

Request for Competitive Sealed Proposals

For the

Ohio Department of Rehabilitation and Correction's

Inmate Call Out Program

and Related Services

July 27, 2009

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Ohio Department of Rehabilitation and Correction Inmate Call Out Program and Related Services (ICOP) Request for Proposals (RFP)

SECTION 1 - GENERAL OVERVIEW

1.1 Purpose

The Ohio Department of Rehabilitation and Correction (ODRC) is soliciting competitive sealed proposals (Proposals) for its Inmate Call Out Program and Related Services (ICOP). If an acceptable Proposal is made in response to this RFP, ODRC will enter into a contract to have the selected Proposer perform the ICOP. This RFP provides details on what is required to submit a Proposal, how ODRC will evaluate the Proposals, and what will be required of the Proposer who executes a contract (Contractor). The objective of the ODRC in this procurement is not to purchase or lease any part of the ICOP, but to enter into a relationship with the successful Proposer in which the Proposer provides ICOP services to the ODRC in exchange for portions of the revenues collected from inmate phone calls.

This RFP also gives the estimated dates for the various events in the submission process, selection process, and performance of the Work. While these dates are subject to change, prospective Proposers must be prepared to meet them as they currently stand.

A complete “turn-key”, fully operational and reliable system is the highest priority in this procurement. This will include protection of the public, continued improvement of institution security and facilitation of law enforcement, through a seamless system that will provide telephone service, and **optional video visitation program (See Section 5.33)**. The ICOP system must include call control capabilities and the ability to record and/or monitor calls, as allowed by law. The ODRC also seeks to minimize called party charges for call set-up charges, local calling, intraLATA calling, interLATA calling and interstate calling and **anticipates bearing no costs during this procurement and the life of the subsequent contract for services** at either the current existing locations or any other future locations.

The ODRC Project Representative may reject any Proposal if the Proposer fails to meet a deadline in the submission or evaluation phases of the selection process or objects to the dates for performance of the ICOP or the terms and conditions in this RFP.

1.2 Abstract

The ODRC requests qualified Proposers to submit Proposals for furnishing, installing and maintaining the ICOP for use in ODRC’s correctional institutions. An ICOP will enable ODRC to provide inmates with controlled calling privileges and provide capabilities to record and monitor these calls. A primary goal is to insure the safety and security of staff, inmates and the public through the use of current technology.

ODRC has special security requirements and has a prime objective of controlling inmate telephone usage and limiting the use of the telephone system for fraudulent activity. The ICOP will provide the ODRC with the means to ensure the proper and lawful use of this system by inmates. Insofar as the availability of the ICOP is important to inmate morale and hence correctional facility security, the ICOP is considered by the ODRC to be a critical service element with stringent availability and quality of service objectives.

The ODRC is responsible for managing the operation of thirty adult correctional institutions and overseeing the operation of 2 privately operated adult correctional institutions, located within the state of Ohio. The present inmate population numbers approximately 51,000 with anticipated growth to a future population of approximately 60,000 inmates in the next 10 years. The institutions vary in level of security and include correctional reception centers, correctional camps and pre-release centers. The ODRC's mission is to provide public safety, promote positive change in inmate behavior, reintegrate inmates into society, and assist victims of crime.

1.3 Technical and Equipment Needs

The ODRC, in addition to other ICOP needs, has a number of technical and equipment needs it wants the ICOP to fulfill. It shall be the Proposer's obligation to meet the following needs:

- A. Replace Inmate Telephone Instruments;
- B. Provide all Station Cabling for Inmate Telephone Instruments;
- C. Install Call Processors;
- D. Maintain Centralized Database of ICOP Activity;
- E. Provide and Install Digital Recording and Monitoring Equipment;
- F. Provide and Install Digital Playback Equipment (On-site and Portable);
- G. Provide Local Exchange Service;
- H. Provide Intra- and Inter-LATA and Interstate Toll Services;
- I. Install and Support Digital and Analog Data Communications Circuits;
- J. Provide Dedicated Full-Time and Back Up Support to Maintain ICOP Systems; and
- K. Provide Professional ICOP System Training.

The ODRC intends to have ODRC staff, located at each institution and the central office, monitor and control all inmates' calling. These individuals must have the ability to access the ICOP database via a workstation(s) or personal computer and all peripheral and ancillary equipment located at each ODRC institution and the central office. The workstation(s) will be used for system administration and for reporting

capabilities.

A centralized database is required to be maintained by the Contractor. This centralized database must provide inmate data to ODRC staff regardless of which ODRC facility is presently housing the inmate. Thus, upon inmate transfer, it will not be necessary for ODRC staff to re-enter data previously entered. ODRC staff must have the ability to immediately change or modify any calling privileges or restrictions pertaining to inmates at their institutions. ODRC staff must have the ability to immediately enter, modify or view data for inmates located at their respective institutions.

The Contractor shall be the single point of contact and responsible for all equipment, hardware, software, implementation/installation, wiring, training, maintenance/support, and other system matters required to meet the scope of this RFP. The Contractor must provide all coordination required with local exchange carriers (LECs) and long distance carriers during the contract term.

1.4 Overview of the ICOP

The system requirements for the ICOP are presented in Section 5 of this RFP. ODRC requires that intrastate and interstate tariff rates be fixed for the term of the contract and shall never be increased, but may be lowered with ODRC Project Representative's written consent.

ODRC cannot guarantee the installation schedule, rate of usage, or number of calls to be processed using the Contractor's ICOP system. The information found in Attachment F of this RFP, which is attached hereto and incorporated herein, is provided to assist the Proposer in formulating the best proposal for the ICOP by presenting a 6-month sampling of call traffic from October 2008 through March 2009 at all ODRC institutions listed in Attachment A.

At no time shall there be a cost to ODRC for the installation, maintenance or replacement of the ICOP system or its components. **The Contract shall not result in any costs being paid by ODRC or the state of Ohio (State).**

During the contract term, the Contractor is responsible for replacement of the ICOP 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.

1.5 Expected Duration of Contract

Any contract resulting from this RFP may terminate six (6) years from its effective date.

The ODRC may have two (2) extensions of the contract term beyond its initial six (6) year term for two (2) year periods each with the same terms and conditions including payment of the flat fee as described in Section 1.8, subject to negotiations at the option of ODRC at the time of the extension. ODRC Project Representative shall exercise ODRC's option to extend by submitting written notice to the Contractor at least thirty (30) days prior to the termination of the initial or any renewed term.

At the expiration/termination of the contract, the Proposer shall provide the ICOP database in a format acceptable to ODRC. At the expiration/termination of the contract, the ODRC Project Representative shall have the option of extending the contract on a month-to-month basis if the competitive solicitation and negotiation process for a new contract has not been completed.

1.6 Pre-Award Performance Demonstration

Proposers may be required to provide a demonstration of their proposed solution. The results of any demonstration shall be included in the evaluation of the Proposer in accordance with Section 7 and elsewhere in this RFP.

The proposed equipment and software must be in production and installed and in use by one or more customers of the Proposer. Excluding travel expenses for ODRC representatives to attend demonstration(s), the Proposer will be responsible for any costs for such demonstrations

1.7 Proposer Qualification Statement

In responding to this RFP, Proposer represents that Proposer's company possesses the capabilities, hardware, software, and personnel necessary to provide an efficient and successful installation of properly operating equipment and software. Proposer must also ensure continued maintenance and support of the proposed ICOP system by Proposer's trained and certified personnel, and available parts, over the term of the contract.

Where the Proposer is not the manufacturer of the equipment, a manufacturer's letter of support (sometimes known as a "comfort letter") must be included as part of the response. Content of the letter must mirror the manufacturer's guarantee for the term of the contract.

The Proposal must include a summary that describes how the Proposer's experience in the telecommunications industry qualifies it to provide the ICOP required in this RFP. The Proposer may demonstrate this experience by listing specific projects where similar services to those specified in this RFP were performed.

The ODRC Project Representative may make reasonable investigations as deemed proper and necessary to determine the ability of the Proposer to perform the ICOP, and the Proposer shall furnish to the ODRC Project Representative all such information and data for this purpose as may be requested by the ODRC Project Representative. The ODRC reserves the right to reject any Proposal if the evidence submitted by, or investigations of, such Proposer fails to satisfy the ODRC Project Representative that such Proposer is properly qualified to carry out the obligations of the contract and to provide the ICOP services contemplated therein.

1.8 Proposer's Mandatory Minimum Qualifications

A Proposer is making an important long-term support commitment to ODRC and its long-range telecommunications strategies. Failure to meet any one of these

qualifications shall disqualify the Proposer. The Proposer shall explain how it meets each of the following qualifications:

- A. Proposer shall have been in the telecommunications business for at least five (5) years with a minimum of three (3) years of providing ICOP services.
- B. Proposer shall demonstrate that it has the financial ability to carry out the contract and is a viable, going concern. This is demonstrated by providing annual/year-end financial statements audited by independent, certified public accounts for the previous three (3) years. If Proposers annual statements are filed on Form 10-K with the U.S. Securities and Exchange Commission (SEC) and are voluminous, then in lieu of hard copies of Proposers Form 10-Ks, it is permissible to provide ODRC with the URL links to on-line versions of those Form 10-Ks on the SECs website. Other documentation, which may be acceptable, includes Profit and Loss Statements or Annual Reports.
- C. Proposer shall provide a list of all contracts, past and current, for whom the Proposer, under its current corporate name or identity or under any previous corporate name or identity, is providing, or has provided, inmate telephone service projects/service contracts.
- D. The Proposer's Inmate Class of Service **collect** call rates charged to the called party, within Ohio, regulated by the PUCO, shall neither be equal to nor exceed tariff per minute rates of \$0.27 for intrastate/intraLATA and \$0.325 for intrastate/interLATA and tariff per call surcharges of \$1.15 applicable to local, and \$1.05 applicable to both intrastate/intraLATA and intrastate/interLATA calls originating from ODRC facilities.

The Proposer's Inmate Class of Service **prepaid** call rates (**including inmate debit calls and called party prepaid calls**) charged to the called party or inmate, as appropriate, within Ohio, regulated by the PUCO, shall neither be equal to nor exceed tariff per minute rates of \$0.216 for intrastate/intraLATA and \$0.26 for intrastate/interLATA and tariff per call surcharges of \$.92 applicable to local, and \$.84 applicable to both intrastate/intraLATA and intrastate/interLATA calls originating from ODRC facilities.

The surcharge (i.e., call set up fee) and rate per minute prepaid (including inmate prepaid/debit calls and called party prepaid calls) and collect call prices charged to the called party or inmate, as appropriate, shall be fully loaded (i.e., inclusive of all costs including equipment, software, labor, billing, processing or other fees, out-of-pocket and other expenses, and management overhead). The ICOP Contractor shall not assess any charge to any party (including inmates and their families and friends) in connection with the ICOP services that are not detailed in their Proposal. The rates are exclusive of taxes.

- E. The guaranteed annual flat/fixed fee (hereinafter referred to as a "flat fee") paid by the Contractor to ODRC shall be \$15,000,000.00 for providing the ICOP services. A check for the flat fee amount shall be paid in proportionally equal, twelve monthly installments and sent to ODRC no later than 15 days after the end of each month.

For the first year of the term of the contract, the Contractor shall pay the flat fee to the ODRC. For the second year, the Contractor shall pay to ODRC the flat fee in effect during the first year plus a negotiated adjustment for inflation which shall not be greater than the Consumer Price Index for the previous twelve months at the time of negotiation. Each succeeding year of the term or renewal of the contract shall have the flat fee plus a negotiated adjustment for inflation based on the flat fee, adjusted for inflation in the prior year.

F. Proposer shall be a single point of contact for all services required in this RFP.

1.9 Calendar of Events

The schedule for the ICOP is given below to assist the Proposer in responding to this RFP. ODRC Project Representative may change this schedule at any time. If ODRC Project Representative changes the schedule before the Proposal due date, then ODRC will do so through an announcement on the State Procurement Website's question and answer area for this RFP. After the Proposal due date and before the award of the contract, ODRC Project Representative will make schedule changes through the RFP amendment process. ODRC Project Representative will make changes to the ICOP schedule after the contract award using the change order provisions described in Section 3.2.11 of this RFP. It is each prospective Proposer's responsibility to check the Website question and answer area for this RFP for current information regarding this RFP and its Calendar of Events through award of the Contract.

The following is the ICOP schedule:

RFP Issued:	July 27, 2009
Inquiry Period Begins:	July 27, 2009
Inquiry Period Ends:	August 31, 2009
Proposal Due Date:	September 8, 2009 at 3:00 p.m. Eastern Time
Selection of Proposer:	October 16, 2009
Contract Execution:	October 30, 2009
Equipment Installation Completion:	No later than February 29, 2010

There are references in this RFP to the Proposal Due Date. Proposers must assume, unless it is clearly stated to the contrary, that any such reference means the date and time (Columbus, Ohio local time) that the Proposals are due and not just the date.

1.10 List of Institutions

Attachment A, which is attached hereto and incorporated herein, lists the ODRC facilities where existing ICOP systems are to be replaced and where ICOP systems shall be installed. The Central Office location is listed only for its workstation(s) requirement and as otherwise specified in this RFP. The Contractor will be required to install the proposed ICOP system at any new facilities added by the ODRC, or remove the ICOP system from any facilities closed by the ODRC. Presently, no such additions or closures are planned or anticipated.

Please refer to Attachment B, which is attached hereto and incorporated herein, for a breakdown of the required number of inmate telephone instruments at each facility.

SECTION 2 - GENERAL INSTRUCTIONS

The following sections are general instructions on how to get more information about this RFP and to assist the Proposer with preparing a Proposal. The Proposal must be complete and in the prescribed format.

2.1 Project Representative

The Project Representative or his/her designee shall represent ODRC in matters relating to this RFP and the Proposal process as well as the Contractor's performance of the ICOP. All references to Project Representative in this RFP also include his/her designee.

The Project Representative may be contacted as follows:

Lisa Davis, ICOP Project Representative
Ohio Department of Rehabilitation and Correction
770 West Broad Street
Columbus, Ohio 43222
Telephone 614-752-0261
Fax 614-995-5103
E-Mail Lisa.Davis@odrc.state.oh.us

2.2 Internet Inquiries

Proposers may make inquiries regarding this RFP any time during the inquiry period listed in Section 1.9 of this RFP. To make an inquiry, Proposers must use the following process:

Step 1. Access the State Procurement Web site at <http://procure.ohio.gov/> ;

Step 2. From the Navigation Bar on the left, select "**Find It Fast**";

Step 3. Select "Doc/Bid/Schedule #" as the Type;

Step 4. Enter the RFP Number;

Step 5. Click the "Find It Fast" button;

Step 6. On the document information page, click the "Submit Inquiry" button;

Step 7. On the document inquiry page, complete the required "Personal Information" section by providing:

- First and last name of the prospective Proposer's representative who is responsible for the inquiry,
- Name of the prospective Proposer,

- Representative's business phone number, and
- Representative's e-mail address;

Step 8. Type the inquiry in the space provided including:

- A reference to the relevant part of this RFP,
- The heading for the provision under question, and
- The page number of the RFP where the provision can be found; and

Step 9. Click the "Submit" button.

Proposers submitting an inquiry will receive an immediate acknowledgement that their inquiry has been received as well as an e-mail acknowledging receipt. Proposers will not receive a personalized e-mail response to their question nor will they receive notification when the question has been answered.

The ODRC Project Representative will try to respond to all inquiries within 48 hours, excluding weekends and State holidays. But the ODRC Project Representative will not respond to any inquiries received after 8:00 a.m. on the inquiry end date. The ODRC does not consider questions asked during the inquiry period through the inquiry process as exceptions to the terms and conditions of this RFP.

Proposers may view inquiries and responses on the State's Procurement Website by using the "Find It Fast" feature described above and by clicking the "View Q & A" button on the document information page.

2.3 Amendments to the RFP

If the ODRC Project Representative decides to revise this RFP before the Proposal due date, amendments will be announced on the State Procurement Web site.

Proposers may view amendments by using the "Find It Fast" function of the State's Procurement Webpage (described in the Inquiries Section 2.2 above) and then clicking on the amendment number to display the amendment.

When an amendment to this RFP is necessary, the ODRC Project Representative may extend the Proposal due date through an announcement on the ODRC Project Representative and State Procurement Websites. Amendment announcements may be provided any time before 5:00 p.m. on the day before the Proposals are due. It is the responsibility of each prospective Proposer to check for announcements and other current information regarding this RFP.

After the submission of Proposals, amendments will be distributed only to those Proposers whose submissions are under active consideration. When the ODRC Project Representative makes an amendment to the RFP after Proposals have been submitted, the ODRC Project Representative will permit Proposers to withdraw their Proposals within ten business days after the amendment is issued. This withdrawal

option will allow any Proposer to remove its Proposal from active consideration should the Proposer feel that the amendment changes the nature of the transaction so much that the Proposer's Proposal is no longer in its interests. Alternatively, the ODRC Project Representative may allow Proposers that have Proposals under active consideration to modify their Proposals in response to the amendment, as described below.

Whenever the ODRC Project Representative makes an amendment after the Proposal due date, the ODRC Project Representative will tell all Proposers whose Proposals are under active consideration whether they have the option to modify their Proposals in response to the amendment. Any time the ODRC Project Representative amends the RFP after the Proposal due date, a Proposer will have the option to withdraw its Proposal even if the ODRC Project Representative permits modifications to the Proposals. If the Proposers are allowed to modify their Proposals, the ODRC Project Representative may limit the nature and scope of the modifications. Unless otherwise stated in the ODRC Project Representative's notice, modifications and withdrawals must be made in writing and must be submitted within ten (10) business days after the amendment is issued. If this RFP provides for a negotiation phase, this procedure will not apply to changes negotiated during that phase. Withdrawals and modifications must be made in writing and submitted to the ODRC Project Representative at the address and in the same manner required for the submission of the original Proposals. Any modification that is broader in scope than the ODRC Project Representative has authorized may be rejected and treated as a withdrawal of the Proposer's Proposal.

2.4 Communication Restrictions

From the release of this RFP, until the contract is executed, Proposers shall not communicate with any ODRC employee, except the Project Representative, concerning this RFP, unless otherwise specified in this RFP. This does not apply to communication during the evaluation process if ODRC initiates the communication. If a Proposer engages in any unauthorized communication, ODRC Project Representative may reject that Proposer's Proposal.

2.5 Proposal Submittal

A Proposer must submit by hand delivery, overnight delivery/courier services, or certified mail, seven (7) complete, sealed, and signed copies of its Proposal to the Project Representative, **at the address listed in Section 2.1 of this RFP, until 3:00 p.m. (Eastern Time) on September 8, 2009.** Each Proposal package must be clearly marked **"Inmate Call Out Program and Related Services RFP"** on the outside of the package.

This section intends one Proposal per Proposer. The ODRC Project Representative will not accept multiple Proposals from a single Proposer or any alternative solutions or options to the requirements of this RFP except as provided pursuant to Section 4.13. Additionally, any Proposer that disregards a requirement in this RFP simply by proposing an alternative to it will have submitted a defective Proposal that the ODRC Project Representative may

reject. Further, any Proposer that submits multiple Proposals may have all its Proposals rejected.

A Proposal shall not be accepted, and will be returned unopened, if submitted and received by the Project Representative after the appointed date and hour for receipt regardless of the cause for the delay. The time of receipt shall be determined by the time the Proposal is received in the Project Representative's office. Proposers have the sole responsibility for assuring that Proposals are received in the Project Representative's office by the designated date and time. Proposers must allow for potential delays due to security at the entrance of ODRC's Central Office. Proposers may not prepare or modify their Proposals on State premises. Proposals submitted by facsimile, telegraph, mail-gram, and electronic mail **will not be accepted.** Each Proposal must contain the manual signature of an authorized representative of the Proposer.

Included in each sealed package, the Proposer also must provide an electronic copy of everything contained within the package on CD-ROM in Microsoft Word or Adobe Acrobat format, as appropriate. If there is a discrepancy between the hard copy and the electronic copy of the Proposal, the hard copy will control, and the ODRC will base its evaluation of the Proposal on the hard copy.

It is the responsibility of each Proposer to examine this entire RFP, seek clarification in writing, and review the contents of its Proposal for accuracy before submitting the Proposal. Once the submission deadline has passed, all Proposals will be final, unless otherwise indicated in this RFP.

By submitting a Proposal, the Proposer acknowledges it has read this RFP, understands it, and agrees to be bound by its requirements. The State is not responsible for the accuracy of any information regarding this RFP that was gathered through a source other than the inquiry process described in the RFP.

Revised Code section 9.24 prohibits the ODRC from awarding a contract to any entity against whom the Auditor of State has issued a finding for recovery (a "Finding"), if the Finding is unresolved at the time of the award. This also applies to renewals of contracts. By submitting a Proposal, the Proposer warrants it is not subject to an unresolved Finding under section 9.24 at the time of its submission. Additionally, the Proposer warrants it will notify the ODRC Project Representative in writing immediately upon becoming subject to such an unresolved Finding after submitting its Proposal and before the award of a Contract under this RFP. Should the ODRC select the Proposer's Proposal for award of a Contract, this warranty of immediate written notice will apply during the term of the Contract, including any renewals or extensions. Further, the ODRC may treat any unresolved Finding against the Contractor that prevents a renewal of the Contract as a breach, in accordance with the provisions of this RFP.

The ODRC Project Representative may reject any Proposal if the Proposer takes exception to the terms and conditions of this RFP, includes unacceptable assumptions or conditions in its Proposal, fails to comply with the procedure for participating in the RFP process, or fails to meet any requirement of this RFP. The ODRC Project

Representative also may reject any Proposal it believes is not in its interest to accept and may decide not to award a contract to any or all of the Proposers responding to this RFP.

All Proposals and supporting materials submitted to the ODRC Project Representative shall be the property of ODRC and may be returned only at ODRC Project Representative's option. Proprietary or confidential information should not be included in a Proposal or supporting materials because ODRC will have the right to use any materials or ideas submitted in any Proposal without compensation to the Proposer. Additionally, all Proposals will be open to the public after the contract has been awarded.

The ODRC will retain all Proposals, or a copy of them, as part of the contract file for at least three (3) years. After the retention period, ODRC Project Representative may return, destroy, or otherwise dispose of the Proposals or the copies.

2.6 Proposal Validity

The Proposer's Proposal must remain a valid Proposal for one hundred and fifty (150) days after the Proposal Due Date or until the ODRC signs a contract with the successful Proposer, whichever is sooner. In the event the selected Proposer fails to perform and/or the Contract is terminated within forty-five (45) days of its initiation, the ODRC Project Representative may request the Proposer that submitted the next highest-rated Proposal to enter into a contract.

2.7 Waiver of Defects

If in ODRC's interest and if it will not cause any material unfairness to other Proposers nor create an unfair competitive advantage for the Proposal for which defects are being waived, the ODRC Project Representative may waive any defects in any Proposal or in the submission process followed by the Proposer.

2.8 Proposal Withdrawal or Amendment

Prior to the Proposal Due Date, a submitted Proposal may be withdrawn by submitting a written request, by certified mail, for its withdrawal. The request must be signed by the Proposer and delivered to the Project Representative at the address noted in Section 2.1 of this RFP.

The ODRC shall not accept any amendments, revisions, or modifications to a Proposal after the Proposal has been submitted in response to this RFP, unless otherwise provided for in this RFP. Proposers wishing to provide supplemental materials for corrections to or modifications of, a previously submitted Proposal may submit the same at any time prior to the Proposal Due Date. No amendments, revisions or modifications shall be permitted after the Proposal Due Date, except as authorized by this RFP.

2.9 Proposal Instructions

The requirements for the Proposal's contents and formatting are contained in Section 4 of this RFP. Each Proposal shall be organized in an indexed binder ordered in the same manner as the response items are ordered in Section 5 of this RFP.

ODRC wants clear and concise Proposals. Each Proposal must conform to all requirements outlined in this RFP.

The ODRC shall not be liable for any costs incurred by a Proposer in responding to this RFP, regardless of whether ODRC awards the Contract through this process, decides not to go forward with the ICOP, cancels this RFP for any reason, or contracts for the ICOP through some other process or by issuing another RFP. Costs of preparing and developing a Proposal are the sole responsibility of the Proposer.

2.10 Definitions

Definitions of terms referenced in this RFP are included in Attachment C to this RFP, which is attached hereto and incorporated herein.

SECTION 3 - GENERAL TERMS AND CONDITIONS

3.1 Performance

3.1.1 Statement of Work

This RFP and the Proposal will be a part of the Contract and describe the work (ICOP) the Contractor will do and any materials or equipment the Contractor will deliver (Deliverables) under the Contract. The Contractor will do the ICOP in a professional, timely, and efficient manner and will provide the Deliverables in a proper fashion. The Contractor will also furnish all support staff necessary for the satisfactory performance of the ICOP.

The Contractor will consult with the ODRC Project Representative and others as necessary to ensure a thorough understanding of the ICOP and satisfactory performance. ODRC Project Representative may give instructions to, or make requests of, the Contractor relating to the ICOP, and the Contractor will comply with those instructions and fulfill those requests in a timely and professional manner. Those instructions and requests will be for the sole purpose of ensuring satisfactory performance of the ICOP and will not amend or alter the scope of the ICOP. If applicable, in connection with any such instructions or requests that the ODRC Project Representative issues, Contractor may request a Change Order from ODRC in accordance with RFP Section 3.2.11., Changes.

3.1.2 Equipment Installation

The ICOP has an equipment installation completion date in Section 1.9 of this RFP. The Contractor must complete such installation within the date the RFP requires. If the Contractor does not meet that date, the Contractor will be in breach of the Contract.

If the Contractor's failure to meet that completion date is due to ODRC's failure to meet its own obligations in a timely fashion or any other cause specified in RFP Section 3.2.12, Excusable Delay, then the Contractor will not be in breach of the Contract, and the completion date will be extended by the same amount of time as the delay caused by ODRC or other such cause. The Contractor may not rely on this provision unless the Contractor has given ODRC Project Representative written notice of ODRC's failure to meet its obligations, with reasonable specificity, soon after ODRC's delay has begun and while ODRC's delay is happening. The extension of the Contractor's installation time will be the Contractor's only remedy for ODRC's delay.

ODRC seeks a complete ICOP. Any incidental items omitted from these performance specifications must be provided by the Proposer in order to deliver a complete, working hardware and software configuration and to be in compliance with these specifications. The Contractor must fully identify, describe, and document all systems that are delivered as part of the ICOP. All hardware, software, supplies, and other required components (such as

documentation, conversion, training, and maintenance) for the ICOP to be complete and useful to ODRC should be included in the Proposal by the Proposer.

3.1.3 Employment Taxes

The ODRC and Contractor shall be solely responsible for reporting, withholding and paying all employment related taxes, payments and withholdings for its own personnel. This includes such items as federal, state and local income taxes, social security, unemployment and disability deductions, and other withholdings. It also includes such items as any interest and penalties not disputed with the appropriate taxing authority.

All people furnished by the Contractor (the "Contractor Personnel") are employees or subcontractors of the Contractor, and none are or will be deemed employees or contractors of the State. Contractor's personnel will not be entitled to participate in, claim benefits under, or become an "eligible employee" for purposes of any employee benefit plan of the State by reason of any work done under the Contract. The Contractor will pay all federal, state, local, and other applicable payroll taxes and make the required contributions, withholdings, and deductions imposed or assessed under any provision of any law and measured by wages, salaries, or other remuneration paid by or which may be due from the Contractor to the Contractor's personnel. The Contractor will indemnify, defend (with the consent and approval of the Ohio Attorney General), and hold the State harmless from and against all claims, losses, liability, demands, fines, and expense (including court costs, defense costs, and redeemable attorney fees) arising out of or relating to such taxes, withholdings, deductions, and contributions with respect to the Contractor's personnel. The Contractor's indemnity and defense obligations also apply to any claim or assertion of tax liability made by or on behalf of any Contractor personnel or governmental agency on the basis that any Contractor personnel are employees or contractors of the State, that the State is the "joint employer" or "co-employer" of any Contractor personnel, or that any Contractor personnel are entitled to any employee benefit offered only to eligible regular fulltime or regular part-time employees of the State.

3.1.4 Sales, Use, Excise, and Property Taxes

The ODRC is exempt from any sales, use, excise, and property tax. To the extent sales, use, excise, or any similar tax is imposed on the Contractor in connection with the ICOP; such will be the sole and exclusive responsibility of the Contractor. The Contractor will promptly pay such taxes, together with any interest and penalties not disputed with the appropriate taxing authority, whether they are imposed at the time the services are rendered or a later time.

3.2 Project & Contract Administration

3.2.1 Subcontracting

The Contractor shall be solely responsible for completely performing the work of the ICOP under the Contract. The Contractor will not enter into any subcontract for such work without the prior written approval from ODRC's Project Representative. In the event the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the Project Representative the names, qualifications and experience of their proposed subcontractor.

The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the Contract. Subcontractor(s) who perform work under the Contract shall be responsible to the Contractor. The Contractor agrees to be fully responsible for the acts and omissions of its subcontractor(s) and of persons employed by the subcontractor(s) in addition to being responsible for the acts and omissions of the Contractor's employees.

The Contractor will not need ODRC's written approval to subcontract for the purchase of commercial goods or equipment that is required for satisfactory performance of the ICOP. All subcontracts will be at the sole expense of the Contractor, and the ODRC shall have no liability therefore.

The Contractor will be solely responsible for payment of its subcontractor and any claims of subcontractors and for any failure of the Contractor or any of its other subcontractors to meet the performance schedule or performance specifications for the ICOP in a timely and professional manner. The Contractor will hold ODRC harmless for and will indemnify ODRC against any such claims.

The Contractor will assume sole responsibility for all Deliverables and services offered in the Proposal, whether it, a subcontractor, or third-party manufacturer provides them in whole or in part. The Contractor will ensure that the Proposed ICOP meets the requirements of this RFP at all ODRC correctional facilities and locations on a daily basis. The Contractor is responsible for managing all subcontractors and other service providers involved in supporting the ICOP throughout the term of the contract. The Contractor will manage all aspects of the ICOP installation at ODRC locations, manage and coordinate all aspects of subcontractor activity during installation, respond to calls from ODRC staff regarding system problems and assume complete responsibility for compliance with maintenance requirements set forth in the contract. The Contractor will be solely responsible for payment of all subcontractors and for the performance and conduct of all subcontractors involved with supporting the ICOP. Further, ODRC will consider the Contractor to be the sole point of contact with regard to contractual matters, including

payment of all charges under the Contract. The Contractor will be fully responsible for any default by a subcontractor, just as if the Contractor itself had defaulted.

If the Contractor uses any subcontractor, each subcontractor must have a written agreement with the Contractor. That written agreement must incorporate the Contract by reference and pass through to the subcontractor all applicable provisions of the Contract, including, but not limited to, limitations on the Contractor's remedies, the insurance/indemnity requirements, record keeping obligations, and audit rights. Should the Contractor fail to pass through any provision of the Contract to one of its subcontractors, and the failure damages ODRC in any way, the Contractor will indemnify ODRC for the damage.

3.2.2 Record Keeping

The Contractor will keep all financial records in accordance with generally accepted accounting principles. The Contractor will file documentation relating to the Contract in a manner allowing it to be readily located. The Contractor will keep all ICOP-related records and documents at its principal place of business or at its office where the work was performed. Upon request of the ODRC Project Representative, the Contractor, at its own expense, will make available any ICOP-related records. Any such ODRC request shall be on reasonable prior notice and during customary business hours, and Contractor shall have the right to designate any such records as confidential, proprietary, trade secret and/or legally privileged, in accordance with applicable law.

3.2.3 Audits

During the term of the Contract and for three (3) years after the expiration or termination of the Contract, on reasonable notice and during customary business hours, ODRC shall have full access to and the right to audit the Contractor's books, records and other documents relative to the Contract. This audit right will also apply to ODRC's duly authorized representatives or agents such as state auditors. Prior to any audit by any third-party (i.e., not a State employee) authorized representative of ODRC, Contractor may require such representative(s) to execute Contractor's then-standard Confidential Information Non-Disclosure Agreement. If the request to audit is made after the Contract is terminated or expired, not less than ten (10) days written notice shall be given to the former Contractor.

If any audit reveals any material deviation from the ICOP's specifications, any misrepresentation, or any underpayment to ODRC, the Contractor shall follow any corrective recommendations issued by the ODRC Project Representative and the ODRC will be entitled to recover damages, as well as the cost of the audit.

For each subcontract in excess of \$25,000.00, the Contractor will require its subcontractor to agree to the requirements of this section and of the record-

keeping section. A subcontract with smaller amounts involved need not meet this requirement. But the Contractor may not artificially break up contracts with its subcontractors to take advantage of this exclusion.

3.2.4 Equal Employment Opportunity

Pursuant to O.R.C. section 125.111, Contractor agrees that Contractor, any subcontractor, and any person acting on behalf of Contractor or its subcontractor, shall not discriminate, by reason of race, color, religion, sex, age, national origin, or disability against any citizen of this state in the employment of any person qualified and available to perform the work under the Contract.

Contractor further agrees that Contractor, any subcontractor, and any person acting on behalf of Contractor or a subcontractor shall not, in any manner, discriminate against, intimidate, or retaliate against any employee hired for the performance of work under the Contract on account of race, color, religion, sex, age, national origin, or disability.

The O.R.C. section 125.111 requires any Contractor doing business with the state of Ohio to maintain a written affirmative action program addressing employment practices. The law further requires that this plan be filed annually with the Department of Administrative Services, Equal Employment Opportunity Division. Before a contract can be awarded or renewed, an Affirmative Action Program Verification Form must be submitted to the DAS Equal Opportunity Division to comply with the affirmative action requirements. Affirmative Action Verification Forms and approved Affirmative Action Plans can be found by going to the Equal Opportunity Department web site: <http://www.das.ohio.gov/Eod/AEEEO.htm>

Contractor and any subcontractor shall not engage in discriminatory employment practices. Contractor certifies that it and any subcontractor will comply with all applicable federal and state laws, as well as rules and regulations governing data security and integrity, and fair labor and employment practices. Contractor and any subcontractor are encouraged to purchase goods and services from certified Minority Business Enterprise and Encouraging Diversity, Growth and Equity vendors.

3.2.5 Liability

Contractor agrees to indemnify and to hold ODRC and the state of Ohio harmless and immune from any and all claims for injury or damages arising from the Contract which are attributable to Contractor's own actions or omissions or those of its trustees, officers, agents, employees, subcontractors, suppliers, third parties utilized by Contractor, or joint ventures while acting under the Contract. Such claims shall include any claims made under the Fair Labor Standards Act or under any other federal or state law involving wages, overtime, or employment matters and any claims involving patents, copyrights, and trademarks.

Contractor shall bear all costs associated with defending ODRC and the state of Ohio against any claims.

In order to protect the State, the ODRC, their officers, agents, and employees from all claims and losses incurred as a result of the ICOP, the Contractor agrees, at its sole cost and expense, to procure and continue in force at all times during the term of the Contract (and any extension thereof) in the names of the Contractor and above-stated entities and/or individuals, the following insurance coverage:

A. Workers' Compensation

Workers' Compensation insurance as required by state law and if some of the ICOP will be performed outside of Ohio, the laws of the appropriate state(s) where any portion of the ICOP will be done. The Contractor will also maintain employer's liability insurance with at least a \$1,000,000.00 limit.

B. Commercial General Liability

Commercial general liability insurance; at a minimum, the limits of the insurance must be: \$2,000,000 general aggregate, \$2,000,000 products/completed operations aggregate, \$1,000,000 per occurrence limit, \$1,000,000 personal and advertising injury limit, \$100,000 fire legal liability, and \$10,000 medical payments. The defense cost shall be outside of the policy limits. Such policy shall designate the state of Ohio and the Ohio Department of Rehabilitation and Correction as an additional insured, as its interest may appear. The policy shall also be endorsed to include a waiver of subrogation and provide the state with thirty (30) day written notice of cancellation or expiration or material change. It is agreed upon that the Contractor's commercial general liability insurance shall be primary over any other coverage. Umbrella/excess liability insurance may be used to meet the required limits and the coverage must follow form. The state reserves the right to approve all policy deductibles, levels of self-insured retention, captive insurance programs and may require the Contractor to have their policy(s) endorsed to reflect per project/per location general aggregate limits. Such insurance shall be written by a company authorized to conduct such business in the state of Ohio, with at least an A- "Excellent" rating from A.M. best Company.

C. Commercial Automobile Liability insurance with a combined single limit of \$500,000.

D. Professional Liability insurance covering all staff with a minimum limit of \$1,000,000 per incident and \$3,000,000 aggregate. If the Contractor's policy is written on a "claims made" basis, the Contractor must provide the ODRC Project Representative with proof of continuous coverage at the time the policy is renewed. If for any reason the policy expires, or coverage is terminated, the Contractor must purchase and maintain "tail" coverage through the applicable statute of limitations.

E. Subcontractor's Comprehensive General Liability

The Contractor shall require each of its subcontractors to secure and maintain during the term of the Contract (or for such lesser amount of time if the subcontractor is involved less than the full term of the Contract), the insurance coverage set forth in this Section of the RFP upon the same terms and conditions, except that additionally, the Contractor shall also be a named insured. Such coverage may be reduced or waived with the consent of the ODRC Project Representative since certain subcontractors have potentially less exposure in liability than other subcontractors, depending on the nature of their work under the Contract.

At the time the Proposer provides the ODRC Project Representative with the Performance Bond, the Proposer also shall furnish a certificate of insurance to ODRC Project Representative for the required coverage.

3.2.6 Performance Bond

Contractor shall, at no cost to ODRC, execute a performance bond, the terms and conditions of which have been reviewed and approved by ODRC's legal counsel. The performance bond shall be acquired from an ODRC-accepted surety company authorized to do business in the state of Ohio, in the amount of two and one-half million dollars (\$2,500,000.00). The bond will serve as an assurance that the Contractor and all of its subcontractors will comply with all the requirements of the Contract. The bond will also indemnify the State against all damages it suffers from any failure of the Contractor or any subcontractor to properly perform; provided, however,

- A. The total cumulative liability of Contractor to the State for direct damages, including but not limited to lost flat fees, under or in connection with the Contract, shall be limited to two and one-half million dollars (\$2,500,000), regardless of the theory or basis of recovery, including but not limited to contract, warranty, tort (including negligence and strict liability), and
- B. In no event shall Contractor be liable to the State under or in connection with the Contract, regardless of the theory or basis of recovery, for any special, indirect, incidental, exemplary or consequential damages whatsoever, whether or not Contractor has been advised of the possibility of such damages. The term of the bond shall be for an initial one year term and the bond term extended by additional one year terms, as evidenced by continuation certificates or similar evidence, until the termination of the contract. The Contractor shall provide a performance bond through the length/duration of the contract and annual renewals/continuances on a year-to-year basis are acceptable. ODRC may use the performance bond to ensure performance of the terms and conditions of the Contract, including but not limited to paying for any lost flat fees to ODRC. Any termination of this bond by the Contractor is strictly prohibited.

3.2.7 Replacement Personnel

If the Proposal contains the names of specific people who will work on the ICOP, such as those required by Section 3.5.19 of this RFP, then the quality and professional credentials of those people are factors in ODRC's decision to enter into the Contract. Therefore, the Contractor will use all commercially reasonable efforts to ensure the continued availability of those people. Also, the Contractor will not remove those people from the ICOP without the prior, written consent of ODRC Project Representative, except as provided below.

The Contractor may remove a person listed in the Proposal from the ICOP if doing so is necessary for legal or disciplinary reasons, provided that the Contractor makes a reasonable effort to give ODRC thirty (30) calendar days' prior, written notice of the removal.

The Contractor must have qualified replacement people available to replace any people listed by name in the Proposal. When the removal of a listed person is permitted under this section, or if a person becomes unavailable, the Contractor will submit the resumes for two (2) replacement people for each person removed or who otherwise becomes unavailable. The Contractor will submit the two (2) resumes, along with such other information as ODRC Project Representative may reasonably request, within five (5) business days after the decision to remove a person is made or the unavailability of a listed person becomes known to the Contractor.

ODRC Project Representative will select one (1) of the two (2) proposed replacements or will reject both of them within ten (10) business days after the Contractor has submitted the proposed replacements to ODRC Project Representative. ODRC Project Representative may reasonably reject the proposed replacements. Should ODRC Project Representative reject both proposed candidates for any reason other than their failure to meet the minimum qualifications identified in this RFP, then such rejection will be deemed a termination for convenience. ODRC Project Representative may determine that the proposed replacement candidates meet the minimum qualifications of this RFP; however, it may also be determined that the new individual(s) result in a substantial fall-off of expertise. Therefore, ODRC Project Representative will have the right to reject any candidate that ODRC determines will provide it with diminished value.

ODRC has an interest in providing a healthy and safe environment for its employees, inmates and visitors at its facilities. ODRC also has an interest in ensuring, and a right to ensure, that its operations are carried out in an efficient, professional, legal, and secure manner. ODRC Project Representative, therefore, will have the right to require the Contractor to remove any individual working on the ICOP if ODRC Project Representative determines that any such individual has or may interfere with ODRC's best interests identified above. In such a case, the request for removal will be treated as a case in which an individual providing services under the Contract has become unavailable, and the Contractor will follow the procedures identified above for replacing unavailable people. This provision applies to

people engaged by the Contractor's subcontractors if they are listed as key people on the Proposal.

3.2.8 Suspension and Termination

The ODRC Project Representative or the Contractor shall notify the other party in writing, at least one hundred and twenty (120) days prior to the end of the original Contract period, if either party does not intend to renew the Contract under the terms then in effect.

The ODRC may terminate the Contract if the Contractor defaults in meeting its obligations under the Contract and fails to cure its default within the time allowed by the Contract, or if a petition in bankruptcy (or similar proceeding) has been filed by or against the Contractor. Prior to any termination for default, Contractor shall be entitled to receive notice and at least a thirty (30) calendar day opportunity to cure the alleged default. ODRC may also terminate the Contract if the Contractor violates any law or regulation in doing the ICOP. In any such case, the termination will be for cause, and ODRC's rights and remedies will be those identified below for termination for cause.

On written notice, the Contractor will have thirty (30) calendar days to cure any breach of its obligations under the Contract, provided the breach is curable. If the Contractor fails to cure the breach within thirty (30) calendar days after written notice, or if the breach is not one that is curable, ODRC will have the right to terminate the Contract upon not less than thirty (30) days notice. ODRC may also terminate the Contract in the case of breaches that are cured within thirty (30) calendar days but are persistent. "Persistent" in this context means that ODRC has notified the Contractor in writing of the Contractor's failure to meet any of its obligations three (3) times. After the third notice, ODRC may terminate the Contract without a cure period if the Contractor again fails to meet any obligation. The three (3) notices do not have to relate to the same obligation or type of failure. Some provisions of the Contract may provide for a shorter cure period than thirty (30) calendar days or for no cure period at all. Those provisions will prevail over this one. If a particular section does not state what the cure period will be, this provision will govern.

The notice of termination shall be effective on the date determined by the ODRC Project Representative. Upon receipt of such notice, the Contractor shall continue to perform the ICOP in compliance with the requirements, terms, and conditions of the Contract until the termination date. The Contractor shall fully cooperate with the new Contractor and/or the ODRC in the transition of the ICOP. The Contractor shall immediately cease all work on the termination date. The Contractor shall also immediately prepare a report describing the status of all work under the Contract, including, without limitation, results, conclusions resulting there from, and any other matters ODRC requires and deliver it to ODRC Project Representative. The report must also detail the work completed at the date of termination, and any Deliverables completed or partially completed but not delivered to ODRC at the time of termination. The Contractor will also deliver all the completed and partially completed Deliverables to ODRC with its report. But, if delivery in

that manner would not be in ODRC's interest, then the Contractor will propose a suitable alternative form of delivery.

If ODRC terminates the Contract for cause, it will be entitled to cover for the ICOP by using another Contractor on such commercially reasonable terms as it and the covering Contractor may agree. The Contractor will be liable to ODRC for all costs related to covering for the ICOP. The Contractor will also be liable for any other direct or consequential damages resulting from its breach of the Contract.

The ODRC shall have the option of suspending rather than terminating all or any part of the ICOP where ODRC believes that doing so would serve its best interests. In the case of suspension of the ICOP, the Contractor will not be entitled to any compensation for any work performed.

Any notice of suspension shall be effective immediately on the Contractor's receipt of the notice. Contractor, upon receipt of notice of suspension, shall cease work on the suspended activities under the Contract, suspend all subcontracts relating to the suspended activities, and take all necessary or appropriate steps to limit and minimize costs. And the Contractor will prepare a report concerning the ICOP just as is required by this section in the case of termination. After suspension of the ICOP, the Contractor will not perform work without the consent of ODRC Project Representative and will resume work only on written notice from ODRC Project Representative to do so. In any case of suspension, ODRC retains its right to terminate the Contract rather than to continue the suspension or resume the ICOP.

Any suspension shall not continue for more than thirty (30) calendar days. The Contractor shall receive notice from ODRC Project Representative to resume or terminate the ICOP within the 30-day period.

Any default by the Contractor or one of its subcontractors will be treated as a default by the Contractor and all of its subcontractors. The Contractor shall be solely responsible for satisfying any claims of its subcontractors for any suspension or termination of the Contract and will indemnify ODRC for any liability to them. Subcontractors will hold ODRC harmless for any damage caused to them from a suspension or termination and will look solely to the Contractor for any compensation to which they may be entitled.

3.2.9 Representatives

ODRC's "Project Representative" under the Contract will be the person identified in Section 2.1 of this RFP. The ODRC Project Representative will review all reports made in the performance of the ICOP by the Contractor, will conduct all liaison with the Contractor, and will accept or reject the Deliverables. The Project Representative may assign a manager responsible for individual aspects of the ICOP to act on behalf of the Project Representative for those individual portions of the ICOP.

The Contractor's Project Manager under the Contract will be the person

identified on the Proposal as the “Project Manager”. The Project Manager will conduct all liaisons with ODRC under the Contract. Either party, upon written notice to the other party, may designate another representative. But the Project Manager may not be replaced without the approval of ODRC Project Representative if s/he is identified in the RFP as a key individual on the ICOP.

3.2.10 Project Responsibilities

ODRC will be responsible for providing only those things expressly identified, if any, in this RFP. If ODRC has agreed to provide facilities or equipment, the Contractor, by signing the Contract, warrants that the Contractor has either inspected the facilities and/or equipment or has voluntarily waived an inspection and will work with the equipment and/or facilities on an “as is” basis.

Normal working hours on State property are Monday through Friday, except for State holidays, from 8:00 a.m. to 5:00 p.m., Eastern Standard Time. The Contractor must plan to work within these time constraints.

The Contractor will assume the lead in the areas of management, design, and development of the ICOP. The Contractor will coordinate the successful execution of the ICOP and direct all activities on a day-to-day basis, with the advice and consent of the Project Representative. The Contractor will be responsible for all communications regarding the progress of the ICOP and will discuss with the Project Representative any issues, recommendations, and decisions related to the ICOP.

Since the ICOP requires installation of equipment on ODRC's property, ODRC will provide the Contractor with reasonable access to the installation site for the installation and any site preparation that is needed. After the installation is complete, the Contractor will complete an installation letter and secure the signature of the Project Representative certifying that installation is complete and the ICOP, or applicable portion of it, is operational. The letter will describe the nature, date, and location of the installation, as well as the date it was certified as installed and operational by the Project Representative.

Unless otherwise provided in the RFP, the Contractor will be responsible for obtaining all official permits, approvals, and similar authorizations required by any local, State, or federal agency for the ICOP.

3.2.11 Changes

ODRC may make reasonable changes, within the general scope of the ICOP, in any one or more of the following: (A) ICOP tasks or subtasks; (B) time or place of delivery; or (C) period of performance. ODRC Project Representative will do so by issuing a written order under the Contract describing the nature of the change (Change Order). Additionally, if ODRC provides directions or makes requests of the Contractor without a Change Order, the Contractor will have the right to request a Change Order from ODRC Project Representative.

Upon receipt of the Change Order, the Contractor shall proceed with performance of the ICOP, as changed.

3.2.12 Excusable Delay

Neither the ODRC nor the Contractor shall be liable for any delay in its performance that arises from causes beyond its control and without its negligence or fault. The delayed party will notify the other promptly of any material delay in performance and will specify in writing the proposed revised performance date as soon as practicable after notice of delay. In the event of any such excusable delay, the date of performance or of delivery will be extended for a period equal to the time lost by reason of the excusable delay.

The delayed party must also describe the cause of the delay and what steps it is taking to remove or alleviate the cause. The delayed party may not rely on a claim of excusable delay to avoid liability for a delay if the delayed party has not taken commercially reasonable steps to mitigate or avoid the delay. Things that are controllable by the Contractor's subcontractors shall be considered controllable by the Contractor, except for third-party manufacturers supplying commercial items and parties over whom the Contractor has no legal control.

3.2.13 Independent Status of the Contractor

The Contractor will be acting as an independent contractor to fulfill the terms and conditions of the Contract. The partners, employees, officers, and agents (Personnel) of one party, in the performance of the Contract, will act only in the capacity of representatives of that party and not as Personnel of the other party and will not be deemed for any purpose to be Personnel of the other. Each party assumes full responsibility for the actions of its Personnel while they are performing services pursuant to the Contract and will be solely responsible for paying its Personnel, including, but not limited to, withholding of and/or paying income taxes and social security, workers' compensation, disability benefits and the like. Neither party will commit, nor be authorized to commit, the other party in any manner. The Contractor's subcontractors will be considered solely the agents of the Contractor for purposes of the Contract. The Contract does not create a partnership or joint venture between the parties.

3.2.14 Publicity

The Contractor may not advertise or publicize that it is doing business with the State or use the Contract or the Contractor's relationship with the State as a marketing or sales tool, unless the State agrees otherwise in writing.

3.3 Ownership & Handling Of Intellectual Property & Confidential Information

3.3.1 Confidentiality

Either party may disclose (the "Discloser") to the other party (the "Recipient") information that the Discloser treats as not subject to public disclosure or as

confidential ("Confidential Information") under Ohio or other applicable law. Title to the Confidential Information and all related materials and documentation that the Discloser discloses to the Recipient will remain with the Discloser. The Recipient agrees to treat such Confidential Information as not subject to public disclosure if it is so marked, otherwise identified as such, or when, by its very nature, it deals with matters that, if generally known, would be damaging to the best interests of the public, the Discloser, other contractors or potential contractors with ODRC, or individuals or organizations about whom the Discloser keeps information. Records should be treated as Confidential Information if it includes: any proprietary documentation, materials, flow charts, codes, Software, computer instructions, techniques, models, information, diagrams, know-how, trade secrets, data, business records, or marketing information. Confidential Information also includes police and investigative records, files containing personal information about individuals or employees of either party, such as personnel records, tax records, court and administrative records related to pending actions, any material to which an attorney-client, physician-patient, or similar privilege may apply, and any documents or records expressly excluded by Ohio law from public records disclosure requirements.

The Recipient agrees not to disclose any Confidential Information to third parties and to use it solely in conjunction with the ICOP. The Recipient will restrict circulation of Confidential Information within its organization and then only to people in the Recipient's organization that have a need to know the Confidential Information in conjunction with the ICOP.

The Recipient will not incorporate any portion of any Confidential Information into any work or product, other than a Deliverable, and will have no proprietary interest in any of the Confidential Information. Furthermore, the Recipient will cause all of its employees and subcontractors who have access to any Confidential Information to be subject to a written obligation to protect such Confidential Information.

The Recipient's obligation to maintain the confidentiality of the Confidential Information will not apply where such: (i) was already in the Recipient's possession prior to disclosure by the Discloser, and such was received by the Recipient without obligation of confidence; (ii) is independently developed by the Recipient, without reference to Discloser's Confidential Information; (iii) is or becomes publicly available without breach of the Contract; (iv) is rightfully received by the Recipient from a third party without an obligation of confidence; (v) is disclosed by the Recipient with the written consent of the Discloser; (vi) is released in accordance with a valid order of a court or governmental agency, provided that the Recipient (a) notifies the Discloser of such order immediately upon receipt of the order and (b) makes, at its sole cost and expense, a timely and reasonable effort to obtain a protective order from the issuing court or governmental agency limiting disclosure and use of the Confidential Information solely for the purposes intended to be served by the original order of production; or (vii) Ohio public records law requires release. The Recipient will return all originals of any Confidential Information

and destroy any copies it has made on termination or expiration of the Contract.

The Contractor may disclose ODRC's Confidential Information to its subcontractors on a need-to-know basis, but they will be obligated to the requirements of this section.

3.3.2 License for Commercial Material

As used in this section, Commercial Material means anything that has been developed by the Contractor or a third party, and is provided by the Contractor or its subcontractors to ODRC pursuant to the Contract, subject to intellectual property rights, and readily copied through duplication on magnetic media, paper, or other media. Examples include written reports, books, pictures, videos, movies, computer programs, and computer source code and documentation.

Except for Commercial Material that is Software ("Commercial Software"), if the Commercial Material is copyrighted and published material, then the ODRC will have the right, without additional license fees, to copy and distribute those copies within ODRC and other agencies of the state of Ohio, as reasonably necessary for the purpose and use of the ICOP.

For Commercial Software, ODRC will have the rights in items A through F of this section with respect to the Commercial Software, for the term of the Contract including any extensions or renewals hereof. ODRC will not use any Commercial Software except as provided in items A through F of this section or as expressly stated otherwise in the Contract. During the term of the Contract, including any extensions or renewals, the Commercial Software may be:

- A. Used or copied for use by as many as forty (40) concurrent users in or with the ODRC computer(s) forming part of the ICOP system, including use at any ODRC institution to which such computer(s) may be transferred. For the avoidance of doubt, the ODRC may authorize more than forty (40) users and establish more than forty (40) user ID's and associated passwords, so long as no more than forty (40) of such users use the system concurrently. For clarification purposes, the number 40 reflects the maximum number of DRC staff users expected to be using, at any one time, the ICOP system.
- B. Used or copied for use in or with a backup ODRC ICOP computer for disaster recovery and disaster recovery testing purposes or if any computer for which it was acquired is inoperative, subject to the concurrent use limitation set forth in subparagraph A immediately above.
- C. Reproduced for safekeeping (archives) or backup purposes.
- D. Disclosed to and reproduced for use on behalf of the ODRC by support service contractors or their subcontractors, subject to the same restrictions

set forth in the Contract.

- E. Used or copied for use in or transferred to a replacement ODRC ICOP computer.

However:

- F. Any investigative and/or intelligence reports generated by the ICOP shall be the Confidential Information of ODRC, owned by ODRC.

3.4 Representations, Warranties And Liabilities

3.4.1 General Warranties

The Contractor warrants that the recommendations, guidance, and performance of the Contractor under the Contract will:

- A. Be in accordance with sound professional standards and the requirements of the Contract and without any material defects; and
- B. Unless otherwise provided in the RFP, be the work solely of the Contractor.

Additionally, with respect to the Contractor's activities under the Contract, the Contractor warrants that:

- C. The Contractor has the right to enter into the Contract;
- D. The Contractor has not entered into any other contracts or employment relationships that restrict the Contractor's ability to perform the contemplated services;
- E. The Contractor will observe and abide by all applicable laws, rules and policies, including those of ODRC regarding conduct on any premises under ODRC's control; and
- F. The Contractor has good and marketable title to any tangible goods delivered under the Contract.

All warranties of the Contractor shall be in effect for the term of the Contract and will survive the Contract where applicable. If any portion of the Project fails to comply with these warranties, and the Contractor is so notified in writing, the Contractor will correct such failure. The Contractor will also indemnify the ODRC for any damages and claims by third parties based on a breach of these warranties, except for damages and claims related to third party intellectual property right infringement. This obligation of indemnification will not apply where ODRC has modified or misused the Deliverable and the claim is based on the modification or misuse. ODRC agrees to give the Contractor notice of any such claim as soon as reasonably practicable.

If a successful claim of third party intellectual property right infringement is made against the Contractor, or if the Contractor reasonably believes that an infringement claim that is pending may actually succeed, the Contractor will do one of the following things:

- A. Modify the Deliverable so that it is no longer infringing;
- B. Replace the Deliverable with an equivalent or better item; or
- C. Acquire the right for ODRC to use the infringing Deliverable as it was intended for ODRC to use under the Contract. If none of the preceding three options is commercially practical, the Contractor shall have the right to eliminate the affected portion(s) of functionality and to accordingly reduce or change the scope of the services provided under the Contract.

3.4.2 Software Warranty

On acceptance, and for the remaining term of the Contract after the date of acceptance of any Deliverable that includes Software, the Contractor warrants as to all Software developed under the Contract that:

- A. The Software will operate on the computer(s) for which the Software is intended in the manner described in the relevant Software documentation, the Contractor's Proposal, and the RFP;
- B. The Software will be free of any material defects;
- C. The Contractor will deliver and maintain relevant and complete Software documentation, and commentary;
- D. The source code language used to code the Software is readily available in the commercial market, widely used and accepted for the type of programming involved, and support programming in that language is reasonably available in the open market; and
- E. The Software and all maintenance will be provided in a professional, timely, and efficient manner.

For Commercial Software licensed from a third party that is incorporated in a Deliverable, except with regard to warranty D immediately above, the Contractor represents and warrants that it has done one of the following three things:

- A. Obtained the right from the third-party licensor to commit to the warranties and maintenance obligations in this section;
- B. Obtained a binding commitment from the licensor to make those warranties and maintenance obligations directly to ODRC; or

- C. Fully disclosed in the RFP any discrepancies between the requirements of this section and the commitment the third-party licensor has made.

In addition, for Commercial Software that is incorporated in a Deliverable, the Contractor will:

- A. Maintain or cause the third-party licensor to maintain the Commercial Software so that it operates in the manner described in the RFP (or any attachment referenced in the RFP) and relevant Commercial Software documentation;
- B. Supply technical bulletins and updated user guides;
- C. Supply ODRC with updates, improvements, enhancements, and modifications to the Commercial Software and documentation and, if available, the commentary;
- D. Correct or replace the Commercial Software and/or remedy any material programming error that is attributable to the Contractor or the third-party licensee;
- E. Maintain or cause the third-party licensor to maintain the Commercial Software and documentation to reflect changes in the subject matter the Commercial Software deals with; and
- F. Maintain or obtain a commitment from the third-party licensor to maintain the Commercial Software so that it will properly operate in conjunction with changes in the operating environment in which it is designed to operate.

For purposes of the warranties and the delivery requirements in the Contract, Software documentation means well written, readily understood, clear, and concise instructions for the Software's users as well as a System Administrator. The Software documentation will provide the users of the Software with meaningful instructions on how to take full advantage of all of the capabilities designed for end users that are required pursuant to the Contract. It also means installation and System administration documentation for a System Administrator to allow proper control, configuration, and management of the Software. Source code means the uncompiled operating instructions for the entire System. But the Contractor will not be obligated to provide source code for Commercial Software pursuant to the third paragraph of RFP Section 3.5.2, unless it is readily available from the licensor. The source code will be provided pursuant to the third paragraph of RFP Section 3.5.2, in the language in which it was written and will include commentary that will allow a competent programmer proficient in the source language to readily interpret the source code and understand the purpose of all routines and subroutines contained within the source code.

3.4.3 Equipment Warranty

If any electrical equipment, mechanical device, computer hardware, telecommunications hardware, or other type of machinery (equipment) will be a part of any deliverable, the following warranties apply. The Contractor warrants that the equipment fully complies with all government environmental and safety standards applicable to the equipment. The Contractor also warrants, on the acceptance date of the equipment, and for the remaining term of the Contract after the date of acceptance, that the equipment will perform substantially in accordance with specifications described in the RFP, the user manuals, technical materials, and related writings published by the manufacturer for the equipment.

The Contractor will notify ODRC Project Representative in writing immediately upon the discovery of any breach of the warranties given above.

The Contractor will cause the equipment to perform as required, if any equipment does not meet the above warranties.

The Contractor will pass through to ODRC the representations, commitments and warranties, if any, provided by its equipment and hardware supplier(s), to the extent the terms of such warranties permit Contractor to do so. Contractor does not, however, make any independent representations, commitments or warranties regarding any such equipment or hardware, express or implied, either in fact or by operation of law, statutory or otherwise, including but not limited to any implied warranties of merchantability or fitness for a particular purpose.

3.4.4 Indemnity for Property Damage and Bodily Injury

The Contractor will indemnify and hold harmless ODRC/state of Ohio, its officers, agents, and employees from any claims, actions, liability, damages, and expense of any kind or nature, whether in law or in equity, including but not limited to, bodily injury to any person (including injury resulting in death) and damage to property arising out of the performance of the Contract, providing such bodily injury or property damage is due to the fault or negligence of the Contractor, its employees, agents, or subcontractors and not due to the sole negligence of ODRC.

3.5 Acceptance and Maintenance

3.5.1 Standards of Performance and Acceptance

There will be a period for performance testing of the ICOP. During the performance period, ODRC, with the assistance of the Contractor, will perform acceptance testing. The performance period will last up to thirty (30) calendar days, during which time the ICOP must meet the standard of performance required by the RFP for thirty (30) calendar days. The performance criteria in the RFP will be supplemented with the relevant manufacturer's specifications and manuals, relevant user manuals, technical materials, and related writings, to the extent that the specifications in those writings supplement and refine

rather than contradict the performance criteria in the RFP. Network performance standards shall be a minimum of 99.5%. Acceptance of the ICOP depends on a successful completion of the performance period defined in this section and the RFP. This section applies to the ICOP and any part of it, as well as replacements or substitutes for the ICOP after completion of a successful performance period.

If the ICOP does not meet the standard of performance during the performance period, ODRC Project Representative will give the Contractor details about the problems in a timely manner and in a useful and relevant form. Until the Contractor has demonstrably corrected all outstanding problems, the performance period will not restart and the ICOP (or part thereof) will not be accepted. The performance test will continue on a day-by-day basis until the standard of performance is met for a total of thirty (30) calendar days.

If the ICOP fails to meet the standard of performance after thirty (30) calendar days from the start of the performance period, the Contractor will be in default and will have a 30-day cure period. In addition to all other remedies ODRC may have under the Contract, ODRC Project Representative will have the right to request correction or replacement of the relevant portion of the ICOP.

The ICOP may have components that can be tested for acceptance individually. If that is so, there may be acceptance criteria listed on the RFP for each part of the ICOP that will be independently tested and accepted. But, unless the RFP expressly provides otherwise, the failure of any independently tested component to meet its acceptance criteria will give ODRC the right to reject the entire ICOP. Alternatively, if ODRC Project Representative determines that it is in ODRC's interest to reject only the part of the ICOP that was independently and unsuccessfully tested, it may do so. If ODRC chooses this option, the Contractor must acquire an acceptable replacement for the rejected component.

The acceptable level of performance for the ICOP will be 99.5%, unless otherwise specified in the RFP. The performance level for the ICOP is computed by dividing the sum of the uptime by the number of working hours during the test time. Uptime is defined as the total hours, rounded to the nearest quarter hour, during which all components of the ICOP are operational and all functions of the ICOP are available to its users. The number of working hours is defined as the total number of working hours for the period during which the ICOP was scheduled to be available to its users. Uptime and downtime will be measured in hours and quarter hours.

The ICOP downtime is that period when any part of the ICOP is inoperable due to failure of the ICOP or a particular Deliverable to operate according to the specifications in the RFP, the user documentation, or the published technical specifications.

During a period of downtime, ODRC may use operable components of the ICOP when that will not interfere with repair of inoperable components of the ICOP.

Downtime will start from the time ODRC Project Representative notifies the Project Manager of the inoperable condition of the ICOP until the ICOP is returned in proper operating condition.

The ICOP will not be accepted until the performance period is complete.

Should it be necessary, ODRC may delay the start of the performance period, but the delay will not exceed thirty (30) consecutive calendar days after the scheduled date for implementation of the ICOP. Such a delay will not be considered a suspension of work under the Suspension and Termination section of the Contract.

3.5.2 Software Maintenance

During the Contract period, the Contractor will correct any material programming errors that are required to make the system(s) function as intended, provided that ODRC Project Representative notifies the Contractor, either orally or in writing.

For software classified as Commercial Software and for which ODRC has not signed a separate license agreement, the Contractor will acquire the right to maintenance for the Contract term. That maintenance will be the third-party licensor's standard maintenance program. But, at a minimum, that maintenance program must include all new releases, updates, patches, and fixes to the software. It will also include a commitment to keep the software current with the operating environment in which it is designed to function (and, if applicable, the subject matter covered by the software) and to correct material defects in the software in a timely fashion.

If the licensor is unable to provide maintenance during the Contract term, then the licensor must be committed to doing one of the following two things:

- A. Give ODRC a pro rata refund of the license fee based on the remaining life of the contract; or
- B. Release the source code for the software to ODRC Project Representative, in an escrow account, for use by ODRC solely for the purpose of maintaining the copy of the software for which ODRC has a proper license. For purposes of receiving the source code, ODRC agrees to treat it as confidential and to be obligated to the requirements under the Confidentiality section of the Contract with respect to the source code. That is, with respect to the source code that ODRC gets under this section, ODRC will do all the things that the Confidentiality section requires the Contractor to do in handling ODRC's Confidential Information.

3.5.3 Equipment Maintenance

For the duration of the Contract, the Contractor will provide equipment maintenance to keep the equipment in or restore the equipment to, good working order. This maintenance will include preventative and remedial maintenance, installation of safety changes, and installation of engineering changes based upon the specific needs of the individual item of equipment. This maintenance will include the repair, replacement, or exchange deemed necessary to keep the equipment in good working order. For purposes of the Contract, equipment restored to good working condition means equipment that performs in accordance with the manufacturer's published specifications and the RFP.

The Contractor will exert its best efforts to perform all fault isolation and problem determination attributed to the equipment covered under the Contract.

3.5.4 Equipment Maintenance Standards

Remedial equipment maintenance by the Contractor will be completed within eight (8) business hours after notification by ODRC Project Representative that maintenance is required. In the case of preventative maintenance, the Contractor will perform such in accordance with the manufacturer's published schedule and specifications. If maintenance is not completed or substitute equipment provided within eight (8) hours after notification by ODRC Project Representative, the Contractor will be in breach of the Contract. All maintenance will also meet any standards contained in the RFP. The Contractor will provide adequate staff to provide the maintenance required by the Contract.

3.5.5 Response to Maintenance Calls

Should any critical component of the ICOP provided by the Contractor fail, the Contractor must respond to ODRC's maintenance/repair calls in the following manner:

- A. "Response" to a maintenance call requires that the Contractor must begin remote testing of the system or have a qualified technician (suitably equipped for the installed system, components or system hardware/software) on site at the reporting ODRC location.
- B. After receipt of the service call from ODRC, the Contractor is required to notify the reporting facility, by the required response times outlined in this section, that it has commenced (or completed) remote testing or when a qualified service technician will be on site to facilitate repair of the service.

3.5.6 Definition of "Major Emergency"

"Major Emergency" shall be defined as an occurrence of any of the following:

- A. Failure of a local or remote processor, its common equipment or power supplies that render the ICOP system incapable of performing its normal functions.
- B. Failure of the recording equipment or any of its components that affects the full recording operation or targeted telephones being used as part of an investigation.
- C. Failure of 50% or more of the inmate stations at any one area within an ODRC facility.
- D. Failure of the ICOP system functions that results in the ability of inmates to place calls without the use of PINs.
- E. Failure of the system functions that results in the ability of inmates to make direct dialed calls when the ICOP system is operating in collect or prepaid/debit calling modes.
- F. Failure of the system functions that results in the ability of the inmate to reach a "live" operator.

3.5.7 Response Times for a "Major Emergency"

- A. For a "Major Emergency" the Contractor must respond to the service problem within one (1) hour of initial trouble report by ODRC facility, through the use of remote testing or access. Records of testing to comply with this requirement must be available to ODRC upon request.
- B. The Contractor must contact the ODRC site contact with remote testing results (or an update of the remote testing process) within two (2) hours of the initial trouble report (if the system is suitably equipped for such testing). Otherwise, within two (2) hours of the original service call from the ODRC institution, the Contractor must notify the ODRC site contact that a technician has been dispatched and must advise the estimated time of arrival.
- C. Should the problem not be resolved via remote access, the Contractor must have a qualified technician, suitably equipped for the installed system, on site at ODRC institution within four (4) hours from the time of initial trouble report.

3.5.8 Repair Times

- A. ODRC understands the tentative nature of ensuring that a repair to any ICOP is completed in a set period of time. Thus, the Contractor is required to meet all response times listed above under the "response" definition. In regard to repairing the ICOP system to bring it to normal operating status, the Contractor is required to use commercially reasonable efforts to repair the system within eight (8) hours of the initial trouble call from ODRC

facility.

- B. In the event of extraordinary repair obstacles for which the Contractor exceeds the eight (8) hour time-to-repair requirement, the Contractor shall provide notification and a detailed plan of repair to the ODRC Project Representative.

3.5.9 Definition of Routine Service

For the purpose of this RFP, Routine Service shall be defined as a system failure or problem other than a Major Emergency item as defined in section 3.5.6.

3.5.10 Response Times for Routine Service

- A. For Routine Service, the Contractor must respond to the service problem within four (4) hours of initial trouble report by the ODRC facility, through the use of remote testing or access. Records of testing to comply with this requirement must be available to ODRC upon request.
- B. Should the system component not be equipped for remote access, the Contractor must have a qualified technician, suitably equipped for the installed ICOP system, on site at the ODRC facility within twelve (12) business hours from the time of initial trouble report. Business hours are defined as 8:00 a.m. to 5:00 p.m., Monday through Friday.
- C. The Contractor must notify the ODRC site contact with remote testing results (or an update of the remote testing process) within 6 hours of the original trouble report. Otherwise, within 6 hours of the original service call from the ODRC institution, the Contractor must notify the ODRC site contact that a technician has been dispatched and must advise the estimated time of arrival.

3.5.11 Critical Component Availability

- A. The Proposal must describe the procedure for ensuring that critical components are located within the available service area for each ODRC institution.
- B. The Proposer must guarantee to ODRC that all parts and materials necessary to repair the proposed ICOP are readily available to on-site service personnel twenty four (24) hours per day, seven (7) days per week, and 365 days per year. ODRC will not accept the delay of ICOP system repair based on the fact that service personnel cannot access a parts warehouse, office or similar Contractor facility because the facility is not open "after hours", weekends or holidays.

3.5.12 Escalation Procedures during Maintenance Service

- A. The Proposal must describe escalation procedures to address inadequate

response to service calls, frequent repetition of the same service problem, inadequate repairs to service, etc. These described procedures must include the name and title of service and management personnel as well as criteria for service escalation to higher levels within the Contractor's organization including a description of the method in which notification to the next level of escalation takes place (i.e., phone call, email, pager, or text).

- B. Updated contact names and telephone numbers of the service and management positions for rapid problem escalation must be made available to ODRC immediately upon request. The Contractor will be responsible for notifying the ODRC Project Representative of any change in this escalation list.

3.5.13 Trouble Reports

- A. The Proposal must describe procedures for accepting maintenance calls, entering of trouble tickets, escalation criteria and procedures, etc.
- B. The Proposal must describe the correct manner in which to report and log ICOP system troubles or order additions to the system from the Proposer.

3.5.14 Answering of Maintenance Calls

The Proposal must ensure and state that all maintenance calls from ODRC shall be answered by a "live" operator/service representative at all times.

3.5.15 Monthly ICOP System Downtime

- A. The ICOP's cumulative monthly "downtime" (system inaccessible) due to network failure or on-site ICOP equipment failure must not exceed six (6) hours during the time period(s) in which ODRC inmates have actual access and ODRC approval to make telephone calls using the ICOP. By way of illustration, if inmates have access and approval to make telephone calls between 8:00 a.m. and 9:00 p.m. on a given day, and the ICOP system experiences downtime commencing at 7:00 p.m. and is restored to normal operating condition at 11:00 p.m., then the amount of "downtime" for purposes of this provision would be two (2) hours (7:00 p.m. – 9:00 p.m.), rather than four (4) hours.
- B. The Contractor must track all ICOP System downtime for each ODRC facility and compile and submit per-facility records of these measures for ODRC Project Representative review each month.

3.5.16 Equipment Maintenance Continuity

If the Contractor is unable to provide maintenance services to meet ODRC's ongoing performance requirements and if, in ODRC's sole opinion, the Contractor is unlikely to resume providing warranty services that meets ODRC's ongoing performance requirement, the Contractor will be in default.

ODRC then will be entitled to the remedies in the default section of the Contract. But ODRC will also be entitled to the following items from the Contractor:

- A. All information necessary for ODRC to perform the maintenance, including logic and wiring diagrams, maintenance manuals and system and unit schematics, as modified by the Contractor; and
- B. A listing of suppliers capable of supplying necessary parts.

Any information in items A and B above that is rightfully identified by the Contractor as proprietary information will be maintained in confidence by ODRC except where disclosure to a third party is necessary for ODRC to continue the maintenance. However, any third party to whom disclosure is made will agree to hold such proprietary information in confidence and to make no further disclosure of it. Further, ODRC agrees that any such proprietary information will be used solely to perform the Contractor's maintenance obligations hereunder and will be returned to the Contractor upon completion of the use.

3.5.17 Principal Period of Maintenance

Maintenance will be available twenty four (24) hours per day and seven (7) days per week. The Contractor must provide all post installation system programming and maintenance services, including related travel expenses, at no cost to ODRC.

3.5.18 Maintenance Access

The Contractor will keep the ICOP in good operating condition during the warranty period and any annual maintenance period during which Contractor contracts for continued maintenance, and ODRC will provide the Contractor with reasonable access to the ICOP to perform maintenance. All maintenance that requires the ICOP to be inoperable must be performed outside ODRC's customary working hours except when the ICOP is already inoperable. Preventive or scheduled maintenance will be performed at mutually agreeable times, within the parameters of the manufacturer's published schedule.

3.5.19 Key Maintenance Personnel

The Proposer shall identify all key people who will provide maintenance on the ICOP, furnish ODRC with a means of identifying these people, furnish ODRC with their credentials, and notify ODRC Project Representative at least thirty (30) calendar days in advance of any reductions in staffing levels of key people serving ODRC. Provide response in accordance with Section 4.4.

3.6 Construction

3.6.1 Entire Contract

The Contract, as described in Section 3.8 of this RFP, is the entire agreement between the parties with respect to the subject matter and supersedes any and all previous statements or agreements, whether oral or written, between the parties.

3.6.2 Binding Effect

The Contract will be binding upon and inure to the benefit of the respective successors and assigns of ODRC and the Contractor.

3.6.3 Amendments – Waiver

Change to any provision of the Contract will not be effective unless it is set forth in a written amendment to the Contract and signed by both parties 'authorized agent. The failure of either party at any time to demand strict performance by the other party of any of the terms of the Contract will not be a waiver of those terms. Waivers must be in writing to be effective. Either party may, at any later time, demand strict performance.

3.6.4 Severability

The provisions of the Contract are severable and independent, and if any such provision shall be determined by a court of competent jurisdiction to be unenforceable in whole or in part, the remaining provisions and any partially enforceable provision shall, to the extent enforceable in any jurisdiction, nevertheless be binding and enforceable.

3.6.5 Construction

The Contract will be construed in accordance with the plain meaning of its language and neither for nor against the drafting party.

3.6.6 Headings

The headings used herein are for the sake of convenience and will not be used to interpret any section.

3.6.7 Notices

For any notice under the Contract to be effective it must be made in writing and sent by hand, certified mail, return receipt requested, overnight delivery/courier service, or registered mail to the mailing address of the Project Representative, as provided in Section 2.1 of the Contract, unless such party has notified the other party, in accordance with the provisions of

this section, of a new mailing address. This notice requirement will not apply to any notices that the Contract expressly authorized to be made orally.

3.6.8 Continuing Obligations

The terms of the Contract will survive the termination or expiration of the ICOP and the time for collecting any final payment of the flat fee, except where such creates an absurdity.

3.6.9 Time

Unless otherwise expressly provided, any reference in this document to a number of days for an action or event to occur means calendar days, and any reference to a time of the day, such as 5:00 p.m., is a reference to the local time in Columbus, Ohio.

3.7 Law & Courts

3.7.1 Compliance with Law

The Contractor and the ODRC agree to comply with all applicable federal, state, and local laws, and all applicable rules and ordinances, in performing the Contract, and further agree to require all of its subcontractors to comply with the same.

3.7.2 Drug-Free Workplace

The Contractor shall comply with all applicable local, state and federal laws regarding keeping a smoke-free and drug-free workplace. The Contractor will make a good faith effort to ensure that all of its employees and all of its subcontractors' employees, while working on ODRC property, will not purchase, possess, transfer, and use or be under the influence of tobacco products, illegal drugs or alcohol, or abuse prescription drugs in any way.

3.7.3 Conflicts of Interest and Ethics Compliance

No personnel of Contractor or member of the governing body of any locality or other public official or employee of any such locality in which, or relating to which, the work under the Contract is being carried out, and who exercise any functions or responsibilities in connection with the review or approval of the Contract or carrying out of any such work, shall, prior to the completion of said work, voluntarily acquire any personal interest, direct or indirect, which is incompatible or in conflict with the discharge and fulfillment of his or her functions and responsibilities with respect to the carrying out of said work.

Any such person who acquires an incompatible or conflicting personal interest, on or after the effective date of the Contract, or who involuntarily acquires any such incompatible or conflicting personal interest, shall immediately disclose his or her interest to Agency in writing. Thereafter, he or

she shall not participate in any action affecting the work under the Contract, unless Agency shall determine in its sole discretion that, in the light of the personal interest disclosed, his or her participation in any such action would not be contrary to the public interest.

Contractor represents, warrants, and certifies that it and its employees engaged in the administration or performance of the Contract are knowledgeable of, understand, and currently in compliance with the Ohio Ethics and Conflicts of Interest laws and Executive Order No. 2007-01S. Contractor further represents, warrants, and certifies that neither Contractor nor any of its employees will do any act that is inconsistent with such laws and Executive Order. The Contractor understands that failure to comply with Executive Order 2007-01S is, in itself, grounds for termination of the Contract and may result in the loss of other contracts or grants with the state of Ohio. The Governor's Executive Orders may be found by accessing the following website:

<http://governor.ohio.gov/GovernorsOffice/ExecutiveOrdersDirectives/tabid/105/Default.aspx>.

3.7.4 Ohio Elections Law

Contractor hereby certifies that all applicable parties listed in Division (I) (3) or (J) (3) of O.R.C. section 3517.13 are in full compliance with Divisions (I) (1) and (J) (1) of O.R.C. section 3517.13.

3.7.5 Injunctive Relief

Nothing in the Contract is intended to limit either the Contractor's or ODRC's right to seek injunctive relief if such is deemed necessary to protect its interests.

3.7.6 Assignment

The Contractor may not assign or transfer in whole or in part, the Contract or any of its rights, duties, or obligations under the Contract without the prior, written consent of the ODRC Project Representative. The ODRC may not unreasonably withhold, condition or delay its consent to any such assignment.

3.7.7 Governing Law

The Contract, any amendment or attachment hereto, and any of the rights of the parties shall be governed by, construed, enforced, and interpreted in accordance with the laws of the state of Ohio without reference to its principles of conflicts of law, except to the extent the Communications Act of 1934, as amended, and as interpreted and applied by the Federal Communications Commission or any other applicable federal law applies. Venue for any disputes will lie exclusively with the appropriate court in Franklin County, Ohio.

Any action or proceeding against any of the parties hereto relating in any way to the Contract or the subject matter hereof shall be brought and enforced exclusively in the competent courts of Ohio. The parties hereto consent to the exclusive jurisdiction of such courts in respect of any such action or proceeding.

3.7.8 Multiple Counterparts

The Contract may be executed in several counterparts, each of which shall be an original and all of which shall constitute but one and the same instrument.

3.7.9 Findings for Recovery

Contractor warrants that it is not subject to an “unresolved” finding for recovery under O.R.C. section 9.24. If this warranty is found to be false, the Contract is void *ab initio* and Contractor shall immediately repay to Agency any funds paid under the Contract.

3.7.10 Debarment

Contractor represents and warrants that it is not debarred from consideration for contract awards by the Director of the Department of Administrative Services, pursuant to either O.R.C. section 153.02 or O.R.C. section 125.25. If this representation and warranty is found to be false, the Contract is void *ab initio* and Contractor shall immediately repay to Agency any funds paid under the Contract.

3.7.11 Declaration Regarding Material Assistance/Nonassistance to a Terrorist Organization

Contractor hereby represents and warrants to Agency that it has not provided any material assistance, as that term is defined in O.R.C. section 2909.33(C), to any organization identified by and included on the United States Department of State Terrorist Exclusion List and that it has truthfully answered “no” to every question on the “Declaration Regarding Material Assistance/Nonassistance to a Terrorist Organization.” Contractor further represents and warrants that it has provided or will provide such to Agency prior to execution of the Contract. If these representations and warranties are found to be false, the Contract is void *ab initio*.

3.7.12 Force Majeure

If the Agency or Contractor is unable to perform any part of its obligations under the Contract by reason of force majeure, the party will be excused from its obligations, to the extent that its performance is prevented by force majeure, for the duration of the event. The party must remedy with all reasonable dispatch the cause preventing it from carrying out its obligations under the Contract. The term “force majeure” means without limitation: acts of God; such as epidemics; lightning; earthquakes; fires; storms; hurricanes; tornadoes; floods; washouts; droughts; any other severe weather; explosions; restraint of government and

people; war; strikes; and other like events; or any cause that could not be reasonably foreseen in the exercise of ordinary care, and that is beyond the reasonable control of the party.

3.7.13 Sweatshop Free.

Contractor certifies all facilities used for the production of the supplies or performance of services offered in the RFP is in compliance with applicable domestic labor, employment, health and safety, environmental and building laws. This certification applies to any and all suppliers and/or subcontractors used by the Proposer in furnishing the supplies or services described in the RFP and awarded to the Proposer. If the State receives a complaint alleging non-compliance with sweatshop free requirements, the State may enlist the services of an independent monitor to investigate allegations of such non-compliance on the part of the Contractor, any sub-contractors or suppliers used by the Contractor in performance of the Contract. If allegations are proven to be accurate, the Contractor will be advised by the State of the next course of action to resolve the complaint and the Contractor will be responsible for any costs associated with the investigation. Items that will be considered in an investigation include, but are not limited to standards for wages, occupational safety and work hours.

3.8 Contract

If this RFP results in a contract award, the Contract shall consist of this RFP, written attachments to this RFP, written amendments to this RFP, the Proposal, written attachments to the Proposal, written, authorized amendments to the Proposal, and any revisions, changes, or negotiated amendments to these documents. The Contract shall also include any materials incorporated by reference in the above documents. The form of the Contract is attached as a one (1) page attachment to this RFP (see Attachment E of this RFP, which is attached hereto and incorporated herein), but it will attach and incorporate all the documents identified immediately above. The general terms and conditions for the Contract are contained in Section 3 of this RFP.

If there are conflicting provisions between the documents that make up the contract, the order of precedence for the documents is as follows:

- A. The one-page Contract (Attachment E) in its final form;
- B. This RFP, as amended;
- C. The documents and materials incorporated by reference in the RFP;
- D. The Proposal, as amended; and
- E. The documents and materials incorporated by reference in the Proposal.

Amendments issued after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent of them will

take precedence over anything else that is part of the Contract. To be binding on the ODRC, a duly authorized representative of the ODRC must sign any amendment to the Contract.

SECTION 4 - PROPOSAL CONTENT

A Proposal must include the following mandatory sections described below. The Proposer must provide a Table of Contents to clearly identify each section and page number. Each section of the Proposal shall be identified with a heading at the beginning of each section and contain page numbers relative to that section. All information submitted in response to the RFP will be reviewed as part of the evaluation process.

The Proposal must include sufficient information to allow the Project Representative and the Evaluation Committee to verify all aspects of the Proposal in order to ensure that they meet the RFP requirements.

These instructions describe the required format for responsive Proposals. The Proposer may include any additional information deemed pertinent. An identifiable tab sheet shall precede each section for easy reference. The Proposal submitted must follow the format as described below. All pages, except pre-printed technical inserts, must be sequentially numbered. Any material deviation from the format outlined below may result in a rejection of the non-conforming Proposal.

Any Proposal submitted must contain the following (tabbed and labeled as below and in the following order):

Table of Contents

- 4.1 Executive Summary/Cover Letter
- 4.2 Equipment Manufacturer's Profile (If Different from Proposer Profile)
- 4.3 Proposer Profile
- 4.4 Key Personnel Profile Summaries
- 4.5 Contract Performance
- 4.6 ICOP Equipment and Software Capabilities, both Present and Future
- 4.7 Technical Documentation
- 4.8 Proposer's Response to Section 5 of this RFP
- 4.9 Implementation and Project Management Plan with Time Line
- 4.10 Maintenance Plan
- 4.11 Proof of Insurance
- 4.12 Performance Bond
- 4.13 Required Specifications
- 4.14 Commercial and Proprietary Materials
- 4.15 Conflict of Interest
- 4.16 General Contract Terms and Conditions
- 4.17 General Conditions
- 4.18 Declaration Regarding Terrorist Organizations

ODRC MAY REJECT ANY PROPOSAL THAT DOES NOT MEET THIS FORMAT.

4.1 Executive Summary/Cover Letter

The cover letter must be in the form of a standard business letter containing the

Proposer's name, address, and telephone number and must be signed by an individual authorized to legally bind the Proposer. The letter will provide an executive summary of the solution that the Proposer plans to provide. The letter must contain the following information:

- A. A list of the people who prepared the Proposal, including their titles. A statement that the person signing the Proposal certifies that he or she is the person in the Proposer's organization who is responsible for, or authorized to make decisions as to matters relating to this RFP.
- B. The name, telephone number, electronic mail address, and fax number of a contact person who has authority to answer questions regarding the Proposal.
- C. A list of all proposed subcontractors, if any, that the Proposer will use on the ICOP if the Proposer is selected to do the work. For each proposed subcontractor, the Proposer must attach a letter from the subcontractor, signed by someone authorized to legally bind the subcontractor, with the following information included in the letter:
 - 1. The subcontractor's legal structure, principal type of business, federal tax identification number, and principal place of business address. Total number of years in principal business and total number of years in the telecommunications business. Provide a financial statement and annual report for the most recent fiscal year.
 - 2. The name, email address, fax number, phone number, and mailing address of the person who is authorized to legally bind the subcontractor to contractual obligations.
 - 3. A description of the work the subcontractor will do. Total full time work force assigned to support the ODRC ICOP contract functions. Total full time telecommunications system and service work force located in the state of Ohio.
 - 4. A commitment to do the work if the Proposer is selected.
 - 5. A statement that the subcontractor has read and understands the RFP and will comply with the requirements of the RFP. Also state how many projects similar to the requirements detailed in this RFP the proposed subcontractor has worked on in the past three (3) years.
 - 6. Describe the relationship between the Proposer and the proposed subcontractor including the length of the relationship.
 - 7. Provide three (3) references for the proposed subcontractor including company name, address, and type of business, contact name and telephone number.
- D. A statement that the Proposal meets all the requirements of this RFP.
- E. A statement that the Proposal will be valid for 150 days following the Proposal

Due Date.

- F. An acknowledgement of receipt of RFP amendments issued by the ODRC Project Representative.
- G. A statement that the Proposer does not discriminate in its employment practices with regard to race, creed, ancestry, color, age, religion, sex, veteran status, sexual preference, national origin, or disability.
- H. A statement that no attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a Proposal.
- I. A statement that the Proposer's Proposal is not contingent on negotiating terms and conditions.

4.2 Equipment Manufacturer's Profile

If the Proposer is not the manufacturer of the equipment, the Proposer shall provide information that shows the quality of that manufacturer. Important information includes, but is not limited to, years in business, annual report, market share, product strategies, management strength, number of employees, and home office location.

4.3 Proposer Profile

The Proposer is responsible for submitting the following information for their company:

- A. Company legal structure (sole proprietor, partnership, corporation etc.).
- B. Incorporated companies must identify the state in which the company is incorporated and the date of incorporation.
- C. Disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigation pending which involves the company or in which the company has been judged guilty or liable.
- D. Disclosure of any contracts where the additional renewal periods were denied or not renewed, along with an explanation of same.
- E. A list of every entity in the last three years that has notified the Proposer in writing that there were additional commissions owed for any reason. Names, addresses, and entities and the dates their issues were resolved should be provided.
- F. Principal location of the company offices and locations that will provide the services described in this RFP. Location(s) where any state data applicable to the Contract will be maintained or made available. Contractor shall not, during the performance of the Contract, change the location(s) where the services and/or goods are provided or change the location(s) where the data is maintained or made available without prior written approval of the ODRC Project Representative.

- G. Please list the state of your company's residence.
- H. Number of company employees, both locally, and nationally.
- I. Location(s) from which employees will be assigned.
- J. Company background/history and why Proposer is qualified to provide the services described in this RFP.
- K. Length of time Proposer has been providing services described in this RFP to the public sector.
- L. Is the Proposer doing any current business with the state of Ohio? If so, please specify.
- M. Affiliation and relationship with the manufacturer of the proposed equipment and software and experience with the proposed equipment and software. List of similar accounts where the same manufacturer's equipment, software and platform are being used. This information should include the name, title, contact number, email address of each reference and the amount of time the Proposer has been servicing the account.
- N. Financial information and documentation:
 - 1. Dunn and Bradstreet number;
 - 2. Federal Tax Identification Number;
 - 3. Please include if Proposer has operated under a different name in the past three (3) years; and
 - 4. Please disclose if the company is for sale or is considering an acquisition or merger in the next six (6) months.

4.4 Key Personnel Profile Summaries

The Proposer shall provide only competent and trained certified personnel to ODRC to work on this ICOP.

The following personnel (or their equivalent) are vital to the success of the ICOP: project manager, account team, customer service representative, field technicians, training personnel, technical support group, peripheral experts and manufacturer's representatives. The Proposal shall include the following information for each of these key personnel:

A. References

Three (3) references for which these individuals (key personnel shall have experience in the inmate telephone market) and Proposer have successfully

completed an ICOP of comparable size and scope to the one in this RFP. The name of the person/reference to be contacted, phone number, company, address, brief description of the ICOP size and complexity (i.e., technical environment such as software applications, data communications, internet capabilities, network, and hardware), and dates (start and end) of employment/contract shall be given for each reference. The references must agree to be interviewed by ODRC Project Representative.

If less than three (3) references are provided, the Proposer shall provide an explanation.

B. Education and Training

List the education and training of these individuals and demonstrate, in detail, their ability to properly perform under the contract based on the relevance of the education and training to the requirements of this RFP.

C. Resume.

4.5 Contract Performance

The Proposal shall include the following information for the past five (5) years:

- A. Whether the Proposer had a contract terminated for default or cause. If so, then give a full explanation and the other contract party's name, address, and telephone number.
- B. Whether the Proposer has been assessed any damages in excess of \$10,000.00, including liquidated damages, under any of its existing or past contracts with any organization (including any governmental entity). If so, then explain, including the name of the other organization, the reason for the damages, and the amount for each incident.
- C. Whether the Proposer, under its current corporate name or identity, or any previous corporate name or identity, has been restricted, prohibited, or precluded by any governmental action from participating in any ICOP contract or ICOP contract procurement.
- D. Whether the Proposer, under its current corporate name or identity, or under any previous corporate name or identity, or any officer or director of said Proposer, or any owner of a 20% interest or greater in said Proposer, has filed for bankruptcy, reorganization, a debt arrangement, moratorium, or any proceeding under any bankruptcy or insolvency law, or any dissolution or liquidation proceeding.

If the answer to any question in (A) through (D) is affirmative, the Proposal shall include complete details about the matter. While an affirmative answer to any of these questions will not automatically disqualify a Proposer from consideration, at the discretion of the evaluation committee, such an answer and a review of the background details may result in a rejection of the Proposal. The Evaluation

Committee will make this decision based on its determination of the seriousness of the matter, the matter's possible impact on the Proposer's performance on the ICOP, and the best interests of the State/ODRC.

4.6 ICOP Equipment and Software Capabilities, both Present and Future

The Proposal shall include descriptive literature providing a general overview of the proposed ICOP equipment and software. Evidence of a strong migration path toward advanced present and future capabilities is important.

4.7 Technical Documentation

The Proposal shall include technical information on all recommended products. Said information does not have to consist of advanced engineering or installation manuals, but should be detailed at a meaningful technical level and beyond general sales information.

4.8 Proposer's Response to Section 5 of this RFP

Proposal responses to Section 5 of this RFP shall be included under this tab. Each Proposal must respond to each request for information in Section 5 of this RFP whether the request requires a simple "yes" or "no" or requires a detailed explanation. Simply repeating the RFP's requirement and agreeing to comply will be an unacceptable response and may cause the Proposal to be rejected.

4.9 Implementation and Project Management Plan with Time Line

It is the desire of the ODRC that all project management efforts affiliated with the cutover of the systems is implemented using critical path analysis and tracking via Gantt chart or timeline bar chart indicating time frames associated with the proposed equipment and software or ICOP system installation and implementation. Equipment ordering and training intervals shall also be provided.

Once the contract is awarded, an actual implementation milestone chart will be developed in association with ODRC, and will reflect ODRC's requirements as well as those of the Contractor. Pursuant to this RFP Section 5.21, the Contractor will be required to submit to the ODRC Project Representative a detailed implementation plan, outlining the tasks and steps required for successful cutover at each site.

ODRC requests these processes be used to insure precise scheduling, tracking and overall management, starting with pre-cutover activities, the cutover, post-cutover, and quality assurance measures.

ODRC requires the Contractor to conduct site surveys at every facility prior to cutover to identify the following at each site; existing equipment location, number of phones, structures, demarcation locations, equipment room, cut-off switches, and repeaters.

Pre-wiring must be completed prior to any cutover and be completed in a lateral fashion so that the old and new systems run concurrently in a parallel fashion.

Post-cutover, the ODRC requires the Contractor to provide a complete record of all cable mapping, equipment, set inventory, and demarcation points for future use and reference.

4.10 Maintenance Plan

After the installation of the ICOP solution is completed, the Contractor should monitor the ICOP platform through 24-hour, 7 days per week, and 365 days per year remote diagnostics, which alerts the technical service team. Potential issues should often be remedied before the ODRC knows they exist. Remote diagnostics should be used to isolate the cause of the problem and to immediately take appropriate steps for service restoration by resolving the problem remotely. In the event of an onsite service condition, the Contractor shall dispatch technicians immediately to restore service. The Contractor should also remotely monitor the network at all ODRC sites. The ICOP solution software program should identify any potential issue in the network connectivity and diagnostically monitor all call processors each hour for changes in call patterns. Any change should inform the technical service team, who begins taking steps to identify and correct the problem.

If the issue is not caught by remote monitoring, the technical service team should be available to answer any of ODRC's technical questions and proactively provide maintenance.

The Proposal shall include a detailed description of maintenance service process and options. Important information includes, but is not limited to:

- A. Response times.
- B. Locations of maintenance facilities.
- C. Spare parts warehousing locations and availability.
- D. A copy of the service reports.
- E. A description of the Proposer's service dispatch and management system and how and when technical support is obtained from the manufacturer, if the Proposer is not the manufacturer.

An off-site help/support desk providing online assistance and remote troubleshooting is required to reduce downtime to ODRC personnel when conducting investigations, working on repairs, and providing information and assistance resource that troubleshoots any problems, outages, conditions as it pertains to the ICOP. This help desk is the point of contact for all ODRC staff in reporting trouble tickets, training requirements, requests for additions, changes, etc. It should be a toll-free number and staffed with experienced Customer Service Representatives that are prepared to assist ODRC with any issues pertaining to the ICOP.

In regard to all trouble tickets and dispatch operations, a dual-ticketing approach is

encouraged to track complex ticketing that requires the intervention of the Contractor and manufacturer.

The ODRC should be given direct access into the trouble ticket/dispatch system (e.g., Teledocs™ or equivalent) complete with appropriate password protections, and various levels of access control. This will allow designated ODRC personnel to review ticket activity at any given time, including pending tickets and closed tickets. The ODRC requires the availability to immediately report all trouble conditions, outages, or trouble tickets either directly through a live operator or through the use of a web-site portal (e.g., Teledocs™ or equivalent). Customer Service Representatives should have sufficient knowledge and experience with the ticketing/dispatch system in order to initiate a trouble ticket and begin trouble-shooting diagnostics with the capability to escalate the ticket to the next level for trouble resolution.

The trouble ticketing/dispatch system must contain time stamp functionality that allows the ODRC to follow detailed progression and status of all tickets. Capturing the sequence of events in any ticket condition insures the ODRC that no unnecessary delays or steps occurred in the efficient routing, processing and resolution of trouble tickets. This application should contain the following time stamps:

- A. Date and time the ticket was opened;
- B. Date and time the ticket was assigned to a technician;
- C. Date and time the facility was contacted regarding the trouble condition;
- D. Date and time access clearance was obtained;
- E. Date and time the technician was dispatched;
- F. Date and time the technician arrived on site;
- G. Date and time the trouble condition was repaired;
- H. Date and time of any delays (i.e., escalation of trouble, referral to vendor, placing ticket in monitoring stage after repairing, weather conditions, or waiting on parts), when the ticket was referred for further resolution, and when it was escalated.
- I. Date and time the ticket was confirmed resolved and closed.

The ODRC requires functionality to produce a series of output reports from ticketing data. A list of required reports is as follows:

- A. Open and closed tickets by week, month, quarterly, and annually;
- B. Graphical pictorials of service conditions and resolutions, categorized by type of repair and facility;
- C. Specific service conditions (i.e., set damage and preventative maintenance);

- D. General site information; and
- E. Mean time to repair.

The ODRC requires system flexibility to change report structure and content.

4.11 Proof of Insurance

The Proposer and any subcontractor shall submit evidence of its capability to provide insurance coverage and indemnification, for liability arising from the ICOP, as described in Sections 3.2.5 and 3.4.4, respectively, of this RFP. The capability to provide such indemnities and such insurance shall be demonstrated by a certified statement from an insurance carrier confirming that said policies are available to the Proposer from that carrier.

4.12 Performance Bond

Include the Performance Bond submittal under this tab. Performance Bond requirements are listed in Section 3.2.6. However, for purposes of the Proposal, the Proposer shall submit evidence of its capability to meet the Performance Bond requirements. Each Proposal shall include a letter of commitment from a bonding company for the Performance Bond.

4.13 Required Specifications

This RFP contains required specifications for the ICOP.

4.13.1 Required Specifications Defined

All required specifications must be met for the Proposal to be considered responsive. A Proposal may be found non-responsive for failing to meet any one required specification. The Proposer may propose an alternative to a required specification pursuant to Section 4.13.2 below.

4.13.2 Alternatives to Required Specifications

If a Proposer determines it cannot comply with, or agree to provide, a required specification, but believes it can offer equivalent performance by some other means, then state that Proposer cannot meet a particular, required specification and propose an alternative by describing how that alternative achieves the equivalent performance.

The ODRC Evaluation Committee will determine if a proposed alternate method of performance achieves substantially equivalent performance.

A checklist is provided as Attachment D of this RFP, which is attached hereto and incorporated herein, listing required specifications as presented in Section 5. The Proposer shall complete that checklist pursuant to the instructions provided at the top of Attachment D.

4.14 Commercial and Proprietary Materials

The Proposal shall include a list of any commercial and proprietary materials that the Proposer will use that are easily copied (e.g., software). Generally, these materials will be from third parties and readily available in the open market. Patented parts of equipment need not be listed since they are not readily copied. If the ODRC will be expected to sign a license for the Commercial Material, the license agreement must be attached. If the ODRC finds any provision of the license agreement objectionable for any reason and the Proposer cannot or does not negotiate an acceptable solution with the third party, regardless of the reason, then the ODRC in its sole discretion may reject the Proposal.

If the ODRC is not going to sign a license, but there will be limits on the ODRC's use of the Commercial Materials different from the standard license in the General Terms and Conditions, then the unique scope of the license needs to be explained in this section of the Proposal. Unless otherwise provided in this RFP, proposing to use Commercial Materials in a custom solution may, in the Evaluation Committee's sole discretion, be a basis for rejection of the Proposal if the committee believes that such is not appropriate or not desirable for the ICOP. Any deviation from the standard license, warranty, and other related terms in Section 3 of this RFP relating to Commercial Material may result in rejection of the Proposal, at the Evaluation Committee's sole discretion.

4.15 Conflict of Interest

The Proposal shall include a statement indicating whether the Proposer, or any of its' agents that may work on the ICOP through the Proposer, have a possible conflict of interest with any State employee involved in this ICOP or any other conflict of interest as described in Section 3.7.3 of this RFP and, if a conflict exists, then an explanation of the conflict must be given. The ODRC Project Representative has the right to reject a Proposal in which a conflict is disclosed or cancel the contract if any interest is later discovered that could give the appearance of a conflict.

4.16 General Contract Terms and Conditions

For each numbered provision in Section 3 of this RFP, the Proposer shall state that it has read, understands, and shall be contractually obligated to comply with each such Provision.

4.17 General Conditions

For each numbered provision in Section 6 of this RFP, the Proposer shall state that it has read, understands, and shall be contractually obligated to comply with each such Provision.

4.18 Declaration Regarding Terrorist Organizations

The Proposer must complete a Declaration Regarding Material Assistance/Non-assistance to Terrorist Organizations in its entirety. The Proposer must submit at least

one originally signed copy of this form, which should be included with the Proposer's originally signed Proposal. All other copies of the Proposer's Proposal may contain copies of this form. The form is available at: <http://www.homelandsecurity.ohio.gov>.

SECTION 5 - ICOP SYSTEM REQUIREMENTS

This section lists all required specifications of this RFP for an ICOP. Please refer to Sections 4.8 and 4.13 of this RFP for instructions in responding to Section 5 and definitions of required specifications, respectively.

5.1 General Proposer Requirements

- 5.1.1 The Proposer shall establish an internal "Account Team" to interact with ODRC for the ICOP. This Account Team will serve as the single point of contact for ODRC and shall provide new telephones, system and network design services, system programming services, system transition and implementation services, post installation programming, updates, maintenance and payment services.

The Proposer shall provide access to the Account Team in the following manner:

- A. By voice telephone number and facsimile transmission.
- B. By toll free 800/888/877 numbers for telephone and facsimile access.
- C. By E-Mail (Internet) address.

- 5.1.2 ODRC reserves the right to reject Contractor's and any subcontractor's personnel assigned to the Account Team during the life of the contract.

- 5.1.3 The Account Team shall work in conjunction with any Customer Premise Equipment (CPE) and / or centrally installed equipment or network contractor (voice or data) being used by ODRC to resolve any technical problems that may arise between the proposed ICOP system and any existing or future voice/data systems installed by ODRC. This will eliminate the need for ODRC to be a mediator in problem resolutions.

Upon request of ODRC Project Representative, the Account Team shall speak directly with any other CPE contractor, local exchange carrier, long distance carrier, etc. to resolve technical issues.

- 5.1.4 The Proposer shall adhere to any municipal, state or federal requirements for ICOP installation "certification", training, or registration. Failure to comply with present and future municipal, state or federal requirements may result in termination of any Contract with the Proposer and the paying of any applicable fines, etc. incurred by ODRC for violation of such requirements by the Proposer.

The Proposer shall be responsible for compliance with all regulatory requirements imposed by local, state and federal regulatory agencies for all systems and services provided throughout the duration of the contract.

- 5.1.5 The Proposer's Account Team must accept system programming and

maintenance orders only from authorized personnel with the ODRC. The Account Team must determine authorized personnel as part of their Proposal's initial contracting process and provide authorization forms for agency personnel signatures. The Proposer will be responsible for all charges associated with "unauthorized" service repairs, additions, or changes performed by the Proposer.

- 5.1.6 At no cost to the ODRC, the Proposer shall be responsible for making all system modifications necessary to allow inmates to place calls as industry dialing requirements change. Such modifications must be made in a timely manner to ensure proper use of the ICOP system by inmates and ODRC personnel.
- 5.1.7 The Proposer shall be responsible for complying with and updating the ICOP for any regulatory changes and requirements during the life of the contract. At no cost to the ODRC, these regulatory changes include federal, state, or local/municipal modifications. These changes must be made in a timely manner.

5.2 General ICOP System Requirements

The proposed ICOP shall be provided for all ODRC facilities listed on Attachment A of this RFP which is attached hereto and incorporated herein, at no cost to ODRC for installation, training, operation and maintenance of the ICOP, equipment, software, and its components. If the ICOP system is damaged or destroyed, the Proposer is responsible for replacement of the ICOP 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. The ICOP system or component replacement shall be performed at no cost to the ODRC. The Contractor owns the ICOP equipment. The ICOP proposed for ODRC must meet or exceed the following requirements:

- 5.2.1 The ICOP proposed for ODRC shall have the following components:
 - A. A Site/Location Call Processor-Control System located at each ODRC facility listed on Attachment A except Central Office. ODRC will consider a centralized system solution at a main or off site premise location as long as the technical requirements are met.
 - B. A Centralized System Database.
 - C. Recording and Monitoring Equipment.
- 5.2.2 The Proposer shall propose one type of ICOP for all ODRC locations. All system hardware, software and support systems shall be the same in each ODRC facility. ODRC will consider a centralized system solution at a main or off site premise location as long as the technical requirements are met.

- 5.2.3 The Site/Location Call Processor shall provide for all telecommunications capabilities for inmate services as well as administrative capabilities for ODRC personnel.
- 5.2.4 The Centralized System Database (see Section 5.3) shall be located at a Proposer provided site, located outside of ODRC facilities, but within the United States, and provide full database redundancy for all Site/Location Processors and recording equipment at each ODRC facility. ODRC will consider a centralized systems solution at a main or off site premise location as long as the technical requirements are met.
- 5.2.5 The ICOP shall be provided to ODRC at no cost. The ICOP proposed for ODRC shall include full design, installation and on-going maintenance and repair for the duration of the contract.
- 5.2.6 The ICOP shall provide any network services, as specified in this RFP, at no cost to the ODRC during the duration of the contract.
- 5.2.7 The ICOP shall allow inmate access to collect, prepaid/debit, and video visitation call services as described in this RFP document. Inmate telephone calls are subject to ICOP system restriction and monitoring.
- 5.2.8 The ICOP shall allow for all inmate telephones to be in use simultaneously. Dial tone shall be presented immediately to all inmate telephones in an "off-hook" position. The Contractor may use any means available to transport the calls from the institution as long as every inmate telephone can be used at the same time insuring 100% availability during the scheduled time of operation.
- 5.2.9 The call automated announcement function of the ICOP shall be capable of processing calls on a selective bilingual basis: English and Spanish. The inmate shall be able to select the preferred language using no more than a two-digit code. The Proposer must indicate other languages that are available for this function.
- 5.2.10 The Proposer shall propose an ICOP that can be shut down immediately and selectively. ODRC shall be able to shutdown the ICOP system globally and restrict all PIN access, within an entire facility or within a facility wing. The ODRC shall be able to reset the system to working status after a shutdown. The Proposal shall describe the options available to ODRC for this type of immediate and global restriction.
- 5.2.11 The proposed ICOP shall be restricted to outgoing calls only. The ICOP system shall not process incoming calls at any time. Inmate telephones shall not be capable of receiving an incoming call and Proposer shall work with the local telephone companies to ensure such control. The Proposal shall describe how this component shall be achieved for the ODRC.
- 5.2.12 The Proposer shall keep all call processing and call rating information current. This information includes, but is not limited to, local exchanges, area codes, country codes, vertical and horizontal coordinates and any other information

necessary to accurately process and rate calls. The Proposer must quickly provide ODRC Project Representative with any rate information for all calls upon request by ODRC Project Representative at any time during the term of the contract.

- 5.2.13 The ICOP shall block all calls made to any telephone numbers that incur access charges such as 900, 972, 976, 550, etc. The ICOP shall block all inmate calls to current long distance carrier access numbers (e.g., 10333 and 10288) or future 101-xxxx carrier access numbers. The ICOP shall block all local numbers that access long distance carriers (e.g., 950-xxxx) and remote call forward internet phone providers. The ICOP shall block all inmate access to directory assistance access numbers (e.g., 411, 555-1212). The ICOP shall block all inmate access to toll free numbers (e.g., 800, 888 and 877). The Proposer shall be responsible for ensuring that the ICOP system is programmed for such blocking. Upon ODRC Project Representative's request, the Contractor shall provide a speed dial access number for calling outside agencies to access a toll free number (e.g., 888).
- 5.2.14 Proposer shall insure that local calls are not passed off to any other carrier not authorized by the contract. This will include call forwarding from a local ANI to any of the list of numbers required to be blocked or automatically forwarded to numbers not dialed directly by the inmate. The Proposer is authorized by the contract to have exclusive control over all billing of local, intraLATA, interLATA and international long distance collect, prepaid/debit, and video visitation calls placed by inmates through the ICOP. The collect call blocking level shall not fall below \$100.00 for a total unpaid phone bill unless the ODRC Project Representative approves a lesser amount.
- 5.2.15 The ICOP shall 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 trunks, DS-1, and ISDN PRI). The Proposal shall state the types of network services to which the proposed ICOP will interface and the purpose (application) of such services for ODRC.
- 5.2.16 The Proposer shall describe the type of network services it will provide with the proposed ICOP. The Proposer shall disclose the name of the network provider if not the Proposer. The Proposer shall provide a full network diagram of the proposed network.
- 5.2.17 It is the intention of the ODRC to implement the proposed ICOP in collect, prepaid/debit, and video visitation calling modes. Video visitation calling shall be offered only in the state of Ohio. Collect calling shall be offered for all 50 states and United States territories. International calls shall also be allowed. The Proposer shall provide a list of countries for which they service international calls. The ODRC will allow the Contractor to block country codes when that specific country does not allow collect calls
- 5.2.18 The Proposer shall implement an ICOP that provides telephone reception quality meeting all industry standards for service quality as defined by the Public Utilities Commission of Ohio (PUCO) and by the Federal

Communications Commission (FCC). The Proposer shall accept the ODRC Project Representative's judgment concerning these standards. The Contractor shall be responsible for making all system modifications necessary to allow inmates to place calls as industry dialing requirements change, at no additional cost to the ODRC. The Contractor shall be responsible for complying with and updating the ICOP for any regulatory changes and requirements during the life of the contract, at no additional cost to the ODRC.

- 5.2.19 The proposed ICOP shall provide that "call set-up time" does not exceed six (6) seconds from completion of dialing to first ring.
- 5.2.20 The proposed ICOP shall not allow an inmate to obtain a second dial tone without hanging up the telephone receiver after the first call.
- 5.2.21 The proposed ICOP shall allow for an agreed to "ring time" before an inmate call is automatically disconnected. This "ring time" parameter shall be programmable by ODRC, but shall be consistent among all ODRC facilities.
- 5.2.22 The proposed ICOP shall provide notification to an inmate of the call status (i.e., ringing and busy). This notification may either be in the form of ringing, busy tones, standard information tones (SIT), or appropriate recorded messages.
- 5.2.23 The proposed ICOP shall not allow the inmate to speak to the called party until the call has been accepted.
- 5.2.24 The proposed ICOP shall 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 and voice mail) has answered the call. Once a call has been answered by the called party, the ICOP shall immediately begin playing the necessary voice interaction scripts and replay them until the called party responds or the time limit for responses expires. The ICOP system shall not allow the called party or the inmate to speak (restricted voice channel) or hear the other party until the called party has accepted the collect, prepaid/debit or video visitation call.

It is imperative that call branding and instructional messages are contained in the features of the call platform, so that the voice prompts for initiating and completing the call are clear to both parties, that instructions are clear on how to accept or deny a call, and that both parties are given sufficient warning as to the cost of the call, the reason for potential disconnects during the call, and that the call may be recorded and monitored.

- 5.2.25 The proposed ICOP shall allow for ODRC to program times when the system will be available or unavailable to inmate calling. The Proposer shall describe how this is accomplished.
- 5.2.26 The Proposer shall supply the ODRC, Central Office, Office of Prisons, Security Threat Group (STG)/Investigation Coordinator an investigation management system for operational information and electronic document

management. This ODRC staffer travels to other prison locations and requires remote access. This investigative tool uses Contractor's user-friendly, web-based service or database analysis and monitoring expertise to interface with ODRC systems in order to follow inmate calling patterns. The Contractor may be required to develop a physical interface to the ODRC offender tracking system, ICOP call record database and other related systems. The Proposer shall provide all suitable software, hardware and network infrastructure to interface or link all ODRC institutions listed in Attachment A, and investigative offices and databases.

5.2.27 The Call Processors shall have "hot swappable" drives and power supplies that are both redundant.

5.2.28 The Proposer is required to provide the line voltage outlets for all equipment. The ODRC's existing outlets are available for use unless the Contractor requires a different type of receptacle that is not currently installed, such as a 240V dryer type receptacle.

5.3 Central Database

5.3.1 A network and central database shall be provided and managed by the Proposer at no cost to the ODRC. The purpose of the database is to provide full database redundancy for all Call Processors at each ODRC facility and to provide pooled data for investigatory analysis. The Proposal shall describe the details of the proposed network. ODRC will consider a centralized system solution at a main or off site premise location as long as the technical requirements are met.

5.3.2 The new network shall be compatible with the existing ODRC networks (i.e., TCP/IP) and capable of network speeds equivalent to the DSL or faster.

5.3.3 The Centralized Database shall be located at a Proposer-provided site, located outside of ODRC facilities but within the Central or Eastern United States. The Proposal shall describe the facilities and location of the Centralized Database.

5.3.4 The Centralized Database shall be in an open architectural software format. The Proposal shall describe Central Database details.

5.3.5 The Proposal shall describe how it will provide ICOP system security for all data stored in the local and central databases. Such a security description must include system security, including levels of encryption, as well as how access to such sensitive information will be performed within the Proposer's organization.

5.3.6 The ODRC shall be able to perform queries and request reports from the Central Database. The Proposal shall describe the availability of the report writer for this use and provide training for ODRC staff upon request.

5.4 Personal Identification Numbers (PINs)

- 5.4.1 The ICOP shall restrict use through authorized Personal Identification Numbers (PINs) assigned to each inmate. The length of these PINs shall remain consistent throughout ODRC facilities.
- 5.4.2 The Contractor shall be responsible for obtaining a fixed length text file from the ODRC on a daily basis that contains, among other data, the inmate number, name, institution, and lock location for all inmates currently incarcerated by the ODRC. The Proposer shall describe how it will assign and distribute a PIN for each inmate and how it will process requests for changes to an assigned PIN. PINs shall be numeric only and may be up to fifteen (15) digits long.
- 5.4.3 The ICOP shall be capable of de-activating the PIN feature by individual inmate telephone, groups of telephones and/or entire institutions, at ODRC's option. The inmate telephones shall never be unrestricted due to the deactivation of the PIN feature.
- 5.4.4 The ICOP shall allow each PIN to have a "class of service" assigned (i.e., duration of each call). The proposed ICOP system shall provide call restrictions by PIN that provide all of the following restrictions:
 - A. Inmates can be either approved or not approved to make phone calls by PIN.
 - B. Inmates, via the PIN, can be restricted to a specific telephone or group of telephones, at ODRC's option.
 - C. 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 ODRC's option and can be set for each type of call (Local, intraLATA, interLATA, interstate).
 - D. 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 ODRC's option.
 - E. Limit calling privileges. Restrict an inmate under disciplinary action from placing calls.

The Proposal shall describe how these restrictions can be accomplished.

- 5.4.5 The ICOP shall have the ability to limit calls to a specific duration by PIN and by specific telephone numbers assigned to a PIN.
- 5.4.6 The ICOP's PIN feature shall ensure that the automated operator function uses the inmate's pre-recorded name (recorded in either the inmate's voice or

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 shall be performed by the PIN assignment.

- 5.4.7 The Proposer shall use an announcement similar to the existing announcement, including but not limited to, the call is collect or inmate prepaid/debit, as appropriate, the call is from an ODRC facility, how to accept calls, and instruction to the called party to proceed talking. This announcement shall be subject to ODRC Project Representative approval and include rate information for all call types. These announcement protocols will be modified for video visitation as appropriate.
- 5.4.8 The Proposal shall explain, in detail, the entire process of PIN administration including the maximum number of digits and the procedures and methods of assigning and changing PINs.
- 5.4.9 The ODRC may integrate the ICOP with a management system for the automatic assignment of PINs. The Proposal shall describe how this will be accomplished.
- 5.4.10 The ICOP shall allow for a restricted number list of telephone numbers to be linked to an individual PIN. Contractor shall enter such number on such list as directed by ODRC or as requested by the public.
- 5.4.11 The ODRC shall provide to each inmate, via the use of PINs, a list of up to 15 authorized telephone numbers. The system shall be self-enrolling and permit inmates to add, delete or change numbers remotely from the telephone keypad at the ODRC assigned time frames. The Proposal shall describe the following:
 - A. Minimum and maximum number of PINs available per system (site/institution); and
 - B. Minimum and maximum number of destination telephone numbers available per system (site/institution).

5.5 Restrictions and Fraud Control Options

- 5.5.1 The proposed ICOP shall allow ODRC personnel to temporarily restrict or disconnect service to an individual inmate telephone or station, groups of telephones, or an entire ODRC facility. The Proposal shall describe how this is accomplished with the proposed ICOP system.
- 5.5.2 In order to limit possible telephone fraud, a fraud prevention feature shall be available, which shall randomly interject pre-recorded announcements throughout the duration of the conversation to the called party and caller indicating the source of the call. The Proposal shall describe, in detail, how this feature is accomplished. The announcement pattern and content are

subject to ODRC Project Representative approval and will not permit either calling party to talk while the announcement is being made.

- 5.5.3 The proposed ICOP shall be able to detect the called party's attempt to initiate a "3-Way" or "Conference Call" with a third party and immediately terminate and/or flag the call. The Proposal shall describe how this detection is accomplished with the proposed ICOP system and provide the actual "field tested" percentage of successful attempts in using this feature.
- 5.5.4 The ICOP shall have a call alert feature. This feature shall alert ODRC personnel that a designated inmate is placing a telephone call to a specific number that has been assigned alert status or information on a "hot number" list has been received. ODRC personnel at ODRC's discretion shall activate this status. The Proposal shall describe how this feature will function.
- 5.5.5 If a called party wishes to be added to an inmate's restricted call list or wishes to be on a list that will not allow reception of calls from any inmate in an institution listed in Attachment A, the ICOP equipment shall have a feature to activate this function. Activation will be by either responding to voice prompts using the dual tone multi frequency (DTMF) telephone buttons or by responding with answers by voice. The system administrator shall have the capability to manage the list (see Section 5.4.10). This function shall have a verify capability.
- 5.5.6 The Proposal shall describe all detection and prevention capabilities related to fraudulent, illicit or unauthorized activity available on the proposed ICOP.
- 5.5.7 The Proposal shall identify specific activities the proposed system capabilities shall detect and/or prevent. The Proposal shall also identify possible methods inmates may use to circumvent these capabilities.
- 5.5.8 The proposed ICOP shall be capable of detecting extra dialed digits from either the called party or the inmate's telephone. The Proposal shall describe the options available to ODRC upon detection of the extra dialed digits (e.g., call termination, system alarm, or logging of call to the database).
- 5.5.9 The proposed ICOP shall be capable of detecting unusual or suspicious number sequences dialed or dialing patterns that the system identifies as possible attempts to commit fraud. The Proposal shall describe the options available to ODRC upon detection of the unusual or suspicious number sequences.
- 5.5.10 Inmates are not allowed to call other ODRC institutions or offices.

5.6 General Station Equipment (Telephone) Requirements

The Inmate Telephone Station Equipment required for ODRC shall consist of 3 types of telephones. All telephone equipment shall be of the highest quality and shall be hearing aid compatible. The total number of telephone instruments for each facility is shown in Attachment B of this RFP, which is attached hereto and incorporated herein.

The first type, which shall be the majority of inmate telephones installed, shall be permanently mounted wall telephones meeting the specifications outlined in this section of the RFP. The facility warden at each of the correctional facilities shall determine the quantity of this type of telephone, within the total number of telephones listed in Attachment B.

The second type of Inmate Telephone Station Equipment shall be portable or "movable" inmate telephones that are used mainly in segregation units and shall be manufactured to withstand abuse as well as be compact enough to fit through standard cell door food slots. Industry Standard 2500 telephone sets are not acceptable. The Proposal shall describe how these movable or portable telephones will be moved from one cell to another by ODRC personnel to allow for inmate calling.

The Proposer shall provide a minimum of one (1) of these instruments per special housing unit within each ODRC facility. The facility warden at each of the correctional facilities shall determine the quantity of this type of telephones, within the total number of telephones listed in Attachment B. Each institution listed in Attachment A should have at least one portable telephone except the Ohio State Penitentiary which should have at least 14 portable telephones.

The third type of Inmate Telephone Station Equipment shall be "all weather" inmate telephone sets to be used at ODRC's discretion. The facility warden at each of the correctional facilities shall determine the quantity of this type of telephone, within the total number of telephones listed in Attachment B.

There are approximately 617 telephone enclosures belonging to the current contractor at the institutions listed in Attachment A that must be replaced by the Contractor at the Warden's discretion. Proposer shall use Clark L31 enclosures with L41A mounting plate or equivalent type of enclosures.

- 5.6.1 All Inmate Telephone Station Equipment shall be of new manufacture and shall be provided with the proposed ICOP at no cost to ODRC.
- 5.6.2 All Inmate Telephone Station Equipment shall be installed in all ODRC institutions, at no cost to ODRC.
- 5.6.3 The Proposer shall provide all required materials, hardware, software and station cabling (where re-use is unavailable or new locations are required) to install the Inmate Telephone Station Equipment.
- 5.6.4 All Inmate Telephone Station Equipment shall be powered by the telephone line and require no additional power source.
- 5.6.5 All Inmate Telephone Station Equipment shall have the physical and design characteristics that include all of the following:
 - A. A chrome plated DTMF tone dial that is water, flame and shock resistant.
 - B. A hearing aid compatible handset.

- C. A tamper proof and damage resistant heavy-duty (14 gauge) steel housing including chrome metal keypad that protects the electronic components of the telephone from abuse and vandalism.
 - D. A paint/finish that is mar and scratch resistant.
 - E. A faceplate with concise dialing and operating instructions.
 - F. A corrections environment, industry standard design.
 - G. An armored, custom-sized handset cord that is resistant to stretching and breaking.
 - H. A floating case hardened metal plate to prevent side drilling entry.
 - I. A security installation reinforced by security studs to prevent removal of the telephone. There are no exposed screws, bolts, metal or other hard-substance fasteners that can be removed from the phone without a special security removal device.
 - J. Conformal coating of electronics (repels moisture).
 - K. Solid state electronic dial with modular handset and other connections.
- 5.6.6 The Proposal shall describe the handset cord component of the proposed Inmate Telephone Station Equipment including the lanyard used to connect the handset to the base telephone. This shall be an armored handset cord with steel lanyard and retainer bracket to prevent handset removal.
- 5.6.7 The Inmate Telephone Station Equipment shall be compact in design. The Proposal shall include diagrams or photographs of the proposed Inmate Telephone Station Equipment. The Proposer shall use Wintel model number ITC7042 or domestic made equivalent.
- 5.6.8 The Inmate Telephone Station Equipment shall be true dual-tone multifrequency (DTMF).
- 5.6.9 The Inmate Telephone Station Equipment shall not be programmable for any purpose.
- 5.6.10 The Inmate Telephone Station Equipment shall be coinless and not include coin entry and return slots regardless of whether these functions are disabled.
- 5.6.11 The Proposer shall provide a unique number physically imprinted on each Inmate Telephone Station Set so that ODRC staff for the purpose of reporting troubles and troubleshooting problems can see the number. As the Inmate Telephone Station Sets necessitate replacement, the Proposer shall number them. As new Inmate Telephone Station Sets are added or replaced they shall be identified in the same manner and all appropriate paper work shall be updated to reflect the addition.

- 5.6.12 The Inmate Telephone Station Equipment shall be capable of reducing background noise through the use of confidencers or directional microphones in the handset.
- 5.6.13 All Inmate Telephone Station Equipment shall provide built-in volume controls that allow inmates to amplify the called party's voice meeting ADA requirements for volume amplification.
- 5.6.14 The Proposal shall describe the provision of dialing instructions in English and Spanish on each Inmate Telephone Station Set in a manner that reduces or eliminates the possibility of such instructions being destroyed. Labels or other accessible surface instructions shall not be acceptable.
- 5.6.15 The Proposal shall describe the provision of a "warning" statement in both English and Spanish on each Inmate Telephone Station Set that states "This Call is Subject to Monitoring and/or Recording" in a manner that reduces or eliminates the possibility of such statement being destroyed. Labels or other accessible surface instructions shall not be acceptable.
- 5.6.16 The Proposer shall maintain the above-mentioned station set dialing instructions and warning statements for legibility and accuracy during the contract term.

5.7 Voice Quality

The Proposer shall propose an ICOP that provides a quality of connections that meet or exceed appropriate industry standards in the United States and enacted by appropriate standards organizations for transmitted and received levels, noise, cross talk and frequency range. The Proposer shall provide ODRC with the standard (i.e., Bellcore and ANSI) to which its ICOP will adhere. The voice quality level listed above shall be in place for all telephone services at all stages of a call and shall not be affected by any other ICOP feature, function or capability.

5.8 Americans with Disabilities Act (ADA) Compliance

All of the proposed ICOP station sets shall be ADA compliant. Due to security concerns, ODRC shall be capable of requiring the Contractor to modify certain features on station sets such as cord length and mounting height. Facilities housing hearing-impaired inmates, particularly the North Central Correctional Institution, shall be provided Telecommunication Devices for the Deaf (TTYs/TDDs) to provide communication to or from hearing or speech-impaired persons. The ICOP's TDD/TTY equipment shall be protected and secured by ODRC when not in use.

- 5.8.1 All of the Inmate Telephone Station Equipment shall be compatible with telecommunications for the deaf (TDD/TTY) equipment.
- 5.8.2 The Proposer shall be responsible for providing a single TDD/TTY device for the ICOP at each ODRC institution listed in Attachment A of this RFP. More

than one said device may be required if the institution has 10 or more inmates that require TDD/TTY equipment, such as the North Central Corrections Institution.

- 5.8.3 The ICOP TDD/TTY equipment shall be portable, such that it can be used with any ICOP station set at each ODRC institution listed in Attachment A of this RFP.
- 5.8.4 The ICOP TDD/TTY equipment shall allow inmates to communicate via keyboard entry.
- 5.8.5 The ICOP TDD/TTY equipment shall contain a display (e.g., LCD and LED) and a printer device.
- 5.8.6 The ICOP TDD/TTY equipment must have real-time monitoring capability so whatever is keyed is immediately displayed at a remote monitoring area or site.
- 5.8.7 The ICOP shall record the entire call utilizing the TDD/TTY equipment.
- 5.8.8 The Proposer shall provide decoding and playback capability. The system shall not rely on paper copy only.
- 5.8.9 A separate call-length timer shall be provided for the TDD/TTY service.

5.9 Collect Call Services

- 5.9.1 The Proposer shall provide the collect call services required in this RFP through the use of an automated operator. An inmate shall never be connected to a "live" operator.
- 5.9.2 The Proposer shall be responsible for billing parties receiving collect calls from the ICOP and for collecting payments for these calls.
- 5.9.3 The Proposer shall provide a toll free number that will be clearly shown on the called party's bill for assistance in billing matters.
- 5.9.4 The Proposer shall provide all local, intraLATA, interLATA, interstate and international collect call services at all ODRC institutions where the ICOP is installed. The Proposer shall be responsible for installing and maintaining all telephone circuits necessary to provide the required collect call services.
- 5.9.5 It is the intention of ODRC to implement the ICOP in a collect call mode for all 50 states, United States territories and international countries.
- 5.9.6 The Proposer's Inmate Class of Service **collect call rates** charged to the called party, within Ohio, regulated by the PUCO, **shall neither be equal to nor exceed the amounts set forth in Table 1 below** for tariff per minute rates and tariff per call surcharges, applicable to local, intrastate/intraLATA

and intrastate/interLATA calls originating from ODRC facilities, collectively known as the “Intrastate Tariff Rates.” The Intrastate Tariff Rates (a) will be filed with the PUCO as necessary, (b) will remain fixed for the term of the Contract, and (c) are exclusive of: federal, state and local sales, use, excise, utility and gross receipts taxes; other similar tax-like charges; tax-related surcharges; and other tariff charges as provided in Contractor’s applicable state tariff(s) from time to time.

**The below table reflects collect call Intrastate Tariff Rates charged to the party within Ohio.*

TABLE 1: Inmate Telephone Collect Calling Costs					CHART					
Type of Intrastate Calls	Surcharge	Caps	Per Minute Rate Caps	Mileage	Day		Evening		Night	
					First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
Local	\$	1.15	0.00	1-10	0.24	0.15	0.11	0.05	0.11	0.06
IntraLATA	\$	1.05	See Chart	11-22	0.27	0.15	0.15	0.09	0.15	0.10
InterLATA	\$	1.05		23-55	0.27	0.19	0.15	0.09	0.15	0.10
				56-124	0.27	0.19	0.15	0.09	0.15	0.10
				125+	0.27	0.19	0.15	0.09	0.15	0.10

The called parties (individuals on the inmates’ approved calling lists) will pay a per call surcharge regardless of the duration of the call, in addition to specified per minute rates that vary based upon the type of call. The intrastate/intraLATA per minute rates are mileage banded, day-of-the-week sensitive and time-of-day-sensitive. The intrastate/intraLATA per minute, collect call rates on weekends and holidays are based on the night rate schedule set forth in Table 1. **The Proposer shall provide only one (1) breakdown of its Intrastate Tariff Rates identical in format to Table 1, but with per minute rates and surcharges lower than those set forth in Table 1. The Proposer shall not propose an alternate collect Intrastate Tariff Rates table/schedule/structure as an option.** The Proposer’s Intrastate Tariff Rates shall remain fixed for the term of the contract and shall never be increased, but may be lowered with ODRC Project Representative’s written consent.

- 5.9.7 The Proposer’s rates charged to the called party for **collect calls** outside of Ohio including Puerto Rico, Virgin Island, Guam, and Commonwealth of the Northern Mariana Islands, regulated by the FCC, **shall neither be equal to nor exceed the tariff per minute rate of \$0.88 for collect long distance calls and shall neither be equal to nor exceed the surcharge rate of \$3.94** for Inmate Class of Service Operator Station Collect. **The Proposer shall propose only one (1) interstate per minute rate which is lower than \$0.88 and only one (1) surcharge rate which is lower than \$3.94.** The Proposer shall not propose an alternate collect interstate per minute rate and surcharge as an option. The Proposer’s interstate tariff rate and surcharge shall remain fixed for the term of the contract and shall never be increased, but may be lowered with ODRC Project Representative’s written consent.

Additionally, the interstate tariff rates will be filed as necessary and are exclusive of: federal, state and local sales, use, excise, utility and gross receipts taxes; other similar tax-like charges; tax-related surcharges; and other tariff charges.

- 5.9.8 The Proposer's rates for international calls shall be the current cost for international calls to the specific country being called including Canada. The ODRC does not guarantee minimum international calling volume.

5.10 Miscellaneous Requirements

- 5.10.1 The Proposer shall not charge for calls that result in Special Information Tones (SIT), ring/no answer, or busy conditions.
- 5.10.2 The Proposer shall provide local exchange service for collect and prepaid/debit calling use at each ODRC institution listed in Attachment A of this RFP. The local calling area shall be equivalent to the local calling public pay telephone area at each ODRC institution. The Proposer must assure that the proposed ICOP is capable of identifying a dialed number as local, based on the pay telephone calling area, and correctly rate and route the call.
- 5.10.3 The Proposer shall install and maintain all telephone circuits necessary to provide local exchange and long-distance calling.

5.11 ICOP System Calling Protocols

- 5.11.1 Each call placed through the ICOP must be electronically identified by the ICOP system as being a "prepaid/collect/video visitation (whichever is applicable) call from (name of institution), an Ohio correctional institution (insert inmate's pre-recorded name)," with or without the accompanying inmate PIN. Contractor may recommend additional recorded phrases and/or language subject to approval by the ODRC Project Representative.
- 5.11.2 If a call is not accepted by the called party, or if there is no answer, the ICOP shall inform the inmate of the situation and not simply disconnect the call.
- 5.11.3 The ICOP must have the capability to accept the called party's response via Dual Tone Multi-Frequency (Touch Tone Pad) input from the telephone. The Proposal shall describe how the ICOP system will accept input from rotary dial telephone users.
- 5.11.4 The ICOP shall have the capability to accept the called party's response via voice response. (Yes/No Response)
- 5.11.5 The ICOP shall have the capability to interject messages into a telephone call at random intervals as deemed necessary by ODRC Project Representative and at ODRC Project Representative determined intervals. The content is subject to approval of ODRC Project Representative. This feature must be capable of being heard over and above the caller or called party voices when interjected. The ODRC Central Office must have the capability to control the

activation or deactivation of this feature.

The interjected messages shall include, but not be limited to, this call is from an Ohio correctional institution; notifying both the inmate and the called party that the call may be disconnected for 3-way call/call forwarding detection notification; and warning tone to be given to both the inmate and the called party that the call is being terminated ("you have 1 minute left on this call; you have 30 seconds left on this call").

- 5.11.6 The ICOP shall be capable of announcing to the called party the name of the calling inmate. Proposers shall provide a mechanism to record an inmate's name one time to be used each time this announcement is required. The correctional institution must have the capability to control the activation or deactivation of this feature.
- 5.11.7 The ICOP shall be capable of announcing to the called party how to accept collect or prepaid/debit calls. The correctional institution must have the capability to control the activation or deactivation of this feature.
- 5.11.8 The ICOP shall be capable of announcing to the called party the collect call rate, prior to acceptance.

5.12 ICOP System Call Recording and Monitoring

- 5.12.1 The ICOP shall be capable of automatically recording all inmate calls simultaneously and at any time that a call is placed. The Proposal shall describe how such recording will be accomplished with the proposed ICOP system including the type of equipment and software being used.
- 5.12.2 The recording feature shall be capable of being de-activated on a per number dialed and/or per PIN basis.
- 5.12.3 The proposed ICOP shall allow ODRC personnel to monitor inmate calls while in process ("real time"). This monitoring shall be by specific inmate telephone or station. Monitoring of inmate calls must not be detectable by the calling or called parties and must not reduce the line volume that would warn the inmate that the line is being monitored. All recorded call messages must be labeled indicating calls may be monitored and recorded. Any equipment and software required to perform this function shall be provided with the proposed ICOP system.
- 5.12.4 The new ICOP system shall allow live monitoring of inmate calls in progress and/or retrieve archived information from remote locations via telephone.
- 5.12.5 The proposed ICOP shall allow for "real time" audible monitoring of inmate calls by specific inmate PIN entered by ODRC personnel. The Proposal shall describe how this monitoring will be accomplished with the proposed ICOP system.
- 5.12.6 The voice call recording system proposed with the ICOP shall be a fully digital

system utilizing a combination of hard drives and optical storage or other state-of-the-art digital drives. Proposers shall offer on-site redundant (RAID 5 is not acceptable) call storage. Systems utilizing magnetic tapes for voice call recording shall not be considered. Recordings must be mirrored and backed-up. Recordings shall be backed-up to removable media and stored and secured off-site to prevent loss. One-touch downloading is preferred. Such recordings must be playable with any industry standard media player. The archived media must provide for write protection such that data will not be accidentally overwritten and an indication as to the recording space remaining. No intentional or accidental deletion of records can be allowed. A recording, backed-up to a hard drive, must be provided to maintain a current twelve (12) months of all recorded conversations with full and immediate access to records from local and remote locations. Upon request, ODRC shall have ability to archive calls beyond the twelve months. At the transition of the contract, the Contractor must work with the new Contractor to transfer the recordings, intact, to the new Contractor's equipment. The Proposal shall describe the type of voice call storage devices included in the proposed ICOP system.

- 5.12.7 The proposed recording system shall be capable of capturing the conversation of both parties with equal level and quality.
- 5.12.8 The proposed recording system shall provide the highest quality playback possible by limiting compression as may be required. The Proposer shall assure the ODRC that voice playback quality is not compromised by compression techniques and can be easily understood by someone who may not be familiar with the voice being recorded. Playback from any drive or other recording media must not interrupt the recording process. Simultaneous record and playback must be possible.
- 5.12.9 Workstations and related peripheral requirements are described in Section 5 of this RFP. The Proposer shall include good quality speakers and headsets with each workstation for the best quality playback. The Proposal shall describe the quality of the speakers and headsets.
- 5.12.10 The recording system workstations shall be networked on the WAN described in Section 5.3 so intelligence analysis and investigation can be performed from other correctional institutions and/or the ODRC Central Office. Consideration for speed when downloading a recorded call and the ability to rapidly skip through the call to a specific segment is highly important to the investigative staff. Describe how this can be accomplished with the equipment and software proposed.
- 5.12.11 The recorded telephone conversations of inmates are sometimes used as evidence in criminal or ODRC administrative investigations. Therefore, the recording system proposed with the ICOP shall provide a portable laptop computer and a USB portable memory device, to be used as a portable playback system allowing for recorded media to be reviewed on-site at ODRC institutions or at required off-site locations. Such system shall meet the rules of evidence (i.e., an original digitally recorded medium, date and time-

stamped, that if tampered with, would show evidence of such tampering) and shall comply with state policies for data protection.

5.12.12 The portable playback system shall provide for search capabilities allowing ODRC investigators to quickly access certain time periods, PINs, name and number called, certain telephone instruments, etc. The playback system must have the ability to fast forward to a specific time within the recorded call and an append function allowing for repositioning to the end of a previous recording. The Proposal shall describe how such a system will be provided to ODRC and the capabilities and benefits of such a system.

5.12.13 The PIN shall be recorded at the beginning of each conversation.

5.12.14 The recording equipment shall have "hot swappable" drives and power supplies.

5.12.15 The monitoring system will incorporate a Gang Management component that will include but is not limited to: identification and tracking of gang member calls and their call patterns, reporting capabilities identifying all calls made by gang members and indicating gang affiliation by facility, and identifying phone numbers gang members call and indicating whether other inmates are calling the same numbers.

5.12.16 The ODRC is requesting the intelligence of a separate line that allows an inmate to report suspicious or criminal activities to ODRC via an anonymous message. The call control system must have the ability to program these numbers from each ODRC facility, so the number can be terminated to a designated office or answering machine. The call control system should have the ability to identify such call as a "snitch line" message, record it on the system hard drive, and have the message accessible for search purposes from a workstation. Proposer should provide a detailed description of the security process used to ensure the chain of custody and protect such recordings from tampering or alteration.

5.13 General ICOP System Operational Requirements

5.13.1 The Proposal shall describe how the proposed ICOP will operate as follows:

- A. Within each ODRC facility;
- B. Throughout all ODRC facilities/systems; and
- C. In conjunction with the Proposer's organization/facilities.

5.13.2 The Proposal shall describe the network of services required to support the proposed ICOP (e.g., ISDN, T-1, and frame relay.). The new network must not be a part of any public network.

5.13.3 The Proposal shall describe how remote access to the ICOP system shall be provided.

- 5.13.4 The Proposal shall describe all electrical and environmental requirements of the ICOP system for each ODRC facility. Such information shall be provided for all components of the ICOP including central processor, recording and monitoring equipment, etc. The Proposer shall provide and install adequate surge protection for the proposed ICOP and its components. The use of traditional "power strips" for surge is not acceptable for this requirement. The Proposer shall provide and install adequate lightning protection equipment on all network services supplied for the proposed ICOP. The Proposer shall provide an adequate number of uninterruptible power supply (UPS) systems that also have surge protection and line conditioning at each ODRC facility capable of supporting all ICOP components, including call processors and recording and monitoring devices for a minimum of 1 hour. A UPS capable of supporting each workstation/printer for a minimum of 15 minutes shall also be included. The Proposer shall provide, install and maintain all ICOP UPS system equipment at each of ODRC facilities. The Proposer shall replace all UPS system equipment upon expiration of the manufacturer's life cycle of the installed product. The Proposal shall describe what will occur when commercial power to the ICOP is lost. In the case of the loss of commercial power and the failure of the UPS system, the ICOP must automatically restrict or "shut off" all Inmate Station Equipment (Telephones) so no inmate calls can be made until commercial power is restored. The Proposer shall propose an ICOP capable of recovering from a power outage automatically or remotely, once commercial power is restored.
- 5.13.5 In the event of a natural or human-induced disaster that causes failure or an extended disruption to service, the Proposer shall describe a disaster recovery plan, outlining the processes and procedures that would take place for recovery or continuation of technology infrastructure. This plan should outline resumption of applications, data, hardware, communications, networking, and any other IT infrastructure. Each of these plans should include the disaster avoidance and recovery procedures that are in place to protect the following: system alarm notification of such event, call processing equipment, on site and off site, back office systems, redundancy, system and data recovery, equipment replacement, and technical support.
- 5.13.6 The Proposal shall describe the space requirements associated with the ICOP equipment and software. The Proposal shall clearly define how much physical space is required for each hardware component. The Proposer should be aware that limited space is available in ODRC facilities and that a smaller rather than larger space requirement is desired.
- 5.13.7 The proposed ICOP call processor and recording equipment application software shall be administered and operated from a single workstation at each institution listed on Attachment A except Central Office which requires three (3) workstations. The Proposal shall describe such workstation and how the respective manufacturers will remotely maintain application software without compromising other application software and data.
- 5.13.8 The workstations(s) shall utilize the most recent Windows based client

operating system software. The operating system software shall provide a Graphical User Interface (GUI).

- 5.13.9 Each workstation network for the call control and monitoring equipment shall have multiple port 10-Base-T connections. The Proposal shall describe what is necessary to accomplish such a connection. The ODRC is not looking to integrate LANS. ODRC needs capability to have a minimum of two computers connected to the ICOP.
- 5.13.10 The Proposer shall provide matching manufactured "Equipment Racks" for call processors and recording and monitoring equipment. System hardware accessories shall also be rack mounted. The Proposal shall provide manufacturers' cut sheets and face layouts.
- 5.13.11 The proposed call processing and recording equipment shall be remotely located in a telephone or computer room or other location to be designated by ODRC. The Proposal shall explain how this remote location should be accomplished and provide line diagrams showing how equipment will be connected.
- 5.13.12 The Proposer shall provide, at a minimum, a 17", LCD flat panel-monitor with each workstation. The Proposal shall indicate the manufacturer and model number of the proposed monitors.
- 5.13.13 Access to administrative functions and data shall be password protected.
- 5.13.14 The Proposer shall provide one workstation and two laptop computers for each ODRC institution listed in Attachment A, except the Central Office which shall receive three workstations and two laptop computers; all with the same capabilities as stated in this section. The laptop configurations must be as follows: processor--dual core (Intel based preferred); 2.4 MHZ or higher; memory--4 GB of random access memory (RAM) or more; display--14.1 or larger; hard drive--120 GB or larger; DVD/CD R/RW drive; and operating system--Windows XP or VISTA. The workstations shall provide the latest microprocessor technology available (Intel based preferred), 4 GB RAM or more, a DVD/CD R/RW drive and a USB portable memory device with enough memory to transport a minimum of 100 calls.

5.14 ICOP System Capacities

The Proposal shall describe the capacities/limits for the proposed ICOP. At a minimum, the Proposer shall provide the capacity for each of the following items:

- A. Individual inmate accounts;
- B. Call records;
- C. Simultaneous administrative users;
- D. Workstations;

- E. Silent monitors;
- F. Simultaneous users of silent monitor equipment;
- G. Inmate telephones; and
- H. Telephone calls.

5.15 Software Enhancements/Upgrades

- 5.15.1 The Proposal shall explain the process for handling requests from ODRC for ICOP system software enhancements. Enhancements shall be at no charge to ODRC.
- 5.15.2 Except for enhancements requested by ODRC Project Representative, the Proposer shall provide, at no cost to ODRC, software enhancements/upgrades to the proposed ICOP when the enhancements/upgrades are beneficial to either party for the purpose of system security or operational efficiency. The installed ICOP shall always have the latest general release of the system software including operating systems for the system administration or system reporting terminals/PCs. Beta and field-tested software shall not be provided unless specifically approved by ODRC Project Representative. Prior to any software upgrades or enhancements, the Proposer shall discuss the software benefits with ODRC Project Representative and proceed only after ODRC Project Representative approval. A computer system review for upgrade/update will be required at the end of each two year interval during the term (including renewals) of the contract.

5.16 General ICOP System Management Requirements

- 5.16.1 The Proposer shall propose an ICOP that can be administered on-site by Proposer or ODRC personnel.
- 5.16.2 The Proposer shall propose an ICOP that allows for changes to be administered in "real time" while the system is in use. The proposed system shall not require the system to be taken off-line to make additions, changes or retrieve reports.
- 5.16.3 The Proposal shall describe what system administration functions are available with the proposed ICOP (e.g., new account entry, account/record modification and account deletion). The Proposer shall provide samples of its user interface screens.
- 5.16.4 The Proposal shall describe the transfer of inmate records when an inmate is moved from one ODRC facility to another.
- 5.16.5 The Proposal shall describe the ICOP system security for all data stored locally or in a central database. Such security description shall include

system security as well as how access to such sensitive information shall be performed within the Proposer's organization.

5.17 Data Back-Up

- 5.17.1 The Proposer shall describe the process for ensuring data integrity both in the local and central databases.
- 5.17.2 The Proposer shall perform all system and database back-ups and archiving. The Proposer shall provide all archival hardware, supplies, and network and recovery procedures to ensure that no data will be lost.
- 5.17.3 The Proposer shall be capable of recovering all ICOP system data for all locations, to the point of full system operation, using a system backup.
- 5.17.4 The Proposer shall describe the back-up schedule for the following:
 - A. The local databases for each ODRC facility; and
 - B. The central database for the entire ICOP system.
- 5.17.5 The Proposer shall provide for all database information to be stored off site from the Proposer's location (see Section 5.3). The Proposal shall describe how this "copy" will be kept current with the other system backups.
- 5.17.6 The Proposal shall acknowledge that ODRC owns all archived information, call detail, inmate records, etc.

5.18 ICOP System Reports

- 5.18.1 The proposed ICOP shall provide reporting and querying methods and capabilities that provide maximum flexibility, a user-friendly interface, speed, efficiency and accuracy. The Proposal shall describe the reporting capabilities of the proposed ICOP.
- 5.18.2 The proposed ICOP shall allow for the generation of reports by an ODRC facility, including Central Office, a combination of ODRC facilities or all ODRC facilities.
- 5.18.3 The proposed ICOP shall allow for the generation of reports by ODRC personnel based on their user level restriction.
- 5.18.4 The proposed ICOP shall allow for the generation of reports by a user-friendly interface. The Proposal shall describe how the user interface will be used for generating reports.
- 5.18.5 The Proposer shall provide a 15 page or higher per minute color printer for each institution listed in Attachment A of this RFP. The Proposer shall provide ink supplies and required maintenance for the contract term.

- 5.18.6 The proposed ICOP shall allow for the generation of standard system reports as well as reports customized for the specific needs of ODRC. The Proposer shall identify standard reports available to the ODRC on demand. The Proposer shall demonstrate through graphic user interface its ability to do customize reporting, as needed by the ODRC.
- 5.18.7 The Proposal shall include samples of its standard system reports.
- 5.18.8 The proposed ICOP shall allow for selected reports to be generated automatically based on ODRC criteria (e.g., time of day, volume of calls and particular inmate). The Proposal shall describe all options available to ODRC for this automatic report generation.
- 5.18.9 The proposed ICOP shall allow for automatic generation of reports on an ODRC facility or system wide basis.
- 5.18.10 The proposed ICOP shall provide adequate processing power and memory to allow for rapid search and report generation capabilities.
- 5.18.11 The proposed ICOP shall allow for all report data to be stored in an ASCII file format on removable electronic storage media (e.g., CD-ROM).
- 5.18.12 The proposed ICOP shall allow for all report data to be stored in various electronic formats (e.g., standard DBF, FileMaker®, or Microsoft Excel®). The Proposal shall list the available electronic formats.
- 5.18.13 The proposed ICOP shall allow for all reports to be viewed in hard copy format or viewed on-line by a user with the proper access level.
- 5.18.14 The proposed ICOP shall provide for the following reports, at a minimum, to be generated for ODRC :
- A. Chronological List of Calls;
 - B. Daily Call Volume Summary;
 - C. Daily Call Volume Detail;
 - D. Inmate Account Summary;
 - E. Inmate Account Detail;
 - F. Frequently Dialed Numbers;
 - G. Specific Telephone Number Dialed Usage;
 - H. Suspended Inmate Account;
 - I. Alert Notification;

- J. Telephone Numbers Called by More Than One Inmate;
- K. Telephone Numbers Assigned to More Than One Inmate Account;
- L. Quantity of Calls per Inmate Account;
- M. Quantity of Minutes per Inmate Account;
- N. Blocked Telephone Number List;
- O. Local Exchange Volume (by Exchange);
- P. Area Code Volume (by Area Code);
- Q. Hot number list;
- R. Strategic Threat Group call detail report;
- S. PIN/destination correlation; and
- T. Billed number account information.

The reports reside on the ICOP system and are delivered on demand, real time by the operator to his/her system terminal. The data in the report should be searchable on the ICOP system network. At any time, any user of the system, at any institution, can generate reports with up-to-date information in a soft or hard copy. The hot number list should be automatically generated and alert the operator at the institution where the numbers originated.

- 5.18.15 The Proposal shall describe if custom queries can be used by ODRC on the central database.
- 5.18.16 The proposed ICOP shall have import capabilities and be interfaced to the state owned administrative PBX so respective inmate calling CDR from the ICOP can be merged on a regular basis for the purpose of operational intelligence by comparing calling information for security reasons. Such interface might be accomplished with spare SMDR ports or "Y" cables. Application software shall be provided for generating reports. Information from the SMDR and dialed information from the ICOP should be compared and delivered to the staff in the form of a "hot number list" report as set forth in Section 5.18.14, "Q".

The data is being compared to ODRC employee called numbers and other ANIs. The data in the report should be searchable on the ICOP system network and reports can be generated by any ODRC user of the system, at any institution, at anytime, in the form of a soft copy or hard copy. The comparison is constantly being updated and is supplied on demand by the ODRC operator of any workstation, at any time, at all sites.

5.19 Inmate Account Information

- 5.19.1 The Proposal shall describe the options for ODRC concerning inmate account information. This description shall include, but not be limited to, such items as PIN, length of inmate name fields (first, middle, last), identifier of ODRC facility, comments field, language preference field, account activation date, date of arrival, and current status.
- 5.19.2 The proposed ICOP shall provide alert levels to be placed on an inmate's account information. Such alert levels shall be viewable in real time mode by the system administration terminal or by printed report.
- 5.19.3 The proposed ICOP shall allow ODRC to restrict an inmate under disciplinary action from placing all calls assigned to his particular PIN with the exception of privileged numbers.
- 5.19.4 The Proposal shall provide for fifteen (15) approved telephone numbers assignable to an inmate's account. The Proposal shall provide a method that allows inmates to manage their call list (i.e., add, delete, check status-approved, denied, or pending approval) at the telephone station and provides and interactive voice response (IVR) that provides an automated acceptance or denial by an outbound verification call. An inmate shall not have a telephone number added until the owner of that number approves accepting calls from that inmate.
- 5.19.5 The proposed ICOP shall be capable of assigning an inmate's account to an individual telephone or group of telephones so that the inmate's account may only place calls from those designated telephones. These telephones shall still be capable of being used by inmate accounts not specifically assigned to them.

5.20 Additional Operation Requirements

The proposed ICOP shall be capable of being configured to control the amount of time between inmate-completed calls. The proposed ICOP shall be capable of placing time limits on calls. ODRC shall be capable of enabling and disabling this feature. This time interval shall be configurable by minute increments.

5.21 Transition and Implementation Requirements

ODRC presently has a contract with Global Tel * Link Corporation for the ICOP which terminates on February 25, 2010. The new contract, pursuant to this RFP, shall be legally binding and effective as of the date of the last signature on the contract; provided, however, in light of the ICOP equipment installation deadline specified in RFP Section 1.9, Calendar of Events, the initial term of the contract specified in RFP Section 1.5, Expected Duration of the Contract, shall continue for a period of six (6) years commencing February 26, 2010; and Contractor's obligation to charge the ICOP inmate call rates and surcharges and to pay the flat fee to ODRC shall become effective on February 26, 2010.

The transition to the new ICOP must be timely and seamless with minimal disruption to the ODRC's daily operation. The Contractor's project management team shall be comprised of experts in the areas of program and project management, network and infrastructure design, information technology systems and service integration. The Proposal shall address the transition from the existing ICOP to the new ICOP at all ODRC institutions listed in Attachment A of this RFP (Site List). The new ICOP system shall be efficiently completed by February 25, 2010, with the use of a competent plan, updated frequently and utilized by the Contractor for the planning, management, and coordination of the project. Therefore, the requirements of the contract as to scheduling and reporting, as well as time limits for completion of the work, are of the essence.

The Contractor must develop an Implementation Plan approved by ODRC Project Representative prior to the commencement of any work. The Implementation Plan and Schedule shall include all sites set forth in Attachment A. Synopsis of each deliverable must include staff requirements, length of time required per deliverable, and timeline.

The Contractor will use calendar days with the effective date of the Contract being day one. The Implementation Plan must include a schedule that includes a timeline in which all ICOP system components must be completely installed and fully functional at designated facilities on Attachment A.

- 5.21.1 The Proposer shall furnish or cause to be furnished, all labor, supervision, equipment, materials, and supplies necessary to install the proposed ICOP system.
- 5.21.2 The Implementation Plan must include at a minimum the following deliverables:
 - A. Introductory kick-off meeting;
 - B. Planning (site plan by location);
 - C. System Design (equipment/infrastructure);
 - D. Security Plan Documentation (access/data);
 - E. Project Schedule (timeline);
 - F. Staffing Plan – Number of staff dedicated to the project by job title and job description. Plan must include the Contractor's expectations of both the Contractor and ODRC staff. A dedicated Project Manager (single-point-of-contact) must be assigned and included in the staffing plan through implementation and cutover service. Each member of the implementation team must be fully trained and certified by the manufacturer as qualified to service the ICOP;
 - G. Software programming and preparation;
 - H. Infrastructure procurement and installation;

- I. Equipment specifications, procurement and installation;
- J. Training;
- K. Testing;
- L. Delivery and acceptance;
- M. Database management;
- N. Enrollment;
- O. Cut-over to service;
- P. Updating;
- Q. Reporting;
- R. System management;
- S. Documentation (system design, training manuals, etc.);
- T. System maintenance and support; and
- U. Transition plan.

5.21.3 So service loss is kept to a minimum, the Proposer shall cooperatively work with the present contractor to arrange removal of the existing Inmate Station Equipment (Telephones) in all ODRC facilities listed in Attachment A of this RFP and replace them with new telephones as listed in Attachment B of this RFP. The removed telephones shall be the property of the present contractor.

5.21.4 The Proposer shall be responsible for the generation and creation of the system database(s) required to provide a fully operational ICOP. As requested, the ODRC Project Representative shall provide the Proposer with appropriate information. The Proposal shall describe how the current system database information, including inmate profile and call records, will be retained during conversion to the new ICOP system.

5.22 ICOP System Testing

The Proposal shall provide a comprehensive functional test plan to assure ODRC of the ICOP system's readiness to accept inmate call out traffic. This test plan shall include a checklist of items to be performed by the Proposer's implementation team and verified by the ODRC staff.

5.23 ICOP System Acceptance

The Proposal shall provide a comprehensive acceptance plan for the ICOP at each ODRC facility. ICOP system acceptance shall be determined by a consecutive 30-day period during which the system shall function "error free." The Proposer shall work with ODRC to determine the actual definition of "error free" operation. Failure of the system to meet mutually agreed upon acceptance criteria for more than thirty (30) days may result in ODRC Project Representative requesting replacement of that particular system. Additional acceptance requirements are stated in Section 3.5.1 of this RFP. Where a conflict exists, the more stringent requirement as determined by the ODRC Project Representative shall apply.

Acceptance testing shall not relieve the Contractor of its responsibilities to correct any defect during the term of the contract.

5.24 ICOP System Documentation

5.24.1 At the completion of the ICOP system installation and implementation, the Proposer shall provide a complete set of ICOP system reference manuals that must include information specific to the installation at each ODRC facility.

5.24.2 The Proposer shall supply trouble logs for all problems reported on the ICOP system on an as needed basis.

5.24.3 The Proposer shall supply all necessary documentation to the ODRC site administrator relating to maintenance contact numbers, maintenance reporting procedures, and maintenance escalation procedures, etc.

5.25 Training Requirements

It is critical to the success of the installation of the ICOP that ODRC personnel be thoroughly trained in various aspects of the system operation. Therefore, the Proposer shall provide a complete training schedule based on the following requirements.

5.25.1 The Proposer shall provide training to ODRC at no cost.

5.25.2 The Proposer shall provide end-user training on site at the various ODRC facilities. Initial training must be conducted using live classroom and hands-on exercises using technologies, manuals, and documentation that will allow quick response to training needs.

5.25.3 The Proposer shall provide on-site training for various levels of ODRC staff including part-time and full-time system administrators, investigators, and data entry specialists.

5.25.4 The Proposer shall provide training for all assigned ICOP system users on the following matters:

A. How to create, delete and modify inmate records;

- B. How to generate appropriate system reports;
- C. How to maintain alert levels and respond accordingly when these levels are exceeded;
- D. How to change inmate restriction levels;
- E. How to initiate system restrictions including the shutting down of individual inmate telephones, groups of inmate telephones or entire facilities' systems; and
- F. How to use any filters to further refine searches for reports.

5.25.5 The Proposer shall provide training on all components of the ICOP.

5.25.6 The Proposer shall provide full training on the provided recording equipment including the live monitoring of inmate calls, playback of archived calls and the transfer of calls to other media for playback at off-site locations.

5.25.7 The Proposer shall provide refresher ICOP system training for ODRC personnel when required by ODRC.

5.25.8 The Proposer shall provide additional training for new ODRC personnel when required by ODRC.

5.25.9 The Proposal shall describe any advanced ICOP system training that may be available to ODRC personnel whether provided on-site at an ODRC facility or off-site at the Proposer's training facilities. This training may be remote web training which ensures on-going learning and system familiarity on varied topics based on ODRC requests.

5.25.10 The Proposal shall include the name and the title of the person who will have the overall responsibility for training.

5.25.11 Written material utilized in the training program shall become the property of ODRC upon completion of the training sessions. In addition, a user manual for platform equipment must be left at each facility with a to-be-named point of contact.

5.25.12 The proposed ICOP shall provide for on-line help for quick access to user information on the ICOP system operation, administration, reporting and management functions.

5.26 Post Installation And Expansion Requirements

5.26.1 ODRC may require the addition of equipment at its facilities after the original installation of the proposed ICOP. The Proposer shall install additional equipment within thirty (30) days of notification from ODRC Project Representative. This equipment and installation shall be at no cost to ODRC.

- 5.26.2 The Proposer shall be responsible for making all ICOP system modifications necessary to allow inmates to place calls as industry dialing requirements change, at no additional cost to the ODRC.
- 5.26.3 The Proposer shall be responsible for complying with and updating the ICOP system for any regulatory changes and requirements during the contract term, at no additional cost to ODRC. These regulatory changes and requirements include federal, state, county and municipal modifications.
- 5.26.4 All call processing and call rating information shall be kept current by the Proposer to ensure inmates can place calls to all approved numbers. This information includes, but is not limited to, local exchanges, area codes, vertical and horizontal coordinates, and any other information necessary to accurately process and rate calls. The Proposer shall provide ODRC Project Representative with rating information for all calls when requested by ODRC Project Representative.
- 5.26.5 ODRC reserves the right to renegotiate the contract if in ODRC's best interest, including but not limited to, legislative changes.

5.27 Prepaid Calling Requirements

- 5.27.1 The proposed ICOP must provide for inmate or called party use through prepaid calling, as a voluntary alternative calling and payment procedure to the standard collect call procedure. In regard to a called party, the Proposer shall develop a prepaid calling plan that allows for the establishment of a new prepaid account with the Contractor to be funded by a person(s) on the inmate's calling list approved to receive calls from an inmate. Calls to the called party's cell phone shall be allowed as long as the called party has prepaid for these types of calls with the Contractor maintaining and validating the called party's cell phone billing name and address (BNA). In regard to an inmate, the Proposer shall develop a prepaid/debit calling plan that allows for the establishment of a new prepaid/debit account with the Contractor to be funded by that inmate or any person who is an approved visitor or any other person who is not an "unapproved source" as defined by rule 5120-5-02 of the Ohio Administrative Code.

These accounts shall be established without an account set-up fee and in regard to a called party shall be restricted to a particular telephone number or in regard to an inmate shall be restricted to the numbers on that inmate's approved calling list. This prepaid program will not require staff time, maintenance, or cost from the ODRC except for inmate prepaids which may require minimal staff time. The Proposer shall be responsible for providing staffing and any other resources necessary to implement these prepaid calling plans.

The rates for called party and inmate charges under the prepaid calling plans are set forth in Sections 5.28.8, 5.28.9, and 5.28.10.

- 5.27.2 At the beginning of the contract term, the prepaid, PIN-controlled mode shall

be fully implemented at all ODRC institutions listed in Attachment A, except Central Office. It is the intention of ODRC to implement the ICOP in a prepaid mode for all 50 states, United States territories and international countries.

5.27.3 The proposed ICOP shall process prepaid and collect calls depending on the choice made by the inmate caller using automated equipment. When placing a call, the inmate will be prompted, in advance, of insufficient funds on the inmate's prepaid/debit account. The ICOP shall confirm that funds are available in the prepaid/debit account after the telephone number and PIN are dialed by the inmate, but prior to placing the call.

5.27.4 The general sequence for use of debit call accounts is as follows:

Step 1. Inmate enters PIN and dials number.

Step 2. ICOP checks if the inmate has a debit call account.

Step 3. If the inmate has a debit call account, ICOP checks for sufficient funds to make at least a two (2) minute call.

Step 4. If sufficient funds exist, inmate is prompted to decide to place the call using funds from his/her debit call account. If inmate so chooses, call is placed, subject to normal system checks (e.g., number is not blocked, is on inmate's calling list). If the debit account balance is less than the amount needed to cover the maximum allowed call duration, the call is processed either as a prepaid/debit call for the length of time allowed by the existing balance or as a collect call.

Step 5. If the inmate does not have a debit call account, or if the inmate chooses not to use his/her debit call account, or if there are insufficient funds in the inmate's debit call account, ICOP checks if the called number has an attached debit call account.

Step 6. If the called number has a debit call account attached, and sufficient funds are available to make at least a two (2) minute call, the inmate is prompted to choose whether to make a debit call charged to the called number.

Step 7. If the inmate chooses to make a debit call charged to the called number, the call is placed, subject to normal system checks.

Step 8. If the called number does not have a debit call account attached, or if the inmate chooses not to use the debit call account attached to the number, or if there are insufficient funds available for at least a two-minute call, the call is placed as a collect call, subject to normal system checks.

5.27.5 The proposed ICOP must provide for true "answer supervision" for the debiting of prepaid charges. Debiting shall begin when the call is answered by the called party and shall terminate when either the inmate or the called party hangs up.

- 5.27.6 The Proposer shall provide the prepaid call services required in this RFP through the use of an automated operator. An inmate shall never be connected to a "live" operator.
- 5.27.7 The Proposer must describe the following functionality when the ICOP system is operating in a prepaid mode:
- A. Prompts inmate callers of:
 - 1. The dialed number is not on the inmate's approved calling list.
 - 2. To select the prepaid/debit or collect option after the phone number and PIN is keyed in, unless automated equipment handles this function.
 - 3. The call being terminated because of insufficient funds in the prepaid account.
 - B. Checks account balance to determine whether sufficient funds exist to place the call.
 - C. Sets the minimum and maximum call durations.
 - D. Allows or restricts calls based on standard call controls such as PIN, called number, phone used, and time of day.
- 5.27.8 The Proposer's Inmate Class of Service **prepaid call rates (including inmate debit/prepaid calls and called party prepaid calls)** charged to the inmate or called party, as appropriate, within Ohio, regulated by the PUCO, **shall neither be equal to nor exceed the amounts set forth in Table 2 below** for tariff per minute rates and tariff per call surcharges, applicable to local, intrastate/intraLATA and intrastate/interLATA calls originating from ODRC facilities, collectively known as the "Prepaid Intrastate Tariff Rates." The Prepaid Intrastate Tariff Rates (a) will be filed with the PUCO as necessary, (b) will remain fixed for the term of the Contract, and (c) are exclusive of: federal, state and local sales, use, excise, utility and gross receipts taxes; other similar tax-like charges; tax-related surcharges; and other tariff charges as provided in Contractor's applicable state tariff(s) from time to time.

*The below table reflects prepaid call Intrastate Tariff Rates charged to either the inmate or the called party, as appropriate, within Ohio.

TABLE 2: Inmate Telephone Prepaid Calling Costs									
Type of Intrastate Calls	Surcharge Caps	Per Minute Rate Caps	Mileage	CHART					
				Day		Evening		Night	
				First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
Local	\$.92	0.00	1-10	0.192	0.12	0.088	0.04	0.088	0.048
IntraLATA	\$.84	See Chart	11-22	0.216	0.12	0.12	0.072	0.12	0.08
InterLATA	\$.84	0.26	23-55	0.216	0.152	0.12	0.072	0.12	0.08
			56-124	0.216	0.152	0.12	0.072	0.12	0.08
			125+	0.216	0.152	0.12	0.072	0.12	0.08

The called party or the inmate will pay a per call surcharge regardless of the duration of the call, in addition to specified per minute rates that vary based upon the type of call. The intrastate/intraLATA per minute call rates are mileage banded, day-of-the-week sensitive and time-of-day-sensitive. The intrastate/intraLATA per minute, prepaid call rates on weekends and holidays are based on the night rate schedule set forth in Table 2. **The Proposer shall provide only one (1) breakdown of its Prepaid Intrastate Tariff Rates identical in format to Table 2 but with per minute rates and surcharges lower than those set forth in Table 2. The Proposer shall not propose an alternate Prepaid Intrastate Tariff Rates table/schedule/structure as an option.** The Prepaid Intrastate Tariff Rates in Table 2 reflect an approximate 20% reduction in similar rates charged for collect Intrastate Tariff Rates in Table 1 of Section 5.9.6 of this RFP. The Proposer's Prepaid Intrastate Tariff Rates shall remain fixed for the term of the contract and shall never be increased, but may be lowered with ODRC Project Representative's written consent. Additionally, the prepaid interstate tariff rates will be filed as necessary and are exclusive of: federal, state and local sales, use, excise, utility and gross receipts taxes; other similar tax-like charges; tax-related surcharges; and other tariff charges.

- 5.27.9 The Proposer's rates charged to the called party or inmate, as appropriate, for **prepaid** calls outside of Ohio including Puerto Rico, Virgin Island, Guam, and Commonwealth of the Northern Mariana Islands, regulated by the FCC, **shall neither be equal to nor exceed the tariff per minute rate of \$0.704 for prepaid long distance calls and shall neither be equal to nor exceed the surcharge rate of \$3.15** for Inmate Class of Service. The prepaid interstate tariff rate reflects an approximate 20% reduction in similar rates charged for interstate collect rates in Section 5.9.7 of this RFP. **The Proposer shall propose only one (1) interstate per minute rate which is lower than \$0.704 and only one (1) surcharge rate which is lower than \$3.15.** The Proposer shall not propose an alternate prepaid interstate per minute

rate and surcharge as an option. The Proposer's interstate tariff rate and surcharge shall remain fixed for the term of the contract and shall never be increased, but may be lowered with ODRC Project Representative's written consent.

5.27.10 The Proposer's rates for international calls shall be the current cost for international calls to the specific country being called including Canada. The ODRC does not guarantee minimum international calling volume.

5.27.11 The Contractor will provide information to inmates on how to use the prepaid calling plan and how their family and friends can use it. The Contractor will provide information to the ODRC Project Representative outlining the policies and procedures of the prepaid calling plan, including but not limited to, a description of the features of the plan and instructions to families and friends as to how to set up the account. The ODRC will then distribute this information to inmates. The Contractor shall educate the inmates, friends, and families regarding the process for establishing a prepaid account and understanding the features of the plan.

5.28 Inmate Prepaid ("Debit") Calling Option

There are two types of calling (non-video visitation) allowed by ODRC in this RFP; collect calling (including prepaid collect) and prepaid/debit calling with the same security features applying to both types. In both types, the inmate initiates the call to a called party. If the inmate chooses to initiate the call as a collect call, the called party must accept the charges for the call. If the inmate chooses to initiate the call as a debit call, the call is paid for up-front by the inmate or others. The Contractor will provide an ICOP system whereby telephone calls are automated, voice activated collect calls, prepaid collect calls and debit/prepaid calls to include local, long distance service to the 50 United States, United States territories, and international countries.

Generally, the ODRC expects the debit-call program to have the following features and functionalities. The Contractor will establish a debit phone account for each inmate who purchases prepaid call time. Inmates will be capable of transferring funds from their inmate personal accounts to their debit phone accounts by purchasing prepaid telephone time in the commissary. Friends and family will use a kiosk stationed at each ODRC facility to fund debit phone accounts and may also fund those accounts through payment options with the Contractor, such as mail, telephone or website payments. When phone time purchase data is received, the Contractor shall process the transactions and add the funds to the inmate's debit phone account as soon as possible. The inmate initiates a call, enters his/her PIN, selects the debit calling option, and dials a phone number. The Contractor's call processor validates the dialed number, PIN, call blocks, and account balance before the call is placed. The call is placed. The called party receives and accepts or rejects the debit call. Either the inmate is notified that the call was not completed with the reason for the unsuccessful completion or a call path is established. The call is correctly rated and connected. Call charges are deducted from the inmate's debit phone account as soon as the call is completed or terminated. The ICOP system will not allow the debit phone account

balance to become negative. At the end of the month or earlier upon agreement of the parties, the Contractor shall invoice each ODRC facility for all sales during the previous period of time. The ODRC will transfer all the prepaid telephone time purchased during that time period to the Contractor within an agreed upon time period.

The ODRC will assume no responsibility for the funding of the debit phone account, nor be responsible for any uncollected funds the Provider may incur, nor is the ODRC assuming any liability or risk of loss for inmate prepaid/debit calls.

The Proposer shall describe the methodology to meet the following debit call features and functionality requirements:

5.28.1 The proposed ICOP must provide for inmate use through a debit call mode at all ODRC institutions listed in Attachment A, except Central Office. The proposed ICOP shall process debit or collect calls depending on the choice made by the inmate caller.

The Proposer shall develop a prepaid, debit-calling plan that shall be funded by individual inmates through an inmate's institutional account, as well as be funded by their friends and family such as approved visitors making deposits through the use of kiosks. Any process/transaction/convenience/service fee for such use of kiosks may not exceed three dollar (\$3.00). The inmate's purchase of call time through the commissary is in lieu of the inmate requesting a check be sent to the Contractor to purchase that time. As such, the commissary purchase will not include any taxes that may be related or applicable to actual phone time, usage, or purchase of the prepaid time. The Contractor will be responsible for charging for, collecting, and paying any applicable taxes.

Any other methods for funding the inmate's debit-call account that are provided to the inmate's friends and family by the Contractor such as website deposits, telephone or mail payments to the Contractor shall not charge a service fee, and any other methods are subject to approval by the ODRC Project Representative. The Contractor shall not receive funds for deposit to the inmate's prepaid telephone account from "unapproved sources" which means any of the following: any person under the supervision of the ODRC or any other correctional agency unless approved by the warden; any transaction the warden has cause to believe is for an unlawful purpose; and any other source where the warden has cause to believe the transaction is for an unlawful purpose, including, but not limited to, fraud, extortion, blackmail, dealing and gambling.

When the Contractor receives the phone time, prepaid purchase, transaction data from the ODRC, it shall be processed to establish and / or deposit phone time credits to the inmate's debit phone account within twenty-four (24) hours of such data being posted by the ODRC. The ODRC prefers this accounting process to be more immediate.

Debit calls must be made through network services provided by the Proposer at no cost to ODRC. This debit program will be designed to require a minimal

amount of ODRC staff time and maintenance. The Proposer shall be responsible for providing any resources necessary to implement a debit call plan.

- 5.28.2 The Contractor will process refund checks to inmate-releasees who have been released from incarceration with the ODRC and still have a debit phone account balance. Those checks should be sent to the address specified by the inmate-releasee. There will not be a refund for a balance in the debit phone account unless the inmate is released. The inmate will not be allowed to transfer any funds in the debit phone account to his/her personal account.

In the event the inmate is transferred from one ODRC facility to another facility, the inmate's telephone account including funds should automatically transfer. In the case of an inmate's death, any funds in the debit account shall be returned as directed by the inmate's valid, written declaration (i.e., will) or in the absence of such declaration, to the person with the right of disposition of the funds, pursuant to Chapter 2108 of the Ohio Revised Code, as set forth in Procedures VI. F. of ODRC Policy 66-ILL-02 (Inmate Deaths).

- 5.28.3 When placing a debit call, the inmate-caller will be notified, at the beginning of each call but prior to placing it, of the balance on the inmate's debit phone account. The Contractor's call processor validates the dialed phone number and inmate PIN for such balance. If so validated, the call is processed, correctly rated, and connected.

The proposed ICOP must provide for true "answer supervision" for the billing of debit charges. Call charges shall begin when the call is accepted by the called party and shall terminate when either the inmate or the called party hangs up. The ICOP shall be capable of debiting an inmate's debit phone account automatically and in real time as a call is taking place. However, The ICOP must delay initial charging of the call by a pre-determined number of seconds that are defined as call set-up time. Call acceptance by the called party shall be accomplished through caller confirmation (positive acceptance). Voice recognition is not an acceptable method for positive call acceptance. The ICOP shall be able to recognize and distinguish standard or irregular busy signals, standard or irregular ringing signals, answering machines, cellular telephones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, etc.

- 5.28.4 The Proposer shall provide the debit call services required in this RFP through the use of an automated operator. An inmate shall never be connected to a "live" operator.
- 5.28.5 A call is first processed for administrative checks (e.g., whether the dialed number is on that inmate's approved call list). If any check is unsuccessful, the ICOP shall generate a message to the inmate and abort the process. If all checks complete successfully, the call is processed. The ICOP system will make the following types of notifications when the inmate is placing a debit call:

A. The dialed number is not on the inmate's approved calling list or has been

restricted by the ODRC.

- B. Select the debit or collect option.
- C. The call is being terminated because of lack of adequate funds in the debit phone account which shall never have a negative balance.
- D. The options, including collect calling, if the balance in the debit phone account is insufficient for the desired call. If an inmate has sufficient funds to complete at least a two minute debit dial call, the ICOP shall allow the call to be processed.

5.28.6 The ODRC requires various administrative capabilities to ensure the financial integrity of the inmate debit phone account. These capabilities are: inmate account management, audit trails, transaction reports, centralized management and report capabilities, capabilities to detect and eliminate fraud in order to protect the financial integrity of the inmate debit phone account and the public.

5.29 Proposer's ICOP Interaction/Integration with ODRC's Inmate Personal/Commissary/Trust Fund Application.

In order to meet the following features and functionality requirements, the Proposer shall describe how the debit call mode of the ICOP will be designed to interact/integrate with CACTAS for ease of transfer of money from the inmate's personal account to the inmate's telephone account:

- 5.29.1 ODRC uses the Cashless Commissary and Trust Fund Accounting System (CACTAS) to manage its institution commissaries and inmates' personal trust fund accounts.
- 5.29.2 One of the sources of funds for an inmate's debit phone account in ICOP is the inmate. To facilitate the transfer of funds from the inmate's personal account (managed by DRG) to the inmate's ICOP debit phone account (managed by the Contractor), inmates will purchase prepaid call time through the commissary. The inmate will purchase prepaid call time in the institution commissary in increments of \$5 (five dollars), not to exceed \$100 (one hundred dollars) per week rolling seven (7) day period.
- 5.29.3 On an hourly basis, CACTAS will export a quoted, comma-delimited text file containing the institution abbreviation, inmate number, inmate name, and dollar amount of time purchased at the commissary. This file will be placed on the ODRC's FTP server and named YYYYMMDDHHSSmmm.txt based upon the date and time of creation. The Contractor will be responsible for electronically picking up the files from the ODRC FTP server and processing the information contained within to post the purchased amount of call time to the specific inmate's debit phone account. The Contractor may choose to pick up the files after they are posted each hour, pick up all files once a day, or pick up files using a different schedule. All files shall be picked up and the transactions processed and posted to the inmates' debit phone accounts

within 24 hours after they are posted by the ODRC.

5.29.4 The Proposer shall describe how it will match the inmate number to the information held in the Proposer's database to ensure the purchased call time is posted to the proper inmate's account.

5.30 Kiosk Plan

The kiosk deposit process should be a quick and easy method for approved visitors (i.e., families and friends of inmates) to deposit monies into an inmate's personal and or debit telephone accounts. The kiosk should accept cash, credit cards, debit cards, electronic checks (ACH), and check cards. ODRC is not responsible for any set-up or hardware fees associated with installation of the kiosks. All ongoing monitoring, services, maintenance and support, and cash pickup are provided by the Contractor, at no cost to ODRC.

The Proposal shall provide specific details of the Proposer's ability to provide the kiosk equipment and services and to administer the below-stated kiosk plan including, but not limited to, the following information:

5.30.1 Kiosk Units

5.30.1.1 The kiosk (one per each ODRC facility listed on Attachment A excluding Central Office) must be a simple installation in the visitor entry area of each ODRC facility; requiring only a standard 110v outlet and broadband internet connectivity. Contractor will install tamper-resistant and durable kiosks suitable for a correctional environment and shall not include moveable parts. The kiosk shall be placed on a separate network provided by the Proposer.

5.30.1.2 By mutual agreement of the parties, Contractor may install additional kiosks and necessary cabling/equipment at no cost to the ODRC, in locations specified by the ODRC such as minimum security camps on the grounds of particular ODRC facilities, throughout the term of the Contract and/or any renewal terms.

5.30.2 Deposit Processing

5.30.2.1 The customer convenience/service/transaction fee charged to approved visitors for kiosk deposits cannot exceed \$3.00 per deposit.

5.30.2.2 Contractor shall assume all responsibility for all funds deposited by approved visitors. ODRC shall not be held responsible for any charge-backs or fraud.

5.30.2.3 Proposer shall configure its kiosk deposit application in accordance with ODRC's deposit rules and policies, including but not limited to, rule 5120-5-02 (Inmate funds) of the Ohio Administrative Code. The deposit application shall notify depositors that deposits made to an inmate's personal account may be subject to collection for payment of inmate

debt if such debt exists. Deposits made directly to an inmate's debit call account are not subject to collection for payment of any inmate debts.

- 5.30.2.4 At a minimum, Contractor shall be responsible for obtaining and validating the name and billing address (including zip code) of the depositor and for verifying the inmate name and number for whom the funds are deposited.
- 5.30.2.5 For kiosk deposits made directly to the debit telephone account, the Proposer shall determine how the information regarding the purchase of telephone call time is to be provided to and collected by the Proposer. Funds received at the kiosk for deposit to that account are not processed through CACTAS. The Proposer shall also determine how the cash money will be collected, and determine how and in what manner the money from credit, debit, and/or check cards will be retrieved from those companies. The ODRC shall not be responsible for, nor be a party to, collection or dissemination of any data collected by or any funds deposited to the kiosk. Monies deposited to the kiosk shall be added to the inmate's debit telephone account within twenty-four (24) hours of that deposit.
- 5.30.2.6 For kiosk deposits made to an inmate's personal trust account, the date, amount, inmate number, inmate name, institution at which the deposit was received, and depositor information including name, billing address and zip code, shall be provided in a quoted, comma-delimited text file to the ODRC's CACTAS system on a daily basis. The Contractor is expected to work with the CACTAS vendor as necessary, at no cost to ODRC, to ensure the information, file layout, file naming convention, and file placement is acceptable. Any monies received for an inmate's personal trust account shall be processed and provided to the specific institutions at which each inmate was residing at the time of the deposit. The monies shall be received by each institution's designated fund electronically via ACH, at no cost to ODRC, within forty-eight (48) hours of the monies being deposited in the kiosks. On a daily basis, the Contractor will provide each institution with a summary transaction report showing the total amount of monies received at the institution that day. With each monetary transaction to an institution (i.e., when collected monies are given to the institution), the Contractor will provide a report detailing the funds submitted to the institution. The report should show, in inmate number order, the inmate number, inmate name, date of deposit, amount of deposit, and institution at which the deposit was received. Other specific information included in the daily report shall be agreed upon by Contractor and ODRC Project Representative.

5.30.3 General Maintenance

- 5.30.3.1 Proposer shall provide the necessary labor, parts, materials, and transportation to maintain all proposed kiosks in good working order and in compliance with the equipment manufacturer's specifications

throughout the life of the Contract. ODRC shall not be charged for maintenance of the kiosks

- 5.30.3.2 Proposer shall have the capability to perform remote diagnostics to determine if a problem is associated with the kiosk unit, network or featured application.
- 5.30.3.3 Proposer must exhibit to ODRC best practices approach towards the completion of software service issues within one (1) business day of the trouble reported and within two (2) business days if the service issue requires repair/replacement to the hardware/kiosk. ODRC shall be notified of progress and/or delays until there is a resolution of the problem and at any time a technician will be dispatched to the ODRC institutions.
- 5.30.3.4 Either party shall report to the other party any misuse, destruction, damage, vandalism, etc. to the kiosk units. Contractor must assume all liability for any and all such damages. In addition, Contractor shall ensure that all kiosks are operable at least 98% of the time on a daily, weekly and monthly basis. This requirement excludes down-time associated with regularly scheduled maintenance/upgrades or facility lock-downs which require the kiosks to be shut-off.
- 5.30.3.5 All issues surrounding the kiosks shall be reported by Contractor to ODRC Project Representative promptly.

5.31 Customer Service

- 5.31.1 The Contractor will establish a customer service center to manage customer and inmate complaints and provide other account services. The customer service center will have a published toll-free number with a full featured automated voice response and live operator availability for any customer inquiries from inmate and customers related to the ICOP including video visitation and kiosks. This customer service center shall be located within the continental United States and be staffed to receive calls not less than from 6 a.m. to 12:00 p.m. (midnight) Eastern Time, seven (7) days per week, 365 days per year.
- 5.31.2 Customer Service Representatives shall be friendly and knowledgeable. The Contractor must have representatives who are fluent in English and Spanish and who will assist inmate family members and friends with customer questions, complaints, refund requests, telephone number blocks/unblocks, setting up and closing accounts, payment and billing, check current balance, and other communication service inquiries.
- 5.31.3 Contractor and ODRC Project Representative will establish standards of performance for responses from the Customer Service Center to help ensure that customer service inquiries are being resolved timely and completely. Contractor will work with ODRC Project Representative on

any escalated customer service issues. Contractor will provide monthly reports regarding performance of the Customer Service Center in regards to inquiries about the ICOP.

5.31.4 The Proposer shall have an informative, user-friendly website containing a detailed Frequently Asked Questions section and other useful information. In addition, the Contractor will establish a published email address for use by customers to contact the customer service center. Contractor also agrees to consider implementation of other electronic means of contact such as web based “Live Chat.”

5.31.5 Families and friends shall be able to prepay for inmate calls through easy-to-use payment channels including: toll-free automated pay-by-phone, pay-by-mail, website, and live customer care center. These options shall accept major credit cards or checks and fund availability within a reasonable time, subject to minimum deposit, but no service fee. These channels should be able to fund multiple prepaid accounts or inmate debit telephone accounts with one transaction.

5.32 Phase Out Plan

The Proposal shall describe a plan for a phase-out situation at the expiration or termination of the contract term should the Proposer not be selected for the next contract to provide an ICOP to ODRC. Upon the expiration, termination, or cancellation of the contract, should ODRC award any succeeding contract for inmate telephone service to a vendor other than Contractor, Contractor agrees to cooperate fully and in all respects with the ODRC and the new contracted vendor in accomplishing an efficient and effective transfer of responsibilities under the contract and to ensure the continuity of the services required by ODRC. The Contractor must coordinate the transition of all ICOP components (e.g., files, system documentation, history, data, copies of programs, and stored procedures) to the subsequent contractor or to the ODRC as appropriate.

5.33 Video Visitation Program

Proposers are required to respond to this section and propose a video visitation program. Failure to so respond and so propose shall cause the Proposal to be rejected as non-responsive. ODRC reserves the right to accept or reject, in part or in whole, the proposed video visitation program as a related service of the ICOP.

ODRC is seeking Proposals to provide the capability for inmates to visit with approved visitors (i.e., friends, families, attorneys, and others) using videoconferencing technology. Video visitation is defined as a system of visitation that allows an inmate and his/her approved visitors to communicate remotely with audio and video.

In an effort to reinforce family ties for the men and women confined in ODRC prisons, the ODRC is considering using a video visitation program. This

program provides visiting opportunities for inmates whose families, for various reasons, are unable to travel to ODRC prisons in distant locations. The scheduled length of each visit will be 30 minutes in duration. Multiple sessions, including consecutive sessions, may be scheduled. The primary objectives of this program are to reinforce the relationship between the inmates and their families/significant others, encourage good behavior, and help prepare inmates for successful release and reintegration into the community.

The privileges of visiting through the video visitation program will follow rules of the Ohio Administrative Code, particularly 5120-9-15 (General Visiting) and 5120-9-20 (Visiting by Attorney); ODRC policies, particularly 76-VIS-01 (Inmate Visitation) and 76-VIS-02 (Inmate Access to Telephones); rules of the facility where the inmate lives, and the posted rules at the visitation center. The visiting rules and policies for video visitation are generally the same as those for in-person visitation in the facility. Visitors who have been restricted from visiting at a facility shall not be allowed to participate in this program.

Video visitation shall be available at the following prisons: Belmont Correctional Institution, Noble Correctional Institution, Southern Ohio Correctional Facility, and Ohio State Penitentiary; and be available in the community at two visitation call centers, located one each in the Cincinnati and Cleveland area. The Proposer may consider locating a call center at the ODRC Adult Parole Office in Cincinnati, Ohio on 7710 Reading Road and at the ODRC Adult Parole Office in Cleveland, Ohio on 615 Superior Avenue Northwest. Also, the Proposer may consider a mobile call center based in a motorized vehicle, known as a Visit Mobile.

For the rest of this section, references to “call center”, “visitation center”, “visitation call center”, and similar shall be defined as including both fixed location and mobile call center locations.

All visitors to these centers must schedule the visit in advance of the date of the visit by either telephoning the Contractor or using the Contractor's web site. ODRC will provide access to appropriate systems so Contractor staff can verify that prospective visitors are on the selected inmate's approved visiting list. The Contractor may have to design an interface to access ODRC's database. If the person is on the inmate's approved visitors list, the visit shall be scheduled and sufficient notice of that schedule shall be provided to the ODRC staff at the inmate's facility by web-based application.

The ODRC recognizes that legitimate reasons may exist for an inmate to receive visits from persons not on his/her approved visitor list. These persons may visit only with special permission from the ODRC Warden of the inmate's facility or his/her designee. The inmate must request all changes to the visiting list which require approval by the Warden or designee.

If the scheduled visit does not take place at the fault of the visitor or the scheduled inmate, a “missed visit” fee will be paid by the person who scheduled the visit. Persons who fail to pay the fee will not be permitted to participate in the program until the fee is paid.

The ODRC expects the inmate and his/her visitors to demonstrate proper conduct during a visit, including and not limited to the following:

- A. All visitors are required to sign-in and note their relationship to the inmate on a log as they enter the video visitation centers.
- B. All visitors must have proper identification to be admitted to the visiting booth.
- C. All visitors are expected to dress appropriately.
- D. Visitors and the inmate must be at the respective visiting site at the scheduled time for the visit to be conducted.
- E. Conduct that is offensive or insulting is unacceptable and shall not be tolerated.
- F. Unacceptable conduct during a visit shall be cause for termination of the visit by staff at either the call center or ODRC facility. If so terminated, refunds will not be given. Unacceptable conduct by the visitor may result in that visitor's visiting privileges being suspended. Unacceptable conduct by a visitor shall be reported to the Warden or designee of the inmate's facility.

The visit is not private, is audio/video recorded, and is subject to review for appropriateness. A sign shall be posted at all video stations indicating that all visits are audio/video recorded and by use of video visitation, the inmate and visitor acknowledge and authorize such recording.

The Contractor shall make reasonable and good faith efforts to market the video visitation program to both the ODRC's inmate population at the four (4) designated facilities and their approved visitors. If this program proves successful in terms of increasing demand, the ODRC Project Representative with agreement of the Contractor may consider increasing the number of prisons and / or call centers at which video visitation may be conducted and or the number of video stations at the prisons or call centers.

The approved industry standard for videoconferencing is H.323 CODECS over a high speed network connection. The Proposer will design and implement a system and network that adheres to this standard including all endpoints for the ODRC as well as network management hardware and software. The Proposer shall install data circuits and not use the ODRC network. The Proposer shall utilize the latest industry standard for audio and video hardware and software including CODECS and network at each inmate/visitor station creating a system dedicated to video visitation, controlled by a software interface. Each CODECS will be addressable on the network with a static IP address. As this is an IP network carrying audio and compressed video signals, bandwidth is critically important within this network to minimize any latency of signal that could cause reduced audio and video quality and possibly render recorded visitations inadmissible in courts. Network management is handled through network switches dispersed throughout the ODRC facility within 300' of visitation

stations and daisy chained together, preferably through a “backbone” comprised of single or multimode fiber depending on distance. H.323 Video Conferencing CODECS would need to be added to facilitate connection to offsite end points that would also be using the H.323 standard. Bandwidth would still be of extreme importance in maintaining quality of signal. In all cases, bandwidth shall be sufficient to accommodate reliable 30FPS video and audio reception and transmission for all sites, used simultaneously, for any single ODRC location.

The Proposal shall provide specific details of the Proposer’s ability to provide video visitation program equipment and services and to administer the video visitation system including, but not limited to, the following information:

- 5.33.1 Description of design and implementation plan for the network and system adhering to the H.323 CODECS standard described immediately above.
- 5.33.2 Approach and design to providing the video visitation system. Structure the system so video visitation can occur at any location in the ODRC facility as designated by the Warden. Generally, the video visitation stations will be installed in the inmate visitation area of each ODRC facility unless the Warden determines another location is more appropriate. Configure the system so all video visitation stations can be used simultaneously at all ODRC facilities.
- 5.33.3 Describe the location and operation and management of the Proposer’s community visitation call centers. The visitation call centers shall be located on public transportation routes and be ADA accessible. The location and furnishings of the centers are subject to the approval of the ODRC Project Representative. The centers shall be open, secured, and staffed five (5) days a week. Visitation hours shall be determined by the Contractor in conjunction with the Wardens of the four (4) ODRC video visitation facilities and may be reasonably similar to current visitation hours at those facilities.
- 5.33.4 At each of the community visitation call centers, the Proposer shall provide appropriate hardware and software for this service, a suitable mechanism to control connections, a minimum of four (4) video visitation stations, and the capability for Contractor’s staff to monitor, in real time, both the audio and video sources for inappropriate conduct during each video visitation session. At the visitation call centers, the Contractor must enforce ODRC’s rules and policies relating to visits and telephone use as well as the guidelines for proper conduct during video visits set forth in this section of this RFP.
- 5.33.5 At each of the four (4) ODRC video visitation facilities, the Proposer shall provide appropriate hardware and software for this service, a suitable mechanism to control connections, a minimum of two (2) video visitation stations, and the capability for ODRC staff to monitor both the

audio and video sources during each video visitation session in real time at one (1) location within each ODRC facility.

5.33.6 The video visitation system capabilities:

- A. Simultaneously record all visitation events at each ODRC facility in a digital format to include audio and video recording for a maximum of 30 days of storage with the capability to extract and save selected visitation events as needed;
- B. Automatic playback in simultaneous audio and video modes for security purposes;
- C. Provide reports as needed by ODRC staff on system usage by inmates, visitors, length of visits, and frequency of visits by relationship to inmates;
- D. Ability to terminate any video visitation conference based on improper conduct by either the inmate or the visitor as determined by the ODRC or Contractor staff and for ODRC security reasons;
- E. Adjust scheduled visitation time and length of any or all video visitation conferences before or during the conference;
- F. Interrupt a video visitation conference in progress and communicate with either or both participants either with voice or text and re-connect an interrupted video conference call for the unused remaining time; and
- G. ODRC shall be provided full remote administrative access to any video system, recorders, and devices installed at ODRC facilities or within the ODRC Wide Area Network (WAN) environment.

5.33.7 The video visitation station hardware and software shall be suitable for operation in a correctional environment. System components shall not affect the functions or operations of other hardware or systems operating in the ODRC and must operate on the hardware on which it is installed.

5.33.8 Plans for providing the video visitation system including:

- A. A narrative and timeline for implementation of the video visitation system to cover the four (4) designated ODRC facilities.
- B. A detailed list of all necessary equipment to be used at the ODRC facilities, including but not limited to, video systems, bridging, recording devices, high resolution video monitors and cameras, microphones/handsets, audio-video switching systems, enclosures, electrical, and cabling materials.

- 5.33.9 All materials, labor, supervision, tools, supplies, travel expenses for Contractor's staff, cables, connectors, interfaces, documentation for all components, and any other items necessary to complete, manage, schedule, and maintain a fully functional video visitation system. Install the equipment in accordance with manufacturer's instructions and specifications. Completely test the system to assure that all components, stations, accessories, options, etc. are connected and in working order.
- 5.33.10 Obtain and pay for all permits, licenses, and any other fees required or associated with providing the video visitation program.
- 5.33.11 The video visitation system shall comply with the Americans with Disabilities Act (ADA) for the hearing and visually impaired, wheel chaired, or otherwise disabled persons.
- 5.33.12 Training to appropriate staff at each ODRC facility on how to operate the equipment. Training shall be coordinated and conducted with each facility's Warden or designee on or before the time of operational rollout of the video visitation program.
- 5.33.13 Appropriate software to schedule and manage connections between the visitor and the specified video visitation station in the ODRC facility. This scheduling component shall comply with all ODRC visitation policies and procedures to ensure that sessions only occur as authorized and with ODRC approved visitors. The visitor must be able to schedule with the Contractor either by telephone or on-line. The Contractor will verify that the visitor is on the inmate's approved visiting list. The Contractor and the ODRC will schedule the visitor's visit with the inmate by a secured web-based application.
- 5.33.14 How the Proposer will market the video visitation program to both the inmates and their approved visitors in order to create demand for the program. The Contractor will provide information to inmates and their family and friends on how to use the video visitation program.
- 5.33.15 Hardware and network at each facility to allow ODRC staff in one location to have on-site, real-time audio and video monitoring of all video visitation sessions so as to prevent inappropriate behavior.
- 5.33.16 In accordance with provisions of this RFP, particularly correcting any problem(s) within the time frames, the Contractor will be responsible for all support and maintenance of the video visitation system to include, but not be limited to, servers, network, hardware, and software.
- 5.33.17 The Contractor will be responsible for repairing or replacing any damaged video visitation equipment.
- 5.33.18 Software and/or hardware product(s) will be the latest version available. The Contractor will provide any and all upgraded versions of the

software and/or hardware covered in the contract that becomes available to the Contractor. The Contractor will coordinate with the ODRC to complete upgrades.

- 5.33.19 Evidence of experience in providing the video visitation services described herein. Provide names, qualifications, and experience of personnel to be assigned to the video visitation program.
- 5.33.20 Provide references where video visitation programs have been implemented similar to that being proposed. Provide contact name, contact title, and telephone number.
- 5.33.21 Subject to ODRC Project Representative approval, provide a rate for a 30 minute video visitation session, which may include a “postalized rate” and provide mechanism for rate adjustment for calls less than 30 minutes due to termination of visits for ODRC security concerns, unrelated to termination due to the inappropriate conduct of either the inmate or visitor. A postalized rate is one rate for any video visitation call originating and terminating within the borders of the state of Ohio. The Contractor will be responsible for all fee and tax collection efforts and should seek advance payment of the video visitation fee.

SECTION 6 - GENERAL CONDITIONS

6.1 Installation of the ICOP Equipment and Software

- 6.1.1 The Contractor will be responsible for the complete engineering and installation of the ICOP, including all station and other miscellaneous hardware as required by this RFP. Installation shall conform to the applicable Ohio Basic Building Code (OBBC), National Electric Code (NEC) and all other applicable national, state, and local laws, codes, rules, regulations, ordinances, and with accepted telecommunications' industry standards.
- 6.1.2 Where components, cables, cabinets, etc. are mounted on walls, ceilings, etc., suitable anchors shall be used, so that if any one hanger should fail, the device will remain securely in place.
- 6.1.3 Unless otherwise noted, all cable and components shall be supported by the building structure. Cables shall not be fastened to or lay on, a suspended ceiling. Cables shall not be fastened to the support wires of suspended ceilings, electrical conduits, or any mechanical or plumbing system pipe or other equipment.
- 6.1.4 All manufacturers' specifications and recommendations shall be strictly adhered to. Cable pulling tension and bend radii are critical because improper handling will cause physical abnormalities that will cause signal degradation.
- 6.1.5 The Proposer shall re-use existing station cabling installed at each ODRC institution for the Inmate Station Equipment (Telephones). In cases where existing cabling cannot be used, the Proposer shall install new station cabling (Category 5 minimum) at no cost to ODRC. Any new cabling shall include wall plate, cross connection, patch cords, etc., as required by this RFP.
- 6.1.6 The Proposer shall obtain ODRC Project Representative's permission, in writing, before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions, or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage. ODRC does not anticipate that such work will be required to install the ICOP equipment.
- 6.1.7 The Proposer shall protect all building components, finishes and equipment from damage and, if so damaged, the Proposer shall be responsible for any needed repairs or replacements, to the satisfaction of the ODRC Project Representative.
- 6.1.8 The Proposer shall always keep the work site free from accumulation of waste materials and/or rubbish resulting from delivery of services. Proposer shall keep the site at least broom clean. Upon completion of installation at the work site and, at the end of the work day as ODRC's security needs dictate, Proposer shall ensure that all of Proposer's tools, construction equipment,

machinery, temporary structures, surplus/waste materials and rubbish are removed from the worksite.

- 6.1.9 Exposed wiring, wire mold or other surface mounted raceway shall not be permitted in finished areas.
- 6.1.10 The Proposer shall provide all necessary labor, equipment and accessories to complete the installation work in a satisfactory manner.
- 6.1.11 The Proposer shall acquire all necessary licenses, approvals, certifications, permits, and similar authorizations required by any local, state, or federal agency for installation and for the ICOP which shall be maintained during the term of the Contract. Should violation of codes occur relating to this ICOP, the Proposer shall correct the situation at no cost to ODRG.
- 6.1.12 The Proposer shall conduct all work in harmony with other trades.

6.2 Wiring Standard

- 6.2.1 Any additional wiring work that is done shall be performed in accordance with the manufacturers' published standards and guidelines for a premise distribution system wherever applicable. The purpose is to establish the highest level of end-to-end capability and to prepare for future requirements.
- 6.2.2 Proposer shall follow manufacturers' wiring standards for cross-connect activities and any additional wiring that may be required throughout the building.
- 6.2.3 The Proposer is responsible for cross-connecting new systems to existing wiring schemes. Proposer should not assume that existing facility wiring is properly labeled and identified.
- 6.2.4 Proposers shall assume that there will be some changes to current station arrangements.
- 6.2.5 Grounding and bonding shall meet or exceed EIA/TIA-607.
- 6.2.6 Additional telephone station wiring shall be twisted pair, 24 gauge, Category 5, and shall be UL listed CMP, and shall conform to accepted industry, FCC and NEC Standards as applicable to size, color code, insulation, etc. Proposer's installed wiring shall all be new.
- 6.2.7 Cable connections, splicing and termination shall be done in accordance with accepted industry practices and manufacturer's instructions.
- 6.2.8 All supporting devices for the cabling must not pinch, bind, crimp, or in any other manner cause the physical or performance characteristic alterations of the cables.

- 6.2.9 The Proposer shall be responsible for all costs associated with the testing of wiring, both new and old, in preparation for the implementation of the new ICOP.
- 6.2.10 The Proposer shall be responsible for assuring that existing station wiring will not adversely affect the performance of the Proposer's equipment or subsystems and that distribution to user terminals will meet manufacturers and the requirements of this RFP.
- 6.2.11 The Proposer shall work with the ODRC to determine the exact times when Inmate Station Equipment (Telephones) can be replaced to reduce "down time".

6.3 Patching and Painting

Proposer is responsible for restoring damaged walls, ceilings, and/or wall coverings to their original condition.

- 6.3.1 The quality of workmanship shall be "Type 1 - Recommended," as set forth in the latest edition of the Painting Specifications of the Painting and Decorating Contractors of America.
- 6.3.2. The quality of patching shall maintain the same fire rating as the original wall or ceiling covering.
- 6.3.3 Cutting and patching requirements shall be submitted to the ODRC Project Representative for approval.

6.4 Fire stopping and Smoke Seals

Fire stopping includes, but is not limited to, openings in fire-rated floors and walls for cables, conduits and trays. Fire stopping materials shall conform to ratings as required by local and state building codes and as tested by nationally accepted test agencies per ASTM E814 and UL 1479 fire tests.

- 6.4.1 Fire ratings shall be a minimum of one (1) hour but not less than the fire resistance of the floor or wall being penetrated.
- 6.4.2 Codes and Standards for fire stopping materials include:
 - ASTM E814
 - UL 1479
 - NFPA 101-88. 6-2/2/5 and 6-2.2.8
- 6.4.3 Installation shall conform to manufacturer's printed instructions for installation.
- 6.4.4 Fire stop materials shall be non-combustible silicone elastomeric sealant having a UL classification as a "fill, void or cavity material."

- 6.4.5 The Proposer shall submit manufacturer's product data, specifications, and installation instructions to the ODRC Project Representative for review and approval prior to making any penetrations.
- 6.4.6 All penetrations and accompanying fire stopping shall be documented in writing by the Proposer. Such records shall include objects penetrated, characteristics of the penetration, and location.
- 6.4.7 ODRC staff and applicable Code authorities shall examine fire stops prior to closing out work.
- 6.4.8 Fire stopping of new penetrations shall occur by the end of each working day.

6.5 Security

The work comprising this ICOP shall be performed at ODRC institutions listed in Attachment A. The Contractor recognizes the security requirements for entering ODRC's facilities and acknowledges receipt of the "Standards of Conduct for Contractor" (DRC 4376). The Contractor agrees to comply with these standards and with ODRC institution safety rules and procedures. Due to institutional security requirements, the ODRC staff may require the Contractor to document when the Contractor or any subcontractor is on state property. The Proposer and subcontractors shall comply with the following special working conditions:

- 6.5.1 Be cleared for security access by ODRC. Proposer shall submit a list of names of all persons expected to be on the work site. The completed list shall be submitted, for approval, to the ODRC Warden or designee prior to any person's appearance at the work site.
- 6.5.2 Daily check-in with ODRC security staff and follow all ODRC security rules.

6.6 Safety

- 6.6.1 Proposer shall comply with federal, state, municipal, and OSHA laws, rules, regulations, and code requirements.
- 6.6.2 Proposer shall be responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with performing ICOP services. Proposer shall take all reasonable precautions and shall provide all reasonable protection to prevent damage, injury, or loss to the following: (A) all employees providing ICOP services and other persons who may be affected thereby; (B) all materials and equipment to be used in providing the services; and (C) other property at the site or adjacent thereto.
- 6.6.3 Proposer shall ensure that required fire-fighting apparatuses are accessible at all times. Flammable materials shall be kept in suitable places outside the ODRC institution.
- 6.6.4 The Proposer shall comply with all ODRC requirements for facility access including, but not limited to, tool control, background checks and dress code.

6.7 Problem Notification

If the Contractor becomes aware of possible problems that could result in delay in completion of the ICOP system or schedule then immediately notify the ODRC Project Representative by telephone, with written confirmation within 72 hours of the telephone call, giving the cause and probable effect, and recommendations for corrective action. Failure to promptly notify ODRC Project Representative may be a basis for determining Contractor's negligence in an otherwise excusable delay. Possible delay problems shall not be interpreted as relieving the Contractor from contractual responsibilities.

6.8 Delivery

It shall be the responsibility of the Contractor to make all arrangements for delivery, unloading, receiving and storing materials in the correctional institution during installation. The ODRC will not assume any responsibility for receiving these shipments. The Proposer shall be on-site to receive all deliveries. Contractor shall check with the Project Representative and make necessary arrangements for security and storage space in the institution during installation.

ODRC due to security reasons may delay any delivery to a mutually agreeable time. All deliveries shall be FOB destination.

SECTION 7 - EVALUATION OF PROPOSALS

7.1 Disclosure of Proposal Contents

The ODRC Project Representative shall open the Proposals in a manner that avoids disclosing their contents to outsiders or other Proposers. Additionally, the ODRC Project Representative shall keep the contents of all Proposals confidential until the contract is awarded and fully executed. The ODRC Project Representative shall prepare a public registry of Proposals containing the name and address of each Proposer. That registry will be open for public inspection after the Proposals are open.

7.2 Rejection of Proposals

The ODRC Project Representative shall reject any Proposal that does not meet each of the following mandatory requirements:

7.2.1 Timely submissions.

7.2.2 Meets all of the mandatory minimum qualifications as set forth in Section 1.8 of this RFP.

The ODRC Project Representative may reject any Proposal that is not formatted in accordance with Section 4 of this RFP. The ODRC Project Representative may reject any Proposal for other reasons as set forth in this RFP.

In addition, the ODRC Project Representative may cancel this RFP, reject all Proposals, and seek to competitively solicit contract services for the ICOP through a new RFP.

7.3 Evaluation of Proposals - General

The evaluation process may consist of up to five (5) distinct phases:

7.3.1 The Project Representative's initial review of all Proposals for timely submission, proper format and satisfaction of the mandatory minimum qualifications as set forth in Section 1.8 of this RFP.

7.3.2 If a Proposal satisfies Section 7.3.1 above, then that Proposal will be reviewed and scored by the Evaluation Committee (Committee) for compliance with the ICOP system requirements/required specifications as set forth in Section 5 of this RFP and other requirements of this RFP.

If a Proposal satisfies Section 7.3.1 and 7.3.2 above, then the following phases apply:

7.3.3 Evaluation of Proposer's history of contract performance with other jurisdictions;

7.3.4 Request for more information (interviews, presentations, and/or demonstrations); and

7.3.5 Contract negotiations at the sole determination of ODRC.

The Committee has the right to eliminate or add phases at any time in the evaluation process.

7.4 Clarifications

During the evaluation process, the Project Representative or the Evaluation Committee may request corrections, revisions and clarifications from any Proposer under active consideration and may give any Proposer the opportunity to correct defects in its Proposal if doing so does not cause any material unfairness to other Proposers nor create an unfair competitive advantage for the Proposer not allowed to other Proposers and it is in the ODRC's interests.

The ODRC Project Representative may reject any clarification that is non-responsive or broader in scope than what was requested. If the ODRC Project Representative does so, or if the Proposer fails to respond to the request for clarification, the ODRC Project Representative then may request a corrected clarification, consider the Proposer's Proposal without the clarification, or disqualify the Proposer's Proposal.

Corrections and clarifications must be completed off ODRC premises.

7.5 Initial Review

A late Proposal shall be immediately rejected. A late Proposal will neither be opened nor evaluated for format and mandatory minimum qualifications.

The Project Representative will review all timely submitted Proposals for their format and mandatory minimum qualifications. The Project Representative may reject any incomplete or incorrectly formatted Proposal, although he or she may waive any non-material defects and allow a Proposer to submit a correction which does not cause any material unfairness to other Proposers nor create an unfair competitive advantage for the Proposer not allowed to other Proposers and it is in the ODRC's interests.

The Project Representative will forward all Proposals that are timely submitted, properly formatted, and meet the mandatory minimum qualifications, to the Evaluation Committee. Additionally, **each Proposer must agree to be contractually obligated to comply with each of the numbered provisions, which are set forth in Sections 3 and 6 of this RFP.**

7.6 Committee Evaluation of the Proposals

The Evaluation Committee will evaluate and numerically score each Proposal that passes initial review. The evaluation will be according to the criteria contained in Section 7.9 of this RFP.

The Committee reserves the right to seek reviews or the advice of other State personnel with technical or professional experience that relates to the ICOP. The

ODRC may adopt or reject any recommendations it receives from such reviews and advice or give them such weight as the ODRC believes is appropriate.

7.7 Evaluation of Proposer's Performance History with Other Jurisdictions

The Committee shall conduct reference evaluations on each Proposer who has successfully passed the initial review phase. A list of all contracts, past and current, for whom the Proposer under its current corporate name or identity is providing, or has provided under any previous corporate name or identity, ICOP services, shall be listed as required in Section 1.8 of this RFP. The reference evaluation may measure some of the criteria in Section 7.9 of this RFP as it relates to the Proposer's contract performance with other local, State and/or federal entities. The Committee shall obtain information relevant to criteria in Section 7.9 of the RFP that is deemed critical to not only a successful ICOP, but also to the working relationship between the ODRC and a contractor.

To maintain quality assurance in the evaluation process, all information sought by the Evaluation Committee shall be obtained in a manner such that no Proposer is provided an unfair competitive advantage during the reference phase. The ODRC maintains the right to determine the number of jurisdictions contacted by the Evaluation Committee to ensure a comprehensive reference evaluation.

7.8 Interviews, Demonstrations, and Presentations

The Evaluation Committee may require some Proposers to interview with the Committee, to make a presentation about their Proposal, and/or demonstrate their ICOP System equipment, hardware, software or services. Such presentations, demonstrations, and interviews provide a Proposer with an opportunity to: (A) show the features and functions of its proposed hardware, software, or solution; (B) demonstrate the professionalism, qualifications, skills, and work knowledge of the Proposer; and (C) clarify its Proposal to ensure a mutual understanding of the RFP content. The presentations, demonstrations, and interviews shall be scheduled at the convenience and discretion of the Committee. This phase of the evaluation is not an opportunity for any Proposer to engage in any negotiations over the form of the Proposal or required specifications of this RFP. The ODRC may decide to revise its existing proposal evaluations (i.e., numeric scores) based on interviews, demonstrations, and/or presentations.

7.9 Weighting of Evaluation Criteria

In the weighting phase, the Committee will rate the Proposals based on the following criteria and the following maximum weight assigned to each specific criterion:

<u>Criteria</u>	<u>Weight (Percentage)</u>
7.9.1 Tariff per Minute/Per Call Rates including Surcharges	25
7.9.2 ICOP System (Equipment, Design and Capabilities)	20

7.9.3	Proposer's History of Contract Performance	15
7.9.4	Transition, Implementation and Training	7
7.9.5	Installation, Testing and Acceptance	7
7.9.6	Inmate Debit/Prepaid Calling including Kiosk	7
7.9.7	Maintenance, Repair and Warranty	11
7.9.8	Proposer and Equipment Manufacturer Profiles and Key Personnel	5
7.9.9	Video Visitation	3
		100

The weight assigned to each criterion is a value used to determine which Proposal is the most advantageous to the ODRC in relation to the other Proposals. After the Proposals have been completely evaluated, the highest-ranking Proposal shall be selected for Contract negotiations if the Proposal is responsive to the RFP and the Proposer is responsible. The ODRC will make such determination of responsibility based on the Proposal, reference evaluations and any other information the ODRC requests or determines to be relevant.

7.10 Contract Negotiations

It is entirely within the discretion of the Committee, with the advice of ODRC Legal Counsel, to permit negotiations. A Proposer shall not submit a Proposal assuming that there will be an opportunity to negotiate any aspect of the Proposal. The Committee is free to limit negotiations to the top-ranked Proposer, to limit negotiations to a particular aspect of that Proposal and to eliminate negotiations entirely. The selected Proposer must negotiate in good faith. If negotiations are unsuccessful with the top-ranked Proposer, the ODRC may then go down the line of remaining Proposers, according to rank, and negotiate with the next highest-ranking Proposer.

Any clarifications, corrections, or negotiated revisions that may occur during the negotiation phase will be reduced to writing and incorporated in the RFP, the Proposer's Proposal, or the contract, as appropriate.

7.11 Contract Award

Included with this RFP, as Attachment E, is a sample of the Contract for the RFP. In awarding the contract, the ODRC Project Representative will issue two originals of the entire contract as described in Section 3.8 of this RFP, and the Proposer shall sign and return two originally signed copies of the contract to the ODRC Project Representative. After the ODRC Project Representative receives these two signed contracts, the ODRC's Director will sign both copies and return one to the Contractor. Upon final execution of the contract, the Contractor shall be responsible for immediately implementing the contracted for ICOP and related services.

If the ODRC awards a Contract, and the Contractor is unable or unwilling to immediately implement the ICOP and related services, the ODRC Project

Representative may cancel the Contract, effective immediately on notice to the Contractor. The ODRC then may return to the evaluation process under this RFP and resume the process without giving further consideration to the originally selected Proposal. Additionally, the ODRC may seek such other remedies as may be available to the ODRC in law or in equity for the selected Proposer's failure to perform under the Contract.

Under Ohio's anti-terrorism legislation, effective April 14, 2006, the selected Proposer must complete a Declaration Regarding Material Assistance/Non-assistance to a Terrorist Organization to certify that the Proposer has not provided material assistance to any terrorist organization listed on the Terrorist Exclusion List. The form and the Terrorist Exclusion List are available on the Ohio Homeland Security Website. The form must be submitted with the Proposer's Proposal. If a Proposer answers yes or fails to answer any question on the form, the ODRC may not award the Contract to that Proposer. The Proposer may request the Department of Public Safety to review such a denial of an award. More information concerning this law is available at: <http://www.homelandsecurity.ohio.gov>.

7.12 Notice of Award

The notice of a decision to award the contract for the ICOP shall be sent by certified mail, return receipt requested to each Proposer.

SECTION 8 - ATTACHMENTS

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|----------------------|---|
| Attachment A: | List of Institutions for ICOP |
| Attachment B: | Required Number of Inmate Telephone Instruments at ODRC Institutions |
| Attachment C: | Definition of Terms |
| Attachment D: | Required Specifications Set Forth in RFP Section 5 |
| Attachment E: | Contract Form |
| Attachment F: | Six months Call Traffic Sampling |

Attachment A
List of ODRC Institutions for ICOP

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| 1. Allen Correctional Institution
2338 N. West Street
Lima, Ohio 45802
Contact: Investigator
Phone: 419.224.8000 | 8. Franklin Pre-Release Center
1800 Harmon Avenue
Columbus, Ohio 43223
Contact: Investigator
Phone: 614.445.8600 |
| 2. Belmont Correctional Institution
68518 Bannock Road
St. Clairsville, Ohio 43950
Contact: Telecommunications
Technician
Phone: 740.695.5169 | 9. Grafton Correctional Institution
2500 South Avon Beldon Road
Grafton, Ohio 44044
Contact: Investigator
Phone: 440.748.1161 |
| 3. Central Office/Office of Prisons
770 W. Broad St.
Columbus, Ohio 43222
Contact: Off. of Prisons & Chief
Inspector's Off.
Phone: 614.752.1645 | 10. Hocking Correctional Facility
16759 Snake Hollow Road
Nelsonville, Ohio 45764
Contact: Investigator
Phone: 740.753.1917 |
| 4. Chillicothe Correctional Institution
15802 St. Rt. 104, P.O. Box 5500
Chillicothe, Ohio 45601
Contact: Telecommunications
Technician
Phone: 740.773.7080 | 11. Lake Erie Correctional Institution
501 Thompson Road
Conneaut, OH 44030
Contact: Contract Monitor
Phone: 440.599.5000 |
| 5. Corrections Medical Center
1990 Harmon Avenue
Columbus, Ohio 43223
Contact: Telecommunications
Technician
Phone: 614.445.5960 | 12. Lebanon Correctional Institution
3791 State Route 63
Lebanon, Ohio 45036
Contact: Telecommunications Technician
Phone: 513.932.1211 |
| 6. Corrections Reception Center
11271 State Rt. 762
Orient, Ohio 43146
Contact: Investigator
Phone: 614.877.2441 | 13. London Correctional Institution
1580 State Route 56
London, Ohio 43140
Contact: Telecommunications Technician
Phone: 614.852.2454 |
| 7. Dayton Correctional Institution
4104 Germantown Street
Dayton, Ohio 45417
Contact: Investigator
Phone: 513.263.0058 | 14. Lorain Correctional Institution
2075 South Avon Beldon Road
Grafton, Ohio 44044
Contact: Telecommunications Technician
Phone: 440.748.1049 |

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|--|---|
| <p>15. Madison Correctional Institution
1851 State Route 56
London, Ohio 43140
Contact: Telecommunications Technician
Phone: 740.852.9650</p> | <p>22. Northeast Pre-Release Center
2675 E. 30th Street
Cleveland, Ohio 44101-5943
Contact: Investigator
Phone: 216.771.6460</p> |
| <p>16. Mansfield Correctional Institution
State Route 13
Mansfield, Ohio 44901
Contact: Telecommunications Technician
Phone: 419.525.4455</p> | <p>23. Oakwood Correctional Facility
3200 N. West Street
Lima, Ohio 45801
Contact: Investigator
Phone: 419.225.8052</p> |
| <p>17. Marion Correctional Institution
940 Marion-Williamsport Road
Marion, Ohio 43302
Contact: Investigator
Phone: 740.382.5781</p> | <p>24. Ohio Reformatory for Women
1479 Collins Avenue
Marysville, Ohio 43040
Contact: Investigator
Phone: 937.642.1065</p> |
| <p>18. Montgomery Pre-Release Center
1901 S. Gettysburg Ave.
Dayton, Ohio 45417
Contact: Investigator
Phone: 937.262.9853</p> | <p>25. Ohio State Penitentiary
878 Coitsville-Hubbard Road
Youngstown, Ohio 44505
Contact: Investigator
Phone: 330.743.0700</p> |
| <p>19. Noble Correctional Institution
15708 St. Rt. 78
Caldwell, OH 43724
Contact: Investigator
Phone: 740.732.5188</p> | <p>26. Pickaway Correctional Institution
11781 State Route 762
Orient, Ohio 43216
Contact: Investigator
Phone: 614.877.4362</p> |
| <p>20. North Central Correctional Institution
670 Marion-Williamsport Road
Marion, Ohio 43302
Contact: Telecommunications Technician
Phone: 740.387.7040</p> | <p>27. Richland Correctional Institution
State Route 545
Mansfield, Ohio 44901
Contact: Telecommunications Technician
Phone: 419.526.2100</p> |
| <p>21. North Coast Correctional Institution
2000 South Avon Belden Road
Contact: Contract Monitor
Grafton, Ohio 44044
440.748.5010</p> | <p>28. Ross Correctional Institution
16149 St. Rt. 104; P.O. Box 7010
Chillicothe, Ohio 45601
Contact: Investigator
Phone: 740.774.7050</p> |

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|---|---|
| <p>29. Southeastern Correctional Institution
5900 B.I.S. Road
Lancaster, Ohio 43130
Contact: Telecommunications
Technician
Phone: 740.653.4324</p> <p>30. Southern Ohio Correctional Facility
1728 State Rt. 728
Lucasville, Ohio 45699
Contact: Investigator
Phone: 740.259.5544</p> <p>31. Toledo Correctional Institution
2001 East Central Avenue
Toledo, Ohio 43608
Contact: Telecommunications
Technician
Phone: 419.726.7977</p> | <p>32. Trumbull Correctional Institution
5701 Burnett Road
Leavittsburg, Ohio 44430
Contact: Telecommunications
Technician
Phone: 330-898-0820</p> <p>33. Warren Correctional Institution
5787 State Route 63
Lebanon, Ohio 45036
Contact: Investigator
Phone: 513.932.3388</p> |
|---|---|

Attachment B
Required Number of Inmate Telephone Instruments at ODRC Institutions

Locations (Total sites 32)	Inmate Telephones
Allen Correctional Institution	44
Belmont Correctional Institution	61
Chillicothe Correctional Institution	43
Corrections Medical Center	16
Corrections Reception Center	83
Dayton Correctional Institution	32
Franklin Pre-Release Center	20
Grafton Correctional Institution	56
Hocking Correctional Facility	7
Lake Erie Correctional Institution	38
Lebanon Correctional Institution	34
London Correctional Institution	78
Lorain Correctional Institution	55
Madison Correctional Institution	108
Mansfield Correctional Institution	87
Marion Correctional Institution	55
Montgomery Pre-Release Center	32
Noble Correctional Institution	62
North Central Correctional Institution	60
North Coast Correctional Institution	20
Northeast Pre-Release Center	29
Oakwood Correctional Facility	12
Ohio Reformatory for Women	58
Ohio State Penitentiary	38
Pickaway Correctional Institution	59
Richland Correctional Institution	84
Ross Correctional Institution	82
Southeastern Correctional Institution	41
Southern Ohio Correctional Facility	82
Toledo Correctional Institution	57
Trumbull Correctional Institution	46
Warren Correctional Institution	42
TOTAL	1621

Attachment C

Definition of Terms

“Collect Call” represents a call in which the called party pays all of the charges for the call.

“Commercial Material” represents any tool, apparatus or equipment for the performance of a given task developed by a third party subject to intellectual property rights, reproducible either by manufacture or printing and can be acquired from the lawful owner.

“Commercial Software” represents software which is developed or used with or for the ICOP by a third party subject to the intellectual property rights and can be acquired from the lawful owner.

“Confidential Information” represents any record that is not subject to public disclosure under state or federal law.

“Contract” represents the contract for the inmate call out program and related services.

“Contractor” represents the corporation of other entity awarded the contract for the inmate call out program and related services.

“Debit Call” represents a call in which the inmate pays all of the charges for the call.

“Deliverable” represents any tangible or intangible property handed over to ODRC from the contractor for use by or ownership of ODRC as a part of the ICOP.

“E-Mail” represents electronic mail.

“Equipment” represents a machine or group of machines used together or in succession to accomplish a task.

“Evaluation Committee” represents the ODRC team responsible for reviewing and scoring each proposal.

“Facility” represents the state owned correctional facility and Central Office that will provide the Inmate Call Out Program and Related Services.

“Hardware” represents the actual physical machinery used to perform a job or task.

“ICOP” represents the Inmate Call Out Program and Related Services.

“LEC’s” represents the local exchange carriers.

“Major Emergency” is defined in Section 3.5.6 of this RFP.

“ODRC” represents the Ohio Department of Rehabilitation and Correction.

“Prepaid Calling Plan” represents a prepaid account established with the Contractor by a person on the inmate’s approved calling list with a prepaid balance from which charges for prepaid calling services provided by Contractor are deducted on a per minute, real time basis.

“Project Representative” represents the ODRC employee designated to oversee the RFP and the competitive selection processes and who is authorized to grant exceptions and waivers during the RFP process. This person will be the central point of contact for all proposers. Also, the employee will represent ODRC in matters relating to the contractor’s performance of the ICOP.

“Proposal” represents the written response to this Request for Proposal, submitted by a corporation, company, individual, or entity, for ODRC’s consideration in providing contract services for the ICOP.

“Proposal Due Date” represents the date and time at which all proposals are due to ODRC for consideration.

“Proposer” represents the corporation, company, individual, or entity that responds to this Request for Proposal.

“RFP” represents this Request for Proposal, together with any attachments or amendments.

“Routine Service” represents a system failure problem other than a Major Emergency.

“Software” represents the list of coded instructions provided to the hardware to perform the required task.

“State” represents the State of Ohio.

“System” represents an organized assembly of equipment, personnel, procedures (software) and other facilities designed to perform a specific function or set of functions.

“Warden” represents the facility administrator who is the chief on-site manager for the contractor in the context of this Request for Proposal.

“Video visitation” is a system of visitation that allows an inmate and his/her approved visitors to communicate remotely with audio and video.

Attachment D
Required Specifications Set Forth in RFP Section 5

The following mandatory ICOP checklist must be completed by the Proposer and included in its proposal. The far left column lists the section number, from Section 5 of this RFP, of a required specification. The Proposer must place a checkmark (X) in the appropriate column to the right of the section number, indicating whether the Proposer meets or does not meet that requirement. Should the Proposer be proposing an alternative to a required specification, the Proposer must indicate this by placing a checkmark in that column and including a thorough description of the proposed alternative with their Proposal as described in Section 4.13.2.

Section Number	Met	Not Met	Alternative Proposed
Section 5.0			
5.1.1			
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Section Number	Met	Not Met	Alternative Proposed
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5.2.27			
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Section Number	Met	Not Met	Alternative Proposed
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Section Number	Met	Not Met	Alternative Proposed
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Section Number	Met	Not Met	Alternative Proposed
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Section Number	Met	Not Met	Alternative Proposed
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**Attachment E
Contract Form**

**A Contract between
The Ohio Department of Rehabilitation and Correction
And
(Contractor)**

This Contract is between the State of Ohio, on behalf of the Ohio Department of Rehabilitation and Correction ("ODRC") and _____ (collectively, _____, "Proposer," or "Contractor").

This Contract consists of and is governed by: (a) this document, (b) ODRC's Request for Competitive Sealed Proposals ("RFP") for the Inmate Call Out Program and Related Services (ICOP), issued _____, 2009, and (c) Contractor's Proposal ("Proposal") dated _____, 2009 in response to the RFP. The RFP and Proposal are attached hereto and incorporated herein by reference.

This Contract is the complete and exclusive statement of the agreement and understanding between the Contractor and ODRC concerning the ICOP Project. The general terms and conditions of the Contract are contained in Section 3 of the RFP.

This Contract shall be legally binding and effective as of the date of the last signature below.

IN WITNESS WHEREOF, the parties have caused this Contract to be executed by their duly authorized representatives, in duplicate originals, on the date(s) below.

Contractor

**Ohio Department of Rehabilitation and
Correction**

By: *SAMPLE DO NOT FILL OUT*

By: _____

Name:

Name: Terry Collins

Title:

Title: Director

Date:

Date: _____

Approved as to form and legality subject to the execution of the parties:

Stephen A. Young, ODRC Legal Counsel

Attachment F
Call Traffic Sampling

Six Months

(4th Quarter 2008 and 1st Quarter 2009 by site for ODRC)

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Allen Correctional Institution	Collect International	Oct-08	2	26
Allen Correctional Institution	Collect InterState InterLATA	Oct-08	334	4,137
Allen Correctional Institution	Collect IntraState InterLATA	Oct-08	3,168	40,064
Allen Correctional Institution	Collect IntraState IntraLATA	Oct-08	385	5,184
Allen Correctional Institution	Collect Local	Oct-08	2,107	28,643
Allen Correctional Institution	Prepaid Interstate Interlata	Oct-08	148	1,923
Allen Correctional Institution	Prepaid Intrastate Interlata	Oct-08	1,310	16,210
Allen Correctional Institution	Prepaid Intrastate intralata	Oct-08	242	3,257
Allen Correctional Institution	Prepaid Local	Oct-08	991	13,822
Allen Correctional Institution	Collect International	Nov-08	5	52
Allen Correctional Institution	Collect InterState InterLATA	Nov-08	330	3,997
Allen Correctional Institution	Collect IntraState InterLATA	Nov-08	3,351	42,484
Allen Correctional Institution	Collect IntraState IntraLATA	Nov-08	463	6,212
Allen Correctional Institution	Collect Local	Nov-08	2,121	28,972
Allen Correctional Institution	Prepaid Interstate Interlata	Nov-08	177	2,336
Allen Correctional Institution	Prepaid Intrastate Interlata	Nov-08	1,305	15,912
Allen Correctional Institution	Prepaid Intrastate intralata	Nov-08	284	3,838
Allen Correctional Institution	Prepaid Local	Nov-08	856	12,085
Allen Correctional Institution	Collect International	Dec-08	4	46
Allen Correctional Institution	Collect InterState InterLATA	Dec-08	405	4,960
Allen Correctional Institution	Collect IntraState InterLATA	Dec-08	4,554	57,613
Allen Correctional Institution	Collect IntraState IntraLATA	Dec-08	646	8,409
Allen Correctional Institution	Collect Local	Dec-08	2,531	34,114
Allen Correctional Institution	Prepaid Interstate Interlata	Dec-08	213	2,785
Allen Correctional Institution	Prepaid Intrastate Interlata	Dec-08	1,456	18,113
Allen Correctional Institution	Prepaid Intrastate intralata	Dec-08	331	4,450
Allen Correctional Institution	Prepaid Local	Dec-08	1,036	14,592
Allen Correctional Institution	Collect International	Jan-09	2	30
Allen Correctional Institution	Collect InterState InterLATA	Jan-09	370	4,510
Allen Correctional Institution	Collect IntraState InterLATA	Jan-09	4,606	59,067
Allen Correctional Institution	Collect IntraState IntraLATA	Jan-09	613	8,078
Allen Correctional Institution	Collect Local	Jan-09	2,273	30,732
Allen Correctional Institution	Prepaid Interstate Interlata	Jan-09	197	2,526
Allen Correctional Institution	Prepaid Intrastate Interlata	Jan-09	1,848	23,046
Allen Correctional Institution	Prepaid Intrastate intralata	Jan-09	247	3,352
Allen Correctional Institution	Prepaid Local	Jan-09	1,214	17,142
Allen Correctional Institution	Collect International	Feb-09	3	36

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Allen Correctional Institution	Collect InterState InterLATA	Feb-09	351	4,334
Allen Correctional Institution	Collect IntraState InterLATA	Feb-09	4,204	52,304
Allen Correctional Institution	Collect IntraState IntraLATA	Feb-09	501	6,731
Allen Correctional Institution	Collect Local	Feb-09	2,062	27,950
Allen Correctional Institution	Prepaid Interstate Interlata	Feb-09	168	2,158
Allen Correctional Institution	Prepaid Intrastate Interlata	Feb-09	1,575	18,845
Allen Correctional Institution	Prepaid Intrastate intralata	Feb-09	270	3,590
Allen Correctional Institution	Prepaid Local	Feb-09	1,395	19,490
Allen Correctional Institution	Collect International	Mar-09	1	15
Allen Correctional Institution	Collect InterState InterLATA	Mar-09	266	3,293
Allen Correctional Institution	Collect IntraState InterLATA	Mar-09	3,801	47,540
Allen Correctional Institution	Collect IntraState IntraLATA	Mar-09	384	5,179
Allen Correctional Institution	Collect Local	Mar-09	2,149	28,824
Allen Correctional Institution	Prepaid Interstate Interlata	Mar-09	131	1,714
Allen Correctional Institution	Prepaid Intrastate Interlata	Mar-09	1,699	20,517
Allen Correctional Institution	Prepaid Intrastate intralata	Mar-09	257	3,313
Allen Correctional Institution	Prepaid Local	Mar-09	1,387	19,467
Belmont Correctional (BeCI)	Collect InterState InterLATA	Oct-08	477	5,951
Belmont Correctional (BeCI)	Collect IntraState InterLATA	Oct-08	10,333	135,734
Belmont Correctional (BeCI)	Collect IntraState IntraLATA	Oct-08	1,059	14,040
Belmont Correctional (BeCI)	Collect Local	Oct-08	147	1,932
Belmont Correctional (BeCI)	Prepaid Interstate Interlata	Oct-08	150	1,788
Belmont Correctional (BeCI)	Prepaid Intrastate Interlata	Oct-08	7,548	93,580
Belmont Correctional (BeCI)	Prepaid Intrastate intralata	Oct-08	1,533	19,776
Belmont Correctional (BeCI)	Prepaid Local	Oct-08	580	8,195
Belmont Correctional (BeCI)	Collect InterState InterLATA	Nov-08	474	5,898
Belmont Correctional (BeCI)	Collect IntraState InterLATA	Nov-08	10,745	141,853
Belmont Correctional (BeCI)	Collect IntraState IntraLATA	Nov-08	1,105	14,976
Belmont Correctional (BeCI)	Collect Local	Nov-08	126	1,683
Belmont Correctional (BeCI)	Prepaid Interstate Interlata	Nov-08	173	2,055
Belmont Correctional (BeCI)	Prepaid Intrastate Interlata	Nov-08	8,004	98,190
Belmont Correctional (BeCI)	Prepaid Intrastate intralata	Nov-08	1,565	20,601
Belmont Correctional (BeCI)	Prepaid Local	Nov-08	633	8,830
Belmont Correctional (BeCI)	Collect InterState InterLATA	Dec-08	827	10,654
Belmont Correctional (BeCI)	Collect IntraState InterLATA	Dec-08	10,967	143,497
Belmont Correctional (BeCI)	Collect IntraState IntraLATA	Dec-08	1,244	16,734
Belmont Correctional (BeCI)	Collect Local	Dec-08	174	2,430
Belmont Correctional (BeCI)	Prepaid Interstate Interlata	Dec-08	255	3,096
Belmont Correctional (BeCI)	Prepaid Intrastate Interlata	Dec-08	8,476	103,328
Belmont Correctional (BeCI)	Prepaid Intrastate intralata	Dec-08	1,913	25,033
Belmont Correctional (BeCI)	Prepaid Local	Dec-08	556	7,549

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Belmont Correctional (BeCI)	Collect InterState InterLATA	Jan-09	565	7,220
Belmont Correctional (BeCI)	Collect IntraState InterLATA	Jan-09	10,977	143,239
Belmont Correctional (BeCI)	Collect IntraState IntraLATA	Jan-09	1,405	18,742
Belmont Correctional (BeCI)	Collect Local	Jan-09	225	3,164
Belmont Correctional (BeCI)	Prepaid Interstate Interlata	Jan-09	238	2,821
Belmont Correctional (BeCI)	Prepaid Intrastate Interlata	Jan-09	8,917	108,362
Belmont Correctional (BeCI)	Prepaid Intrastate intralata	Jan-09	1,986	25,734
Belmont Correctional (BeCI)	Prepaid Local	Jan-09	431	5,791
Belmont Correctional (BeCI)	Collect InterState InterLATA	Feb-09	374	4,712
Belmont Correctional (BeCI)	Collect IntraState InterLATA	Feb-09	11,205	144,750
Belmont Correctional (BeCI)	Collect IntraState IntraLATA	Feb-09	1,403	18,707
Belmont Correctional (BeCI)	Collect Local	Feb-09	123	1,760
Belmont Correctional (BeCI)	Prepaid Interstate Interlata	Feb-09	225	2,672
Belmont Correctional (BeCI)	Prepaid Intrastate Interlata	Feb-09	9,920	121,883
Belmont Correctional (BeCI)	Prepaid Intrastate intralata	Feb-09	2,145	28,364
Belmont Correctional (BeCI)	Prepaid Local	Feb-09	555	7,383
Belmont Correctional (BeCI)	Collect InterState InterLATA	Mar-09	327	4,063
Belmont Correctional (BeCI)	Collect IntraState InterLATA	Mar-09	10,503	136,257
Belmont Correctional (BeCI)	Collect IntraState IntraLATA	Mar-09	1,356	18,005
Belmont Correctional (BeCI)	Collect Local	Mar-09	102	1,432
Belmont Correctional (BeCI)	Prepaid Interstate Interlata	Mar-09	238	2,960
Belmont Correctional (BeCI)	Prepaid Intrastate Interlata	Mar-09	8,788	107,582
Belmont Correctional (BeCI)	Prepaid Intrastate intralata	Mar-09	1,880	25,198
Belmont Correctional (BeCI)	Prepaid Local	Mar-09	332	4,366
Chillicothe Correctional (CCI)	Collect International	Oct-08	7	105
Chillicothe Correctional (CCI)	Collect InterState InterLATA	Oct-08	420	5,389
Chillicothe Correctional (CCI)	Collect IntraState InterLATA	Oct-08	3,095	40,026
Chillicothe Correctional (CCI)	Collect IntraState IntraLATA	Oct-08	5,626	74,544
Chillicothe Correctional (CCI)	Collect Local	Oct-08	325	4,309
Chillicothe Correctional (CCI)	Prepaid Interstate Interlata	Oct-08	470	5,768
Chillicothe Correctional (CCI)	Prepaid Intrastate Interlata	Oct-08	4,986	62,419
Chillicothe Correctional (CCI)	Prepaid Intrastate intralata	Oct-08	4,019	53,801
Chillicothe Correctional (CCI)	Prepaid Local	Oct-08	620	8,960
Chillicothe Correctional (CCI)	Collect International	Nov-08	10	133
Chillicothe Correctional (CCI)	Collect InterState InterLATA	Nov-08	534	6,793
Chillicothe Correctional (CCI)	Collect IntraState InterLATA	Nov-08	3,049	39,243
Chillicothe Correctional (CCI)	Collect IntraState IntraLATA	Nov-08	5,959	79,631
Chillicothe Correctional (CCI)	Collect Local	Nov-08	319	4,181
Chillicothe Correctional (CCI)	Prepaid Interstate Interlata	Nov-08	450	5,575
Chillicothe Correctional (CCI)	Prepaid Intrastate Interlata	Nov-08	4,784	61,025
Chillicothe Correctional (CCI)	Prepaid Intrastate intralata	Nov-08	4,548	59,767

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Chillicothe Correctional (CCI)	Prepaid Local	Nov-08	567	8,058
Chillicothe Correctional (CCI)	Collect International	Dec-08	8	91
Chillicothe Correctional (CCI)	Collect InterState InterLATA	Dec-08	566	7,250
Chillicothe Correctional (CCI)	Collect IntraState InterLATA	Dec-08	3,653	47,544
Chillicothe Correctional (CCI)	Collect IntraState IntraLATA	Dec-08	6,542	86,548
Chillicothe Correctional (CCI)	Collect Local	Dec-08	366	4,866
Chillicothe Correctional (CCI)	Prepaid Interstate Interlata	Dec-08	568	6,889
Chillicothe Correctional (CCI)	Prepaid Intrastate Interlata	Dec-08	4,852	60,805
Chillicothe Correctional (CCI)	Prepaid Intrastate intralata	Dec-08	4,518	60,178
Chillicothe Correctional (CCI)	Prepaid Local	Dec-08	577	8,328
Chillicothe Correctional (CCI)	Prepaid Other International	Dec-08	2	30
Chillicothe Correctional (CCI)	Collect International	Jan-09	9	117
Chillicothe Correctional (CCI)	Collect InterState InterLATA	Jan-09	448	5,776
Chillicothe Correctional (CCI)	Collect IntraState InterLATA	Jan-09	3,504	45,322
Chillicothe Correctional (CCI)	Collect IntraState IntraLATA	Jan-09	6,549	86,193
Chillicothe Correctional (CCI)	Collect Local	Jan-09	359	4,849
Chillicothe Correctional (CCI)	Prepaid Interstate Interlata	Jan-09	373	4,548
Chillicothe Correctional (CCI)	Prepaid Intrastate Interlata	Jan-09	5,085	64,340
Chillicothe Correctional (CCI)	Prepaid Intrastate intralata	Jan-09	4,591	61,326
Chillicothe Correctional (CCI)	Prepaid Local	Jan-09	755	10,854
Chillicothe Correctional (CCI)	Prepaid Other International	Jan-09	3	45
Chillicothe Correctional (CCI)	Collect International	Feb-09	8	96
Chillicothe Correctional (CCI)	Collect InterState InterLATA	Feb-09	499	6,332
Chillicothe Correctional (CCI)	Collect IntraState InterLATA	Feb-09	3,616	46,971
Chillicothe Correctional (CCI)	Collect IntraState IntraLATA	Feb-09	6,401	84,467
Chillicothe Correctional (CCI)	Collect Local	Feb-09	349	4,547
Chillicothe Correctional (CCI)	Prepaid Interstate Interlata	Feb-09	308	3,678
Chillicothe Correctional (CCI)	Prepaid Intrastate Interlata	Feb-09	5,121	64,051
Chillicothe Correctional (CCI)	Prepaid Intrastate intralata	Feb-09	4,133	55,372
Chillicothe Correctional (CCI)	Prepaid Local	Feb-09	936	13,269
Chillicothe Correctional (CCI)	Prepaid Other International	Feb-09	1	15
Chillicothe Correctional (CCI)	Collect International	Mar-09	4	51
Chillicothe Correctional (CCI)	Collect InterState InterLATA	Mar-09	437	5,689
Chillicothe Correctional (CCI)	Collect IntraState InterLATA	Mar-09	3,017	39,169
Chillicothe Correctional (CCI)	Collect IntraState IntraLATA	Mar-09	5,812	76,253
Chillicothe Correctional (CCI)	Collect Local	Mar-09	231	3,077
Chillicothe Correctional (CCI)	Prepaid Interstate Interlata	Mar-09	319	3,679
Chillicothe Correctional (CCI)	Prepaid Intrastate Interlata	Mar-09	5,299	67,758
Chillicothe Correctional (CCI)	Prepaid Intrastate intralata	Mar-09	3,992	51,518
Chillicothe Correctional (CCI)	Prepaid Local	Mar-09	1,025	14,051
Chillicothe Correctional (CCI)	Prepaid Other International	Mar-09	1	15

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Correctional Reception Center	Collect InterState InterLATA	Oct-08	227	2,681
Correctional Reception Center	Collect IntraState InterLATA	Oct-08	2,566	33,175
Correctional Reception Center	Collect IntraState IntraLATA	Oct-08	1,798	24,079
Correctional Reception Center	Collect Local	Oct-08	1,974	29,161
Correctional Reception Center	Prepaid Interstate Interlata	Oct-08	123	1,752
Correctional Reception Center	Prepaid Intrastate Interlata	Oct-08	1,842	24,569
Correctional Reception Center	Prepaid Intrastate intralata	Oct-08	635	8,800
Correctional Reception Center	Prepaid Local	Oct-08	2,158	33,987
Correctional Reception Center	Collect InterState InterLATA	Nov-08	266	3,234
Correctional Reception Center	Collect IntraState InterLATA	Nov-08	2,540	33,117
Correctional Reception Center	Collect IntraState IntraLATA	Nov-08	1,878	24,919
Correctional Reception Center	Collect Local	Nov-08	2,034	31,106
Correctional Reception Center	Prepaid Interstate Interlata	Nov-08	197	2,272
Correctional Reception Center	Prepaid Intrastate Interlata	Nov-08	1,656	21,524
Correctional Reception Center	Prepaid Intrastate intralata	Nov-08	567	7,976
Correctional Reception Center	Prepaid Local	Nov-08	2,429	38,235
Correctional Reception Center	Collect InterState InterLATA	Dec-08	331	3,962
Correctional Reception Center	Collect IntraState InterLATA	Dec-08	2,752	35,979
Correctional Reception Center	Collect IntraState IntraLATA	Dec-08	2,150	28,558
Correctional Reception Center	Collect Local	Dec-08	2,276	34,203
Correctional Reception Center	Prepaid Interstate Interlata	Dec-08	169	2,053
Correctional Reception Center	Prepaid Intrastate Interlata	Dec-08	1,688	22,202
Correctional Reception Center	Prepaid Intrastate intralata	Dec-08	662	9,450
Correctional Reception Center	Prepaid Local	Dec-08	2,290	37,292
Correctional Reception Center	Collect InterState InterLATA	Jan-09	345	4,253
Correctional Reception Center	Collect IntraState InterLATA	Jan-09	2,660	35,148
Correctional Reception Center	Collect IntraState IntraLATA	Jan-09	1,868	24,617
Correctional Reception Center	Collect Local	Jan-09	2,099	32,136
Correctional Reception Center	Prepaid Interstate Interlata	Jan-09	198	2,528
Correctional Reception Center	Prepaid Intrastate Interlata	Jan-09	1,816	24,087
Correctional Reception Center	Prepaid Intrastate intralata	Jan-09	829	12,481
Correctional Reception Center	Prepaid Local	Jan-09	2,384	39,708
Correctional Reception Center	Collect InterState InterLATA	Feb-09	254	3,160
Correctional Reception Center	Collect IntraState InterLATA	Feb-09	2,511	33,231
Correctional Reception Center	Collect IntraState IntraLATA	Feb-09	1,770	23,544
Correctional Reception Center	Collect Local	Feb-09	1,785	26,831
Correctional Reception Center	Prepaid Interstate Interlata	Feb-09	168	2,016
Correctional Reception Center	Prepaid Intrastate Interlata	Feb-09	2,559	33,809
Correctional Reception Center	Prepaid Intrastate intralata	Feb-09	843	12,904
Correctional Reception Center	Prepaid Local	Feb-09	2,287	38,882
Correctional Reception Center	Collect InterState InterLATA	Mar-09	375	4,876

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Correctional Reception Center	Collect IntraState InterLATA	Mar-09	2,381	31,198
Correctional Reception Center	Collect IntraState IntraLATA	Mar-09	1,429	19,166
Correctional Reception Center	Collect Local	Mar-09	1,693	25,518
Correctional Reception Center	Prepaid Interstate Interlata	Mar-09	175	2,080
Correctional Reception Center	Prepaid Intrastate Interlata	Mar-09	2,140	28,491
Correctional Reception Center	Prepaid Intrastate intralata	Mar-09	653	9,487
Correctional Reception Center	Prepaid Local	Mar-09	2,367	40,398
Corrections Medical Center (CMC)	Collect InterState InterLATA	Oct-08	65	971
Corrections Medical Center (CMC)	Collect IntraState InterLATA	Oct-08	323	4,555
Corrections Medical Center (CMC)	Collect IntraState IntraLATA	Oct-08	97	1,979
Corrections Medical Center (CMC)	Collect Local	Oct-08	676	16,139
Corrections Medical Center (CMC)	Prepaid Interstate Interlata	Oct-08	36	483
Corrections Medical Center (CMC)	Prepaid Intrastate Interlata	Oct-08	163	2,500
Corrections Medical Center (CMC)	Prepaid Intrastate intralata	Oct-08	46	813
Corrections Medical Center (CMC)	Prepaid Local	Oct-08	577	15,622
Corrections Medical Center (CMC)	Collect InterState InterLATA	Nov-08	46	569
Corrections Medical Center (CMC)	Collect IntraState InterLATA	Nov-08	354	4,882
Corrections Medical Center (CMC)	Collect IntraState IntraLATA	Nov-08	87	1,515
Corrections Medical Center (CMC)	Collect Local	Nov-08	612	14,073
Corrections Medical Center (CMC)	Prepaid Interstate Interlata	Nov-08	47	545
Corrections Medical Center (CMC)	Prepaid Intrastate Interlata	Nov-08	137	2,059
Corrections Medical Center (CMC)	Prepaid Intrastate intralata	Nov-08	32	662
Corrections Medical Center (CMC)	Prepaid Local	Nov-08	696	18,374
Corrections Medical Center (CMC)	Collect InterState InterLATA	Dec-08	40	622
Corrections Medical Center (CMC)	Collect IntraState InterLATA	Dec-08	396	5,709
Corrections Medical Center (CMC)	Collect IntraState IntraLATA	Dec-08	93	1,779
Corrections Medical Center (CMC)	Collect Local	Dec-08	796	18,528
Corrections Medical Center (CMC)	Prepaid Interstate Interlata	Dec-08	16	247
Corrections Medical Center (CMC)	Prepaid Intrastate Interlata	Dec-08	195	2,892
Corrections Medical Center (CMC)	Prepaid Intrastate intralata	Dec-08	51	775
Corrections Medical Center (CMC)	Prepaid Local	Dec-08	633	15,954
Corrections Medical Center (CMC)	Collect InterState InterLATA	Jan-09	47	628
Corrections Medical Center (CMC)	Collect IntraState InterLATA	Jan-09	296	4,338
Corrections Medical Center (CMC)	Collect IntraState IntraLATA	Jan-09	105	1,577
Corrections Medical Center (CMC)	Collect Local	Jan-09	854	19,354
Corrections Medical Center (CMC)	Prepaid Interstate Interlata	Jan-09	13	166
Corrections Medical Center (CMC)	Prepaid Intrastate Interlata	Jan-09	163	2,625
Corrections Medical Center (CMC)	Prepaid Intrastate intralata	Jan-09	86	1,390
Corrections Medical Center (CMC)	Prepaid Local	Jan-09	525	13,451
Corrections Medical Center (CMC)	Collect InterState InterLATA	Feb-09	55	757
Corrections Medical Center (CMC)	Collect IntraState InterLATA	Feb-09	297	4,250

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Corrections Medical Center (CMC)	Collect IntraState IntraLATA	Feb-09	79	1,508
Corrections Medical Center (CMC)	Collect Local	Feb-09	779	17,962
Corrections Medical Center (CMC)	Prepaid Interstate Interlata	Feb-09	9	156
Corrections Medical Center (CMC)	Prepaid Intrastate Interlata	Feb-09	218	3,014
Corrections Medical Center (CMC)	Prepaid Intrastate intralata	Feb-09	97	1,414
Corrections Medical Center (CMC)	Prepaid Local	Feb-09	430	11,421
Corrections Medical Center (CMC)	Collect InterState InterLATA	Mar-09	48	610
Corrections Medical Center (CMC)	Collect IntraState InterLATA	Mar-09	343	4,826
Corrections Medical Center (CMC)	Collect IntraState IntraLATA	Mar-09	61	970
Corrections Medical Center (CMC)	Collect Local	Mar-09	782	17,830
Corrections Medical Center (CMC)	Prepaid Interstate Interlata	Mar-09	15	204
Corrections Medical Center (CMC)	Prepaid Intrastate Interlata	Mar-09	285	3,976
Corrections Medical Center (CMC)	Prepaid Intrastate intralata	Mar-09	111	1,682
Corrections Medical Center (CMC)	Prepaid Local	Mar-09	474	12,025
Dayton Correctional Institution	Collect InterState InterLATA	Oct-08	30	358
Dayton Correctional Institution	Collect IntraState InterLATA	Oct-08	316	4,208
Dayton Correctional Institution	Collect IntraState IntraLATA	Oct-08	348	4,024
Dayton Correctional Institution	Collect Local	Oct-08	1,649	22,509
Dayton Correctional Institution	Prepaid Interstate Interlata	Oct-08	65	785
Dayton Correctional Institution	Prepaid Intrastate Interlata	Oct-08	1,202	15,027
Dayton Correctional Institution	Prepaid Intrastate intralata	Oct-08	511	6,895
Dayton Correctional Institution	Prepaid Local	Oct-08	2,483	33,853
Dayton Correctional Institution	Collect InterState InterLATA	Nov-08	41	532
Dayton Correctional Institution	Collect IntraState InterLATA	Nov-08	322	4,188
Dayton Correctional Institution	Collect IntraState IntraLATA	Nov-08	401	4,660
Dayton Correctional Institution	Collect Local	Nov-08	1,586	21,290
Dayton Correctional Institution	Prepaid Interstate Interlata	Nov-08	80	948
Dayton Correctional Institution	Prepaid Intrastate Interlata	Nov-08	1,275	16,448
Dayton Correctional Institution	Prepaid Intrastate intralata	Nov-08	748	10,207
Dayton Correctional Institution	Prepaid Local	Nov-08	2,129	28,709
Dayton Correctional Institution	Collect InterState InterLATA	Dec-08	37	485
Dayton Correctional Institution	Collect IntraState InterLATA	Dec-08	245	3,180
Dayton Correctional Institution	Collect IntraState IntraLATA	Dec-08	481	5,867
Dayton Correctional Institution	Collect Local	Dec-08	1,938	25,595
Dayton Correctional Institution	Prepaid Interstate Interlata	Dec-08	98	1,245
Dayton Correctional Institution	Prepaid Intrastate Interlata	Dec-08	1,506	19,199
Dayton Correctional Institution	Prepaid Intrastate intralata	Dec-08	952	12,764
Dayton Correctional Institution	Prepaid Local	Dec-08	2,298	30,687
Dayton Correctional Institution	Collect InterState InterLATA	Jan-09	33	423
Dayton Correctional Institution	Collect IntraState InterLATA	Jan-09	223	2,882
Dayton Correctional Institution	Collect IntraState IntraLATA	Jan-09	384	4,675

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Dayton Correctional Institution	Collect Local	Jan-09	2,546	35,473
Dayton Correctional Institution	Prepaid Interstate Interlata	Jan-09	67	834
Dayton Correctional Institution	Prepaid Intrastate Interlata	Jan-09	1,284	16,455
Dayton Correctional Institution	Prepaid Intrastate intralata	Jan-09	635	8,192
Dayton Correctional Institution	Prepaid Local	Jan-09	2,657	36,758
Dayton Correctional Institution	Collect InterState InterLATA	Feb-09	16	286
Dayton Correctional Institution	Collect IntraState InterLATA	Feb-09	225	3,494
Dayton Correctional Institution	Collect IntraState IntraLATA	Feb-09	355	5,755
Dayton Correctional Institution	Collect Local	Feb-09	2,689	45,424
Dayton Correctional Institution	Prepaid Interstate Interlata	Feb-09	64	883
Dayton Correctional Institution	Prepaid Intrastate Interlata	Feb-09	1,494	23,044
Dayton Correctional Institution	Prepaid Intrastate intralata	Feb-09	615	9,751
Dayton Correctional Institution	Prepaid Local	Feb-09	2,142	35,512
Dayton Correctional Institution	Collect InterState InterLATA	Mar-09	61	1,052
Dayton Correctional Institution	Collect IntraState InterLATA	Mar-09	194	3,269
Dayton Correctional Institution	Collect IntraState IntraLATA	Mar-09	227	3,822
Dayton Correctional Institution	Collect Local	Mar-09	2,070	34,752
Dayton Correctional Institution	Prepaid Interstate Interlata	Mar-09	63	839
Dayton Correctional Institution	Prepaid Intrastate Interlata	Mar-09	1,501	23,361
Dayton Correctional Institution	Prepaid Intrastate intralata	Mar-09	405	6,650
Dayton Correctional Institution	Prepaid Local	Mar-09	2,353	38,490
Dayton Correctional Institution	Prepaid Other International	Mar-09	1	5
Franklin Pre-Release Center	Collect International	Oct-08	9	130
Franklin Pre-Release Center	Collect InterState InterLATA	Oct-08	81	972
Franklin Pre-Release Center	Collect IntraState InterLATA	Oct-08	1,187	14,425
Franklin Pre-Release Center	Collect IntraState IntraLATA	Oct-08	917	11,487
Franklin Pre-Release Center	Collect Local	Oct-08	880	11,067
Franklin Pre-Release Center	Prepaid Interstate Interlata	Oct-08	49	558
Franklin Pre-Release Center	Prepaid Intrastate Interlata	Oct-08	1,447	16,570
Franklin Pre-Release Center	Prepaid Intrastate intralata	Oct-08	273	3,348
Franklin Pre-Release Center	Prepaid Local	Oct-08	757	8,839
Franklin Pre-Release Center	Collect International	Nov-08	10	134
Franklin Pre-Release Center	Collect InterState InterLATA	Nov-08	139	1,521
Franklin Pre-Release Center	Collect IntraState InterLATA	Nov-08	1,167	14,340
Franklin Pre-Release Center	Collect IntraState IntraLATA	Nov-08	945	12,136
Franklin Pre-Release Center	Collect Local	Nov-08	818	10,539
Franklin Pre-Release Center	Prepaid Interstate Interlata	Nov-08	53	552
Franklin Pre-Release Center	Prepaid Intrastate Interlata	Nov-08	1,351	16,482
Franklin Pre-Release Center	Prepaid Intrastate intralata	Nov-08	290	3,549
Franklin Pre-Release Center	Prepaid Local	Nov-08	748	9,172
Franklin Pre-Release Center	Collect International	Dec-08	6	68

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Franklin Pre-Release Center	Collect InterState InterLATA	Dec-08	144	1,699
Franklin Pre-Release Center	Collect IntraState InterLATA	Dec-08	1,285	15,767
Franklin Pre-Release Center	Collect IntraState IntraLATA	Dec-08	1,246	15,289
Franklin Pre-Release Center	Collect Local	Dec-08	870	11,000
Franklin Pre-Release Center	Prepaid Interstate Interlata	Dec-08	37	368
Franklin Pre-Release Center	Prepaid Intrastate Interlata	Dec-08	1,546	17,825
Franklin Pre-Release Center	Prepaid Intrastate intralata	Dec-08	337	4,350
Franklin Pre-Release Center	Prepaid Local	Dec-08	766	8,889
Franklin Pre-Release Center	Collect International	Jan-09	9	124
Franklin Pre-Release Center	Collect InterState InterLATA	Jan-09	94	1,134
Franklin Pre-Release Center	Collect IntraState InterLATA	Jan-09	1,110	13,753
Franklin Pre-Release Center	Collect IntraState IntraLATA	Jan-09	1,106	13,423
Franklin Pre-Release Center	Collect Local	Jan-09	725	8,829
Franklin Pre-Release Center	Prepaid Interstate Interlata	Jan-09	63	705
Franklin Pre-Release Center	Prepaid Intrastate Interlata	Jan-09	1,293	15,037
Franklin Pre-Release Center	Prepaid Intrastate intralata	Jan-09	320	4,114
Franklin Pre-Release Center	Prepaid Local	Jan-09	608	7,126
Franklin Pre-Release Center	Collect International	Feb-09	13	171
Franklin Pre-Release Center	Collect InterState InterLATA	Feb-09	90	1,010
Franklin Pre-Release Center	Collect IntraState InterLATA	Feb-09	1,132	14,506
Franklin Pre-Release Center	Collect IntraState IntraLATA	Feb-09	1,057	12,699
Franklin Pre-Release Center	Collect Local	Feb-09	655	7,849
Franklin Pre-Release Center	Prepaid Interstate Interlata	Feb-09	39	416
Franklin Pre-Release Center	Prepaid Intrastate Interlata	Feb-09	1,321	16,095
Franklin Pre-Release Center	Prepaid Intrastate intralata	Feb-09	489	6,510
Franklin Pre-Release Center	Prepaid Local	Feb-09	676	8,334
Franklin Pre-Release Center	Collect International	Mar-09	10	134
Franklin Pre-Release Center	Collect InterState InterLATA	Mar-09	86	1,016
Franklin Pre-Release Center	Collect IntraState InterLATA	Mar-09	1,022	12,994
Franklin Pre-Release Center	Collect IntraState IntraLATA	Mar-09	1,143	14,297
Franklin Pre-Release Center	Collect Local	Mar-09	549	6,721
Franklin Pre-Release Center	Prepaid Interstate Interlata	Mar-09	37	441
Franklin Pre-Release Center	Prepaid Intrastate Interlata	Mar-09	1,344	16,179
Franklin Pre-Release Center	Prepaid Intrastate intralata	Mar-09	428	5,532
Franklin Pre-Release Center	Prepaid Local	Mar-09	773	9,084
Grafton Correctional (GCI)	Collect International	Oct-08	25	352
Grafton Correctional (GCI)	Collect InterState InterLATA	Oct-08	217	2,791
Grafton Correctional (GCI)	Collect IntraState InterLATA	Oct-08	2,172	28,725
Grafton Correctional (GCI)	Collect IntraState IntraLATA	Oct-08	10,777	143,597
Grafton Correctional (GCI)	Collect Local	Oct-08	1,290	18,222
Grafton Correctional (GCI)	Prepaid Interstate Interlata	Oct-08	142	1,914

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Grafton Correctional (GCI)	Prepaid Intrastate Interlata	Oct-08	1,323	16,889
Grafton Correctional (GCI)	Prepaid Intrastate intralata	Oct-08	4,517	61,800
Grafton Correctional (GCI)	Prepaid Local	Oct-08	1,688	23,345
Grafton Correctional (GCI)	Prepaid Other International	Oct-08	2	30
Grafton Correctional (GCI)	Collect International	Nov-08	11	165
Grafton Correctional (GCI)	Collect InterState InterLATA	Nov-08	323	4,004
Grafton Correctional (GCI)	Collect IntraState InterLATA	Nov-08	2,165	28,173
Grafton Correctional (GCI)	Collect IntraState IntraLATA	Nov-08	9,979	135,018
Grafton Correctional (GCI)	Collect Local	Nov-08	1,478	20,652
Grafton Correctional (GCI)	Prepaid Canada	Nov-08	4	60
Grafton Correctional (GCI)	Prepaid Interstate Interlata	Nov-08	144	1,907
Grafton Correctional (GCI)	Prepaid Intrastate Interlata	Nov-08	1,399	17,834
Grafton Correctional (GCI)	Prepaid Intrastate intralata	Nov-08	5,296	72,732
Grafton Correctional (GCI)	Prepaid Local	Nov-08	1,372	18,998
Grafton Correctional (GCI)	Collect International	Dec-08	14	210
Grafton Correctional (GCI)	Collect InterState InterLATA	Dec-08	368	4,749
Grafton Correctional (GCI)	Collect IntraState InterLATA	Dec-08	2,352	30,532
Grafton Correctional (GCI)	Collect IntraState IntraLATA	Dec-08	10,688	142,788
Grafton Correctional (GCI)	Collect Local	Dec-08	1,349	18,841
Grafton Correctional (GCI)	Prepaid Canada	Dec-08	4	60
Grafton Correctional (GCI)	Prepaid Interstate Interlata	Dec-08	164	2,244
Grafton Correctional (GCI)	Prepaid Intrastate Interlata	Dec-08	1,343	17,105
Grafton Correctional (GCI)	Prepaid Intrastate intralata	Dec-08	5,023	68,668
Grafton Correctional (GCI)	Prepaid Local	Dec-08	1,635	22,901
Grafton Correctional (GCI)	Prepaid Other International	Dec-08	3	45
Grafton Correctional (GCI)	Collect International	Jan-09	16	181
Grafton Correctional (GCI)	Collect InterState InterLATA	Jan-09	306	3,890
Grafton Correctional (GCI)	Collect IntraState InterLATA	Jan-09	2,080	26,745
Grafton Correctional (GCI)	Collect IntraState IntraLATA	Jan-09	10,442	141,515
Grafton Correctional (GCI)	Collect Local	Jan-09	1,702	23,542
Grafton Correctional (GCI)	Prepaid Canada	Jan-09	3	45
Grafton Correctional (GCI)	Prepaid Interstate Interlata	Jan-09	157	2,050
Grafton Correctional (GCI)	Prepaid Intrastate Interlata	Jan-09	1,301	16,340
Grafton Correctional (GCI)	Prepaid Intrastate intralata	Jan-09	5,323	73,248
Grafton Correctional (GCI)	Prepaid Local	Jan-09	1,467	20,707
Grafton Correctional (GCI)	Prepaid Other International	Jan-09	1	15
Grafton Correctional (GCI)	Collect International	Feb-09	14	142
Grafton Correctional (GCI)	Collect InterState InterLATA	Feb-09	263	3,261
Grafton Correctional (GCI)	Collect IntraState InterLATA	Feb-09	2,127	27,329
Grafton Correctional (GCI)	Collect IntraState IntraLATA	Feb-09	10,583	142,716
Grafton Correctional (GCI)	Collect Local	Feb-09	1,379	18,936

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Grafton Correctional (GCI)	Prepaid Canada	Feb-09	2	20
Grafton Correctional (GCI)	Prepaid Interstate Interlata	Feb-09	85	977
Grafton Correctional (GCI)	Prepaid Intrastate Interlata	Feb-09	1,276	16,377
Grafton Correctional (GCI)	Prepaid Intrastate intralata	Feb-09	6,108	82,789
Grafton Correctional (GCI)	Prepaid Local	Feb-09	1,938	27,248
Grafton Correctional (GCI)	Prepaid Other International	Feb-09	1	15
Grafton Correctional (GCI)	Collect International	Mar-09	14	181
Grafton Correctional (GCI)	Collect InterState InterLATA	Mar-09	216	2,724
Grafton Correctional (GCI)	Collect IntraState InterLATA	Mar-09	1,690	21,704
Grafton Correctional (GCI)	Collect IntraState IntraLATA	Mar-09	9,061	121,604
Grafton Correctional (GCI)	Collect Local	Mar-09	1,329	17,852
Grafton Correctional (GCI)	Prepaid Canada	Mar-09	2	30
Grafton Correctional (GCI)	Prepaid Interstate Interlata	Mar-09	93	1,080
Grafton Correctional (GCI)	Prepaid Intrastate Interlata	Mar-09	1,271	16,403
Grafton Correctional (GCI)	Prepaid Intrastate intralata	Mar-09	6,602	89,892
Grafton Correctional (GCI)	Prepaid Local	Mar-09	2,120	29,807
Hocking Correctional Facility	Collect InterState InterLATA	Oct-08	121	1,477
Hocking Correctional Facility	Collect IntraState InterLATA	Oct-08	689	8,546
Hocking Correctional Facility	Collect IntraState IntraLATA	Oct-08	656	8,336
Hocking Correctional Facility	Prepaid Interstate Interlata	Oct-08	116	1,053
Hocking Correctional Facility	Prepaid Intrastate Interlata	Oct-08	670	7,701
Hocking Correctional Facility	Prepaid Intrastate intralata	Oct-08	177	2,158
Hocking Correctional Facility	Collect InterState InterLATA	Nov-08	148	1,757
Hocking Correctional Facility	Collect IntraState InterLATA	Nov-08	778	9,398
Hocking Correctional Facility	Collect IntraState IntraLATA	Nov-08	648	8,151
Hocking Correctional Facility	Prepaid Interstate Interlata	Nov-08	135	1,357
Hocking Correctional Facility	Prepaid Intrastate Interlata	Nov-08	685	7,866
Hocking Correctional Facility	Prepaid Intrastate intralata	Nov-08	262	3,313
Hocking Correctional Facility	Collect InterState InterLATA	Dec-08	158	1,736
Hocking Correctional Facility	Collect IntraState InterLATA	Dec-08	923	10,599
Hocking Correctional Facility	Collect IntraState IntraLATA	Dec-08	674	8,617
Hocking Correctional Facility	Prepaid Interstate Interlata	Dec-08	221	2,174
Hocking Correctional Facility	Prepaid Intrastate Interlata	Dec-08	781	8,896
Hocking Correctional Facility	Prepaid Intrastate intralata	Dec-08	230	2,730
Hocking Correctional Facility	Collect InterState InterLATA	Jan-09	123	1,445
Hocking Correctional Facility	Collect IntraState InterLATA	Jan-09	946	10,934
Hocking Correctional Facility	Collect IntraState IntraLATA	Jan-09	659	8,630
Hocking Correctional Facility	Prepaid Interstate Interlata	Jan-09	211	2,280
Hocking Correctional Facility	Prepaid Intrastate Interlata	Jan-09	783	8,754
Hocking Correctional Facility	Prepaid Intrastate intralata	Jan-09	197	2,229
Hocking Correctional Facility	Collect InterState InterLATA	Feb-09	105	1,258

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Hocking Correctional Facility	Collect IntraState InterLATA	Feb-09	743	8,926
Hocking Correctional Facility	Collect IntraState IntraLATA	Feb-09	450	6,011
Hocking Correctional Facility	Prepaid Interstate Interlata	Feb-09	195	2,106
Hocking Correctional Facility	Prepaid Intrastate Interlata	Feb-09	580	6,421
Hocking Correctional Facility	Prepaid Intrastate intralata	Feb-09	207	2,547
Hocking Correctional Facility	Collect InterState InterLATA	Mar-09	87	925
Hocking Correctional Facility	Collect IntraState InterLATA	Mar-09	674	7,787
Hocking Correctional Facility	Collect IntraState IntraLATA	Mar-09	481	6,326
Hocking Correctional Facility	Prepaid Interstate Interlata	Mar-09	184	1,844
Hocking Correctional Facility	Prepaid Intrastate Interlata	Mar-09	641	7,101
Hocking Correctional Facility	Prepaid Intrastate intralata	Mar-09	202	2,409
Lake Erie Correctional	Collect InterState InterLATA	Oct-08	241	3,313
Lake Erie Correctional	Collect IntraState InterLATA	Oct-08	1,707	23,037
Lake Erie Correctional	Collect IntraState IntraLATA	Oct-08	8,492	119,189
Lake Erie Correctional	Collect Local	Oct-08	147	2,036
Lake Erie Correctional	Prepaid Interstate Interlata	Oct-08	93	1,118
Lake Erie Correctional	Prepaid Intrastate Interlata	Oct-08	1,776	22,758
Lake Erie Correctional	Prepaid Intrastate intralata	Oct-08	6,280	86,507
Lake Erie Correctional	Prepaid Local	Oct-08	35	323
Lake Erie Correctional	Collect InterState InterLATA	Nov-08	292	3,864
Lake Erie Correctional	Collect IntraState InterLATA	Nov-08	1,927	25,806
Lake Erie Correctional	Collect IntraState IntraLATA	Nov-08	9,001	125,956
Lake Erie Correctional	Collect Local	Nov-08	131	1,680
Lake Erie Correctional	Prepaid Interstate Interlata	Nov-08	87	1,068
Lake Erie Correctional	Prepaid Intrastate Interlata	Nov-08	1,696	21,392
Lake Erie Correctional	Prepaid Intrastate intralata	Nov-08	6,538	90,007
Lake Erie Correctional	Prepaid Local	Nov-08	49	536
Lake Erie Correctional	Collect InterState InterLATA	Dec-08	293	3,907
Lake Erie Correctional	Collect IntraState InterLATA	Dec-08	1,998	26,985
Lake Erie Correctional	Collect IntraState IntraLATA	Dec-08	9,449	131,452
Lake Erie Correctional	Collect Local	Dec-08	344	4,705
Lake Erie Correctional	Prepaid Interstate Interlata	Dec-08	120	1,583
Lake Erie Correctional	Prepaid Intrastate Interlata	Dec-08	1,748	22,457
Lake Erie Correctional	Prepaid Intrastate intralata	Dec-08	6,990	96,079
Lake Erie Correctional	Prepaid Local	Dec-08	48	519
Lake Erie Correctional	Collect InterState InterLATA	Jan-09	239	3,119
Lake Erie Correctional	Collect IntraState InterLATA	Jan-09	2,004	27,107
Lake Erie Correctional	Collect IntraState IntraLATA	Jan-09	8,942	124,842
Lake Erie Correctional	Collect Local	Jan-09	272	4,446
Lake Erie Correctional	Prepaid Interstate Interlata	Jan-09	121	1,317
Lake Erie Correctional	Prepaid Intrastate Interlata	Jan-09	1,845	23,254

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Lake Erie Correctional	Prepaid Intrastate intralata	Jan-09	6,856	94,825
Lake Erie Correctional	Prepaid Local	Jan-09	71	714
Lake Erie Correctional	Collect InterState InterLATA	Feb-09	230	3,023
Lake Erie Correctional	Collect IntraState InterLATA	Feb-09	1,925	26,374
Lake Erie Correctional	Collect IntraState IntraLATA	Feb-09	8,722	120,115
Lake Erie Correctional	Collect Local	Feb-09	347	5,847
Lake Erie Correctional	Prepaid Interstate Interlata	Feb-09	104	1,299
Lake Erie Correctional	Prepaid Intrastate Interlata	Feb-09	1,886	23,450
Lake Erie Correctional	Prepaid Intrastate intralata	Feb-09	8,208	114,573
Lake Erie Correctional	Prepaid Local	Feb-09	47	591
Lake Erie Correctional	Collect InterState InterLATA	Mar-09	219	2,693
Lake Erie Correctional	Collect IntraState InterLATA	Mar-09	1,745	23,427
Lake Erie Correctional	Collect IntraState IntraLATA	Mar-09	7,852	107,521
Lake Erie Correctional	Collect Local	Mar-09	90	1,180
Lake Erie Correctional	Prepaid Interstate Interlata	Mar-09	146	1,798
Lake Erie Correctional	Prepaid Intrastate Interlata	Mar-09	1,666	20,825
Lake Erie Correctional	Prepaid Intrastate intralata	Mar-09	8,161	115,388
Lake Erie Correctional	Prepaid Local	Mar-09	59	701
Lebanon Correctional (LeCI)	Collect International	Oct-08	6	90
Lebanon Correctional (LeCI)	Collect InterState InterLATA	Oct-08	323	4,124
Lebanon Correctional (LeCI)	Collect IntraState InterLATA	Oct-08	3,390	44,703
Lebanon Correctional (LeCI)	Collect IntraState IntraLATA	Oct-08	33	461
Lebanon Correctional (LeCI)	Collect Local	Oct-08	3,215	42,377
Lebanon Correctional (LeCI)	Prepaid Interstate Interlata	Oct-08	93	1,170
Lebanon Correctional (LeCI)	Prepaid Intrastate Interlata	Oct-08	1,420	18,045
Lebanon Correctional (LeCI)	Prepaid Intrastate intralata	Oct-08	122	1,682
Lebanon Correctional (LeCI)	Prepaid Local	Oct-08	10,411	144,612
Lebanon Correctional (LeCI)	Prepaid Other International	Oct-08	3	36
Lebanon Correctional (LeCI)	Collect International	Nov-08	8	120
Lebanon Correctional (LeCI)	Collect InterState InterLATA	Nov-08	414	5,197
Lebanon Correctional (LeCI)	Collect IntraState InterLATA	Nov-08	3,785	50,406
Lebanon Correctional (LeCI)	Collect IntraState IntraLATA	Nov-08	53	718
Lebanon Correctional (LeCI)	Collect Local	Nov-08	3,084	41,546
Lebanon Correctional (LeCI)	Prepaid Interstate Interlata	Nov-08	75	905
Lebanon Correctional (LeCI)	Prepaid Intrastate Interlata	Nov-08	1,729	22,296
Lebanon Correctional (LeCI)	Prepaid Intrastate intralata	Nov-08	94	1,305
Lebanon Correctional (LeCI)	Prepaid Local	Nov-08	11,298	157,442
Lebanon Correctional (LeCI)	Prepaid Other International	Nov-08	1	15
Lebanon Correctional (LeCI)	Collect InterState InterLATA	Dec-08	418	5,277
Lebanon Correctional (LeCI)	Collect IntraState InterLATA	Dec-08	3,976	52,769
Lebanon Correctional (LeCI)	Collect IntraState IntraLATA	Dec-08	48	668

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Lebanon Correctional (LeCI)	Collect Local	Dec-08	3,420	46,142
Lebanon Correctional (LeCI)	Prepaid Interstate Interlata	Dec-08	122	1,535
Lebanon Correctional (LeCI)	Prepaid Intrastate Interlata	Dec-08	1,771	22,639
Lebanon Correctional (LeCI)	Prepaid Intrastate intralata	Dec-08	102	1,383
Lebanon Correctional (LeCI)	Prepaid Local	Dec-08	11,789	162,454
Lebanon Correctional (LeCI)	Prepaid Other International	Dec-08	4	41
Lebanon Correctional (LeCI)	Collect InterState InterLATA	Jan-09	351	4,284
Lebanon Correctional (LeCI)	Collect IntraState InterLATA	Jan-09	3,512	46,224
Lebanon Correctional (LeCI)	Collect IntraState IntraLATA	Jan-09	49	644
Lebanon Correctional (LeCI)	Collect Local	Jan-09	3,476	46,647
Lebanon Correctional (LeCI)	Prepaid Interstate Interlata	Jan-09	113	1,417
Lebanon Correctional (LeCI)	Prepaid Intrastate Interlata	Jan-09	1,730	21,929
Lebanon Correctional (LeCI)	Prepaid Intrastate intralata	Jan-09	206	2,830
Lebanon Correctional (LeCI)	Prepaid Local	Jan-09	12,219	169,395
Lebanon Correctional (LeCI)	Prepaid Other International	Jan-09	6	40
Lebanon Correctional (LeCI)	Collect InterState InterLATA	Feb-09	285	3,449
Lebanon Correctional (LeCI)	Collect IntraState InterLATA	Feb-09	3,443	45,489
Lebanon Correctional (LeCI)	Collect IntraState IntraLATA	Feb-09	46	590
Lebanon Correctional (LeCI)	Collect Local	Feb-09	3,686	48,684
Lebanon Correctional (LeCI)	Prepaid Interstate Interlata	Feb-09	126	1,522
Lebanon Correctional (LeCI)	Prepaid Intrastate Interlata	Feb-09	1,861	22,908
Lebanon Correctional (LeCI)	Prepaid Intrastate intralata	Feb-09	368	4,725
Lebanon Correctional (LeCI)	Prepaid Local	Feb-09	12,615	172,545
Lebanon Correctional (LeCI)	Collect InterState InterLATA	Mar-09	256	3,135
Lebanon Correctional (LeCI)	Collect IntraState InterLATA	Mar-09	2,746	36,112
Lebanon Correctional (LeCI)	Collect IntraState IntraLATA	Mar-09	27	317
Lebanon Correctional (LeCI)	Collect Local	Mar-09	3,692	48,538
Lebanon Correctional (LeCI)	Prepaid Interstate Interlata	Mar-09	124	1,489
Lebanon Correctional (LeCI)	Prepaid Intrastate Interlata	Mar-09	1,812	22,097
Lebanon Correctional (LeCI)	Prepaid Intrastate intralata	Mar-09	314	4,048
Lebanon Correctional (LeCI)	Prepaid Local	Mar-09	12,122	166,142
London Correctional (LoCI)	Collect International	Oct-08	7	105
London Correctional (LoCI)	Collect InterState InterLATA	Oct-08	505	6,274
London Correctional (LoCI)	Collect IntraState InterLATA	Oct-08	4,519	57,978
London Correctional (LoCI)	Collect IntraState IntraLATA	Oct-08	2,063	28,122
London Correctional (LoCI)	Collect Local	Oct-08	354	4,786
London Correctional (LoCI)	Prepaid Interstate Interlata	Oct-08	266	3,154
London Correctional (LoCI)	Prepaid Intrastate Interlata	Oct-08	6,749	81,355
London Correctional (LoCI)	Prepaid Intrastate intralata	Oct-08	2,384	32,394
London Correctional (LoCI)	Prepaid Local	Oct-08	1,924	26,995
London Correctional (LoCI)	Collect International	Nov-08	4	60

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
London Correctional (LoCI)	Collect InterState InterLATA	Nov-08	552	6,709
London Correctional (LoCI)	Collect IntraState InterLATA	Nov-08	4,646	59,507
London Correctional (LoCI)	Collect IntraState IntraLATA	Nov-08	2,106	28,845
London Correctional (LoCI)	Collect Local	Nov-08	504	6,769
London Correctional (LoCI)	Prepaid Interstate Interlata	Nov-08	273	3,265
London Correctional (LoCI)	Prepaid Intrastate Interlata	Nov-08	6,642	81,287
London Correctional (LoCI)	Prepaid Intrastate intralata	Nov-08	2,724	36,834
London Correctional (LoCI)	Prepaid Local	Nov-08	1,904	26,632
London Correctional (LoCI)	Collect International	Dec-08	8	112
London Correctional (LoCI)	Collect InterState InterLATA	Dec-08	619	7,509
London Correctional (LoCI)	Collect IntraState InterLATA	Dec-08	5,205	67,309
London Correctional (LoCI)	Collect IntraState IntraLATA	Dec-08	2,238	30,341
London Correctional (LoCI)	Collect Local	Dec-08	363	4,776
London Correctional (LoCI)	Prepaid Interstate Interlata	Dec-08	398	4,758
London Correctional (LoCI)	Prepaid Intrastate Interlata	Dec-08	7,150	88,338
London Correctional (LoCI)	Prepaid Intrastate intralata	Dec-08	3,249	43,823
London Correctional (LoCI)	Prepaid Local	Dec-08	2,016	28,263
London Correctional (LoCI)	Collect International	Jan-09	13	151
London Correctional (LoCI)	Collect InterState InterLATA	Jan-09	578	6,960
London Correctional (LoCI)	Collect IntraState InterLATA	Jan-09	4,720	60,924
London Correctional (LoCI)	Collect IntraState IntraLATA	Jan-09	1,944	26,147
London Correctional (LoCI)	Collect Local	Jan-09	388	5,000
London Correctional (LoCI)	Prepaid Interstate Interlata	Jan-09	298	3,519
London Correctional (LoCI)	Prepaid Intrastate Interlata	Jan-09	7,271	90,098
London Correctional (LoCI)	Prepaid Intrastate intralata	Jan-09	3,490	47,380
London Correctional (LoCI)	Prepaid Local	Jan-09	1,816	25,585
London Correctional (LoCI)	Collect International	Feb-09	5	75
London Correctional (LoCI)	Collect InterState InterLATA	Feb-09	490	5,995
London Correctional (LoCI)	Collect IntraState InterLATA	Feb-09	4,840	62,595
London Correctional (LoCI)	Collect IntraState IntraLATA	Feb-09	2,099	28,167
London Correctional (LoCI)	Collect Local	Feb-09	386	4,815
London Correctional (LoCI)	Prepaid Interstate Interlata	Feb-09	315	3,824
London Correctional (LoCI)	Prepaid Intrastate Interlata	Feb-09	8,897	108,938
London Correctional (LoCI)	Prepaid Intrastate intralata	Feb-09	3,509	47,296
London Correctional (LoCI)	Prepaid Local	Feb-09	1,943	27,620
London Correctional (LoCI)	Collect International	Mar-09	2	30
London Correctional (LoCI)	Collect InterState InterLATA	Mar-09	487	6,125
London Correctional (LoCI)	Collect IntraState InterLATA	Mar-09	4,094	53,641
London Correctional (LoCI)	Collect IntraState IntraLATA	Mar-09	1,918	26,107
London Correctional (LoCI)	Collect Local	Mar-09	504	6,993
London Correctional (LoCI)	Prepaid Interstate Interlata	Mar-09	319	4,047

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
London Correctional (LoCI)	Prepaid Intrastate Interlata	Mar-09	8,349	102,862
London Correctional (LoCI)	Prepaid Intrastate intralata	Mar-09	3,399	45,519
London Correctional (LoCI)	Prepaid Local	Mar-09	1,453	20,801
Lorain Correctional (LorCI)	Collect InterState InterLATA	Oct-08	419	3,596
Lorain Correctional (LorCI)	Collect IntraState InterLATA	Oct-08	3,573	32,587
Lorain Correctional (LorCI)	Collect IntraState IntraLATA	Oct-08	7,800	74,887
Lorain Correctional (LorCI)	Collect Local	Oct-08	312	2,876
Lorain Correctional (LorCI)	Prepaid Interstate Interlata	Oct-08	90	784
Lorain Correctional (LorCI)	Prepaid Intrastate Interlata	Oct-08	1,392	12,988
Lorain Correctional (LorCI)	Prepaid Intrastate intralata	Oct-08	3,602	34,984
Lorain Correctional (LorCI)	Prepaid Local	Oct-08	166	2,149
Lorain Correctional (LorCI)	Collect InterState InterLATA	Nov-08	369	3,255
Lorain Correctional (LorCI)	Collect IntraState InterLATA	Nov-08	4,242	38,669
Lorain Correctional (LorCI)	Collect IntraState IntraLATA	Nov-08	7,953	75,851
Lorain Correctional (LorCI)	Collect Local	Nov-08	326	3,010
Lorain Correctional (LorCI)	Prepaid Interstate Interlata	Nov-08	136	1,199
Lorain Correctional (LorCI)	Prepaid Intrastate Interlata	Nov-08	1,885	17,194
Lorain Correctional (LorCI)	Prepaid Intrastate intralata	Nov-08	3,640	36,061
Lorain Correctional (LorCI)	Prepaid Local	Nov-08	78	1,016
Lorain Correctional (LorCI)	Collect InterState InterLATA	Dec-08	257	2,276
Lorain Correctional (LorCI)	Collect IntraState InterLATA	Dec-08	4,330	39,522
Lorain Correctional (LorCI)	Collect IntraState IntraLATA	Dec-08	8,593	84,095
Lorain Correctional (LorCI)	Collect Local	Dec-08	268	2,491
Lorain Correctional (LorCI)	Prepaid Interstate Interlata	Dec-08	117	1,009
Lorain Correctional (LorCI)	Prepaid Intrastate Interlata	Dec-08	2,084	19,126
Lorain Correctional (LorCI)	Prepaid Intrastate intralata	Dec-08	3,568	35,025
Lorain Correctional (LorCI)	Prepaid Local	Dec-08	96	885
Lorain Correctional (LorCI)	Collect International	Jan-09	2	16
Lorain Correctional (LorCI)	Collect InterState InterLATA	Jan-09	328	2,666
Lorain Correctional (LorCI)	Collect IntraState InterLATA	Jan-09	4,626	42,276
Lorain Correctional (LorCI)	Collect IntraState IntraLATA	Jan-09	8,308	80,065
Lorain Correctional (LorCI)	Collect Local	Jan-09	205	1,919
Lorain Correctional (LorCI)	Prepaid Interstate Interlata	Jan-09	120	1,001
Lorain Correctional (LorCI)	Prepaid Intrastate Interlata	Jan-09	2,219	20,043
Lorain Correctional (LorCI)	Prepaid Intrastate intralata	Jan-09	3,632	35,754
Lorain Correctional (LorCI)	Prepaid Local	Jan-09	182	1,676
Lorain Correctional (LorCI)	Collect International	Feb-09	6	60
Lorain Correctional (LorCI)	Collect InterState InterLATA	Feb-09	278	2,238
Lorain Correctional (LorCI)	Collect IntraState InterLATA	Feb-09	4,295	38,892
Lorain Correctional (LorCI)	Collect IntraState IntraLATA	Feb-09	8,198	77,717
Lorain Correctional (LorCI)	Collect Local	Feb-09	215	2,024

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Lorain Correctional (LorCI)	Prepaid Interstate Interlata	Feb-09	176	1,510
Lorain Correctional (LorCI)	Prepaid Intrastate Interlata	Feb-09	2,753	24,920
Lorain Correctional (LorCI)	Prepaid Intrastate intralata	Feb-09	4,191	40,288
Lorain Correctional (LorCI)	Prepaid Local	Feb-09	261	2,420
Lorain Correctional (LorCI)	Collect InterState InterLATA	Mar-09	263	2,237
Lorain Correctional (LorCI)	Collect IntraState InterLATA	Mar-09	3,560	32,221
Lorain Correctional (LorCI)	Collect IntraState IntraLATA	Mar-09	7,151	70,055
Lorain Correctional (LorCI)	Collect Local	Mar-09	107	950
Lorain Correctional (LorCI)	Prepaid Interstate Interlata	Mar-09	190	1,785
Lorain Correctional (LorCI)	Prepaid Intrastate Interlata	Mar-09	2,152	19,512
Lorain Correctional (LorCI)	Prepaid Intrastate intralata	Mar-09	4,063	39,211
Lorain Correctional (LorCI)	Prepaid Local	Mar-09	166	1,561
Madison Correctional (MaCI)	Collect International	Oct-08	1	6
Madison Correctional (MaCI)	Collect InterState InterLATA	Oct-08	401	5,023
Madison Correctional (MaCI)	Collect IntraState InterLATA	Oct-08	4,713	61,611
Madison Correctional (MaCI)	Collect IntraState IntraLATA	Oct-08	2,745	36,023
Madison Correctional (MaCI)	Collect Local	Oct-08	230	3,059
Madison Correctional (MaCI)	Prepaid Interstate Interlata	Oct-08	217	2,420
Madison Correctional (MaCI)	Prepaid Intrastate Interlata	Oct-08	6,391	79,299
Madison Correctional (MaCI)	Prepaid Intrastate intralata	Oct-08	2,465	32,758
Madison Correctional (MaCI)	Prepaid Local	Oct-08	2,367	32,064
Madison Correctional (MaCI)	Collect InterState InterLATA	Nov-08	440	5,311
Madison Correctional (MaCI)	Collect IntraState InterLATA	Nov-08	4,416	58,071
Madison Correctional (MaCI)	Collect IntraState IntraLATA	Nov-08	3,057	40,248
Madison Correctional (MaCI)	Collect Local	Nov-08	185	2,415
Madison Correctional (MaCI)	Prepaid Interstate Interlata	Nov-08	241	2,840
Madison Correctional (MaCI)	Prepaid Intrastate Interlata	Nov-08	6,244	78,089
Madison Correctional (MaCI)	Prepaid Intrastate intralata	Nov-08	2,640	35,516
Madison Correctional (MaCI)	Prepaid Local	Nov-08	2,043	27,999
Madison Correctional (MaCI)	Collect InterState InterLATA	Dec-08	485	6,185
Madison Correctional (MaCI)	Collect IntraState InterLATA	Dec-08	5,302	69,622
Madison Correctional (MaCI)	Collect IntraState IntraLATA	Dec-08	3,348	43,990
Madison Correctional (MaCI)	Collect Local	Dec-08	259	3,570
Madison Correctional (MaCI)	Prepaid Interstate Interlata	Dec-08	286	3,415
Madison Correctional (MaCI)	Prepaid Intrastate Interlata	Dec-08	6,904	86,507
Madison Correctional (MaCI)	Prepaid Intrastate intralata	Dec-08	3,157	42,206
Madison Correctional (MaCI)	Prepaid Local	Dec-08	2,107	29,141
Madison Correctional (MaCI)	Collect International	Jan-09	1	5
Madison Correctional (MaCI)	Collect InterState InterLATA	Jan-09	408	5,112
Madison Correctional (MaCI)	Collect IntraState InterLATA	Jan-09	4,798	62,991
Madison Correctional (MaCI)	Collect IntraState IntraLATA	Jan-09	2,857	37,138

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Madison Correctional (MaCI)	Collect Local	Jan-09	228	3,095
Madison Correctional (MaCI)	Prepaid Interstate Interlata	Jan-09	222	2,700
Madison Correctional (MaCI)	Prepaid Intrastate Interlata	Jan-09	6,783	83,657
Madison Correctional (MaCI)	Prepaid Intrastate intralata	Jan-09	2,683	36,258
Madison Correctional (MaCI)	Prepaid Local	Jan-09	1,700	23,659
Madison Correctional (MaCI)	Collect InterState InterLATA	Feb-09	405	5,125
Madison Correctional (MaCI)	Collect IntraState InterLATA	Feb-09	5,823	75,900
Madison Correctional (MaCI)	Collect IntraState IntraLATA	Feb-09	2,925	37,947
Madison Correctional (MaCI)	Collect Local	Feb-09	361	4,873
Madison Correctional (MaCI)	Prepaid Interstate Interlata	Feb-09	255	3,055
Madison Correctional (MaCI)	Prepaid Intrastate Interlata	Feb-09	8,032	98,920
Madison Correctional (MaCI)	Prepaid Intrastate intralata	Feb-09	2,860	38,197
Madison Correctional (MaCI)	Prepaid Local	Feb-09	2,161	30,260
Madison Correctional (MaCI)	Collect InterState InterLATA	Mar-09	340	4,249
Madison Correctional (MaCI)	Collect IntraState InterLATA	Mar-09	5,114	67,158
Madison Correctional (MaCI)	Collect IntraState IntraLATA	Mar-09	3,087	40,680
Madison Correctional (MaCI)	Collect Local	Mar-09	276	3,645
Madison Correctional (MaCI)	Prepaid Interstate Interlata	Mar-09	285	3,306
Madison Correctional (MaCI)	Prepaid Intrastate Interlata	Mar-09	8,669	106,808
Madison Correctional (MaCI)	Prepaid Intrastate intralata	Mar-09	2,857	37,861
Madison Correctional (MaCI)	Prepaid Local	Mar-09	2,006	28,173
Mansfield Correctional (ManCI)	Collect InterState InterLATA	Oct-08	279	3,519
Mansfield Correctional (ManCI)	Collect IntraState InterLATA	Oct-08	8,027	104,011
Mansfield Correctional (ManCI)	Collect IntraState IntraLATA	Oct-08	336	4,460
Mansfield Correctional (ManCI)	Collect Local	Oct-08	931	11,958
Mansfield Correctional (ManCI)	Prepaid Interstate Interlata	Oct-08	62	790
Mansfield Correctional (ManCI)	Prepaid Intrastate Interlata	Oct-08	4,407	53,272
Mansfield Correctional (ManCI)	Prepaid Intrastate intralata	Oct-08	183	2,464
Mansfield Correctional (ManCI)	Prepaid Local	Oct-08	4,272	58,248
Mansfield Correctional (ManCI)	Prepaid Other International	Oct-08	60	888
Mansfield Correctional (ManCI)	Collect InterState InterLATA	Nov-08	287	3,561
Mansfield Correctional (ManCI)	Collect IntraState InterLATA	Nov-08	8,836	114,365
Mansfield Correctional (ManCI)	Collect IntraState IntraLATA	Nov-08	343	4,618
Mansfield Correctional (ManCI)	Collect Local	Nov-08	1,439	19,032
Mansfield Correctional (ManCI)	Prepaid Interstate Interlata	Nov-08	68	896
Mansfield Correctional (ManCI)	Prepaid Intrastate Interlata	Nov-08	4,520	54,220
Mansfield Correctional (ManCI)	Prepaid Intrastate intralata	Nov-08	194	2,330
Mansfield Correctional (ManCI)	Prepaid Local	Nov-08	4,492	60,690
Mansfield Correctional (ManCI)	Prepaid Other International	Nov-08	55	782
Mansfield Correctional (ManCI)	Collect InterState InterLATA	Dec-08	354	4,281
Mansfield Correctional (ManCI)	Collect IntraState InterLATA	Dec-08	9,360	121,788

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Mansfield Correctional (ManCI)	Collect IntraState IntraLATA	Dec-08	341	4,493
Mansfield Correctional (ManCI)	Collect Local	Dec-08	1,851	24,062
Mansfield Correctional (ManCI)	Prepaid Interstate Interlata	Dec-08	90	1,224
Mansfield Correctional (ManCI)	Prepaid Intrastate Interlata	Dec-08	5,227	64,001
Mansfield Correctional (ManCI)	Prepaid Intrastate intralata	Dec-08	205	2,552
Mansfield Correctional (ManCI)	Prepaid Local	Dec-08	5,030	66,983
Mansfield Correctional (ManCI)	Prepaid Other International	Dec-08	85	1,257
Mansfield Correctional (ManCI)	Collect InterState InterLATA	Jan-09	278	3,453
Mansfield Correctional (ManCI)	Collect IntraState InterLATA	Jan-09	9,037	117,816
Mansfield Correctional (ManCI)	Collect IntraState IntraLATA	Jan-09	324	4,273
Mansfield Correctional (ManCI)	Collect Local	Jan-09	1,559	20,422
Mansfield Correctional (ManCI)	Prepaid Interstate Interlata	Jan-09	120	1,570
Mansfield Correctional (ManCI)	Prepaid Intrastate Interlata	Jan-09	5,089	61,652
Mansfield Correctional (ManCI)	Prepaid Intrastate intralata	Jan-09	180	2,240
Mansfield Correctional (ManCI)	Prepaid Local	Jan-09	5,367	72,618
Mansfield Correctional (ManCI)	Prepaid Other International	Jan-09	63	918
Mansfield Correctional (ManCI)	Collect InterState InterLATA	Feb-09	318	3,908
Mansfield Correctional (ManCI)	Collect IntraState InterLATA	Feb-09	9,289	121,047
Mansfield Correctional (ManCI)	Collect IntraState IntraLATA	Feb-09	314	4,117
Mansfield Correctional (ManCI)	Collect Local	Feb-09	1,249	16,282
Mansfield Correctional (ManCI)	Prepaid Canada	Feb-09	21	292
Mansfield Correctional (ManCI)	Prepaid Interstate Interlata	Feb-09	122	1,509
Mansfield Correctional (ManCI)	Prepaid Intrastate Interlata	Feb-09	5,891	72,803
Mansfield Correctional (ManCI)	Prepaid Intrastate intralata	Feb-09	460	5,917
Mansfield Correctional (ManCI)	Prepaid Local	Feb-09	5,615	75,649
Mansfield Correctional (ManCI)	Prepaid Other International	Feb-09	40	563
Mansfield Correctional (ManCI)	Collect InterState InterLATA	Mar-09	265	3,323
Mansfield Correctional (ManCI)	Collect IntraState InterLATA	Mar-09	8,248	107,223
Mansfield Correctional (ManCI)	Collect IntraState IntraLATA	Mar-09	338	4,204
Mansfield Correctional (ManCI)	Collect Local	Mar-09	922	11,495
Mansfield Correctional (ManCI)	Prepaid Canada	Mar-09	14	205
Mansfield Correctional (ManCI)	Prepaid Interstate Interlata	Mar-09	71	822
Mansfield Correctional (ManCI)	Prepaid Intrastate Interlata	Mar-09	5,044	61,835
Mansfield Correctional (ManCI)	Prepaid Intrastate intralata	Mar-09	476	6,091
Mansfield Correctional (ManCI)	Prepaid Local	Mar-09	4,649	62,086
Mansfield Correctional (ManCI)	Prepaid Other International	Mar-09	37	520
Marion Correctional Institution	Collect InterState InterLATA	Oct-08	274	3,524
Marion Correctional Institution	Collect IntraState InterLATA	Oct-08	6,981	89,875
Marion Correctional Institution	Collect IntraState IntraLATA	Oct-08	753	10,097
Marion Correctional Institution	Collect Local	Oct-08	242	3,337
Marion Correctional Institution	Prepaid Interstate Interlata	Oct-08	191	2,024

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Marion Correctional Institution	Prepaid Intrastate Interlata	Oct-08	4,223	53,145
Marion Correctional Institution	Prepaid Intrastate intralata	Oct-08	621	8,755
Marion Correctional Institution	Prepaid Local	Oct-08	1,003	14,957
Marion Correctional Institution	Collect International	Nov-08	1	14
Marion Correctional Institution	Collect InterState InterLATA	Nov-08	329	4,078
Marion Correctional Institution	Collect IntraState InterLATA	Nov-08	7,379	95,848
Marion Correctional Institution	Collect IntraState IntraLATA	Nov-08	809	10,968
Marion Correctional Institution	Collect Local	Nov-08	180	2,457
Marion Correctional Institution	Prepaid Interstate Interlata	Nov-08	154	1,782
Marion Correctional Institution	Prepaid Intrastate Interlata	Nov-08	3,761	47,785
Marion Correctional Institution	Prepaid Intrastate intralata	Nov-08	803	11,342
Marion Correctional Institution	Prepaid Local	Nov-08	1,350	20,187
Marion Correctional Institution	Collect InterState InterLATA	Dec-08	417	5,479
Marion Correctional Institution	Collect IntraState InterLATA	Dec-08	7,613	99,964
Marion Correctional Institution	Collect IntraState IntraLATA	Dec-08	831	11,242
Marion Correctional Institution	Collect Local	Dec-08	299	4,166
Marion Correctional Institution	Prepaid Interstate Interlata	Dec-08	164	2,041
Marion Correctional Institution	Prepaid Intrastate Interlata	Dec-08	4,381	54,928
Marion Correctional Institution	Prepaid Intrastate intralata	Dec-08	735	10,231
Marion Correctional Institution	Prepaid Local	Dec-08	1,625	23,641
Marion Correctional Institution	Collect InterState InterLATA	Jan-09	321	4,089
Marion Correctional Institution	Collect IntraState InterLATA	Jan-09	6,858	90,038
Marion Correctional Institution	Collect IntraState IntraLATA	Jan-09	826	11,359
Marion Correctional Institution	Collect Local	Jan-09	323	4,549
Marion Correctional Institution	Prepaid Interstate Interlata	Jan-09	197	2,526
Marion Correctional Institution	Prepaid Intrastate Interlata	Jan-09	4,542	57,238
Marion Correctional Institution	Prepaid Intrastate intralata	Jan-09	890	13,034
Marion Correctional Institution	Prepaid Local	Jan-09	1,931	28,959
Marion Correctional Institution	Collect InterState InterLATA	Feb-09	331	4,237
Marion Correctional Institution	Collect IntraState InterLATA	Feb-09	7,630	100,585
Marion Correctional Institution	Collect IntraState IntraLATA	Feb-09	964	13,088
Marion Correctional Institution	Collect Local	Feb-09	290	3,959
Marion Correctional Institution	Prepaid Interstate Interlata	Feb-09	235	3,007
Marion Correctional Institution	Prepaid Intrastate Interlata	Feb-09	4,969	62,796
Marion Correctional Institution	Prepaid Intrastate intralata	Feb-09	1,107	15,183
Marion Correctional Institution	Prepaid Local	Feb-09	1,697	25,872
Marion Correctional Institution	Collect InterState InterLATA	Mar-09	297	3,948
Marion Correctional Institution	Collect IntraState InterLATA	Mar-09	6,846	90,061
Marion Correctional Institution	Collect IntraState IntraLATA	Mar-09	831	11,297
Marion Correctional Institution	Collect Local	Mar-09	190	2,542
Marion Correctional Institution	Prepaid Interstate Interlata	Mar-09	198	2,512

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Marion Correctional Institution	Prepaid Intrastate Interlata	Mar-09	5,003	63,189
Marion Correctional Institution	Prepaid Intrastate intralata	Mar-09	931	12,933
Marion Correctional Institution	Prepaid Local	Mar-09	1,408	21,248
Montgomery Education&Pre-Release	Collect InterState InterLATA	Oct-08	32	394
Montgomery Education&Pre-Release	Collect IntraState InterLATA	Oct-08	275	4,200
Montgomery Education&Pre-Release	Collect IntraState IntraLATA	Oct-08	397	5,930
Montgomery Education&Pre-Release	Collect Local	Oct-08	1,157	19,901
Montgomery Education&Pre-Release	Prepaid Interstate Interlata	Oct-08	21	231
Montgomery Education&Pre-Release	Prepaid Intrastate Interlata	Oct-08	898	13,962
Montgomery Education&Pre-Release	Prepaid Intrastate intralata	Oct-08	191	3,307
Montgomery Education&Pre-Release	Prepaid Local	Oct-08	1,928	34,220
Montgomery Education&Pre-Release	Collect InterState InterLATA	Nov-08	26	331
Montgomery Education&Pre-Release	Collect IntraState InterLATA	Nov-08	278	4,165
Montgomery Education&Pre-Release	Collect IntraState IntraLATA	Nov-08	267	3,580
Montgomery Education&Pre-Release	Collect Local	Nov-08	1,331	22,920
Montgomery Education&Pre-Release	Prepaid Interstate Interlata	Nov-08	8	107
Montgomery Education&Pre-Release	Prepaid Intrastate Interlata	Nov-08	753	11,750
Montgomery Education&Pre-Release	Prepaid Intrastate intralata	Nov-08	147	2,595
Montgomery Education&Pre-Release	Prepaid Local	Nov-08	1,758	31,054
Montgomery Education&Pre-Release	Collect InterState InterLATA	Dec-08	65	856
Montgomery Education&Pre-Release	Collect IntraState InterLATA	Dec-08	274	4,215
Montgomery Education&Pre-Release	Collect IntraState IntraLATA	Dec-08	356	5,097
Montgomery Education&Pre-Release	Collect Local	Dec-08	1,690	30,122
Montgomery Education&Pre-Release	Prepaid Interstate Interlata	Dec-08	35	315
Montgomery Education&Pre-Release	Prepaid Intrastate Interlata	Dec-08	899	14,604

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Montgomery Education&Pre-Release	Prepaid Intrastate intralata	Dec-08	187	3,167
Montgomery Education&Pre-Release	Prepaid Local	Dec-08	1,562	27,068
Montgomery Education&Pre-Release	Collect InterState InterLATA	Jan-09	104	1,178
Montgomery Education&Pre-Release	Collect IntraState InterLATA	Jan-09	249	3,970
Montgomery Education&Pre-Release	Collect IntraState IntraLATA	Jan-09	312	4,371
Montgomery Education&Pre-Release	Collect Local	Jan-09	1,971	35,543
Montgomery Education&Pre-Release	Prepaid Interstate Interlata	Jan-09	61	813
Montgomery Education&Pre-Release	Prepaid Intrastate Interlata	Jan-09	874	14,591
Montgomery Education&Pre-Release	Prepaid Intrastate intralata	Jan-09	147	2,519
Montgomery Education&Pre-Release	Prepaid Local	Jan-09	1,280	22,096
Montgomery Education&Pre-Release	Collect InterState InterLATA	Feb-09	42	552
Montgomery Education&Pre-Release	Collect IntraState InterLATA	Feb-09	316	5,254
Montgomery Education&Pre-Release	Collect IntraState IntraLATA	Feb-09	246	3,771
Montgomery Education&Pre-Release	Collect Local	Feb-09	2,056	36,475
Montgomery Education&Pre-Release	Prepaid Interstate Interlata	Feb-09	90	1,079
Montgomery Education&Pre-Release	Prepaid Intrastate Interlata	Feb-09	977	15,782
Montgomery Education&Pre-Release	Prepaid Intrastate intralata	Feb-09	165	2,738
Montgomery Education&Pre-Release	Prepaid Local	Feb-09	1,364	24,089
Montgomery Education&Pre-Release	Collect InterState InterLATA	Mar-09	60	604
Montgomery Education&Pre-Release	Collect IntraState InterLATA	Mar-09	188	3,060
Montgomery Education&Pre-Release	Collect IntraState IntraLATA	Mar-09	293	4,916
Montgomery Education&Pre-Release	Collect Local	Mar-09	1,924	34,606
Montgomery Education&Pre-Release	Prepaid Interstate Interlata	Mar-09	61	754

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Montgomery Education&Pre-Release	Prepaid Intrastate Interlata	Mar-09	992	16,002
Montgomery Education&Pre-Release	Prepaid Intrastate intralata	Mar-09	259	4,265
Montgomery Education&Pre-Release	Prepaid Local	Mar-09	1,952	35,108
Noble Correctional Institution	Collect International	Oct-08	5	56
Noble Correctional Institution	Collect InterState InterLATA	Oct-08	314	4,129
Noble Correctional Institution	Collect IntraState InterLATA	Oct-08	4,020	53,632
Noble Correctional Institution	Collect IntraState IntraLATA	Oct-08	9,311	132,934
Noble Correctional Institution	Collect Local	Oct-08	199	2,832
Noble Correctional Institution	Prepaid Interstate Interlata	Oct-08	188	2,328
Noble Correctional Institution	Prepaid Intrastate Interlata	Oct-08	5,995	77,929
Noble Correctional Institution	Prepaid Intrastate intralata	Oct-08	7,102	101,265
Noble Correctional Institution	Prepaid Local	Oct-08	183	2,743
Noble Correctional Institution	Collect InterState InterLATA	Nov-08	308	3,572
Noble Correctional Institution	Collect IntraState InterLATA	Nov-08	4,456	58,815
Noble Correctional Institution	Collect IntraState IntraLATA	Nov-08	9,797	139,880
Noble Correctional Institution	Collect Local	Nov-08	195	2,713
Noble Correctional Institution	Prepaid Interstate Interlata	Nov-08	274	3,447
Noble Correctional Institution	Prepaid Intrastate Interlata	Nov-08	5,820	76,416
Noble Correctional Institution	Prepaid Intrastate intralata	Nov-08	7,901	110,482
Noble Correctional Institution	Prepaid Local	Nov-08	212	3,375
Noble Correctional Institution	Collect InterState InterLATA	Dec-08	362	4,473
Noble Correctional Institution	Collect IntraState InterLATA	Dec-08	4,255	56,476
Noble Correctional Institution	Collect IntraState IntraLATA	Dec-08	9,490	134,507
Noble Correctional Institution	Collect Local	Dec-08	231	3,037
Noble Correctional Institution	Prepaid Interstate Interlata	Dec-08	263	3,364
Noble Correctional Institution	Prepaid Intrastate Interlata	Dec-08	6,146	79,482
Noble Correctional Institution	Prepaid Intrastate intralata	Dec-08	8,496	117,611
Noble Correctional Institution	Prepaid Local	Dec-08	491	9,314
Noble Correctional Institution	Collect InterState InterLATA	Jan-09	383	4,924
Noble Correctional Institution	Collect IntraState InterLATA	Jan-09	4,334	57,024
Noble Correctional Institution	Collect IntraState IntraLATA	Jan-09	9,556	135,404
Noble Correctional Institution	Collect Local	Jan-09	82	1,092
Noble Correctional Institution	Prepaid Interstate Interlata	Jan-09	224	2,771
Noble Correctional Institution	Prepaid Intrastate Interlata	Jan-09	6,433	84,558
Noble Correctional Institution	Prepaid Intrastate intralata	Jan-09	8,703	121,982
Noble Correctional Institution	Prepaid Local	Jan-09	776	14,379
Noble Correctional Institution	Collect InterState InterLATA	Feb-09	462	5,831
Noble Correctional Institution	Collect IntraState InterLATA	Feb-09	4,357	57,828
Noble Correctional Institution	Collect IntraState IntraLATA	Feb-09	11,246	160,668

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Noble Correctional Institution	Collect Local	Feb-09	176	2,377
Noble Correctional Institution	Prepaid Interstate Interlata	Feb-09	330	3,959
Noble Correctional Institution	Prepaid Intrastate Interlata	Feb-09	7,790	102,532
Noble Correctional Institution	Prepaid Intrastate intralata	Feb-09	9,062	127,343
Noble Correctional Institution	Prepaid Local	Feb-09	1,034	18,462
Noble Correctional Institution	Collect InterState InterLATA	Mar-09	346	4,349
Noble Correctional Institution	Collect IntraState InterLATA	Mar-09	3,738	49,590
Noble Correctional Institution	Collect IntraState IntraLATA	Mar-09	9,873	139,946
Noble Correctional Institution	Collect Local	Mar-09	194	2,620
Noble Correctional Institution	Prepaid Interstate Interlata	Mar-09	263	3,090
Noble Correctional Institution	Prepaid Intrastate Interlata	Mar-09	7,153	93,717
Noble Correctional Institution	Prepaid Intrastate intralata	Mar-09	7,907	112,202
Noble Correctional Institution	Prepaid Local	Mar-09	803	14,705
North Central Correctional	Collect International	Oct-08	1	13
North Central Correctional	Collect InterState InterLATA	Oct-08	342	4,351
North Central Correctional	Collect IntraState InterLATA	Oct-08	6,911	90,012
North Central Correctional	Collect IntraState IntraLATA	Oct-08	1,657	22,296
North Central Correctional	Collect Local	Oct-08	2,736	35,285
North Central Correctional	Prepaid Interstate Interlata	Oct-08	85	1,035
North Central Correctional	Prepaid Intrastate Interlata	Oct-08	4,628	57,224
North Central Correctional	Prepaid Intrastate intralata	Oct-08	1,341	17,994
North Central Correctional	Prepaid Local	Oct-08	5,841	81,216
North Central Correctional	Collect InterState InterLATA	Nov-08	370	4,721
North Central Correctional	Collect IntraState InterLATA	Nov-08	6,957	91,658
North Central Correctional	Collect IntraState IntraLATA	Nov-08	1,651	22,189
North Central Correctional	Collect Local	Nov-08	2,737	37,098
North Central Correctional	Prepaid Interstate Interlata	Nov-08	141	1,709
North Central Correctional	Prepaid Intrastate Interlata	Nov-08	4,417	55,932
North Central Correctional	Prepaid Intrastate intralata	Nov-08	1,303	17,505
North Central Correctional	Prepaid Local	Nov-08	6,356	88,192
North Central Correctional	Collect International	Dec-08	1	15
North Central Correctional	Collect InterState InterLATA	Dec-08	465	6,178
North Central Correctional	Collect IntraState InterLATA	Dec-08	7,664	100,699
North Central Correctional	Collect IntraState IntraLATA	Dec-08	1,647	21,995
North Central Correctional	Collect Local	Dec-08	2,505	34,117
North Central Correctional	Prepaid Interstate Interlata	Dec-08	199	2,408
North Central Correctional	Prepaid Intrastate Interlata	Dec-08	4,721	59,497
North Central Correctional	Prepaid Intrastate intralata	Dec-08	1,498	20,382
North Central Correctional	Prepaid Local	Dec-08	7,372	103,375
North Central Correctional	Collect InterState InterLATA	Jan-09	392	4,841
North Central Correctional	Collect IntraState InterLATA	Jan-09	6,666	85,202

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
North Central Correctional	Collect IntraState IntraLATA	Jan-09	1,441	18,717
North Central Correctional	Collect Local	Jan-09	2,499	33,339
North Central Correctional	Prepaid Interstate Interlata	Jan-09	163	2,003
North Central Correctional	Prepaid Intrastate Interlata	Jan-09	4,533	55,604
North Central Correctional	Prepaid Intrastate intralata	Jan-09	1,811	23,335
North Central Correctional	Prepaid Local	Jan-09	7,521	104,439
North Central Correctional	Collect InterState InterLATA	Feb-09	455	5,712
North Central Correctional	Collect IntraState InterLATA	Feb-09	7,248	93,892
North Central Correctional	Collect IntraState IntraLATA	Feb-09	1,359	17,963
North Central Correctional	Collect Local	Feb-09	2,300	30,879
North Central Correctional	Prepaid Interstate Interlata	Feb-09	263	3,393
North Central Correctional	Prepaid Intrastate Interlata	Feb-09	4,902	61,663
North Central Correctional	Prepaid Intrastate intralata	Feb-09	1,779	23,617
North Central Correctional	Prepaid Local	Feb-09	7,349	101,950
North Central Correctional	Collect InterState InterLATA	Mar-09	453	6,094
North Central Correctional	Collect IntraState InterLATA	Mar-09	6,418	85,108
North Central Correctional	Collect IntraState IntraLATA	Mar-09	1,415	19,130
North Central Correctional	Collect Local	Mar-09	1,994	27,719
North Central Correctional	Prepaid Interstate Interlata	Mar-09	304	4,129
North Central Correctional	Prepaid Intrastate Interlata	Mar-09	5,656	71,294
North Central Correctional	Prepaid Intrastate intralata	Mar-09	2,144	28,416
North Central Correctional	Prepaid Local	Mar-09	6,395	89,831
North Coast Correctional Facility	Collect InterState InterLATA	Oct-08	74	785
North Coast Correctional Facility	Collect IntraState InterLATA	Oct-08	1,669	21,036
North Coast Correctional Facility	Collect IntraState IntraLATA	Oct-08	3,026	39,582
North Coast Correctional Facility	Collect Local	Oct-08	138	1,834
North Coast Correctional Facility	Prepaid Interstate Interlata	Oct-08	21	237
North Coast Correctional Facility	Prepaid Intrastate Interlata	Oct-08	1,852	18,982
North Coast Correctional Facility	Prepaid Intrastate intralata	Oct-08	2,161	26,356
North Coast Correctional Facility	Prepaid Local	Oct-08	164	2,320
North Coast Correctional Facility	Collect InterState InterLATA	Nov-08	88	969
North Coast Correctional Facility	Collect IntraState InterLATA	Nov-08	1,535	19,824
North Coast Correctional Facility	Collect IntraState IntraLATA	Nov-08	3,424	44,378
North Coast Correctional Facility	Collect Local	Nov-08	193	2,551
North Coast Correctional Facility	Prepaid Interstate Interlata	Nov-08	22	245
North Coast Correctional Facility	Prepaid Intrastate Interlata	Nov-08	1,685	17,768
North Coast Correctional Facility	Prepaid Intrastate intralata	Nov-08	2,239	27,990
North Coast Correctional Facility	Prepaid Local	Nov-08	274	3,560
North Coast Correctional Facility	Collect InterState InterLATA	Dec-08	88	1,012
North Coast Correctional Facility	Collect IntraState InterLATA	Dec-08	1,785	22,155
North Coast Correctional Facility	Collect IntraState IntraLATA	Dec-08	2,807	36,395

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
North Coast Correctional Facility	Collect Local	Dec-08	169	2,336
North Coast Correctional Facility	Prepaid Interstate Interlata	Dec-08	32	367
North Coast Correctional Facility	Prepaid Intrastate Interlata	Dec-08	1,420	16,477
North Coast Correctional Facility	Prepaid Intrastate intralata	Dec-08	2,343	29,216
North Coast Correctional Facility	Prepaid Local	Dec-08	161	1,782
North Coast Correctional Facility	Collect InterState InterLATA	Jan-09	80	833
North Coast Correctional Facility	Collect IntraState InterLATA	Jan-09	2,063	25,485
North Coast Correctional Facility	Collect IntraState IntraLATA	Jan-09	2,833	36,324
North Coast Correctional Facility	Collect Local	Jan-09	150	2,023
North Coast Correctional Facility	Prepaid Interstate Interlata	Jan-09	39	490
North Coast Correctional Facility	Prepaid Intrastate Interlata	Jan-09	1,287	15,216
North Coast Correctional Facility	Prepaid Intrastate intralata	Jan-09	1,994	23,967
North Coast Correctional Facility	Prepaid Local	Jan-09	80	1,025
North Coast Correctional Facility	Collect InterState InterLATA	Feb-09	76	829
North Coast Correctional Facility	Collect IntraState InterLATA	Feb-09	2,054	25,660
North Coast Correctional Facility	Collect IntraState IntraLATA	Feb-09	2,919	37,808
North Coast Correctional Facility	Collect Local	Feb-09	68	901
North Coast Correctional Facility	Prepaid Interstate Interlata	Feb-09	62	645
North Coast Correctional Facility	Prepaid Intrastate Interlata	Feb-09	1,506	17,755
North Coast Correctional Facility	Prepaid Intrastate intralata	Feb-09	2,625	31,770
North Coast Correctional Facility	Prepaid Local	Feb-09	107	1,395
North Coast Correctional Facility	Collect InterState InterLATA	Mar-09	75	881
North Coast Correctional Facility	Collect IntraState InterLATA	Mar-09	1,985	24,974
North Coast Correctional Facility	Collect IntraState IntraLATA	Mar-09	2,671	34,569
North Coast Correctional Facility	Collect Local	Mar-09	94	1,195
North Coast Correctional Facility	Prepaid Interstate Interlata	Mar-09	85	676
North Coast Correctional Facility	Prepaid Intrastate Interlata	Mar-09	1,522	18,982
North Coast Correctional Facility	Prepaid Intrastate intralata	Mar-09	2,982	37,075
North Coast Correctional Facility	Prepaid Local	Mar-09	78	1,077
Northeast Pre-Release Center	Collect InterState InterLATA	Oct-08	109	1,911
Northeast Pre-Release Center	Collect IntraState InterLATA	Oct-08	1,010	16,933
Northeast Pre-Release Center	Collect IntraState IntraLATA	Oct-08	348	5,374
Northeast Pre-Release Center	Collect Local	Oct-08	3,003	64,841
Northeast Pre-Release Center	Prepaid Interstate Interlata	Oct-08	23	366
Northeast Pre-Release Center	Prepaid Intrastate Interlata	Oct-08	654	10,978
Northeast Pre-Release Center	Prepaid Intrastate intralata	Oct-08	181	2,761
Northeast Pre-Release Center	Prepaid Local	Oct-08	1,404	29,984
Northeast Pre-Release Center	Collect InterState InterLATA	Nov-08	115	2,360
Northeast Pre-Release Center	Collect IntraState InterLATA	Nov-08	989	16,349
Northeast Pre-Release Center	Collect IntraState IntraLATA	Nov-08	418	6,330
Northeast Pre-Release Center	Collect Local	Nov-08	3,209	70,680

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Northeast Pre-Release Center	Prepaid Interstate Interlata	Nov-08	34	496
Northeast Pre-Release Center	Prepaid Intrastate Interlata	Nov-08	609	10,109
Northeast Pre-Release Center	Prepaid Intrastate intralata	Nov-08	153	2,401
Northeast Pre-Release Center	Prepaid Local	Nov-08	1,580	35,021
Northeast Pre-Release Center	Collect InterState InterLATA	Dec-08	115	1,877
Northeast Pre-Release Center	Collect IntraState InterLATA	Dec-08	1,125	19,711
Northeast Pre-Release Center	Collect IntraState IntraLATA	Dec-08	344	5,970
Northeast Pre-Release Center	Collect Local	Dec-08	3,509	77,881
Northeast Pre-Release Center	Prepaid Interstate Interlata	Dec-08	36	532
Northeast Pre-Release Center	Prepaid Intrastate Interlata	Dec-08	587	9,921
Northeast Pre-Release Center	Prepaid Intrastate intralata	Dec-08	260	3,940
Northeast Pre-Release Center	Prepaid Local	Dec-08	1,288	29,548
Northeast Pre-Release Center	Collect InterState InterLATA	Jan-09	69	1,125
Northeast Pre-Release Center	Collect IntraState InterLATA	Jan-09	925	15,634
Northeast Pre-Release Center	Collect IntraState IntraLATA	Jan-09	236	3,904
Northeast Pre-Release Center	Collect Local	Jan-09	3,093	71,921
Northeast Pre-Release Center	Prepaid Interstate Interlata	Jan-09	20	324
Northeast Pre-Release Center	Prepaid Intrastate Interlata	Jan-09	623	10,435
Northeast Pre-Release Center	Prepaid Intrastate intralata	Jan-09	275	4,700
Northeast Pre-Release Center	Prepaid Local	Jan-09	1,064	25,630
Northeast Pre-Release Center	Collect InterState InterLATA	Feb-09	101	1,734
Northeast Pre-Release Center	Collect IntraState InterLATA	Feb-09	1,032	18,812
Northeast Pre-Release Center	Collect IntraState IntraLATA	Feb-09	202	3,173
Northeast Pre-Release Center	Collect Local	Feb-09	3,185	72,602
Northeast Pre-Release Center	Prepaid Interstate Interlata	Feb-09	29	447
Northeast Pre-Release Center	Prepaid Intrastate Interlata	Feb-09	645	10,311
Northeast Pre-Release Center	Prepaid Intrastate intralata	Feb-09	265	4,003
Northeast Pre-Release Center	Prepaid Local	Feb-09	1,601	37,805
Northeast Pre-Release Center	Collect InterState InterLATA	Mar-09	97	1,488
Northeast Pre-Release Center	Collect IntraState InterLATA	Mar-09	938	16,558
Northeast Pre-Release Center	Collect IntraState IntraLATA	Mar-09	363	6,797
Northeast Pre-Release Center	Collect Local	Mar-09	2,876	64,706
Northeast Pre-Release Center	Prepaid Interstate Interlata	Mar-09	43	541
Northeast Pre-Release Center	Prepaid Intrastate Interlata	Mar-09	718	11,007
Northeast Pre-Release Center	Prepaid Intrastate intralata	Mar-09	224	3,866
Northeast Pre-Release Center	Prepaid Local	Mar-09	1,562	35,827
Oakwood Correctional Facility	Collect InterState InterLATA	Oct-08	15	188
Oakwood Correctional Facility	Collect IntraState InterLATA	Oct-08	158	3,364
Oakwood Correctional Facility	Collect IntraState IntraLATA	Oct-08	15	389
Oakwood Correctional Facility	Collect Local	Oct-08	45	1,019
Oakwood Correctional Facility	Prepaid Interstate Interlata	Oct-08	11	119

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Oakwood Correctional Facility	Prepaid Intrastate Interlata	Oct-08	87	1,284
Oakwood Correctional Facility	Prepaid Local	Oct-08	175	13,499
Oakwood Correctional Facility	Collect InterState InterLATA	Nov-08	18	233
Oakwood Correctional Facility	Collect IntraState InterLATA	Nov-08	178	3,269
Oakwood Correctional Facility	Collect IntraState IntraLATA	Nov-08	18	402
Oakwood Correctional Facility	Collect Local	Nov-08	156	4,854
Oakwood Correctional Facility	Prepaid Interstate Interlata	Nov-08	8	93
Oakwood Correctional Facility	Prepaid Intrastate Interlata	Nov-08	60	876
Oakwood Correctional Facility	Prepaid Local	Nov-08	149	10,216
Oakwood Correctional Facility	Collect InterState InterLATA	Dec-08	22	504
Oakwood Correctional Facility	Collect IntraState InterLATA	Dec-08	203	3,353
Oakwood Correctional Facility	Collect IntraState IntraLATA	Dec-08	12	284
Oakwood Correctional Facility	Collect Local	Dec-08	75	3,391
Oakwood Correctional Facility	Prepaid Interstate Interlata	Dec-08	10	92
Oakwood Correctional Facility	Prepaid Intrastate Interlata	Dec-08	73	1,013
Oakwood Correctional Facility	Prepaid Local	Dec-08	260	13,370
Oakwood Correctional Facility	Collect InterState InterLATA	Jan-09	9	97
Oakwood Correctional Facility	Collect IntraState InterLATA	Jan-09	169	2,596
Oakwood Correctional Facility	Collect IntraState IntraLATA	Jan-09	17	507
Oakwood Correctional Facility	Collect Local	Jan-09	62	2,969
Oakwood Correctional Facility	Prepaid Interstate Interlata	Jan-09	10	104
Oakwood Correctional Facility	Prepaid Intrastate Interlata	Jan-09	35	475
Oakwood Correctional Facility	Prepaid Local	Jan-09	305	15,764
Oakwood Correctional Facility	Collect InterState InterLATA	Feb-09	13	194
Oakwood Correctional Facility	Collect IntraState InterLATA	Feb-09	200	2,923
Oakwood Correctional Facility	Collect IntraState IntraLATA	Feb-09	17	355
Oakwood Correctional Facility	Collect Local	Feb-09	62	3,519
Oakwood Correctional Facility	Prepaid Interstate Interlata	Feb-09	16	194
Oakwood Correctional Facility	Prepaid Intrastate Interlata	Feb-09	37	564
Oakwood Correctional Facility	Prepaid Local	Feb-09	240	14,199
Oakwood Correctional Facility	Collect InterState InterLATA	Mar-09	9	112
Oakwood Correctional Facility	Collect IntraState InterLATA	Mar-09	211	2,945
Oakwood Correctional Facility	Collect IntraState IntraLATA	Mar-09	24	730
Oakwood Correctional Facility	Collect Local	Mar-09	55	2,760
Oakwood Correctional Facility	Prepaid Interstate Interlata	Mar-09	21	267
Oakwood Correctional Facility	Prepaid Intrastate Interlata	Mar-09	60	1,104
Oakwood Correctional Facility	Prepaid Local	Mar-09	148	8,863
Ohio Reformatory for Women (ORW)	Collect International	Oct-08	2	30
Ohio Reformatory for Women (ORW)	Collect InterState InterLATA	Oct-08	658	7,842

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Ohio Reformatory for Women (ORW)	Collect IntraState InterLATA	Oct-08	10,591	129,270
Ohio Reformatory for Women (ORW)	Collect IntraState IntraLATA	Oct-08	1,121	14,257
Ohio Reformatory for Women (ORW)	Collect Local	Oct-08	341	4,647
Ohio Reformatory for Women (ORW)	Prepaid Interstate Interlata	Oct-08	376	4,314
Ohio Reformatory for Women (ORW)	Prepaid Intrastate Interlata	Oct-08	6,429	78,089
Ohio Reformatory for Women (ORW)	Prepaid Intrastate intralata	Oct-08	559	6,880
Ohio Reformatory for Women (ORW)	Prepaid Local	Oct-08	170	2,291
Ohio Reformatory for Women (ORW)	Collect International	Nov-08	18	216
Ohio Reformatory for Women (ORW)	Collect InterState InterLATA	Nov-08	615	7,456
Ohio Reformatory for Women (ORW)	Collect IntraState InterLATA	Nov-08	10,509	130,311
Ohio Reformatory for Women (ORW)	Collect IntraState IntraLATA	Nov-08	1,007	12,832
Ohio Reformatory for Women (ORW)	Collect Local	Nov-08	303	4,164
Ohio Reformatory for Women (ORW)	Prepaid Interstate Interlata	Nov-08	310	3,627
Ohio Reformatory for Women (ORW)	Prepaid Intrastate Interlata	Nov-08	7,563	90,815
Ohio Reformatory for Women (ORW)	Prepaid Intrastate intralata	Nov-08	458	5,953
Ohio Reformatory for Women (ORW)	Prepaid Local	Nov-08	161	2,137
Ohio Reformatory for Women (ORW)	Collect International	Dec-08	11	124
Ohio Reformatory for Women (ORW)	Collect InterState InterLATA	Dec-08	686	8,621
Ohio Reformatory for Women (ORW)	Collect IntraState InterLATA	Dec-08	10,997	137,022
Ohio Reformatory for Women (ORW)	Collect IntraState IntraLATA	Dec-08	1,163	14,951
Ohio Reformatory for Women (ORW)	Collect Local	Dec-08	340	4,740
Ohio Reformatory for Women (ORW)	Prepaid Interstate Interlata	Dec-08	380	4,408
Ohio Reformatory for Women (ORW)	Prepaid Intrastate Interlata	Dec-08	8,205	98,304

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Ohio Reformatory for Women (ORW)	Prepaid Intrastate intralata	Dec-08	556	7,064
Ohio Reformatory for Women (ORW)	Prepaid Local	Dec-08	361	4,007
Ohio Reformatory for Women (ORW)	Collect International	Jan-09	1	4
Ohio Reformatory for Women (ORW)	Collect InterState InterLATA	Jan-09	602	7,095
Ohio Reformatory for Women (ORW)	Collect IntraState InterLATA	Jan-09	10,456	129,543
Ohio Reformatory for Women (ORW)	Collect IntraState IntraLATA	Jan-09	1,234	15,401
Ohio Reformatory for Women (ORW)	Collect Local	Jan-09	300	3,889
Ohio Reformatory for Women (ORW)	Prepaid Interstate Interlata	Jan-09	309	3,475
Ohio Reformatory for Women (ORW)	Prepaid Intrastate Interlata	Jan-09	7,868	92,722
Ohio Reformatory for Women (ORW)	Prepaid Intrastate intralata	Jan-09	609	7,455
Ohio Reformatory for Women (ORW)	Prepaid Local	Jan-09	384	4,368
Ohio Reformatory for Women (ORW)	Collect International	Feb-09	3	45
Ohio Reformatory for Women (ORW)	Collect InterState InterLATA	Feb-09	579	6,896
Ohio Reformatory for Women (ORW)	Collect IntraState InterLATA	Feb-09	10,078	124,988
Ohio Reformatory for Women (ORW)	Collect IntraState IntraLATA	Feb-09	964	12,009
Ohio Reformatory for Women (ORW)	Collect Local	Feb-09	328	4,302
Ohio Reformatory for Women (ORW)	Prepaid Interstate Interlata	Feb-09	303	3,509
Ohio Reformatory for Women (ORW)	Prepaid Intrastate Interlata	Feb-09	7,783	93,094
Ohio Reformatory for Women (ORW)	Prepaid Intrastate intralata	Feb-09	539	6,626
Ohio Reformatory for Women (ORW)	Prepaid Local	Feb-09	557	6,408
Ohio Reformatory for Women (ORW)	Collect InterState InterLATA	Mar-09	519	6,352
Ohio Reformatory for Women (ORW)	Collect IntraState InterLATA	Mar-09	9,177	114,069
Ohio Reformatory for Women (ORW)	Collect IntraState IntraLATA	Mar-09	793	9,946

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Ohio Reformatory for Women (ORW)	Collect Local	Mar-09	294	3,738
Ohio Reformatory for Women (ORW)	Prepaid Interstate Interlata	Mar-09	395	4,318
Ohio Reformatory for Women (ORW)	Prepaid Intrastate Interlata	Mar-09	7,447	88,237
Ohio Reformatory for Women (ORW)	Prepaid Intrastate intralata	Mar-09	647	7,936
Ohio Reformatory for Women (ORW)	Prepaid Local	Mar-09	420	4,786
Ohio State Penitentiary (OSP)	Collect InterState InterLATA	Oct-08	155	1,990
Ohio State Penitentiary (OSP)	Collect IntraState InterLATA	Oct-08	1,647	19,877
Ohio State Penitentiary (OSP)	Collect IntraState IntraLATA	Oct-08	163	2,185
Ohio State Penitentiary (OSP)	Collect Local	Oct-08	1,119	14,483
Ohio State Penitentiary (OSP)	Prepaid Interstate Interlata	Oct-08	23	251
Ohio State Penitentiary (OSP)	Prepaid Intrastate Interlata	Oct-08	758	9,671
Ohio State Penitentiary (OSP)	Prepaid Intrastate intralata	Oct-08	80	980
Ohio State Penitentiary (OSP)	Prepaid Local	Oct-08	735	9,817
Ohio State Penitentiary (OSP)	Prepaid Other International	Oct-08	11	122
Ohio State Penitentiary (OSP)	Collect InterState InterLATA	Nov-08	89	1,105
Ohio State Penitentiary (OSP)	Collect IntraState InterLATA	Nov-08	1,538	18,828
Ohio State Penitentiary (OSP)	Collect IntraState IntraLATA	Nov-08	232	3,138
Ohio State Penitentiary (OSP)	Collect Local	Nov-08	1,204	15,884
Ohio State Penitentiary (OSP)	Prepaid Interstate Interlata	Nov-08	20	282
Ohio State Penitentiary (OSP)	Prepaid Intrastate Interlata	Nov-08	699	8,404
Ohio State Penitentiary (OSP)	Prepaid Intrastate intralata	Nov-08	161	1,990
Ohio State Penitentiary (OSP)	Prepaid Local	Nov-08	712	9,738
Ohio State Penitentiary (OSP)	Prepaid Other International	Nov-08	9	114
Ohio State Penitentiary (OSP)	Collect International	Dec-08	7	9
Ohio State Penitentiary (OSP)	Collect InterState InterLATA	Dec-08	129	1,702
Ohio State Penitentiary (OSP)	Collect IntraState InterLATA	Dec-08	1,737	21,364
Ohio State Penitentiary (OSP)	Collect IntraState IntraLATA	Dec-08	201	2,540
Ohio State Penitentiary (OSP)	Collect Local	Dec-08	1,254	16,423
Ohio State Penitentiary (OSP)	Prepaid Interstate Interlata	Dec-08	49	616
Ohio State Penitentiary (OSP)	Prepaid Intrastate Interlata	Dec-08	803	10,220
Ohio State Penitentiary (OSP)	Prepaid Intrastate intralata	Dec-08	88	1,125
Ohio State Penitentiary (OSP)	Prepaid Local	Dec-08	1,067	14,890
Ohio State Penitentiary (OSP)	Prepaid Other International	Dec-08	8	106
Ohio State Penitentiary (OSP)	Collect InterState InterLATA	Jan-09	129	1,683
Ohio State Penitentiary (OSP)	Collect IntraState InterLATA	Jan-09	1,671	20,128
Ohio State Penitentiary (OSP)	Collect IntraState IntraLATA	Jan-09	150	2,034
Ohio State Penitentiary (OSP)	Collect Local	Jan-09	1,074	14,085
Ohio State Penitentiary (OSP)	Prepaid Interstate Interlata	Jan-09	15	191

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Ohio State Penitentiary (OSP)	Prepaid Intrastate Interlata	Jan-09	657	7,968
Ohio State Penitentiary (OSP)	Prepaid Intrastate intralata	Jan-09	31	442
Ohio State Penitentiary (OSP)	Prepaid Local	Jan-09	1,151	16,175
Ohio State Penitentiary (OSP)	Prepaid Other International	Jan-09	4	58
Ohio State Penitentiary (OSP)	Collect InterState InterLATA	Feb-09	110	1,340
Ohio State Penitentiary (OSP)	Collect IntraState InterLATA	Feb-09	1,785	21,017
Ohio State Penitentiary (OSP)	Collect IntraState IntraLATA	Feb-09	166	2,170
Ohio State Penitentiary (OSP)	Collect Local	Feb-09	1,232	16,333
Ohio State Penitentiary (OSP)	Prepaid Interstate Interlata	Feb-09	11	128
Ohio State Penitentiary (OSP)	Prepaid Intrastate Interlata	Feb-09	943	11,562
Ohio State Penitentiary (OSP)	Prepaid Intrastate intralata	Feb-09	125	1,599
Ohio State Penitentiary (OSP)	Prepaid Local	Feb-09	1,076	15,491
Ohio State Penitentiary (OSP)	Prepaid Other International	Feb-09	14	187
Ohio State Penitentiary (OSP)	Collect InterState InterLATA	Mar-09	102	1,364
Ohio State Penitentiary (OSP)	Collect IntraState InterLATA	Mar-09	1,745	20,243
Ohio State Penitentiary (OSP)	Collect IntraState IntraLATA	Mar-09	117	1,508
Ohio State Penitentiary (OSP)	Collect Local	Mar-09	1,101	14,549
Ohio State Penitentiary (OSP)	Prepaid Interstate Interlata	Mar-09	121	998
Ohio State Penitentiary (OSP)	Prepaid Intrastate Interlata	Mar-09	939	11,677
Ohio State Penitentiary (OSP)	Prepaid Intrastate intralata	Mar-09	94	1,254
Ohio State Penitentiary (OSP)	Prepaid Local	Mar-09	1,068	15,172
Ohio State Penitentiary (OSP)	Prepaid Other International	Mar-09	8	94
Pickaway Correctional (PCI)	Collect InterState InterLATA	Oct-08	354	4,239
Pickaway Correctional (PCI)	Collect IntraState InterLATA	Oct-08	3,943	49,366
Pickaway Correctional (PCI)	Collect IntraState IntraLATA	Oct-08	3,241	41,106
Pickaway Correctional (PCI)	Collect Local	Oct-08	9,247	123,441
Pickaway Correctional (PCI)	Prepaid Interstate Interlata	Oct-08	204	2,332
Pickaway Correctional (PCI)	Prepaid Intrastate Interlata	Oct-08	4,211	52,333
Pickaway Correctional (PCI)	Prepaid Intrastate intralata	Oct-08	1,900	23,873
Pickaway Correctional (PCI)	Prepaid Local	Oct-08	7,969	108,424
Pickaway Correctional (PCI)	Collect InterState InterLATA	Nov-08	376	4,602
Pickaway Correctional (PCI)	Collect IntraState InterLATA	Nov-08	4,379	54,876
Pickaway Correctional (PCI)	Collect IntraState IntraLATA	Nov-08	4,033	51,196
Pickaway Correctional (PCI)	Collect Local	Nov-08	9,037	120,521
Pickaway Correctional (PCI)	Prepaid Interstate Interlata	Nov-08	147	1,844
Pickaway Correctional (PCI)	Prepaid Intrastate Interlata	Nov-08	4,160	51,993
Pickaway Correctional (PCI)	Prepaid Intrastate intralata	Nov-08	2,196	27,408
Pickaway Correctional (PCI)	Prepaid Local	Nov-08	8,887	120,329
Pickaway Correctional (PCI)	Collect InterState InterLATA	Dec-08	404	5,042
Pickaway Correctional (PCI)	Collect IntraState InterLATA	Dec-08	4,985	63,139
Pickaway Correctional (PCI)	Collect IntraState IntraLATA	Dec-08	3,179	40,412

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Pickaway Correctional (PCI)	Collect Local	Dec-08	8,579	115,992
Pickaway Correctional (PCI)	Prepaid Interstate Interlata	Dec-08	182	2,203
Pickaway Correctional (PCI)	Prepaid Intrastate Interlata	Dec-08	4,558	57,578
Pickaway Correctional (PCI)	Prepaid Intrastate intralata	Dec-08	2,154	26,903
Pickaway Correctional (PCI)	Prepaid Local	Dec-08	8,903	120,112
Pickaway Correctional (PCI)	Collect InterState InterLATA	Jan-09	317	3,874
Pickaway Correctional (PCI)	Collect IntraState InterLATA	Jan-09	4,785	59,616
Pickaway Correctional (PCI)	Collect IntraState IntraLATA	Jan-09	3,839	48,745
Pickaway Correctional (PCI)	Collect Local	Jan-09	8,568	113,978
Pickaway Correctional (PCI)	Prepaid Interstate Interlata	Jan-09	138	1,649
Pickaway Correctional (PCI)	Prepaid Intrastate Interlata	Jan-09	4,288	53,412
Pickaway Correctional (PCI)	Prepaid Intrastate intralata	Jan-09	2,266	27,667
Pickaway Correctional (PCI)	Prepaid Local	Jan-09	8,275	111,402
Pickaway Correctional (PCI)	Collect InterState InterLATA	Feb-09	308	3,705
Pickaway Correctional (PCI)	Collect IntraState InterLATA	Feb-09	4,465	55,717
Pickaway Correctional (PCI)	Collect IntraState IntraLATA	Feb-09	4,276	54,629
Pickaway Correctional (PCI)	Collect Local	Feb-09	8,261	109,386
Pickaway Correctional (PCI)	Prepaid Interstate Interlata	Feb-09	130	1,397
Pickaway Correctional (PCI)	Prepaid Intrastate Interlata	Feb-09	4,762	59,622
Pickaway Correctional (PCI)	Prepaid Intrastate intralata	Feb-09	2,330	29,085
Pickaway Correctional (PCI)	Prepaid Local	Feb-09	9,049	121,697
Pickaway Correctional (PCI)	Collect International	Mar-09	7	88
Pickaway Correctional (PCI)	Collect InterState InterLATA	Mar-09	305	3,492
Pickaway Correctional (PCI)	Collect IntraState InterLATA	Mar-09	4,172	52,105
Pickaway Correctional (PCI)	Collect IntraState IntraLATA	Mar-09	3,956	50,861
Pickaway Correctional (PCI)	Collect Local	Mar-09	6,672	87,372
Pickaway Correctional (PCI)	Prepaid Canada	Mar-09	19	178
Pickaway Correctional (PCI)	Prepaid Interstate Interlata	Mar-09	138	1,575
Pickaway Correctional (PCI)	Prepaid Intrastate Interlata	Mar-09	4,565	56,139
Pickaway Correctional (PCI)	Prepaid Intrastate intralata	Mar-09	2,246	28,500
Pickaway Correctional (PCI)	Prepaid Local	Mar-09	8,622	116,283
Richland Correctional (RiCI)	Collect International	Oct-08	2	11
Richland Correctional (RiCI)	Collect InterState InterLATA	Oct-08	317	3,949
Richland Correctional (RiCI)	Collect IntraState InterLATA	Oct-08	10,152	135,151
Richland Correctional (RiCI)	Collect IntraState IntraLATA	Oct-08	284	3,944
Richland Correctional (RiCI)	Collect Local	Oct-08	3,985	55,315
Richland Correctional (RiCI)	Prepaid Interstate Interlata	Oct-08	184	1,869
Richland Correctional (RiCI)	Prepaid Intrastate Interlata	Oct-08	5,765	72,305
Richland Correctional (RiCI)	Prepaid Intrastate intralata	Oct-08	567	7,921
Richland Correctional (RiCI)	Prepaid Local	Oct-08	7,813	107,650
Richland Correctional (RiCI)	Collect InterState InterLATA	Nov-08	352	4,541

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Richland Correctional (RiCI)	Collect IntraState InterLATA	Nov-08	9,860	133,370
Richland Correctional (RiCI)	Collect IntraState IntraLATA	Nov-08	324	4,295
Richland Correctional (RiCI)	Collect Local	Nov-08	4,234	56,716
Richland Correctional (RiCI)	Prepaid Interstate Interlata	Nov-08	147	1,584
Richland Correctional (RiCI)	Prepaid Intrastate Interlata	Nov-08	5,783	73,128
Richland Correctional (RiCI)	Prepaid Intrastate intralata	Nov-08	620	8,657
Richland Correctional (RiCI)	Prepaid Local	Nov-08	7,972	110,925
Richland Correctional (RiCI)	Collect InterState InterLATA	Dec-08	418	5,137
Richland Correctional (RiCI)	Collect IntraState InterLATA	Dec-08	10,655	143,893
Richland Correctional (RiCI)	Collect IntraState IntraLATA	Dec-08	412	5,548
Richland Correctional (RiCI)	Collect Local	Dec-08	4,255	58,303
Richland Correctional (RiCI)	Prepaid Interstate Interlata	Dec-08	177	1,907
Richland Correctional (RiCI)	Prepaid Intrastate Interlata	Dec-08	6,016	76,165
Richland Correctional (RiCI)	Prepaid Intrastate intralata	Dec-08	528	7,097
Richland Correctional (RiCI)	Prepaid Local	Dec-08	8,175	114,373
Richland Correctional (RiCI)	Collect InterState InterLATA	Jan-09	414	5,036
Richland Correctional (RiCI)	Collect IntraState InterLATA	Jan-09	10,384	141,981
Richland Correctional (RiCI)	Collect IntraState IntraLATA	Jan-09	329	4,498
Richland Correctional (RiCI)	Collect Local	Jan-09	3,423	45,638
Richland Correctional (RiCI)	Prepaid Interstate Interlata	Jan-09	202	2,122
Richland Correctional (RiCI)	Prepaid Intrastate Interlata	Jan-09	5,995	76,186
Richland Correctional (RiCI)	Prepaid Intrastate intralata	Jan-09	614	8,599
Richland Correctional (RiCI)	Prepaid Local	Jan-09	10,940	153,332
Richland Correctional (RiCI)	Collect InterState InterLATA	Feb-09	379	4,776
Richland Correctional (RiCI)	Collect IntraState InterLATA	Feb-09	10,375	140,542
Richland Correctional (RiCI)	Collect IntraState IntraLATA	Feb-09	370	5,053
Richland Correctional (RiCI)	Collect Local	Feb-09	2,973	39,906
Richland Correctional (RiCI)	Prepaid Interstate Interlata	Feb-09	195	2,257
Richland Correctional (RiCI)	Prepaid Intrastate Interlata	Feb-09	6,672	83,390
Richland Correctional (RiCI)	Prepaid Intrastate intralata	Feb-09	275	3,514
Richland Correctional (RiCI)	Prepaid Local	Feb-09	12,777	179,320
Richland Correctional (RiCI)	Collect InterState InterLATA	Mar-09	306	3,798
Richland Correctional (RiCI)	Collect IntraState InterLATA	Mar-09	9,634	130,102
Richland Correctional (RiCI)	Collect IntraState IntraLATA	Mar-09	325	4,529
Richland Correctional (RiCI)	Collect Local	Mar-09	2,765	36,971
Richland Correctional (RiCI)	Prepaid Interstate Interlata	Mar-09	174	2,219
Richland Correctional (RiCI)	Prepaid Intrastate Interlata	Mar-09	6,173	76,864
Richland Correctional (RiCI)	Prepaid Intrastate intralata	Mar-09	294	3,851
Richland Correctional (RiCI)	Prepaid Local	Mar-09	12,534	173,109
Ross Correctional Institution	Collect International	Oct-08	6	80
Ross Correctional Institution	Collect InterState InterLATA	Oct-08	398	4,861

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Ross Correctional Institution	Collect IntraState InterLATA	Oct-08	2,336	30,163
Ross Correctional Institution	Collect IntraState IntraLATA	Oct-08	11,535	152,605
Ross Correctional Institution	Collect Local	Oct-08	31	365
Ross Correctional Institution	Prepaid Canada	Oct-08	9	111
Ross Correctional Institution	Prepaid Interstate Interlata	Oct-08	152	1,840
Ross Correctional Institution	Prepaid Intrastate Interlata	Oct-08	2,349	30,239
Ross Correctional Institution	Prepaid Intrastate intralata	Oct-08	7,089	93,418
Ross Correctional Institution	Prepaid Local	Oct-08	1,350	17,542
Ross Correctional Institution	Collect International	Nov-08	4	56
Ross Correctional Institution	Collect InterState InterLATA	Nov-08	488	6,323
Ross Correctional Institution	Collect IntraState InterLATA	Nov-08	2,497	31,845
Ross Correctional Institution	Collect IntraState IntraLATA	Nov-08	12,352	164,526
Ross Correctional Institution	Collect Local	Nov-08	21	238
Ross Correctional Institution	Prepaid Canada	Nov-08	5	65
Ross Correctional Institution	Prepaid Interstate Interlata	Nov-08	176	2,259
Ross Correctional Institution	Prepaid Intrastate Interlata	Nov-08	2,516	32,345
Ross Correctional Institution	Prepaid Intrastate intralata	Nov-08	7,031	94,231
Ross Correctional Institution	Prepaid Local	Nov-08	1,121	15,530
Ross Correctional Institution	Collect International	Dec-08	7	105
Ross Correctional Institution	Collect InterState InterLATA	Dec-08	652	8,498
Ross Correctional Institution	Collect IntraState InterLATA	Dec-08	2,448	30,836
Ross Correctional Institution	Collect IntraState IntraLATA	Dec-08	13,582	181,194
Ross Correctional Institution	Collect Local	Dec-08	23	182
Ross Correctional Institution	Prepaid Canada	Dec-08	9	119
Ross Correctional Institution	Prepaid Interstate Interlata	Dec-08	151	1,882
Ross Correctional Institution	Prepaid Intrastate Interlata	Dec-08	2,711	34,051
Ross Correctional Institution	Prepaid Intrastate intralata	Dec-08	8,117	108,142
Ross Correctional Institution	Prepaid Local	Dec-08	1,298	18,274
Ross Correctional Institution	Collect International	Jan-09	7	87
Ross Correctional Institution	Collect InterState InterLATA	Jan-09	501	6,391
Ross Correctional Institution	Collect IntraState InterLATA	Jan-09	2,225	28,002
Ross Correctional Institution	Collect IntraState IntraLATA	Jan-09	13,565	180,489
Ross Correctional Institution	Collect Local	Jan-09	5	66
Ross Correctional Institution	Prepaid Canada	Jan-09	13	119
Ross Correctional Institution	Prepaid Interstate Interlata	Jan-09	130	1,546
Ross Correctional Institution	Prepaid Intrastate Interlata	Jan-09	2,610	32,237
Ross Correctional Institution	Prepaid Intrastate intralata	Jan-09	8,338	109,688
Ross Correctional Institution	Prepaid Local	Jan-09	1,167	16,513
Ross Correctional Institution	Collect International	Feb-09	4	60
Ross Correctional Institution	Collect InterState InterLATA	Feb-09	525	6,770
Ross Correctional Institution	Collect IntraState InterLATA	Feb-09	2,287	28,075

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Ross Correctional Institution	Collect IntraState IntraLATA	Feb-09	14,407	189,345
Ross Correctional Institution	Collect Local	Feb-09	8	95
Ross Correctional Institution	Prepaid Canada	Feb-09	11	135
Ross Correctional Institution	Prepaid Interstate Interlata	Feb-09	220	2,836
Ross Correctional Institution	Prepaid Intrastate Interlata	Feb-09	2,900	36,063
Ross Correctional Institution	Prepaid Intrastate intralata	Feb-09	9,469	123,858
Ross Correctional Institution	Prepaid Local	Feb-09	1,298	17,928
Ross Correctional Institution	Collect InterState InterLATA	Mar-09	490	6,502
Ross Correctional Institution	Collect IntraState InterLATA	Mar-09	2,110	26,225
Ross Correctional Institution	Collect IntraState IntraLATA	Mar-09	12,604	168,150
Ross Correctional Institution	Collect Local	Mar-09	14	115
Ross Correctional Institution	Prepaid Interstate Interlata	Mar-09	199	2,499
Ross Correctional Institution	Prepaid Intrastate Interlata	Mar-09	2,297	29,084
Ross Correctional Institution	Prepaid Intrastate intralata	Mar-09	9,574	125,559
Ross Correctional Institution	Prepaid Local	Mar-09	1,381	19,460
Southeastern Correctional	Collect InterState InterLATA	Oct-08	199	2,268
Southeastern Correctional	Collect IntraState InterLATA	Oct-08	1,520	19,215
Southeastern Correctional	Collect IntraState IntraLATA	Oct-08	8,061	104,286
Southeastern Correctional	Collect Local	Oct-08	1,178	15,316
Southeastern Correctional	Prepaid Interstate Interlata	Oct-08	133	1,584
Southeastern Correctional	Prepaid Intrastate Interlata	Oct-08	2,307	28,457
Southeastern Correctional	Prepaid Intrastate intralata	Oct-08	5,246	63,672
Southeastern Correctional	Prepaid Local	Oct-08	994	13,453
Southeastern Correctional	Collect InterState InterLATA	Nov-08	242	2,899
Southeastern Correctional	Collect IntraState InterLATA	Nov-08	1,789	22,313
Southeastern Correctional	Collect IntraState IntraLATA	Nov-08	8,606	108,974
Southeastern Correctional	Collect Local	Nov-08	935	11,815
Southeastern Correctional	Prepaid Interstate Interlata	Nov-08	125	1,463
Southeastern Correctional	Prepaid Intrastate Interlata	Nov-08	2,804	35,204
Southeastern Correctional	Prepaid Intrastate intralata	Nov-08	6,266	77,195
Southeastern Correctional	Prepaid Local	Nov-08	1,254	16,745
Southeastern Correctional	Collect InterState InterLATA	Dec-08	229	2,797
Southeastern Correctional	Collect IntraState InterLATA	Dec-08	1,721	21,775
Southeastern Correctional	Collect IntraState IntraLATA	Dec-08	8,251	105,882
Southeastern Correctional	Collect Local	Dec-08	853	10,898
Southeastern Correctional	Prepaid Interstate Interlata	Dec-08	148	1,783
Southeastern Correctional	Prepaid Intrastate Interlata	Dec-08	3,080	38,802
Southeastern Correctional	Prepaid Intrastate intralata	Dec-08	6,230	79,022
Southeastern Correctional	Prepaid Local	Dec-08	1,484	19,973
Southeastern Correctional	Collect InterState InterLATA	Jan-09	240	2,657
Southeastern Correctional	Collect IntraState InterLATA	Jan-09	1,316	16,345

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Southeastern Correctional	Collect IntraState IntraLATA	Jan-09	8,793	113,380
Southeastern Correctional	Collect Local	Jan-09	944	12,131
Southeastern Correctional	Prepaid Interstate Interlata	Jan-09	106	1,273
Southeastern Correctional	Prepaid Intrastate Interlata	Jan-09	2,720	33,648
Southeastern Correctional	Prepaid Intrastate intralata	Jan-09	6,337	80,643
Southeastern Correctional	Prepaid Local	Jan-09	1,484	19,818
Southeastern Correctional	Collect InterState InterLATA	Feb-09	207	2,490
Southeastern Correctional	Collect IntraState InterLATA	Feb-09	1,513	19,004
Southeastern Correctional	Collect IntraState IntraLATA	Feb-09	8,461	108,386
Southeastern Correctional	Collect Local	Feb-09	876	11,037
Southeastern Correctional	Prepaid Interstate Interlata	Feb-09	98	1,196
Southeastern Correctional	Prepaid Intrastate Interlata	Feb-09	2,513	31,370
Southeastern Correctional	Prepaid Intrastate intralata	Feb-09	7,094	91,473
Southeastern Correctional	Prepaid Local	Feb-09	1,755	23,747
Southeastern Correctional	Collect InterState InterLATA	Mar-09	166	2,009
Southeastern Correctional	Collect IntraState InterLATA	Mar-09	1,407	17,692
Southeastern Correctional	Collect IntraState IntraLATA	Mar-09	6,956	89,694
Southeastern Correctional	Collect Local	Mar-09	1,008	13,148
Southeastern Correctional	Prepaid Interstate Interlata	Mar-09	71	841
Southeastern Correctional	Prepaid Intrastate Interlata	Mar-09	2,648	34,009
Southeastern Correctional	Prepaid Intrastate intralata	Mar-09	6,921	89,410
Southeastern Correctional	Prepaid Local	Mar-09	1,586	20,378
Southern Ohio Correctional (SOCF)	Collect International	Oct-08	3	45
Southern Ohio Correctional (SOCF)	Collect InterState InterLATA	Oct-08	176	2,130
Southern Ohio Correctional (SOCF)	Collect IntraState InterLATA	Oct-08	2,758	35,962
Southern Ohio Correctional (SOCF)	Collect IntraState IntraLATA	Oct-08	1,675	22,471
Southern Ohio Correctional (SOCF)	Collect Local	Oct-08	185	2,483
Southern Ohio Correctional (SOCF)	Prepaid Canada	Oct-08	20	300
Southern Ohio Correctional (SOCF)	Prepaid Interstate Interlata	Oct-08	74	948
Southern Ohio Correctional (SOCF)	Prepaid Intrastate Interlata	Oct-08	1,446	18,400
Southern Ohio Correctional (SOCF)	Prepaid Intrastate intralata	Oct-08	1,214	16,393
Southern Ohio Correctional (SOCF)	Prepaid Local	Oct-08	438	6,184
Southern Ohio Correctional (SOCF)	Collect International	Nov-08	1	15

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Southern Ohio Correctional (SOCF)	Collect InterState InterLATA	Nov-08	229	2,785
Southern Ohio Correctional (SOCF)	Collect IntraState InterLATA	Nov-08	2,725	36,324
Southern Ohio Correctional (SOCF)	Collect IntraState IntraLATA	Nov-08	1,488	19,475
Southern Ohio Correctional (SOCF)	Collect Local	Nov-08	292	4,025
Southern Ohio Correctional (SOCF)	Prepaid Canada	Nov-08	17	250
Southern Ohio Correctional (SOCF)	Prepaid Interstate Interlata	Nov-08	37	487
Southern Ohio Correctional (SOCF)	Prepaid Intrastate Interlata	Nov-08	1,750	22,426
Southern Ohio Correctional (SOCF)	Prepaid Intrastate intralata	Nov-08	1,250	17,215
Southern Ohio Correctional (SOCF)	Prepaid Local	Nov-08	397	5,696
Southern Ohio Correctional (SOCF)	Collect InterState InterLATA	Dec-08	220	2,641
Southern Ohio Correctional (SOCF)	Collect IntraState InterLATA	Dec-08	2,585	34,175
Southern Ohio Correctional (SOCF)	Collect IntraState IntraLATA	Dec-08	1,534	20,037
Southern Ohio Correctional (SOCF)	Collect Local	Dec-08	125	1,601
Southern Ohio Correctional (SOCF)	Prepaid Canada	Dec-08	27	376
Southern Ohio Correctional (SOCF)	Prepaid Interstate Interlata	Dec-08	57	761
Southern Ohio Correctional (SOCF)	Prepaid Intrastate Interlata	Dec-08	1,671	21,552
Southern Ohio Correctional (SOCF)	Prepaid Intrastate intralata	Dec-08	1,095	14,851
Southern Ohio Correctional (SOCF)	Prepaid Local	Dec-08	391	5,431
Southern Ohio Correctional (SOCF)	Collect InterState InterLATA	Jan-09	196	2,445
Southern Ohio Correctional (SOCF)	Collect IntraState InterLATA	Jan-09	2,662	35,097
Southern Ohio Correctional (SOCF)	Collect IntraState IntraLATA	Jan-09	1,649	21,889
Southern Ohio Correctional (SOCF)	Collect Local	Jan-09	184	2,534
Southern Ohio Correctional (SOCF)	Prepaid Canada	Jan-09	23	319

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Southern Ohio Correctional (SOCF)	Prepaid Interstate Interlata	Jan-09	40	518
Southern Ohio Correctional (SOCF)	Prepaid Intrastate Interlata	Jan-09	1,600	20,205
Southern Ohio Correctional (SOCF)	Prepaid Intrastate intralata	Jan-09	1,232	16,911
Southern Ohio Correctional (SOCF)	Prepaid Local	Jan-09	402	5,675
Southern Ohio Correctional (SOCF)	Collect InterState InterLATA	Feb-09	179	2,053
Southern Ohio Correctional (SOCF)	Collect IntraState InterLATA	Feb-09	2,409	31,993
Southern Ohio Correctional (SOCF)	Collect IntraState IntraLATA	Feb-09	1,549	20,573
Southern Ohio Correctional (SOCF)	Collect Local	Feb-09	148	1,908
Southern Ohio Correctional (SOCF)	Prepaid Canada	Feb-09	5	62
Southern Ohio Correctional (SOCF)	Prepaid Interstate Interlata	Feb-09	41	530
Southern Ohio Correctional (SOCF)	Prepaid Intrastate Interlata	Feb-09	1,633	20,550
Southern Ohio Correctional (SOCF)	Prepaid Intrastate intralata	Feb-09	1,370	18,377
Southern Ohio Correctional (SOCF)	Prepaid Local	Feb-09	452	6,081
Southern Ohio Correctional (SOCF)	Collect InterState InterLATA	Mar-09	150	1,739
Southern Ohio Correctional (SOCF)	Collect IntraState InterLATA	Mar-09	2,325	31,124
Southern Ohio Correctional (SOCF)	Collect IntraState IntraLATA	Mar-09	1,457	19,271
Southern Ohio Correctional (SOCF)	Collect Local	Mar-09	135	1,761
Southern Ohio Correctional (SOCF)	Prepaid Interstate Interlata	Mar-09	35	480
Southern Ohio Correctional (SOCF)	Prepaid Intrastate Interlata	Mar-09	1,543	19,772
Southern Ohio Correctional (SOCF)	Prepaid Intrastate intralata	Mar-09	1,290	17,338
Southern Ohio Correctional (SOCF)	Prepaid Local	Mar-09	357	4,690
Toledo Correctional Institution	Collect International	Oct-08	3	45
Toledo Correctional Institution	Collect InterState InterLATA	Oct-08	214	2,800
Toledo Correctional Institution	Collect IntraState InterLATA	Oct-08	1,456	18,753
Toledo Correctional Institution	Collect IntraState IntraLATA	Oct-08	596	7,510
Toledo Correctional Institution	Collect Local	Oct-08	9,125	124,138

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Toledo Correctional Institution	Prepaid Interstate Interlata	Oct-08	88	1,100
Toledo Correctional Institution	Prepaid Intrastate Interlata	Oct-08	928	11,436
Toledo Correctional Institution	Prepaid Intrastate intralata	Oct-08	430	5,884
Toledo Correctional Institution	Prepaid Local	Oct-08	5,229	71,093
Toledo Correctional Institution	Collect International	Nov-08	11	159
Toledo Correctional Institution	Collect InterState InterLATA	Nov-08	230	2,982
Toledo Correctional Institution	Collect IntraState InterLATA	Nov-08	1,608	20,954
Toledo Correctional Institution	Collect IntraState IntraLATA	Nov-08	700	8,515
Toledo Correctional Institution	Collect Local	Nov-08	9,552	129,363
Toledo Correctional Institution	Prepaid Interstate Interlata	Nov-08	68	810
Toledo Correctional Institution	Prepaid Intrastate Interlata	Nov-08	1,154	14,214
Toledo Correctional Institution	Prepaid Intrastate intralata	Nov-08	460	6,040
Toledo Correctional Institution	Prepaid Local	Nov-08	5,276	72,964
Toledo Correctional Institution	Collect International	Dec-08	4	60
Toledo Correctional Institution	Collect InterState InterLATA	Dec-08	249	3,301
Toledo Correctional Institution	Collect IntraState InterLATA	Dec-08	2,126	27,118
Toledo Correctional Institution	Collect IntraState IntraLATA	Dec-08	889	10,736
Toledo Correctional Institution	Collect Local	Dec-08	9,424	127,463
Toledo Correctional Institution	Prepaid Interstate Interlata	Dec-08	71	868
Toledo Correctional Institution	Prepaid Intrastate Interlata	Dec-08	1,196	15,034
Toledo Correctional Institution	Prepaid Intrastate intralata	Dec-08	534	7,124
Toledo Correctional Institution	Prepaid Local	Dec-08	5,924	81,766
Toledo Correctional Institution	Collect International	Jan-09	3	45
Toledo Correctional Institution	Collect InterState InterLATA	Jan-09	209	2,795
Toledo Correctional Institution	Collect IntraState InterLATA	Jan-09	1,954	25,475
Toledo Correctional Institution	Collect IntraState IntraLATA	Jan-09	752	9,146
Toledo Correctional Institution	Collect Local	Jan-09	8,657	116,914
Toledo Correctional Institution	Prepaid Interstate Interlata	Jan-09	65	804
Toledo Correctional Institution	Prepaid Intrastate Interlata	Jan-09	1,255	15,523
Toledo Correctional Institution	Prepaid Intrastate intralata	Jan-09	542	7,292
Toledo Correctional Institution	Prepaid Local	Jan-09	6,242	87,162
Toledo Correctional Institution	Collect InterState InterLATA	Feb-09	397	5,108
Toledo Correctional Institution	Collect IntraState InterLATA	Feb-09	2,039	26,706
Toledo Correctional Institution	Collect IntraState IntraLATA	Feb-09	728	9,412
Toledo Correctional Institution	Collect Local	Feb-09	9,163	122,962
Toledo Correctional Institution	Prepaid Interstate Interlata	Feb-09	84	1,039
Toledo Correctional Institution	Prepaid Intrastate Interlata	Feb-09	1,501	18,742
Toledo Correctional Institution	Prepaid Intrastate intralata	Feb-09	670	8,735
Toledo Correctional Institution	Prepaid Local	Feb-09	6,351	88,786
Toledo Correctional Institution	Collect International	Mar-09	2	30
Toledo Correctional Institution	Collect InterState InterLATA	Mar-09	331	4,140

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Toledo Correctional Institution	Collect IntraState InterLATA	Mar-09	1,924	25,206
Toledo Correctional Institution	Collect IntraState IntraLATA	Mar-09	629	8,044
Toledo Correctional Institution	Collect Local	Mar-09	8,546	115,278
Toledo Correctional Institution	Prepaid Interstate Interlata	Mar-09	87	1,119
Toledo Correctional Institution	Prepaid Intrastate Interlata	Mar-09	1,395	17,259
Toledo Correctional Institution	Prepaid Intrastate intralata	Mar-09	730	9,578
Toledo Correctional Institution	Prepaid Local	Mar-09	7,145	99,209
Trumbull Correctional (TCI)	Collect International	Oct-08	2	21
Trumbull Correctional (TCI)	Collect InterState InterLATA	Oct-08	278	3,223
Trumbull Correctional (TCI)	Collect IntraState InterLATA	Oct-08	4,583	57,528
Trumbull Correctional (TCI)	Collect IntraState IntraLATA	Oct-08	201	2,384
Trumbull Correctional (TCI)	Collect Local	Oct-08	2,859	38,408
Trumbull Correctional (TCI)	Prepaid Interstate Interlata	Oct-08	134	1,503
Trumbull Correctional (TCI)	Prepaid Intrastate Interlata	Oct-08	2,274	26,660
Trumbull Correctional (TCI)	Prepaid Intrastate intralata	Oct-08	113	1,440
Trumbull Correctional (TCI)	Prepaid Local	Oct-08	1,422	19,407
Trumbull Correctional (TCI)	Collect InterState InterLATA	Nov-08	235	2,593
Trumbull Correctional (TCI)	Collect IntraState InterLATA	Nov-08	4,327	54,044
Trumbull Correctional (TCI)	Collect IntraState IntraLATA	Nov-08	157	1,874
Trumbull Correctional (TCI)	Collect Local	Nov-08	2,863	38,256
Trumbull Correctional (TCI)	Prepaid Interstate Interlata	Nov-08	90	1,063
Trumbull Correctional (TCI)	Prepaid Intrastate Interlata	Nov-08	2,158	25,785
Trumbull Correctional (TCI)	Prepaid Intrastate intralata	Nov-08	300	3,942
Trumbull Correctional (TCI)	Prepaid Local	Nov-08	1,222	16,788
Trumbull Correctional (TCI)	Collect International	Dec-08	1	15
Trumbull Correctional (TCI)	Collect InterState InterLATA	Dec-08	261	3,029
Trumbull Correctional (TCI)	Collect IntraState InterLATA	Dec-08	4,507	56,481
Trumbull Correctional (TCI)	Collect IntraState IntraLATA	Dec-08	218	2,730
Trumbull Correctional (TCI)	Collect Local	Dec-08	3,181	42,714
Trumbull Correctional (TCI)	Prepaid Interstate Interlata	Dec-08	99	1,261
Trumbull Correctional (TCI)	Prepaid Intrastate Interlata	Dec-08	2,504	29,689
Trumbull Correctional (TCI)	Prepaid Intrastate intralata	Dec-08	477	6,021
Trumbull Correctional (TCI)	Prepaid Local	Dec-08	1,242	16,987
Trumbull Correctional (TCI)	Collect International	Jan-09	1	15
Trumbull Correctional (TCI)	Collect InterState InterLATA	Jan-09	226	2,690
Trumbull Correctional (TCI)	Collect IntraState InterLATA	Jan-09	3,897	49,214
Trumbull Correctional (TCI)	Collect IntraState IntraLATA	Jan-09	180	2,338
Trumbull Correctional (TCI)	Collect Local	Jan-09	4,037	52,927
Trumbull Correctional (TCI)	Prepaid Interstate Interlata	Jan-09	124	1,522
Trumbull Correctional (TCI)	Prepaid Intrastate Interlata	Jan-09	2,256	26,719
Trumbull Correctional (TCI)	Prepaid Intrastate intralata	Jan-09	392	5,190

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Trumbull Correctional (TCI)	Prepaid Local	Jan-09	1,466	20,619
Trumbull Correctional (TCI)	Collect International	Feb-09	1	15
Trumbull Correctional (TCI)	Collect InterState InterLATA	Feb-09	227	2,729
Trumbull Correctional (TCI)	Collect IntraState InterLATA	Feb-09	3,972	50,402
Trumbull Correctional (TCI)	Collect IntraState IntraLATA	Feb-09	207	2,644
Trumbull Correctional (TCI)	Collect Local	Feb-09	3,888	51,340
Trumbull Correctional (TCI)	Prepaid Interstate Interlata	Feb-09	63	686
Trumbull Correctional (TCI)	Prepaid Intrastate Interlata	Feb-09	2,578	30,294
Trumbull Correctional (TCI)	Prepaid Intrastate intralata	Feb-09	371	5,082
Trumbull Correctional (TCI)	Prepaid Local	Feb-09	1,919	26,226
Trumbull Correctional (TCI)	Collect InterState InterLATA	Mar-09	226	2,750
Trumbull Correctional (TCI)	Collect IntraState InterLATA	Mar-09	3,940	50,324
Trumbull Correctional (TCI)	Collect IntraState IntraLATA	Mar-09	237	2,852
Trumbull Correctional (TCI)	Collect Local	Mar-09	3,331	44,917
Trumbull Correctional (TCI)	Prepaid Interstate Interlata	Mar-09	98	1,138
Trumbull Correctional (TCI)	Prepaid Intrastate Interlata	Mar-09	2,817	33,683
Trumbull Correctional (TCI)	Prepaid Intrastate intralata	Mar-09	276	3,425
Trumbull Correctional (TCI)	Prepaid Local	Mar-09	1,604	21,525
Warren Correctional Institution	Collect InterState InterLATA	Oct-08	259	3,231
Warren Correctional Institution	Collect IntraState InterLATA	Oct-08	2,189	27,096
Warren Correctional Institution	Collect IntraState IntraLATA	Oct-08	15	168
Warren Correctional Institution	Collect Local	Oct-08	4,076	54,628
Warren Correctional Institution	Prepaid Interstate Interlata	Oct-08	29	364
Warren Correctional Institution	Prepaid Intrastate Interlata	Oct-08	806	10,226
Warren Correctional Institution	Prepaid Intrastate intralata	Oct-08	46	659
Warren Correctional Institution	Prepaid Local	Oct-08	11,211	155,724
Warren Correctional Institution	Collect International	Nov-08	5	31
Warren Correctional Institution	Collect InterState InterLATA	Nov-08	299	3,846
Warren Correctional Institution	Collect IntraState InterLATA	Nov-08	2,396	30,732
Warren Correctional Institution	Collect IntraState IntraLATA	Nov-08	41	541
Warren Correctional Institution	Collect Local	Nov-08	3,545	48,435
Warren Correctional Institution	Prepaid Interstate Interlata	Nov-08	40	515
Warren Correctional Institution	Prepaid Intrastate Interlata	Nov-08	903	11,726
Warren Correctional Institution	Prepaid Intrastate intralata	Nov-08	35	509
Warren Correctional Institution	Prepaid Local	Nov-08	11,901	166,338
Warren Correctional Institution	Collect International	Dec-08	14	82
Warren Correctional Institution	Collect InterState InterLATA	Dec-08	279	3,486
Warren Correctional Institution	Collect IntraState InterLATA	Dec-08	2,658	33,923
Warren Correctional Institution	Collect IntraState IntraLATA	Dec-08	41	571
Warren Correctional Institution	Collect Local	Dec-08	3,062	41,634
Warren Correctional Institution	Prepaid Interstate Interlata	Dec-08	49	640

Site Name	Call Jurisdiction	Fiscal Month	Total Calls	Total Minutes
Warren Correctional Institution	Prepaid Intrastate Interlata	Dec-08	929	11,866
Warren Correctional Institution	Prepaid Intrastate intralata	Dec-08	81	1,124
Warren Correctional Institution	Prepaid Local	Dec-08	12,093	167,240
Warren Correctional Institution	Collect International	Jan-09	2	3
Warren Correctional Institution	Collect InterState InterLATA	Jan-09	239	3,074
Warren Correctional Institution	Collect IntraState InterLATA	Jan-09	2,530	32,384
Warren Correctional Institution	Collect IntraState IntraLATA	Jan-09	47	642
Warren Correctional Institution	Collect Local	Jan-09	3,446	46,680
Warren Correctional Institution	Prepaid Interstate Interlata	Jan-09	37	506
Warren Correctional Institution	Prepaid Intrastate Interlata	Jan-09	961	12,071
Warren Correctional Institution	Prepaid Intrastate intralata	Jan-09	80	1,136
Warren Correctional Institution	Prepaid Local	Jan-09	12,026	166,214
Warren Correctional Institution	Collect International	Feb-09	1	1
Warren Correctional Institution	Collect InterState InterLATA	Feb-09	180	2,252
Warren Correctional Institution	Collect IntraState InterLATA	Feb-09	2,528	31,493
Warren Correctional Institution	Collect IntraState IntraLATA	Feb-09	25	339
Warren Correctional Institution	Collect Local	Feb-09	4,246	58,036
Warren Correctional Institution	Prepaid Interstate Interlata	Feb-09	90	1,144
Warren Correctional Institution	Prepaid Intrastate Interlata	Feb-09	1,434	18,896
Warren Correctional Institution	Prepaid Intrastate intralata	Feb-09	107	1,525
Warren Correctional Institution	Prepaid Local	Feb-09	13,252	182,580
Warren Correctional Institution	Collect InterState InterLATA	Mar-09	222	2,828
Warren Correctional Institution	Collect IntraState InterLATA	Mar-09	1,975	24,422
Warren Correctional Institution	Collect IntraState IntraLATA	Mar-09	24	299
Warren Correctional Institution	Collect Local	Mar-09	3,667	49,215
Warren Correctional Institution	Prepaid Interstate Interlata	Mar-09	83	1,058
Warren Correctional Institution	Prepaid Intrastate Interlata	Mar-09	1,195	15,826
Warren Correctional Institution	Prepaid Intrastate intralata	Mar-09	121	1,651
Warren Correctional Institution	Prepaid Local	Mar-09	12,869	177,741