3.3 The Bidder must propose a percentage of revenue dollars expended by the inmate calling system while operating in debit based mode that will be paid to the Commonwealth of Massachusetts during the term of this contract for Inmate Calling System and Related Services.
- 7.3.4 The Bidder must describe, in its response, how it intends to operate in debit-based mode and provide a percentage commission to the DOC for these inmate calls.
- 7.3.5 The Commission Percentage quoted will be the commission schedule for the term of this contract and no change in this commission percentage (lower or higher) will be made without the express written agreement of the Commonwealth of Massachusetts and the Department of Correction.

- 7.3.6 The Commission Revenue paid to the Commonwealth will be based on Gross Revenue. Gross Revenue is defined as revenue for all accepted calls without exception. The Bidder shall not deduct fraudulent, uncollectible or unbillable calls from the Gross Revenue prior to applying the Debit Based Commission Percentage Rate for the DOC.
- 7.3.7 The Bidder must agree, in its proposal, that a check for the commission amount will be sent to the DOC no later than 45 days after the close of the billing month. For example, a commission check for calls made during April will be forwarded to the DOC no later than June 15<sup>th</sup>.
- 7.3.8 The Bidder must provide with its commission check a summary report that includes the following (refer to Attachment E for sample):
- Total Commission Figure Broken Down by Site
  - Listing of Total Minutes, Total Calls by Inmate Telephone by Site
- 7.3.9 The proposed Inmate Calling System and Related Services will be provided for all DOC facilities at no cost to the DOC for installation, training, operation and maintenance of the system or its components.
- 7.3.10 The Bidder is responsible for replacement of the Inmate Calling System in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the DOC and will occur immediately upon notification to the Bidder of the system problem by the DOC facility.