

February 13, 2008

Ms. Linda Boles, Purchasing Supervisor
Dallas County Purchasing Department
509 Main Street, Room 623 Records Building
Dallas, TX 75202

Re: RFQ 2007-082-2822 – Inmate Phone Service Provider – Unisys BAFO Clarificataion Response

Dear Ms. Boles:

Thank you for giving the Unisys Team the opportunity to respond to Dallas County's Inmate Phone Service Provider BAFO clarification request provided in your email yesterday, February 12th.

- We have increased our M/WBE participation rate for the ongoing services onsite. The remaining portions of the project is not easily subcontracted (one time setup, hardware or software.)
- We also addressed the "Call Check" question in more detail and hope that you appreciate that we're tackling the requirements in the most efficient manner possible.

As we have stated in prior submissions, we believe that the Unisys Team is the right choice for Dallas County: we have the right team with proven, successful experience to reduce risk and we have the right solution that has been deployed with high customer satisfaction.

On behalf of the entire Unisys team, we sincerely appreciated the opportunity to participate in this solicitation. Please let me know if you have any questions relative to this letter. My cell phone number is 512-828-9034.

Sincerely,



Kate Connolly
Executive Director, Texas Public Sector
Kate.connolly@unisys.com

Attachments: (1) Clarification Details and (2) Updated M/WBE Form

GOVERNMENT
EXHIBIT NO.

362

3:14-CR-293-M



Clarification Details submitted to Dallas County on February 13, 2008

M/WBE Participation

Please note that Unisys does have a change to our commitment to use M/WBE subcontractors in support of this program. As communicated in our Phase I response, the full-time Service Representative/ PIN Administration position was to be staffed by G&A Telecommunications, Inc., a registered M/WBE firm based in Carrollton, Texas. The value of this contract to G&A is estimated to be \$420,000 over the life of the contract. This dollar amount represented approximately 38% of Unisys's total on-site labor budget. Unisys has decided to use G&A services for all on-site Technician services. Therefore, our total M/WBE content is expected to be \$1.3M over the life of the contract or 100% of our on-site staff.

Call Check Functionality

The Unisys solution has systems and processes in place to provide advance notice of high phone bills to the recipients of inmate calls. In addition, our systems are designed to provide the following:

- Control uncollectible bad debt
- Maximize Revenue (Revenue Assurance)
- Prevent telephone fraud and scams to unsuspected individuals and businesses

The VAC system includes an IVR auto-dialer that can be programmed to place outbound calls to households when a certain collect call debt threshold has been reached or exceeded. Unisys can set the notification threshold at whatever value the County deems appropriate. In addition, the VAC Focus System has the ability for called parties to hear the rates that are being charged for the call at the beginning of each phone call. These two features will prevent called parties from being surprised by the value of their monthly phone bill.

Controlling Uncollectible Bad Debt

Unisys will bill collect call household accounts through Local Exchange Carriers (LEC) and pre-paid account owners through the VAC V-CONNECT services. The pre-paid V-CONNECT service is the best safeguard available to manage bad debt. The following is the calling procedures involved with the notification of the requirement to set up a V-CONNECT pre-paid account. Households that can't be billed through their local exchange carrier will be required to set up a pre-paid collect call account.

The process includes notification of the inmate during a collect call attempt that in order for the collect call to be completed, the called party must set up a pre-paid account. The called party is also notified that in order to receive a collect call from the inmate, they need to set up a pre-paid account. The called party is instructed to "press 4" to immediately set up an account or to dial the VAC 1-800 number to set up an account.

UNISYS

Several different payment methods are available to pre-paid account holders for funding the account including credit card, debit card, check, and money order. Once the account is funded the called party can start receiving calls from the institution immediately. Account owners can sign up on-line, over the telephone, or send payment by mail to Value-Added Communications, Inc., PO Box 678517, Dallas, TX 75267.

Account owners can set up a pre-paid account securely on-line through the web-site <http://www.myvconnect.com/>. The on-line account set-up process and graphical user interface is very intuitive. Account owners are required to submit their full names, addresses, phone number, e-mail, self-selected password, and credit card information. The account owner is also required to select the institution or correctional system that a pre-paid collect call will originate from.

Revenue Assurance

VAC's revenue assurance program will provide customers receiving calls from Dallas County inmates with a wide range of billing and payment options, improving the County's ability to process calls to any telephone number. The program will increase revenues and eliminate customer dissatisfaction associated with not being able to receive calls. VAC's systems provide a variety of billing and payment options to meet the customers' needs, including advanced payment and direct billing.

The VAC systems are comprised of three components, described below, which provide for an automated billing and payment platform, increased data collection, and, most importantly, an easier method for customers to subscribe to these services than those available through any other inmate telephone system offeror.

- Performs multiple calculations from various data sources to determine if a call can be billed
- Gathers call information that is not available in the Line Information Database (LIDB) from multiple sources to assist in performing billing calculations
- Provides customers with a quick, secure, and reliable method of accepting and paying for prepay calls while also ensuring that all of the revenue is collected.

VAC also provides services and capabilities that include credit validation, predetermined spending limits, a knowledgeable and multilingual customer service department, and different payment options for the called party. VAC's systems and services offer a safe and viable alternative to collect call billing.

When a collect call is placed over a VAC-provided system, the system begins collecting and interpreting collect call data. Most inmate telephone providers only use the standard LIDB as their source for validating the billable capabilities of the called party. VAC provides a much more comprehensive analysis than just an LIDB validation. VAC collects and interprets the call data from several sources and executes algorithms to verify if the call can be billed properly. If it cannot, it provides the called party with options to be able to accept the call. This entire process takes place in near-real time, eliminating delays to the caller.

UNISYS

VAC also maintains an extensive database of called party information, providing as much information as possible to make intelligent decisions on how to place collect calls. The process incorporates the LIDB validation process, as well as information from several other sources, including credit bureaus, credit limits, LEC payment history, and VAC's customer service department. Information such as credit checks, customer limits, and payment history are all stored.

Typical inmate telephone service providers restrict too many calls in order to lower bad debt, thus reducing the overall collect call revenue and increasing inmate tensions. The VAC system was created to maximize call revenue and reduce bad debt by providing the most valuable balance between the two. The Unisys Team's proposed system incorporates complete revenue assurance functionality to deliver a more accurate and comprehensive validation system. This will provide the Dallas County with maximum call revenue while reducing the cost of bad debt to the Unisys.

The VAC systems provide comprehensive capabilities used to reduce bad debt and fraud and maximize call revenue. Once these systems have identified the need for additional billing support for a called number, they invoke VAC's V-CONNECT system. V-CONNECT provides an easy method for customers with billing issues to create pre-pay accounts, make payments, and receive calls. The primary function of V-CONNECT is to provide an automated direct connection between the called party and VAC Customer Service Representatives (CSR) in order to establish an account for receiving calls.

Contacting a CSR allows the called party to immediately set up a prepaid account, allowing the inmate to easily place calls through the system. V-CONNECT provides the answer to CLEC billing issues as well as bad debt, and, unlike other inmate telephone system providers' systems, does not create a "Telemarketer Do-Not-Call list" problem because the inmate is the person placing the call. Other inmate telephone providers typically have to contact the called party to establish accounts, thereby violating the FCC's Do-Not-Call list regulations.

Prevention of Telephone Fraud

The VAC Focus 100 system has several features to prevent fraud. First, the system has three-way call detect. The system can also be configured to only allow outbound calls that have been entered on an inmate's allowed call list. The system also requires positive acceptance from a called party. Lastly, called party's can automatically have their number added to a "do not call" list.

Each and every call placed through the proposed Unisys ITS will be announced to the called party using an announcement similar to the following:

"This is a Value Added Communications Collect Call from "Inmate Name" at the "Facility Name." This call will be monitored and recorded. The use of 3-way or call waiting is not allowed. To hear the cost of this call, dial 8 now. If you wish to block any future collect calls, dial 7-7. To refuse this call, hang up. If you wish to accept and pay for this call, dial 5 now."

As is show above, this announcement notifies the called party that the call is from a Dallas County Jail, provides a quote of existing rates and requires that the call party

UNISYS

positively accept the call. If the called party dials 8, they will be connected to an automated message that will provide the cost of the call based upon the dialed call type. For example, if the called party is in a local calling area the Focus system will determine this based upon the dialed number and only provide the local rate. If the called party is in an IntraLata area only the IntraLata rate will be provided.