STATE OF MISSOURI
MISSOURI DEPARTMENT OF CORRECTIONS
CONTRACT AMENDMENT

RETURN AMENDMENT NO LATER THAN APRIL 16, 2018 TO:
Diana Fredrick, CPPB
Procurement Officer II
Diana.fredrick@doc.mo.gov
(573) 526-0591
(573) 522-1562 (Fax)
FMU/PURCHASING SECTION
P.O. BOX 236
JEFFERSON CITY, MISSOURI 65102

DATE	VENDOR IDENTIFICATION	CONTRACT NUMBER	CONTRACT DESCRIPTION
03/15/18	Attn: Scott Davis, President Academy Computer Services 290 Main St., Ste. 4 Stoneham, MA 02180	Amendment 005 OF13708389	Offender Legal Library All Correctional Centers, Statewide

CONTRACT OF13708389 IS HEREBY AMENDED AS FOLLOWS:

Pursuant to paragraphs 2.13.2 and 2.13.3 on pages 27 and 28, the Missouri Department of Corrections desires to renew the above-referenced contract for the period of August 1, 2018 through July 31, 2019.

The prices for the new contract period shall be as stated in EXHIBIT A, Option A, 4th Renewal Period.

All terms, conditions and provisions of the previous contract period shall remain and apply hereto.

The contractor shall complete, sign and return this document as acceptance on or before the date indicated above.

IN WITNESS THEREOF, THE PARTIES HERETO EXECUTE THIS AGREEMENT.

Company Name: Academy Computer Services, Inc.
Mailing Address: 290 Main St. Suite 4
City, State, Zip: Stoneham, MA 02180
Telephone: 781-279-4202 Fax: 781-279-4262
MissouriBUYS SYSTEM ID:
Email: scott@academycomputerservice.com
Authorized Signer's Printed Name and Title: Scott Davis, President
Authorized Signature: Scott Davis Date: 3/16/18

THIS AMENDMENT IS ACCEPTED BY THE MISSOURI DEPARTMENT OF CORRECTIONS AS FOLLOWS: In its entirety.

J M Reinkemeyer 3/16/18

Joan Reinkemeyer, Director, Division of Offender Rehabilitative Services Date

STATE OF MISSOURI
MISSOURI DEPARTMENT OF CORRECTIONS
CONTRACT AMENDMENT

Diana Fredrick, CPPB
Diana.fredrick@doc.mo.gov
Ph: (573) 526-0591 - Fax: (573) 522-1562
FMU/PURCHASING SECTION
P.O. BOX 236
JEFFERSON CITY, MISSOURI 65102

DATE	VENDOR IDENTIFICATION	CONTRACT NUMBER	CONTRACT DESCRIPTION
03-23-17	**Attn: Scott Davis, President** **Academy Computer Services** **290 Main St., Ste. 4** **Stoneham, MA 02180**	**Amendment 004** **OF13708389**	Offender Legal Library All Correctional Centers Statewide

CONTRACT # OF13708389 IS HEREBY AMENDED AS FOLLOWS:

Pursuant to paragraphs 2.13.2 and 2.13.3 on pages 27 and 28, the Missouri Department of Corrections hereby exercises its option to renew the above-referenced contract for the period of August 1, 2017 through July 31, 2018.

The prices for the new contract period shall be as stated in EXHIBIT A, Option A, 3rd Renewal Period.

All other terms, conditions and provisions of the previous contract period shall remain and apply hereto.

Return of this amendment by the contractor is not required.

[redacted]

This amendment is accepted by the Missouri Department of Corrections as follows: **In its entirety.**

JoReinkemeyer 3/28/17

Joan Reinkemeyer, Director, Division of Rehabilitative Services **Date**

Project #16708349

STATE OF MISSOURI
MISSOURI DEPARTMENT OF CORRECTIONS
CONTRACT AMENDMENT

RETURN AMENDMENT NO LATER THAN June 17, 2016 TO:
Gary Stoll, CPPB, Purchasing Manager
Gary.stoll@doc.mo.gov
(573) 526-6402 (Phone)
(573) 522-1562 (Fax)
FMU/PURCHASING SECTION
P.O. BOX 236
JEFFERSON CITY, MISSOURI 65102

DATE	VENDOR IDENTIFICATION	CONTRACT NUMBER	CONTRACT DESCRIPTION
June 10, 2016	**Scott Davis Academy Computer Services 290 Main St, Suite 4 Stoneham MA 02180**	**Amendment 003 OF13708389**	**Offender Legal Library All Correctional Centers Statewide**

CONTRACT OF13708389 IS HEREBY AMENDED AS FOLLOWS:

Pursuant to paragraph 2.13.2 and 2.13.3 on pages 27 and 28, the Missouri Department of Corrections desires to renew the above-referenced contract for the period of August 1, 2016 through July 31, 2017.

The price for the new contract period shall be as stated in Exhibit A, Option A, 2nd Renewal Period.

All other terms, conditions and provisions, including prices, of the previous contract period shall remain and apply hereto.

The contractor shall complete, sign and return this document as acceptance on or before the date indicated above.

IN WITNESS THEREOF, THE PARTIES HERETO EXECUTE THIS AGREEMENT.

Company Name: Academy Computer Services
Mailing Address: 290 Main St. Suite 4
City, State Zip: Stoneham, MA 02180
Telephone: 781-279-4202
E-Mail Address: scott@academycomputerservice.com
Authorized Signer's Printed Name and Title: Scott Davis President
Authorized Signature: Scott Davis Date: 6/10/16

THIS AMENDMENT IS ACCEPTED BY THE MISSOURI DEPARTMENT OF CORRECTIONS AS FOLLOWS: In its entirety.

Matt Sturm, Director, Division of Offender Rehabilitative Services — **Date** 6-16-16

Project 16708008

STATE OF MISSOURI
MISSOURI DEPARTMENT OF CORRECTIONS
CONTRACT AMENDMENT

RECEIVED
AUG 21 2015
PURCHASING

RETURN AMENDMENT NO LATER THAN August 17, 2015 TO:
Gary Stoll, CPPB
Gary.stoll@doc.mo.gov
573-526-6402
(573) 522-1562 (Fax)
FMU/PURCHASING SECTION
P.O. BOX 236
JEFFERSON CITY, MISSOURI 65102

DATE	VENDOR IDENTIFICATION	CONTRACT NUMBER	CONTRACT DESCRIPTION
July 28, 2015	Scott Davis Academy Computer Services 290 Main St. Suite 4 Stoneham MA 02180	Amendment 2 OF13708389	Offender Legal Library All Correctional Centers Statewide

CONTRACT OF13708389 IS HEREBY AMENDED AS FOLLOWS:

Attachment 1 is amended as attached. The following revisions are included:

Estimated Additional Offender Workstations for Potosi Correctional Center amended from 13 to 12
Estimated Additional Offender Workstations for South Central Correctional Center amended from 8 to 10.
Estimated Additional Offender Workstations for Western Reception Diagnostic and Correctional Center amended from 3 to 2.

The Department shall pay a onetime charge of $151.51. The onetime charge may be invoiced separately or may be included on the next monthly invoice.

All other terms, conditions and provisions, including price, of the contract shall remain and apply hereto.

The contractor shall complete, sign and return this document as acceptance on or before the date indicated above.

IN WITNESS THEREOF, THE PARTIES HERETO EXECUTE THIS AGREEMENT.

Company Name: Academy Computer Services
Mailing Address: 290 Main St. Suite 4
City, State Zip: Stoneham, MA 02180
Telephone: 781-279-4202
E-Mail Address: scott@academycomputerservice.com
Authorized Signer's Printed Name and Title: Scott Davis, President
Authorized Signature: Scott Davis Date: 8/17/15

THIS AMENDMENT IS ACCEPTED BY THE MISSOURI DEPARTMENT OF CORRECTIONS AS FOLLOWS: In its entirety.

Matt Sturm, Director, Division of Offender Rehabilitative Services — Date: 8-26-15

ATTACHMENT 1
LIST OF LOCATIONS AND REQUIREMENTS

Location	Custody Level	Offender Population Capacity	Legal Library Hours	Estimated Additional Offender Workstations	Printer Requirements
Algoa Correctional Center Jefferson City, MO	2	1565	T, W, F, Sa 9a – 8p	2	Basic
Boonville Correctional Center Boonville, MO	3 Trtmt	1256 60	M - F 8a – 8p	1	Basic
Chillicothe Correctional Center Chillicothe, MO	2 - 5	525	Tu - F 9a – 8p	1	Basic
Crossroads Correctional Center Cameron, MO	5	1500	M – F 8a – 8p	9	Workgroup Laser Printer
Eastern Reception, Diagnostic, & Correctional Center Bonne Terre, MO	R & D 4 5 2	1007 1581 96	M – F 8a – 6p	11	Workgroup Laser Printer
Farmington Correctional Center Farmington, MO	2 & 4 Trtmt	2257 375	M – F 8a – 9p	6	Basic
Fulton Reception & Diagnostic Center Fulton, MO	R & D 3	1072 200	M – F 8a – 4 p	2	Basic
Jefferson City Correctional Center Jefferson City, MO	5	1996	M – F 10a – 8p	13	Workgroup Laser Printer
Maryville Treatment Center Maryville, MO	2	525	M – F 9a – 9p	0	Basic
Missouri Eastern Correctional Center Pacific, MO	3	1100	M – Th 8a – 7p	2	Basic
Moberly Correctional Center Moberly, MO	3	1800	M – F 8a – 9p	3	Basic
Northeast Correctional Center Bowling Green, MO	4	1935	M – Sa 8a – 9p	4	Basic
Ozark Correctional Center Fordland, MO	2	650	W – Sa 9a – 8p	0	Basic
Potosi Correctional Center Mineral Point, MO	5 2	772 80	M – F 8a – 4p	*12*	Workgroup Laser Printer
South Central Correctional Center Licking, MO	5 2	1450 192	M – F 8a – 8p	*10*	Workgroup Laser Printer
Southeast Correctional Center Charleston, MO	5 2	1450 192	M – F 8a – 9p	9	Workgroup Laser Printer
Tipton Correctional Center Tipton, MO	2	1088	M – Sa 8a – 4p	2	Basic
Western Missouri Correctional Center Cameron, MO	3 - 4	1925	Su – Sa 8a – 8p	7	Basic
Western Reception, Diagnostic, & Correctional Center St. Joseph, MO	R & D 2 Trtmt	529 755 650	Tu – Sa 9a – 9p	*2*	Basic
Women's Eastern Reception, Diagnostic, & Correctional Center Vandalia, MO	R & D 2 5 Trtmt	100 1560 240	Su – Sa 8a – 9p	2	Basic

***R&D - intake population receiving orientation, classification and assignment to another facility**
Trtmt – a Treatment Center that is normally a separate housing unit
2 - Minimum Security, 3 – Medium Security 4 & 5 – Maximum Security

* DOC will consider optional standalone at Crossroads Correctional Center, Eastern Reception Diagnostic Correctional Center, Fulton Reception Diagnostic Correctional Center, Potosi Correctional Center, South Central Correctional Center, Southeast Correctional Center, Western Missouri Correctional Center and Western Reception Diagnostic Correctional Center.

Project 15708398

STATE OF MISSOURI
MISSOURI DEPARTMENT OF CORRECTIONS
CONTRACT AMENDMENT

RETURN AMENDMENT NO LATER THAN June 15, 2015 TO:
Gary Stoll, CPPB
Gary.stoll@doc.mo.gov
573-526-6402
(573) 522-1562 (Fax)
FMU/PURCHASING SECTION
P.O. BOX 236
JEFFERSON CITY, MISSOURI 65102

DATE	VENDOR IDENTIFICATION	CONTRACT NUMBER	CONTRACT DESCRIPTION
April 30, 2015	Scott Davis Academy Computer Services 290 Main St. Suite 4 Stoneham MA 02180	Amendment 1 OF13708389	Offender Legal Library All Correctional Centers Statewide

CONTRACT OF13708389 IS HEREBY AMENDED AS FOLLOWS:

Pursuant to paragraphs 2.13.2 and 2.13.3 on pages 27 and 28, the Missouri Department of Corrections hereby exercises its option to renew the above-referenced for the period of August 1, 2015 through July 31, 2016.

The price for the new contract period shall be as stated in Exhibit A Option A, 1st Renewal Option.

In addition, the following paragraphs are amended to read as follows:

2.5.1.d.1. The contractor shall provide monthly reports of log on, log off time by offender at each institution to the Library Services Coordinator.

2.11.2.a. Upon request by the Department Legal Counsel, the contractor shall provide a report regarding any user or any site. The report should include, at a minimum, the number of searches, length of time, keys pressed, and screens reached.

All other terms, conditions and provisions of the previous contract period shall remain and apply hereto.

The contractor shall complete, sign and return this document as acceptance on or before the date indicated above.

IN WITNESS THEREOF, THE PARTIES HERETO EXECUTE THIS AGREEMENT.

Company Name: Academy Computer Services, Inc.
Mailing Address: 290 Main St. Suite 4
City, State Zip: Stoneham, MA 02180
Telephone: 781-279-4202
E-Mail Address: Scott@academycomputerservice.com
Authorized Signer's Printed Name and Title: Scott Davis, President
Authorized Signature: Scott Davis Date: 6/18/2015

THIS AMENDMENT IS ACCEPTED BY THE MISSOURI DEPARTMENT OF CORRECTIONS AS FOLLOWS: In its entirety.

6-22-15

Matt Sturm, Director, Division of Offender Rehabilitative Services — Date

INVITATION FOR BID

Missouri Department of Corrections
Purchasing Section
2729 Plaza Drive, P.O. Box 236
Jefferson City, Missouri 65102

IFB 13708389
Amendment 003

for

Offender Legal Library
(All Correctional Centers, Statewide)

Contract Period: Date of award through 1 year
Date of Issue: October 22, 2013

Modified via Amendment 003
Bids Must be Received No Later Than:

2:00 p.m., November 15, 2013

For information pertaining to the IFB contact:
Lisa Meyer, MBA, CPPB
Procurement Officer II
Telephone: (573) 526 – 6611
Fax: (573)522-1562
E-mail: Lisa.Meyer@doc.mo.gov

Services procured for

Missouri Department of Corrections
Division of Offender Rehabilitative Services
(Education)

Bids must be delivered to the Department of Corrections, Purchasing Section, 2729 Plaza Drive, P.O. Box 236, Jefferson City, Missouri 65102. The bidder should clearly identify the IFB number on the lower right or left-handed corner of the container in which the bid is submitted to the Department. This number is essential for identification purposes.

We hereby agree to provide the services and/or items, at the price quoted, pursuant to the requirements of this document and further agree that when this document is countersigned by an authorized official of the Missouri Department of Corrections, a binding contract, as defined herein, shall exist. The authorized signer of this document certifies that the contractor (named below) and each of its principals are not suspended or debarred by the federal government from providing any service requirements outlined herein.

Name: Scott Davis
Business Name as filed with the IRS: Academy Computer Services, Inc.
Mailing Address: 290 Main St. Suite 4
City, State Zip: Stoneham, MA 02180
Telephone: 781-279-4202 Fax Number: 781-279-4262
State Vendor Number: 04321130100 Federal Taxpayer ID Number: 04-3211301
E-Mail Address: scott@academycomputerservice.com
Authorized Signer's Printed Name and Title: Scott Davis, President

Authorized Signature: Scott Davis 11/12/2013
Bid Date

NOTICE OF AWARD:
This bid is accepted by the Department of Corrections as follows:

OPTION A ACCEPTED IN ITS ENTIRETY TO INCLUDE CLARIFICATIONS DATED 02/26/14, 01/22/14, AND 01/07/14.

Contract No. **OF13708389**

Director, Division of Rehabilitative Services Date Missouri Department of Corrections

Amendment #003 for IFB 13708389

Title: **Offender Legal Library (All Correctional Centers, Statewide)**

Contract Period: **Date of award through 1 year**

IFB 13708389 is hereby amended as follows:

1. Bid must be received no later than **2:00 p.m., November 15, 2013.**

Meyer, Lisa

From: Scott at Work [scott@academycomputerservice.com]
Sent: Wednesday, February 26, 2014 3:23 PM
To: Meyer, Lisa
Subject: Answer from Lexis re: the first question.

From the Content Provider: We will make an effort to provide local court rules in pdf format. However, local court rules were not included in the initial bid offer or pricing.
Academy comment: We can load pdf documents on each local server for viewing. We have a secured pdf viewer suitable for inmate use. It would not be on main Lexis link, but on a separate icon.

Please let me know if this suffices as an answer.
--

Scott Davis
Academy Computer Services
800-385-6442x201

Meyer, Lisa

From: Scott at Work [scott@academycomputerservice.com]
Sent: Wednesday, February 26, 2014 12:40 PM
To: Meyer, Lisa
Subject: Re: 14-0225 Academy Additional Clarification

On the first matter:

I haven't heard back from the content provider about MO Circuit & Local Court Rules. I imagine that what isn't available online will be made available in printed form for each institution, but can't be definite until hearing from them. I will copy you as soon as they contact me.

On the second matter.

For easy reference. Here is what the paragraphs in question say:

2.5.1.a.1. The Library Services Coordinator shall have internet access to the system; the internet access shall mirror actions at a specific site in live format.

2.5.3.b. The system must not be capable of establishing communication linkages to the Department Intranet nor to the Internet other than a secure linkage to the contractor's site.

Comment:

The problem may be nothing more than ambiguity in the meaning of one word. In 2.5.1.a.1. the word *system* could have differing meanings. If by system the Library Services Coordinator (LSM) means :

1. --the Lexis site as provided to the inmates, then no conflict would arise with 2.5.3.b.. or
2. By system the LSC means that from her Jefferson City office the LSC could log on to the Academy inmate systems elsewhere in the state as we do, then this would not be allowed under 2.5.3.b., since that would require a joining of staff and inmate networks. Academy assumed this second meaning of *system* in its bid response.

Also, regarding the last sentence, A computer in KB's office with the same hardware/software set-up as each institution has so KB can assist institutional staff with answers to questions from Central Office. No special hardware or software would be needed for this capability. The content provider would simply authorize access for the LSC's computer. A standard Windows computer with the browser that is built in to Windows would be the only thing needed.We would supply such on request but it isn't necessary.

I'll be glad to answer any other questions you may have. I'm sorry the content provider is taking more time than expected. I have multiple calls/emails in to them.

--

Scott Davis
Academy Computer Services

800-385-6442x201

Meyer, Lisa

From: Scott at Work [scott@academycomputerservice.com]
Sent: Wednesday, January 22, 2014 11:03 AM
To: Meyer, Lisa
Subject: Re: 14-0117 13708389 Additional Clarification

In collaboration with Lexis, Academy offers this clarification and would welcome any questions the team may have.

Once on the Lexis site, the inmate user is prompted to enter a user name and press Enter. Lexis then notes that one user is active on their site. MODOC can retrieve usage statistics via the Power Invoice online tool. Power invoice will show that one person is on the system at a given prison, since in the Academy implementation each prison has a unique and unchanging IP address. It will also show if multiple persons are on a particular prison's system at a point in time or along a certain duration in time. Power invoice does not report the user name that the inmate typed. It only reports quantitative data: that is, a number showing how many people were using the system.

Academy validates each log on against the list supplied by MODOC. If the user does not enter an active incarceration number on the username line *and* the matching password that is the last name and first initial of the inmate with that exact incarceration number, the individual cannot sign on to the system.

So, **there is a way that an Academy/Lexis system can be used to make sure an inmate does not falsify a user name at the Lexis site:** If the user does not enter his/her correct name, the key log will show that an inmate with a certain incarceration number entered some other username than his/her own, since every key stroke is recorded.

--
Scott Davis
Academy Computer Services
800-385-6442x201

On 1/17/2014 4:26 PM, Meyer, Lisa wrote:

Dear Sir:

The evaluation team requests the following questions in italics below be answered via return e-mail no later than 2:00 p.m. on Thursday, January 23.

Additional clarification on the validation of users within the Lexis/Nexis software:

Currently, all of the solutions define how the offender is able to log on and validate at the terminal level. However, it is not clear how the offender is validated within the Lexis/Nexis software.

Is there any security on the Lexis/Nexis signon that ensures the offenders are typing in their name and DOCID and that this information matches the information provided at the terminal level?

Thank you for your interest in providing legal library services.

Sincerely,

Lisa Meyer, MBA, CPPB

Procurement Officer II
Department of Corrections
Phone: 573.526.6611
Fax: 573.522.1562

--

Scott Davis
Academy Computer Services
800-385-6442x201

Meyer, Lisa

From:	Scott at Work [scott@academycomputerservice.com]
Sent:	Tuesday, January 07, 2014 2:41 PM
To:	Meyer, Lisa
Cc:	Reeves, Eileen
Subject:	IFB 13708389 Response for Clarification Request
Attachments:	Clarification Response by Academy for IFB 13708389.docx; Lexis print sample 1.pdf; Lexis print sample 2.pdf; Lexis print sample 3.pdf; Worksheet for clarification request.xlsx

Please see attached. If you need or want a hard copy just say how many and we'll be pleased to send it, 2 day priority mail, by default, overnight or standard mail if requested.

--

Scott Davis
Academy Computer Services
800-385-6442x201

Response for IFB13708389 Request for Clarification

1. Provide detailed description of how the ISP solution will be provided and outline the time frames involved for all locations. (See 2.5.3)

Academy has its own online connections to every MODOC facility in place now. Academy has provided the computer hardware for MODOC's inmate law libraries for seven years, the first five as a subcontractor to LexisNexis, the last two as a subcontractor to West Publishing. Upon contract award, Academy will continue to maintain all libraries as before. If an improved online connection, a new content provider and/or new hardware is required, Academy will install whatever is required, overlapping the new system with the old, so there is no loss of coverage. As with the last contract changeover in 2011, the old hardware will remain nearby so that if the new hardware has a problem, we can revert to the old system quickly. In 2011, the new systems, with all new hardware and a new content provider were installed, operational and usable ***within the same day*** the old system was deactivated.

Academy would like to propose the same sequence as before, though is certainly amenable to modification at the convenience of the department.

Institution	Install Sequence	Institution	Install Sequence
Algoa	Core	Moberly	Core
Boonville	Core	Northeast	phase 4
Chillicothe	phase 3	Ozark	phase 4
Crossroads	phase 3	Potosi	phase 2
Eastern Reception	phase 2	South Central	phase 4
Farmington	phase 2	SouthEast	phase 2
Fulton	Core	Tipton	core
Jefferson City	phase 4	Western MO	phase 3
Maryville	phase 3	Western Reception	phase 3
MO Eastern	phase 2	Women's Eastern	phase 4

Core: Twenty days from award, Phase I forty days, Phase II sixty days, Phase III eighty days.

2. Provide detailed description of issue initiation using e-mail as the primary communication. (See 2.6.5 and 2.6.6)

   Academy has a unique email address known to all MODOC librarians: **modoc.support@academycomputerservice.com**. The email is received by multiple Academy technicians at their office computers and smartphones for after-hours coverage and coverage if they are on a field service call at another Missouri location or elsewhere. A designated technician responds to the librarian by email, copying the Library Services Coordinator including an analysis of what is wrong and what is being done to correct the situation. See below for next steps.

3. Provide more information on issue tracking and resolution reporting regarding equipment and software issues as identified from time reported to time the issue is completely resolved. Issues placed or escalated by Library Services Coordinator must include detailed and timely resolutions as requested including daily updates of status and progress. (See 2.6.6 c)

   First, the technician tries to correct the problem by remote access to that system. Approximately 80% of the time, issues are resolved by remote access. In a year-long response study Academy has shown to have been able to resolve 47% of issues in fifteen minutes or fewer from the time of notification.

   If the issue is not resolvable by remote access, the technician escalates the situation, informing Academy management. He/she telephones the librarian again to explain the situation. Academy ships preconfigured, secured replacement parts if needed from stock dedicated to the Missouri account. We were able to recover from the tornado that hit Maryville with stock on hand. Also, if the issue requires a technician visit, MULES clearance is requested the same day and a visit scheduled as soon as the clearance process and the librarian's schedule permits.

   The Academy trained technician experienced with our MODOC systems replaces the part. Academy verifies functionality and security by remote access.

   Academy communicates the operational status of all hardware components, network functionality and legal access ***daily*** to all MODOC librarians and the Library Services Coordinator even if there are no problems that day using this email format:

Facility								
	All OK					System Outage		
	OK Except System Outage	Mouse	Thin Client	Monitor	Other	Online	In Server Cabinet	Content	Technician Scheduled
ACC	All OK							
BCC	All OK							
CCC	All OK							
CRCC	All OK							
ERDCC	All OK							
FCC	All OK							
FRDC	All OK							
JCCC	All OK							
MTC	All OK							
MECC	All OK							
MCC	All OK							
NECC	All OK							
OCC	All OK							
PCC	All OK							
SCCC	All OK							
SECC	All OK							
TCC	All OK							
WMCC	All OK							
WRDCC	All OK							
WERDCC	All OK							

The exceptions above, if any, are the complete list of open service items that Academy is working on. If you have any problem with your Academy law library equipment not listed here, please reply immediately to this email with the details so we can get to work on it. Thanks!

Troubleshooting Tips

1. Does the facility have electrical power, and if so, has the outlet been checked to see if it has power?
2. Are all inmate stations affected, or just one?
3. Is the Librarian's computer also affected?
4. What, if anything, appears on the inmate's monitor?
5. What happens if you click on the screen icon?
6. Can you print?

   This issue is carried on this grid daily until resolved. Upon resolution, the Library Services Coordinator is telephoned or if unreachable, emailed. Through this method, Academy has been able to provide ***99.73% system uptime*** since the current contract's inception. See page 67, response to 2.6.17. in Academy's bid response for the calculation of this remarkable value.

4. Clarify the methods used to ensure that toolbars, menu bars and other start functions as listed in section 2.5.4 G and 2.7.6 are not visible or accessible in any way on offender terminals

Option A, new terminals, Option C, existing terminal discussion: Through extensive reconfiguration of terminals, servers, and the browser, all toolbars, menu bars and start functions have been deactivated from offender terminals with one exception: Pressing function key 10 (F10) brings up a menu with three selections: Edit, View, and Tools. Attempts to defeat it in software have been unsuccessful. Therefore, in Options A and C, Academy proposes these alternatives to eliminate the last remaining toolbar (see page 14 of Academy's bid response):

a. Physically disable the F10 key.
b. Substitute a keyboard without function keys.
c. Substitute an all-metal keyboard without function keys.

Note: Clicking on any Edit, View and Tool menu selection leads nowhere. The appearance or elimination of this menu makes no difference to system security.

Option B PCs: All toolbars, menu bars and other start functions are eliminated through the use of an additional security program. See page 26 in Academy's bid response.

Note: Paradoxically, terminals appear to have less security, but have more. PCs appear to have more security but have less. The added flexibility of being able to completely eliminate (by an add-on program) the appearance of deactivated items is, in Academy's opinion, outweighed by the security risk of a PC in inmate hands for the following reasons:

The failure of PC security can result in its subversion. It could be reprogrammed to attack system security. Touchscreen kiosks generally house PCs. The failure of terminal security entails less risk, since a terminal is far less capable by design. It has no room for a user-installed program even if compromised. Academy therefore does not employ PCs in online inmate environments elsewhere.

LexisNexis Response to 4:

Our collection of legal research resources has been specifically designed for use in an institutional environment via a customized user interface, which adheres to stringent security requirements. Specifically, the customized user interface solution:

- Prevents right mouse clicks and other attempts to access the Internet.
- Enables hyper-linking to documents within your facility's LexisNexis subscription, but does not allow access to other Web sites, e.g. http://.
- Blocks access to email or 'mailto' links within product Web Pages.
- Limits access to a specific IP address that meets security requirements.

We will provide a Web-based solution with the following technical setup for online access:

A. Network/Firewall Settings/Config

   i. Network/Firewall for users needs to be locked down to prevent access to Websites/domains other than doc.lexis.com

B. Desktop OS Settings/Config

   i. Desktop & Browser Restrictions Tool info

   a. http://www.microsoft.com/technet/prodtechnol/winxppro/maintain/sct/default.mspx

   ii. Desktop needs to be locked down to prevent access to the following:

      a. Keyboard Shortcuts
      b. Windows Explorer
      c. Control Panel Access
      d. Access to the Local Hard Drive
      e. Etc.

C. Web Browser Settings/Config

   i. Web Browser needs to be locked down to block access to the following:

      a. URL Line
      b. Windows Explorer
      c. Right Click Functions
      d. Keyboard Shortcuts
      e. Any Email Functions
      f. Etc.

   ii. Browser must operate in Kiosk Mode.

      a. For Microsoft IE See: http://support.microsoft.com/kb/154780

5. Identify that the system can accommodate all user accounts required: to include System administrator, Librarian-limited administrator, Library Services Coordinator, Offender, Offender Printer, and ADA users. (See 2.5)

Academy has been maintaining all required user accounts at all twenty MODOC locations for over two years. There are System administrator, Librarian-limited administrator, Library Services Coordinator, Offender, Offender Printer, and ADA users (the last category added as needed) at each facility. Also, the current system has a user named Staff, which can be added to a new system or retained by an old one if desired.

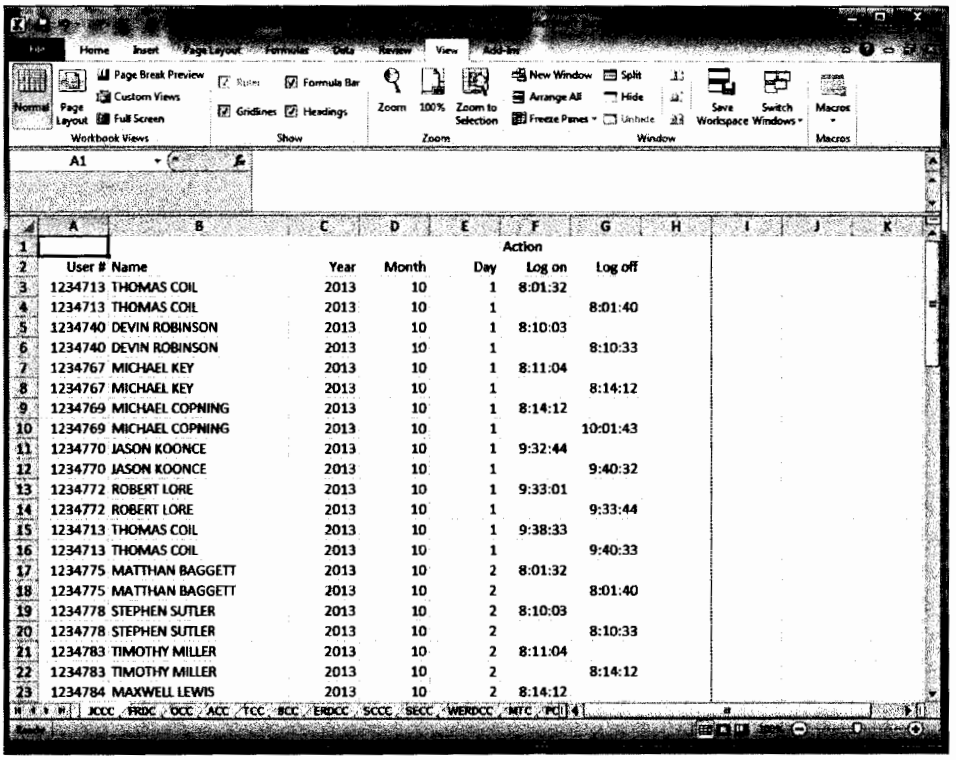
Academy performs a weekly update of all inmates at each facility. The process is as follows:

a. Missouri IT uploads the new inmate list, approximately 32,000 records, to Academy's website each Thursday night via FTP
b. Academy downloads the new list.
c. Academy reformats the list for compatibility and to form passwords.
d. Academy runs the list through a comparator program to find inmate additions and deletions from the prior week.
e. Academy then performs the following update procedure at each of the 20 MODOC servers. Every server has ample storage space, robust management software and computing power for all accounts. ***Note*** that for security reasons, each server has no connection to any other. This isolation adds security in that any problem with a MODOC system cannot spread to any other.
    1. Academy connects to each firewall using complex logon security.
    2. Academy temporarily allows a file upload from Academy's IP location.
    3. Academy logs on to the server's administrator's account.
    4. Academy uploads the change file.
    5. Academy runs a program to incorporate the account changes.
    6. Academy verifies key logger functionality.
    7. Academy re-secures the firewall against any file upload.
f. Academy repeats this procedure at each facility.
g. Academy repeats the entire procedure every week.

6. Describe how the user sign-on (offender id) is validated for the equipment and legal resource software (if applicable) for usage tracking and reporting purposes. Provide examples of usage reports. (See 2.5.1 c)

To begin legal research, the inmate must agree to a security statement patterned on the Federal Bureau of Prisons standard provided by Academy in 2006. Then, the inmate is prompted for his/her Username, which is their incarceration number, and password, with is their last name and first initial in all capital letters. If this username/password combination does not match any account in the server's inmate user database, the system communicates the error and asks again. After three failed attempts, the system is locked for 24 hours for that user. Academy can reset the account on request by remote access for more tries.

The server preserves a record of the user logon, date and time. The server can produce a report of these logon/off events such as the one below:



						Action	
	User #	Name	Year	Month	Day	Log on	Log off
3	1234713	THOMAS COIL	2013	10	1	8:01:32	
4	1234713	THOMAS COIL	2013	10	1		8:01:40
5	1234740	DEVIN ROBINSON	2013	10	1	8:10:03	
6	1234740	DEVIN ROBINSON	2013	10	1		8:10:33
7	1234767	MICHAEL KEY	2013	10	1	8:11:04	
8	1234767	MICHAEL KEY	2013	10	1		8:14:12
9	1234769	MICHAEL COPNING	2013	10	1	8:14:12	
10	1234769	MICHAEL COPNING	2013	10	1		10:01:43
11	1234770	JASON KOONCE	2013	10	1	9:32:44	
12	1234770	JASON KOONCE	2013	10	1		9:40:32
13	1234772	ROBERT LORE	2013	10	1	9:33:01	
14	1234772	ROBERT LORE	2013	10	1		9:33:44
15	1234713	THOMAS COIL	2013	10	1	9:38:33	
16	1234713	THOMAS COIL	2013	10	1		9:40:33
17	1234775	MATTHAN BAGGETT	2013	10	2	8:01:32	
18	1234775	MATTHAN BAGGETT	2013	10	2		8:01:40
19	1234778	STEPHEN SUTLER	2013	10	2	8:10:03	
20	1234778	STEPHEN SUTLER	2013	10	2		8:10:33
21	1234783	TIMOTHY MILLER	2013	10	2	8:11:04	
22	1234783	TIMOTHY MILLER	2013	10	2		8:14:12
23	1234784	MAXWELL LEWIS	2013	10	2	8:14:12	

The Academy system can send the user's identification to the legal publisher when the inmate clicks on the external link for access to legal materials. The LexisNexis system asks for manual input from an individual for identification when logging on to their site.

LexisNexis Response

We encourage the Department to generate reports on its own anytime because you will have most of this capability through an online reporting tool that we offer.

The Department will have a secured, browser-based service that generates customized reports to reflect usage at the IP-address level. Reporting options include the number of searches, time of search, and length of search time, by offender, Department personnel and facility site. We can create for the Department a template requiring researchers to enter identifying information – such as first name, last name, and DOCID – before conducting research.

This reporting tool will not be accessible to inmates but can be made available to individuals the Department specifies, including the Department Library Services Coordinator and assigned Department system administrators.

Report Date	Date Range		
12/13/2010	December 05 - December 12		
Client	**User Name**	**User ID**	
(Researcher Name, DOCID)	**(Facility Name)**	**(Facility ID)**	**Date**
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
'Sub-Total:			
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
'Sub-Total:			
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
'Sub-Total:			
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
'Sub-Total:			
Bill Smith 234567	'INMATECUI, MODOC	'ZXVJS9W	'12/08/2010
Bill Smith 234567	'INMATECUI, MODOC	'ZXVJS9W	'12/08/2010
Bill Smith 234567	'INMATECUI, MODOC	'ZXVJS9W	'12/08/2010
Bill Smith 234567	'INMATECUI, MODOC	'ZXVJS9W	'12/08/2010
Bill Smith 234567	'INMATECUI, MODOC	'ZXVJS9W	'12/08/2010

Sample research usage report through the self-service online reporting tool.

See also page 55 in Academy's bid response, index 2.5.1.e.

7. Provide a list of reports by location and/or patron, provided by the legal resource software. Provide examples.

LexisNexis Response

LexisNexis provides the Department the ability to generate its own reports, as described above in response to question 6.

8. Provide a list of reports by location and/or patron, provided by the system (i.e. server/key logger). Provide examples.

First example is seen above, on page 7. The server can produce a report, formatted in this example for use in Excel. The report has each user who logged on to or off the LAN, the date and time of these actions.

The second example is a key logger report. The key log program in use at this time captures, by logon username, every key pressed including mouse clicks, and every screen reached by all inmates. A log file is created for each day's activity, in rare cases of heavy use, multiple files are created for a single day. If the library is closed, no file is created.

Academy frequently examines these key logs, and has discovered improper inmate activity on a few occasions:

7/2012 SCCC, furthest terminal late at night
11/2012 ERDCC, print account.
12/2012: WRDCC Extensive attempt. See page 59 in the bid response.
12/2012: MTC Inmate used system only for information on gangs and >40 other inmates.
12/2013: CRCC just recently. See below:

> On December 12th at 8:44 AM an inmate logged on to Terminal 5 as Ronald Richardson, incarceration number 00293124 at the Crossroads Correctional Facility. He left the system for the day at 9:05. He did log off at 8:54 and back on at 9:03.
>
> From 8:45 to 8:50 he did attempt to access the Windows Security function. See screen capture below:

> He received a restriction screen after he clicked on Windows Security. He then opened Westlaw and searched Missouri State cases for Armed Robbery over the last 10 years. It seems unlikely that such a general search could result in finding any relevant information for an inmate's case. Viewing other dates, he does not appear to be a frequent user.

Academy sifted through many logs to find these few. The ratio of negative to positive results is at least 50/1.

Note: Legal publishers do not provide qualitative information to state employees about the search activities of individual inmates such as search words he/she used, cases read or statutes accessed. The major publishers have declined. Not all of the minor publishers have addressed the matter.

Major legal publishers do provide comprehensive information of penological interest. Information of any collective nature such as the number of inmates using the system over a period of time, collective duration of access, activity by institution, and more. LexisNexis has an online tool called Power Invoice, their primary informational vehicle for system usage reports. These reports can be used to justify the system in the budget process, for example.

Academy has two tools for local information gathering. The first, the server log as shown on page 7, can document which inmates are logging onto any one institution's system and at what frequency and as well as duration of session(s). This log can be formatted as an Excel file for a given period of time such as a month. Formulae in Excel can then be used to summarize individual events for a report on individual inmates such as how many times he/she logged on, and for how long: average or sum. This could also be done for all inmates, showing a count of the entire user population and their collective usage.

Academy also has a key logger running at all times. This program captures every keystroke and data on screens reached by each inmate. It is an excellent tool to examine for signs of attempted misuse, see page 10. It is not designed for summary reports. The screen captures are graphical in nature and of insufficient resolution for Optical Character Recognition programs. The screen captures if examined manually could be used to gain information about an individual's online activities.

No other state has made a formal request for information on the content of an individual inmate's legal search activity. One state contractually bars Academy from divulging such detail to any state employee. Academy acts as an intermediary there and elsewhere, filtering staff information requests. Academy can and has provided reports to effectively refute an inmate's lack of access claims, system unavailability claims, and more.

9. Confirm and provide print examples indicating that the system is capable of printing a table of contents, search results, topic results, screen text, frame and page numbers. (See 2.5.2 a.5)

Academy's systems, current and future, can print a selection whether part of a page or an entire page is highlighted.

LexisNexis Response

1. Sample printout of a partial case, showing search terms "reasonable doubt" highlighted in bold. Star pagination, e.g. [*227], shows the page number of the official report on which text of a case appears.

Case.pdf

2. Sample printout of a partial citation hit list, showing citations and results of topics and search terms "reasonable doubt" as they appear in the hits.

Citation and hit list.pdf

3. Sample of printout of a table of contents from a treatise.

Table of Contents.pdf

10. Provide information on the availability of legal materials provided. Please complete the attached content materials information sheet.

LexisNexis Response

Lexis Titles with Academy comment on Directory

11. Provide revised pricing plan if necessary.

No revisions.

Note: Academy would be pleased to discuss this IFB, its response and MODOC's law library function, present and future in person at a mutually-convenient time.

Meyer, Lisa

From: Scott at Work [scott@academycomputerservice.com]
Sent: Friday, January 03, 2014 3:01 PM
To: Meyer, Lisa
Subject: Re: Question from Content Provider about IFB 13708389. Committee Questions

Thanks for such a timely response.

On 1/3/2014 3:52 PM, Meyer, Lisa wrote:

> Attn: Scott Davis
>
> DOC is looking for a title that provides addresses for all the various Missouri Courts such as local, city, county, circuit, appeals, etc.
>
> Let me know if you have any additional questions, or need further clarification.
>
> Thanks for your interest in providing legal library services to the correctional centers in Missouri.

Lisa Meyer, MBA, CPPB
Procurement Officer II
Department of Corrections
Phone: 573.526.6611
Fax: 573.522.1562

From: Scott at Work [mailto:scott@academycomputerservice.com]
Sent: Friday, January 03, 2014 10:16 AM
To: Meyer, Lisa
Subject: Question from Content Provider about IFB 13708389. Committee Questions

James Mattise, who you may recall attended the conference asked these questions:

"... what do they mean or want when they ask for a "Court Directory"? Do they mean an attorney list?"

Please clarify.

Thanks,

--

Scott Davis
Academy Computer Services
800-385-6442x201

--

Scott Davis
Academy Computer Services
800-385-6442x201

INVITATION FOR BID

Missouri Department of Corrections
Purchasing Section
2729 Plaza Drive, P.O. Box 236
Jefferson City, Missouri 65102

IFB 13708389
Amendment 002

for

Offender Legal Library

(All Correctional Centers, Statewide)

Contract Period: Date of award through 1 year
Date of Issue: October 22, 2013

Modified via Amendment 002
Bids Must be Received No Later Than:

2:00 p.m., November 14, 2013

For information pertaining to the IFB contact:
Lisa Meyer, MBA, CPPB
Procurement Officer II
Telephone: (573) 526 – 6611
Fax: (573)522-1562
E-mail: Lisa.Meyer@doc.mo.gov

Services procured for

Missouri Department of Corrections
Division of Offender Rehabilitative Services
(Education)

Bids must be delivered to the Department of Corrections, Purchasing Section, 2729 Plaza Drive, P.O. Box 236, Jefferson City, Missouri 65102. The bidder should clearly identify the IFB number on the lower right or left-handed corner of the container in which the bid is submitted to the Department. This number is essential for identification purposes.

We hereby agree to provide the services and/or items, at the price quoted, pursuant to the requirements of this document and further agree that when this document is countersigned by an authorized official of the Missouri Department of Corrections, a binding contract, as defined herein, shall exist. The authorized signer of this document certifies that the contractor (named below) and each of its principals are not suspended or debarred by the federal government from providing any service requirements outlined herein.

Name: Scott Davis
Business Name as filed with the IRS: Academy Computer Services, Inc.
Mailing Address: 290 Main St. Suite 4
City, State Zip: Stoneham, MA 02180
Telephone: 781-279-4202 Fax Number: 781-279-4262
State Vendor Number: 04321130100 Federal Taxpayer ID Number: 04-3211301
E-Mail Address: scott@academycomputerservice.com
Authorized Signer's Printed Name and Title: Scott Davis, President

Authorized Signature: Scott Davis 11/11/2013
Bid Date

NOTICE OF AWARD:
This bid is accepted by the Department of Corrections as follows:

Contract No.

Director, Division of Rehabilitative Services Date Missouri Department of Corrections

Amendment #002 for IFB 13708389

Title: **Offender Legal Library (All Correctional Centers, Statewide)**

Contract Period: **Date of award through 1 year**

IFB 13708389 is hereby amended as follows:

1. Bid must be received no later than **2:00 p.m., November 14, 2013.**

INVITATION FOR BID

Missouri Department of Corrections
Purchasing Section
2729 Plaza Drive, P.O. Box 236
Jefferson City, Missouri 65102

Bids Must be Received No Later Than:

2:00 p.m., October 30, 2013

For information pertaining to the IFB contact:
Lisa Meyer, MBA, CPPB
Procurement Officer II
Telephone: (573) 526 – 6611
Fax: (573)522-1562
E-mail: Lisa.Meyer@doc.mo.gov

IFB 13708389
Amendment 001

for

Offender Legal Library
(All Correctional Centers, Statewide)

Contract Period: Date of award through 1 year
Date of Issue: October 16, 2013

Services procured for

Missouri Department of Corrections
Division of Offender Rehabilitative Services
(Education)

Bids must be delivered to the Department of Corrections, Purchasing Section, 2729 Plaza Drive, P.O. Box 236, Jefferson City, Missouri 65102. The bidder should clearly identify the IFB number on the lower right or left-handed corner of the container in which the bid is submitted to the Department. This number is essential for identification purposes.

We hereby agree to provide the services and/or items, at the price quoted, pursuant to the requirements of this document and further agree that when this document is countersigned by an authorized official of the Missouri Department of Corrections, a binding contract, as defined herein, shall exist. The authorized signer of this document certifies that the contractor (named below) and each of its principals are not suspended or debarred by the federal government from providing any service requirements outlined herein.

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Business Name as filed with the IRS: Academy Computer Services, Inc.
Mailing Address: 290 Main St. Suite 4
City, State Zip: Stoneham, MA 02180
Telephone: 781-279-4202 Fax Number: 781-279-4262
State Vendor Number: 04321130100 Federal Taxpayer ID Number: 04-3211301
E-Mail Address: scott@academycomputerservice.com
Authorized Signer's Printed Name and Title: Scott Davis, President

Authorized Signature: Scott Davis 11/11/2013
Bid Date

NOTICE OF AWARD:
This bid is accepted by the Department of Corrections as follows:

Contract No.

Director, Division of Rehabilitative Services Date Missouri Department of Corrections

Amendment #001 for IFB 13708389

Title: **Offender Legal Library (All Correctional Centers, Statewide)**

Contract Period: **Date of award through 1 year**

IFB 13708389 is hereby amended as follows:

1. The following paragraphs are modified via Amendment 001:

2.4.4	2.7.6b
2.5.1c	2.7.7
2.6.6b	2.7.9
2.7.2	2.7.11
2.7.3	2.7.12
2.7.5	2.7.16
2.7.6	3.8.3
2.7.6a	3.8.4

2. The following Exhibits are modified via Amendment 001:

Exhibit C

INVITATION FOR BID

Missouri Department of Corrections
Purchasing Section
2729 Plaza Drive, P.O. Box 236
Jefferson City, Missouri 65102

Bids Must be Received No Later Than:

2:00 p.m., October 30, 2013

For information pertaining to the IFB contact:
Lisa Meyer, MBA, CPPB
Procurement Officer II
Telephone: (573) 526 – 6611
Fax: (573)522-1562
E-mail: Lisa.Meyer@doc.mo.gov

IFB 13708389

for

Offender Legal Library

(All Correctional Centers, Statewide)

Contract Period: Date of award through 1 year
Date of Issue: October 16, 2013

Services procured for

Missouri Department of Corrections
Division of Offender Rehabilitative Services
(Education)

Bids must be delivered to the Department of Corrections, Purchasing Section, 2729 Plaza Drive, P.O. Box 236, Jefferson City, Missouri 65102. The bidder should clearly identify the IFB number on the lower right or left-handed corner of the container in which the bid is submitted to the Department. This number is essential for identification purposes.

We hereby agree to provide the services and/or items, at the price quoted, pursuant to the requirements of this document and further agree that when this document is countersigned by an authorized official of the Missouri Department of Corrections, a binding contract, as defined herein, shall exist. The authorized signer of this document certifies that the contractor (named below) and each of its principals are not suspended or debarred by the federal government from providing any service requirements outlined herein.

Name: Scott Davis
Business Name as filed with the IRS: Academy Computer Services, Inc.
Mailing Address: 290 Main St. Suite 4
City, State Zip: Stoneham, MA 02180
Telephone: 781-279-4202 Fax Number: 781-279-4262
State Vendor Number: 04321130100 Federal Taxpayer ID Number: 04-3211301
E-Mail Address: scott@academycomputerservice.com
Authorized Signer's Printed Name and Title: Scott Davis, President

Authorized Signature: Scott Davis 11/11/2013
Bid Date

NOTICE OF AWARD:
This bid is accepted by the Department of Corrections as follows:

Contract No.

Director, Division of Rehabilitative Services Date Missouri Department of Corrections

Academy Correctional Facilities Proposal

[redacted]'s Response to IFB 13708389 including Amendments 001 and 002 to [redacted] an Offender Legal Library to All Correctional Centers, Statewide for the [redacted] Department of Corrections, Division of Offender Rehabilitative Services.

Submitted to the

Missouri Department of Corrections
Division of Offender Rehabilitative Services (Education)
Attn: Ms. Lisa Meyers, MBA CPPB
Missouri Department of Corrrections
Purchasing Section
Submittal Date: October 30th, 2013

Submitted by:

ACADEMY
Computer Services, Inc.

Scott Davis
President
Phone: 781-279-4202x201
Email: scott@academycomputerservice.com

Introduction

Academy has steadfastly maintained the online inmate law libraries at the prisons of the Missouri Department of Corrections since 2006. In that time Missouri has benefitted by Academy's fifteen years of experience with inmate computer security spanning over 100 Federal, State, County, and Military installations, and our 20 years total business experience. Our approach has undergone continual refinement and is the best ever, to the point that Missouri law libraries have 99.73% system uptime and zero security breaches in the current contract.

Our approach has three hardware protective walls. Together they achieve a security strength greater than the sum of the individual components: A would be hacker would need to penetrate a secured thin device running a proprietary operating system, a secured Microsoft server, then a dedicated firewall appliance that alerts Academy of any such attempt. We have detected and reported multiple failed misuse attempts by Missouri inmates.

- Our terminals undergo a 45 step security process developed by Academy. The inmate has only one desktop icon that leads only to the legal research site. Our terminals run on a Unix-derived Hewlett-Packard operating system that does not allow user-defined storage. All inmate accounts have the absolute minimum of functionality necessary to perform legal research.
- Our servers undergo a 196 step security process that restrict user rights to the minimum necessary to perform legal research. All other programs and functions are deleted or disabled for inmate accounts.
- Our firewall appliances are programmed by us to allow access to the legal content provider's site. No social networking, email, chat, IM, tweeting or other activity is allowed.

Our approach has three major practices that bolster this security:

- All critical passwords are the most long and complex allowed, are changed at frequent intervervals and kept at Academy's headquarters.
- Our firewalls and servers are programs to alert us and record misuse attempts. Our servers record every inmate keystroke and screen reached. We can log every inmate session.
- We review logs periodically at random and in response to any concerns. We can view any inmate session as it is happening to watch for signs of misuse.

Our Missouri systems have been refined over the years:

- We respond to librarian needs, outages, down equipment, etc. quickly, often by remote access; 47% of all needs are resolved in 15 or fewer minutes. We verify the functionality of every component at every network daily with each librarian through email.
- We have relationships with four local servicing firms familiar with our equipment. While they are generalists, not prison security specialists, they help us with equipment swaps to keep MODOC systems running. They were selected for their propinquity to your facilities. We maintain an stock of pre-configured hardware spares in house for rapid deployment to MODOC as needed.
- We have 20 dedicated online connections wholly independent of MODOC staff systems for security. We have relationships with the several online providers servicing different parts of the state.
- We update the new or changed inmate accounts, approximately 900 out of a 32,000 inmate population at each of the 20 inmate law libraries weekly. Missouri IT delivers the list to us. We reformat the list to be compatible with our systems and integrate the changes to each server

typically within 24 hours, affirming the security and recording functionaly of each prison's inmate law library network at the same time.

- Legal printing has required extensive custom configuration. Printing is allowed by librarians or a specific inmate account with that privilege at each facility. We have developed a customized inmate print driver that has minimal functionality while still allowing two or more pages per sheet of paper and creating header separator page.

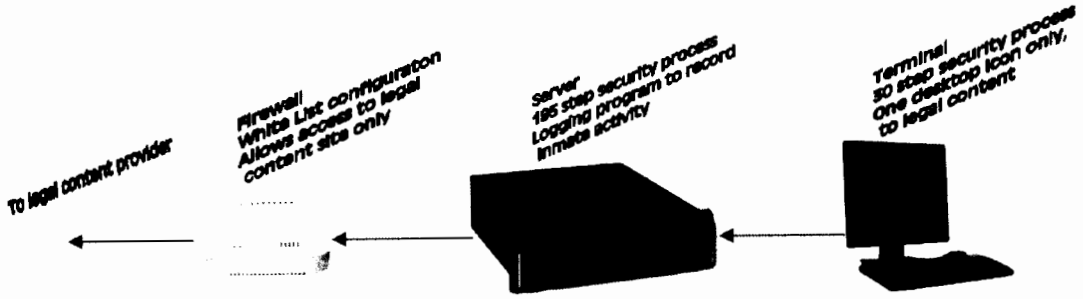


Table of Contents

Response by Index Number

1.1 to 1.4.3., agreed as written.

1.4.4. Under Academy's Option C, the existing cabinet will be utilized. Under B and C, the cabinet is smaller than the current one, so natually will fit in that space.

1.4.5. Under all options, Academy's equipment is made to withstand reasonable fluctuations in power and is able to recover from power outages due to generator tests or other causes.

1.4.7. Academy has efficiently dovetailed with MODOC IT systems for a seamless updating of all 20 servers within 24 hours after the issuance of the weekly inmate list update.

1.4.8. Academy has an unparalleled seven year track record of online inmate security with the Missouri Department of Corrections. No member of the public has been imperiled by an inmate through our system. There has been no security breaches during the current contract despite numerous efforts by Missouri inmates. The systems designed by Academy is reliably secure. They have no connection to other computers or devices within the facility. They are dependent on the facility on for AC power.

1.4.10. Agreed as written.

1.4.12. Academy's systems are ADA compliant.

1.4.13. Agreed as written.

2.1.1. Academy will be supplying inmate law libraries with Lexis/Nexis content.

2.1.2. Academy has unparalleled experience in the smooth installation of inmate law library hardware. We have done this twice for MODOC. Since 1996 we have supplied inmate law library and education hardware to over 100 prisons at the federal, state, county, city, private and military levels.

2.1.4. Academy always makes appointments before a physical visit, and expects any party acting on our behalf to be denied entrance if a prior appointment was not made. 2.1.4.b. Academy maintains systems only when libraries are free of inmates or if that proves not possible, will get written permission for the exception from the LSC.

2.1.5.e. Technically, DSL is not a speed or performance standard but a method used for online access over Plain Old Telephone Service lines or POTS. All connections are DSL or better currently with the exceptions of Eastern Reception, Missouri Eastern, NorthEast and SouthEast. Options A, B, and C are priced to upgrade these three locations to Fractional T1. Academy has a history of continual improvement of connections beyond contract minimums. We improved Moberly and JCCC this year.

2.1.5.f. The requirement implies that equipment cannot be screwed onto walls, tables, etc.. This, coupled with 2.5.3.b.1. about no accessable ports inadvertently creates a problem. No standard computer or terminal has covered ports. There are purpose-built prison kiosks that do, but they are designed for permanent installation. If merely placed on a table such a kiosk is heavy enough to be a formidable weapon. Academy did try a solution two years ago where the terminal and PCs were put in a lockbox. This was experimental. It created other difficulties such as making the power button inaccessable without opening the lockbox, lockbox fan maintenance and short power cords. In Options A and B we have recommended a smaller lockbox without a fan that will have a cutout for the power button. This also,

however, is experimental. Perhaps it is best to test such at a very few institutions before continuing, and to be ready to modify the requirement in response to actual experience.

2.1.6. – 2.3.1. Agreed as written.

2.3.2. Access under the Lexis system is direct, so, is in accordance with this section which reads: "Access to all on-line contents must be direct i.e. the user must be able to click on a title to open related information; the user must be able to highlight and click on any of the titles listed on the table of contents to open detailed data."

2.3.3. – 2.3.6 Agreed as written.

2.4. Equipment, Technical Requirements: Please see the three options below.

Option A:

New Hardware with Thin Clients

Discussion

New hardware after only two years of use is wasteful, and the higher cost is reflected in this wasteful alternative. The hardware selected in 2011 is still capable of providing service and is alterable to accommodate the requirements of the current RFP at as much as approximately a 20% discount over new hardware with no installation cost. See Option C, page 39. However, Option A complies with the bid specification, and has a few advantages:

a. 2.7.6. Menus will not appear if function keys are disabled or absent. Academy can disable the function keys or replace the existing keyboard with one lacking function keys. The only one available at no extra charge is a multi-colored one for children. Also, there is an all-metal vandalproof unit available at $38 per month additional.
b. 2.7.7. New lockboxes will be modified by drilling a hole so inmates can press the terminal's On button. It is Academy's opinion that the initial morning routine of pressing the right mouse button, then selecting Restart is not onerous nor is it beyond the technical capability of an inmate capable of performing legal research. The new lockboxes are smaller, the voltage regulator is external so cord length would no longer be an issue, and the lack of fan reliability in the old lockbox fans elminiated so that issue goes away as well.

Below are the technical specifications for the equipment that will be provided to the Department should Academy be awarded a contract pursuant to this solicitation:

Exhibit A, Option A pricing

Line Item #	Description	Original Contract Period *Firm, Fixed Price*	1st Renewal Option	2nd Renewal Option	3rd Renewal Option	4th Renewal Option
001	Initial Installation [per institution]	$ 4,082 per institution	N A	$ per base system per month	$ per base system per month	$ per base system per moth
002	Base System	$ 533 per base system per month	$ 552 per base system per month	$ 571 per base system per month	$ 591 per base system per month	$ 612 per base system per moth
003	Additional Workstation	$ 94 per workstation per month	$ 97 per workstation per month	$ 100 per workstation per month	$ 104 per workstation per month	$ 108 per workstation per month
004	Licensing fees [per workstation per month]	$ 125 per workstation per month	$ 129 per workstation per month	$ 134 per workstation per month	$ 139 per workstation per month	$ 143 per workstation per month
005	Network ISP fees [per site per month]	$ 173 per site per month	$ 179 per site per month	$ 185 per site per month	$ 191 per site per month	$ 198 per site per month
006	Subscription fees which includes maintenance/ tech support fees [per correctional center per month]	$ per site per month	$ per site per month	$ per site per month	$ per site per month	$ per site per month

Authorized Signature: Scott Lewis **Bid Date:** 11/11/2013

Specifications:

Item	Specs
Server 	**CPU** **Intel® processor E3-1200 & v2 series, Intel® Core i3 processors,** Socket H2 (LGA 1155) **MEMORY** Memory Capacity • 4x 240-pin DDR3 DIMM sockets • Supports up to 32 GB DDR3 ECC Un-Buffered memory (UDIMM) Memory Type • 1600*/1333/1066/800MHz ECC DDR3 SDRAM 72-bit, 240-pin gold-plated DIMMs

DIMM Sizes

- 8GB, 4GB, 2GB, 1GB

Memory Voltage

- 1.5 V

Error Detection

- Corrects single-bit errors
- Detects double-bit errors (using ECC memory)

On-Board Devices

Chipset

- Intel® C202 PCH chipset

SATA

- 6x SATA 2.0 (3Gbps) w/ RAID 0, 1, 5, 10

IPMI

- Support for Intelligent Platform Management Interface v.2.0
- IPMI 2.0 with virtual media over LAN and KVM-over-LAN support
- Nuvoton WPCM450 BMC

Network Controllers

- Intel® 82579LM and Intel® 82574L,
  2x Gigabit Ethernet LAN ports
- Supports 10BASE-T, 100BASE-TX, and 1000BASE-T, RJ45 output
- 1x Realtek RTL8201N PHY (dedicated IPMI)

VGA

- Nuvoton WPCM450RA0BX

Super I/O

- Nuvoton NCT6776F

Input/Output

Serial ATA

- 6 SATA 2.0 ports
- Up to 2 SATA hard drives supported

LAN

- 2x RJ45 LAN ports
- 1x RJ45 Dedicated IPMI LAN port

USB

- 2x USB rear ports
- 1x USB Type-A
- 6x USB ports via header

- Total 9 USB 2.0 Compliant

VGA

- 1x VGA port

Serial Port / Header

- 2x Fast UART 16550 serial ports (one header and one rear port)

Chassis

Form factor: 1U Rackmountable

Height

- 1.7" (43mm)

Width

- 17.2" (437mm)

Depth

- 11.3" (287mm)

Gross Weight

- 11 lbs (4.99 kg)

System Cooling

2x 8500 RPM 40x28mm PWM cooling fans

Power supply

200W Low Noise AC-DC power supply with PFC AC Voltage

- 100 - 240V, 50-60Hz, 3-1.5 Amp Max

+5V

- 16.0 Amp

+5V standby

- 2.0 Amp

+12V

- 15.0 Amp

-12V

- 0.8 Amp

+3.3V

- 17.0 Amp

Operating Environment

	RoHS • RoHS Compliant Environmental Spec. • Operating Temperature: 10°C to 35°C (50°F to 95°F) • Non-operating Temperature: -40°C to 70°C (-40°F to 158°F) • Operating Relative Humidity: 8% to 90% (non-condensing) • Non-operating Relative Humidity: 5% to 95% (non-condensing)
UPS [redacted]	• 500VA / 300Watts - GreenPower UPS¿ • Line-Interactive, AVR • Intelligent LCD Diagnostics • SNMP/HTTP, 1U Rack, 6 Outlets • RJ11/45 protection, USB/Serial, EMI/RFI filters General UPS Topology Line-Interactive Energy Saving GreenPower UPS™ Bypass Technology ENERGY STAR® Qualified Yes Voltage 90Vac - 140Vac Frequency 57Hz - 63Hz Plug Type NEMA 5-15P Plug Style Straight Cord Length 10' VA 500 Watts 300 Automatic Voltage Regulation Yes On Battery Voltage 120Vac ± 10% On Battery Frequency 60Hz ± 1% On Battery Waveform Simulated Sine Wave Outlet Type NEMA 5-15R Outlets - Total 6 Outlets - Battery & Surge Protected 4 Outlets - Surge-Only Protected 2 Overload Protection Internal circuitry limiting / circuit breaker Transfer Time 4ms Runtime at Half Load (min) 12 Runtime at Full Load (min) 3 Battery Type Sealed lead-acid Battery Size 6V/7AH User Replaceable Yes Typical Recharge Time 8 Hours Replacement Battery RB0670X2

	Battery Quantity 2 Surge Suppression 1,030 Joules Maximum Surge Current 6,500 Amps Phone RJ11 / Ethernet RJ45 1-In, 1-Out (Combo) Multifunction Diagnostic LCD Toggle Status Display includes: Current/Load Level, Runtime, Battery Level, Input Voltage, Output Voltage, Battery In Use, Overload, Silent Mode, Normal Mode HID Compliant USB Port Yes Serial Port Yes Management Cable USB Cable, Serial Cable Audible Alarms On battery, low battery, overload SNMP / HTTP Remote Monitoring Yes, with optional RMCARD202 Rack Size 1U Form Factor Rack Dimensions (WxHxD) (in.) 17.25 x 1.75 x 9.25 Weight (lbs.) 18 Operating Temperature 32 °F to 95 °F / 0 °C to 35 °C Operating Humidity 0% - 95% non-condensing Safety UL1778, cUL 107.1, FCC DOC Class B Environmental RoHS Compliant Product Warranty 3 Years Limited Connected Equipment Guarantee Lifetime CEG Amount $300,000
Switch [redacted]	**Size scaled to facility, 8, 16, or 24 port.** **Network Protocol and Standards Compatibility** • IEEE 802.3 10BASE-T • IEEE 802.3u 100BASE-TX • IEEE 802.3ab 1000BASE-T • IEEE 802.3z 1000BASE-X • IEEE 802.3x full-duplex flow control **Power Supply** • Power consumption: 7.68W maximum **Network Ports** • 8 10/100/1000 Mbps auto sensing Gigabit Ethernet (GS108T) **Physical Specifications** • Dimensions:(W x D x H) 235 x 101 x 26 mm (9.3 x 4.0 x 1.0 in) • Weight: 0.69 kg (1.52 lb)

Performance Specifications

- Forwarding modes: Store-and-forward
- Bandwidth: 16 Gbps full duplex
- Network latency: Less than 20 microseconds for 64-byte frames in store-and-forward mode for 100 Mbps to 100 Mbps transmission
- Buffer memory: 128 KB embedded memory per unit
- Address database size: 8,000 media access control (MAC) addresses per system
- Addressing: 48-bit MAC address
- Mean time between failure (MTBF): 108,016 hours (~12 years)
- Acoustic noise: 0 dB

Electromagnetic Emissions

- CE mark, commercial
- FCC Part 15 Class A
- VCCI Class A
- C-Tick

Environmental Specifications

- Operating temperature: 32° to 104° F (0° to 50° C)
- Storage temperature: -4° to 158° F (-20° to 70° C)
- Operating humidity: 90% maximum relative humidity, non-condensing
- Storage humidity: 95% maximum relative humidity, non-condensing
- Operating altitude: 10,000 ft (3,000 m) maximum
- Storage altitude: 10,000 ft (3,000 m) maximum

LEDs

- Per port: (10/100 and Gigabit): Link/ Activity, Speed
- Per device: Power

Electromagnetic Immunity

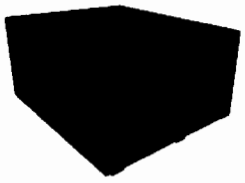
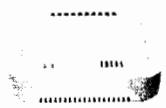
- EN 55024

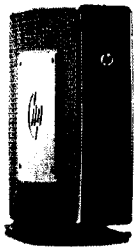
Safety

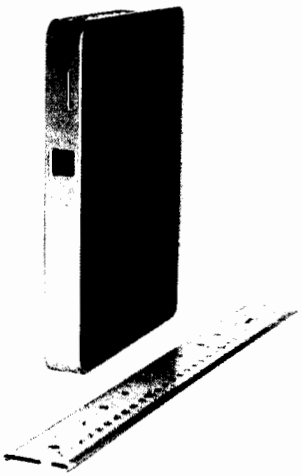
- CE mark, commercial
- cUL IEC950/EN60950

Administrative Switch Management

- IEEE 802.1Q Static VLAN (256 groups, Static)
- Port-based VLAN (8 groups)
- IEEE 802.1p Class of Service (CoS)
- Port-based QoS
- DSCP-based QoS
- IEEE802.3ad Link Aggregation (manual or LACP)
- IEEE 802.1w Rapid Spanning Tree Protocol (RSTP)
- IEEE 802.1ab Link Layer Discovery Protocol (LLDP)
- SNMP v1, v2c
- RFC 1213 MIB II
- RFC 1643 Ethernet Interface MIB
- RFC 1493 Bridge MIB
- RMON group 1, 2, 3, 9

	• RFC 2131 DHCP client • IEEE 802.1x with Guest VLAN • Jumbo frame support • Port-based security by locked MAC addresses • Storm control for broadcast, multicast and unknown unicast packets • IGMP Snooping v1/v2 • Port-based ingress & egress rate limiting • SNTP • Port Mirroring Support (Many to one) • Web-based configuration • Configuration Backup/Restore • Password Access Control • RADIUS Support • Syslog • Firmware upgradeable
Shelf	Depth: 10" Height: 1.75"
Rack 	External Dimensions (W.H.D) 20.50 x 11.50 x 23.75 inches,(521 x 292 x 603 mm) Maximum dimensions of equipment (W.H.D) 19.20 x 10.50 x 22.75 inches ,(488 x 267 x 578 mm) Body All aluminum, 12 ga., #5052-H32 alloy Door Hinged and key locked Finish black powdercoat Screws Black polyurethane coating
Firewall 	Stateful Packet Inspection Firewall Unlimited File Size Protection Protocols Scanned 50+ ICSA Firewall Certified Application Intelligence and Control2 Gateway Anti-Virus and Anti-Spyware Intrusion Prevention Content & URL Filtering (CFS) Analyzer Reporting Enforced Client Anti-Virus and Anti-Spyware Comprehensive Anti-Spam Service Interfaces 5 FE, 1 Console Interface, 1 USB Management CLI, SSH, GUI, GMS Certifications EAL4+ (Pending), FIP 140-2 (Pending), ICSA Gateway Anti-Virus Detection Nodes Supported Unrestricted RAM 256MB Flash Memory 32 MB

	Site-to-Site VPN Tunnels 5 Global VPN Clients (Bundled) 0 Global VPN Clients (Maximum) 5 SSL VPN NetExtender Clients (Maximum) 1(5) VLAN Interfaces 10 Unique Malware Threats Blocked 9,000,000+ SonicPoints Supported 1 Stateful Throughput 200 Mbps UTM Performance 25 Mbps Gateway Anti-Virus Throughput 40 Mbps Intrusion Prevention Throughput 60 Mbps 3DES/AES VPN Throughput 75 Mbps Maximum Connections 8000 Maximum UTM Connections 8000 New Connections per Second 1000 Policy-based Routing Standard Route-based VPN Standard Bandwidth Management Standard Layer 2 Wireless Bridging Standard Object-based Management Standard Policy-based NAT Standard Inbound Load Balancing Standard Virtual Access Points (VAPs) Standard SSL Control Standard IPv6 Ready Standard
Terminal 	Operating system: ThinPro Processor: VIA Eden X2 U4200 (1 GHz, 2 cores) Environmental Specifications: Low halogen Browser supported: Firefox Memory: 2 GB 1066 MHz DDR3 SDRAM (4 GB DDR3 1066 MHz maximum system memory using 1 SODIMM (128 MB reserved for graphics)) Flash memory: 1 GB Graphics: VIA ChromotionHD 2.0 integrated graphics Protocols: Citrix ICA, Citrix HDX, Microsoft RDP, Microsoft RemoteFX (RFX), VMware Horizon View through RDP, VMware Horizon View through PCoIP Network interface: 10/100/1000 Gigabit Ports (covered by security box) 6 USB 2.0 1 serial 1 parallel 2 PS/2 1 RJ-45 1 DVI-I 1 DVI-D 1 DVI-I (DVI-to-VGA adapter included)

	(2 of the 6 USB 2.0 located in secure compartment) Energy efficiency: ENERGY STAR® qualified configurations available Power supply: 65 W, worldwide auto-sensing, 100-240 VAC, 50-60 Hz energy saving automatic power-down, surge tolerant Weight: Starting at 3.3 lb (Starting at 1.49 kg) Dimensions (W x D x H): 2.3 x 8.5 x 8.65 in (5.84 x 21.59 x 21.97 cm)
PC 	Processor Intel® Atom™ Processor D525 Operating System: Windows 7 Professional Graphics Enhanced NVIDIA® Graphics Storage 320GB 5400RPM 8MB SATA3 RAM 4GB DDR3 Connectivity WiFi + 10/100/1000 LAN USB Ports 5 VESA/Wall Mount Included Dimensions (w x h x d) 7.5 x 1 x 5.9 (inches)
Monitor	20" LED flatscreen
Power protection 	Output VA 1200 Output watts 1200 Output nominal voltage 120V / 60Hz Outlet quantity / type 4 NEMA 5-15R Input cord length (ft.) 7 Input cord length (m) 1.83 Front panel LEDs 7 LEDs show incoming voltage status, protection present and line fault conditions UPS AC suppression joule rating 1200 joules, conforms to IEEE 587 / ANSI C62.41 specifications EMI / RFI AC noise suppression 75 dB Shipping weight (lbs) 8.7 Shipping weight (kg) 4 Unit Dimensions (HWD/in) 7.25 x 6 x 7

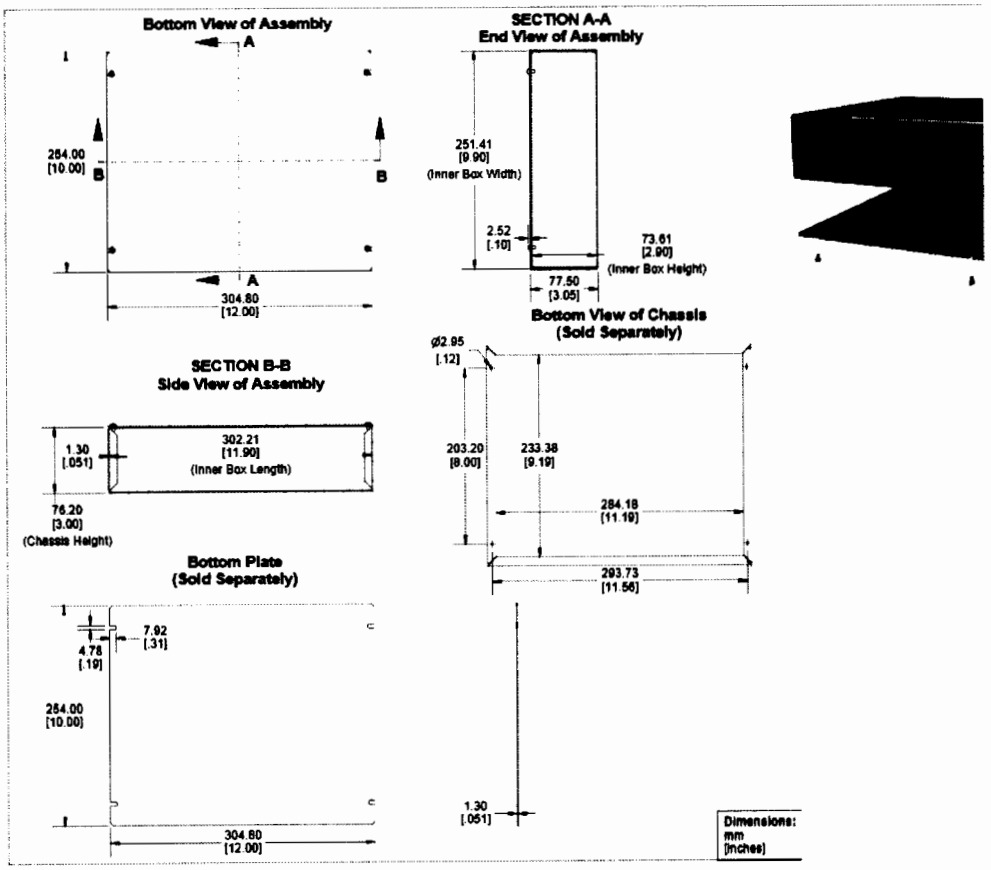
Unit Dimensions (HWD/cm) 18.4 x 15.2 x 17.8
Material of construction Plastic
Form factors supported Small Tower

Certifications Tested to UL1012 (USA), cUL1012 (Canada), NOM (Mexico)

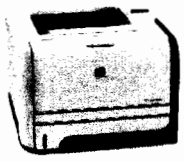
Product Warranty Period (Worldwide) 2-year limited warranty Connected Equipment Insurance (U.S., Canada & Puerto Rico) $25,000 Ultimate Lifetime Insurance

Terminal Security Box*

** Will have custom cutout, hole, and metal screen side for wiring, power button and cooling, respectively.*



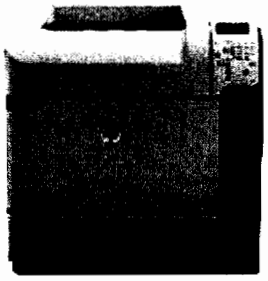
Printer, standard



Technical specifications
Print speed5
Up to 35 ppm, letter
Document delivery speed
First page out: as fast as 8 seconds from Ready mode, letter
Time To Completion for a typical office print job: as fast as 13 seconds, letter
6
Print resolution
Up to 1200 by 1200 dpi; HP FastRes 1200; HP ProRes
1200; Resolution Enhancement technology (REt)
Processor
600 MHz
Memory 128MB
128 MB (expandable up to 384 MB via 1 open 144-pin DIMM slot)

Durability ratings
Recommended monthly volume: 750 to 3,000 pages;
7
Duty cycle: 50,000 pages
8
Paper
Input
50-sheet multipurpose tray 1, 250-sh
eet tray 2; Optional 500-sheet tray 3
Output
150-sheet output bin
Two-sided printing
Automatic
Sizes
Multipurpose tray 1: letter, legal, statement, executive, index cards, envelopes [No. 10 (Com), No. 7 ¾ (Monarch), C5, B5
, DL];
custom: 3 x 5 in to 8.5 x 14 in
Tray 2, optional tray 3: letter, legal, ex
ecutive; custom: 4.1 x 5.8 in to 8.5 x 14 in
Automatic two-sided printing unit: letter, legal
Weights
Multipurpose tray 1 (straight-through paper path for special media): 16 to 43 lb
Tray 2, optional tray 3: 16 to 32 lb

Printer, workgroup



Printer Specifications
Print speed, black (normal) Up to 45 ppm
Print speed Measured using ISO/IEC 24734, excludes first set of test documents. For more information see http://www.hp.com/go/printerclaims. Exact speed varies depending on the system configuration, software application, driver, and document complexity.
Printer page yield Declared yield value in accordance with ISO/IEC 19752 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see http://www.hp.com/go/learnaboutsupplies.
First page out (ready) black As fast as 8.5 sec
Memory: 256MB
Resolution (black) Up to 1200 x 1200 dpi
Resolution technology HP ProRes 1200, HP FastRes 1200, HP REt, 600 dpi, 300 dpi
Monthly duty cycle Up to 175,000 pages

Duty cycle is defined as the maximum number of pages per month of imaged output. This value provides a comparison of product robustness in relation to other HP LaserJet or HP Color LaserJet devices, and enables appropriate deployment of printers and MFPs to satisfy the demands of connected individuals or groups.
Recommended monthly page volume 3000 to 12,000

HP recommends that the number of printed pages per month be within the stated range for optimum device performance, based on factors including supplies replacement intervals and device life over an extended warranty

	period. Print Technology Laser Display 4-line LCD (text and graphics) Processor speed 800 MHz Number of print cartridges 1 (black) Replacement cartridges HP 90A Black LaserJet Toner Cartridge with Smart Printing (~10,000 pages) CE390A Print languages HP PCL 6, HP PCL 5e (HP PCL 5e driver available from the Web only), HP postscript level 3 emulation, native PDF printing (v 1.4) Automatic paper sensor No Paper trays, standard 2

*Requirements such as 2.5.2.b.1. when coupled with 2.1.5.f. appear to address a problem that has not occurred. No inmate has ever plugged a flash drive into a terminal, for example, though the USB ports were exposed for the first five years. It would not have worked if tried.

Option B

New Hardware with PCs instead for inmate workstations; no thin clients

Option B utilizes Microsoft personal computers for inmate stations. They are secured using Academy's 68 Point lockdown process plus Fortres software. Use of PCs for inmates improves on terminal characteristics for these requirements:

2.7.1 No system menus or toolbars should be visible to the offender, nor should offenders be able to add this option using Hot keys.

a. Offenders should not be able to view/change settings or access any screens other than the program.

b. Offenders should not be able to navigate anywhere on the computer from any point on the computer.

2.7.2 The process used for starting the computers each day should not require staff interaction to work, including steps need to be taken to turn the computer on/off, boot sequences, etc.

Regarding 2.7.1.: Academy's PCs have the capability of disabling key so that function keys do not call up menus. 2.7.2. Academy's PCs also have the familiar Windows starting sequence, though the desktop is devoid of any icon but the legal content link. These advantages may commend the use of secured PCs, however, Academy's excellent security history with thin client terminals for inmate use should be given due consideration. Thin Clients' relative *lack* of features and capability is a security strength.

Exhibit A Option B Pricing

Line Item #	Description Option B New Equipment PC stations	Original Contract Period ***Firm, Fixed Price***	1st Renewal Option	2nd Renewal Option	3rd Renewal Option	4th Renewal Option
001	Initial Installation [per institution]	$ 4,893 per institution	N/A	$ per base system per month	$ per base system per month	$ per base system per month
002	Base System	$ 598 per base system per month	$ 619 per base system per month	$ 641 per base system per month	$ 663 per base system per month	$ 686 per base system per moth
003	Additional Workstation	$ 128 per workstation per month	$ 132 per workstation per month	$ 137 per workstation per month	$ 142 per workstation per month	$ 147 per workstation per month
004	Licensing fees [per workstation per month]	$ 125 per workstation per month	$ 129 per workstation per month	$ 134 per workstation per month	$ 139 per workstation per month	$ 143 per workstation per month
005	Network ISP fees [per site per month]	$ 173 per site per month	$ 179 per site per month	$ 185 per site per month	$ 191 per site per month	$ 198 per site per month
006	Subscription fees which includes maintenance/ tech support fees [per correctional center per month]	$ per site per month	$ per site per month	$ per site per month	$ per site per month	$ per site per month

Authorized Signature: Scott Davis **Bid Date:** 11/11/2013

Specifications:

Item	Specs
Server 	**CPU** **Intel® processor E3-1200 & v2 series, Core i3 Intel,** Socket H2 (LGA 1155) **MEMORY** Memory Capacity • 4x 240-pin DDR3 DIMM sockets • Supports up to 32 GB DDR3 ECC Un-Buffered memory (UDIMM) Memory Type • 1600*/1333/1066/800MHz ECC DDR3 SDRAM 72-bit, 240-pin gold-plated DIMMs DIMM Sizes • 8GB, 4GB, 2GB, 1GB Memory Voltage • 1.5 V Error Detection • Corrects single-bit errors • Detects double-bit errors (using ECC memory) **On-Board Devices** Chipset • Intel® C202 PCH chipset SATA • 6x SATA 2.0 (3Gbps) w/ RAID 0, 1, 5, 10 IPMI • Support for Intelligent Platform Management Interface v.2.0 • IPMI 2.0 with virtual media over LAN and KVM-over-LAN support • Nuvoton WPCM450 BMC Network Controllers • Intel® 82579LM and Intel® 82574L, 2x Gigabit Ethernet LAN ports • Supports 10BASE-T, 100BASE-TX, and 1000BASE-T, RJ45 output • 1x Realtek RTL8201N PHY (dedicated IPMI) VGA • Nuvoton WPCM450RA0BX

Super I/O

- Nuvoton NCT6776F

Input/Output

Serial ATA

- 6 SATA 2.0 ports
- Up to 2 SATA hard drives supported

LAN

- 2x RJ45 LAN ports
- 1x RJ45 Dedicated IPMI LAN port

USB

- 2x USB rear ports
- 1x USB Type-A
- 6x USB ports via header
- Total 9 USB 2.0 Compliant

VGA

- 1x VGA port

Serial Port / Header

- 2x Fast UART 16550 serial ports
  (one header and one rear port)

Chassis

Form factor: 1U Rackmountable

Height

- 1.7" (43mm)

Width

- 17.2" (437mm)

Depth

- 11.3" (287mm)

Gross Weight

- 11 lbs (4.99 kg)

System Cooling

2x 8500 RPM 40x28mm PWM cooling fans

Power supply

200W Low Noise AC-DC power supply with PFC AC Voltage

- 100 - 240V, 50-60Hz, 3-1.5 Amp Max

	+5V • 16.0 Amp +5V standby • 2.0 Amp +12V • 15.0 Amp -12V • 0.8 Amp +3.3V • 17.0 Amp **Operating Environment** RoHS • RoHS Compliant Environmental Spec. • Operating Temperature: 10°C to 35°C (50°F to 95°F) • Non-operating Temperature: -40°C to 70°C (-40°F to 158°F) • Operating Relative Humidity: 8% to 90% (non-condensing) • Non-operating Relative Humidity: 5% to 95% (non-condensing)
UPS [redacted]	• 500VA / 300Watts - GreenPower UPS¿ • Line-Interactive, AVR • Intelligent LCD Diagnostics • SNMP/HTTP, 1U Rack, 6 Outlets • RJ11/45 protection, USB/Serial, EMI/RFI filters General UPS Topology Line-Interactive Energy Saving GreenPower UPS™ Bypass Technology ENERGY STAR® Qualified Yes Voltage 90Vac - 140Vac Frequency 57Hz - 63Hz Plug Type NEMA 5-15P Plug Style Straight Cord Length 10' VA 500 Watts 300 Automatic Voltage Regulation Yes

	On Battery Voltage 120Vac ± 10% On Battery Frequency 60Hz ± 1% On Battery Waveform Simulated Sine Wave Outlet Type NEMA 5-15R Outlets - Total 6 Outlets - Battery & Surge Protected 4 Outlets - Surge-Only Protected 2 Overload Protection Internal circuitry limiting / circuit breaker Transfer Time 4ms Runtime at Half Load (min) 12 Runtime at Full Load (min) 3 Battery Type Sealed lead-acid Battery Size 6V/7AH User Replaceable Yes Typical Recharge Time 8 Hours Replacement Battery RB0670X2 Battery Quantity 2 Surge Suppression 1,030 Joules Maximum Surge Current 6,500 Amps Phone RJ11 / Ethernet RJ45 1-In, 1-Out (Combo) Multifunction Diagnostic LCD Toggle Status Display includes: Current/Load Level, Runtime, Battery Level, Input Voltage, Output Voltage, Battery In Use, Overload, Silent Mode, Normal Mode HID Compliant USB Port Yes Serial Port Yes Management Cable USB Cable, Serial Cable Audible Alarms On battery, low battery, overload SNMP / HTTP Remote Monitoring Yes, with optional RMCARD202 Rack Size 1U Form Factor Rack Dimensions (WxHxD) (in.) 17.25 x 1.75 x 9.25 Weight (lbs.) 18 Operating Temperature 32 °F to 95 °F / 0 °C to 35 °C Operating Humidity 0% - 95% non-condensing Safety UL1778, cUL 107.1, FCC DOC Class B Environmental RoHS Compliant Product Warranty 3 Years Limited Connected Equipment Guarantee Lifetime CEG Amount $300,000
Switch 	**Size scaled to facility, 8, 16, or 24 port.**

Network Protocol and Standards Compatibility

- IEEE 802.3 10BASE-T
- IEEE 802.3u 100BASE-TX
- IEEE 802.3ab 1000BASE-T
- IEEE 802.3z 1000BASE-X
- IEEE 802.3x full-duplex flow control

Power Supply

- Power consumption: 7.68W maximum

Network Ports

- 8 10/100/1000 Mbps auto sensing Gigabit Ethernet (GS108T)

Physical Specifications

- Dimensions:(W x D x H) 235 x 101 x 26 mm (9.3 x 4.0 x 1.0 in)
- Weight: 0.69 kg (1.52 lb)

Performance Specifications

- Forwarding modes: Store-and-forward
- Bandwidth: 16 Gbps full duplex
- Network latency: Less than 20 microseconds for 64-byte frames in store-and-forward mode for 100 Mbps to 100 Mbps transmission
- Buffer memory: 128 KB embedded memory per unit
- Address database size: 8,000 media access control (MAC) addresses per system
- Addressing: 48-bit MAC address
- Mean time between failure (MTBF): 108,016 hours (~12 years)
- Acoustic noise: 0 dB

Electromagnetic Emissions

- CE mark, commercial
- FCC Part 15 Class A
- VCCI Class A
- C-Tick

Environmental Specifications

- Operating temperature: 32° to 104° F (0° to 50° C)
- Storage temperature: -4° to 158° F (-20° to 70° C)
- Operating humidity: 90% maximum relative humidity, non-condensing
- Storage humidity: 95% maximum relative humidity, non-condensing
- Operating altitude: 10,000 ft (3,000 m) maximum
- Storage altitude: 10,000 ft (3,000 m) maximum

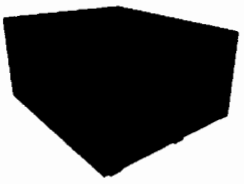
LEDs

- Per port: (10/100 and Gigabit): Link/ Activity, Speed
- Per device: Power

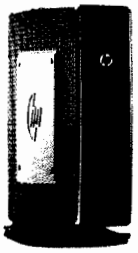
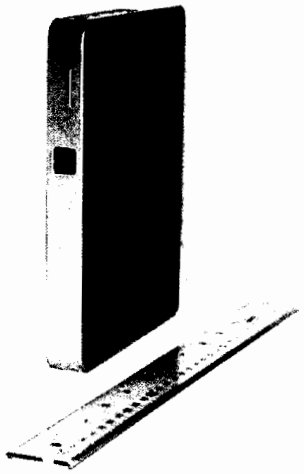
Electromagnetic Immunity

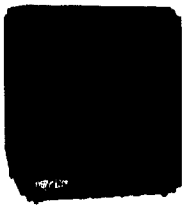
- EN 55024

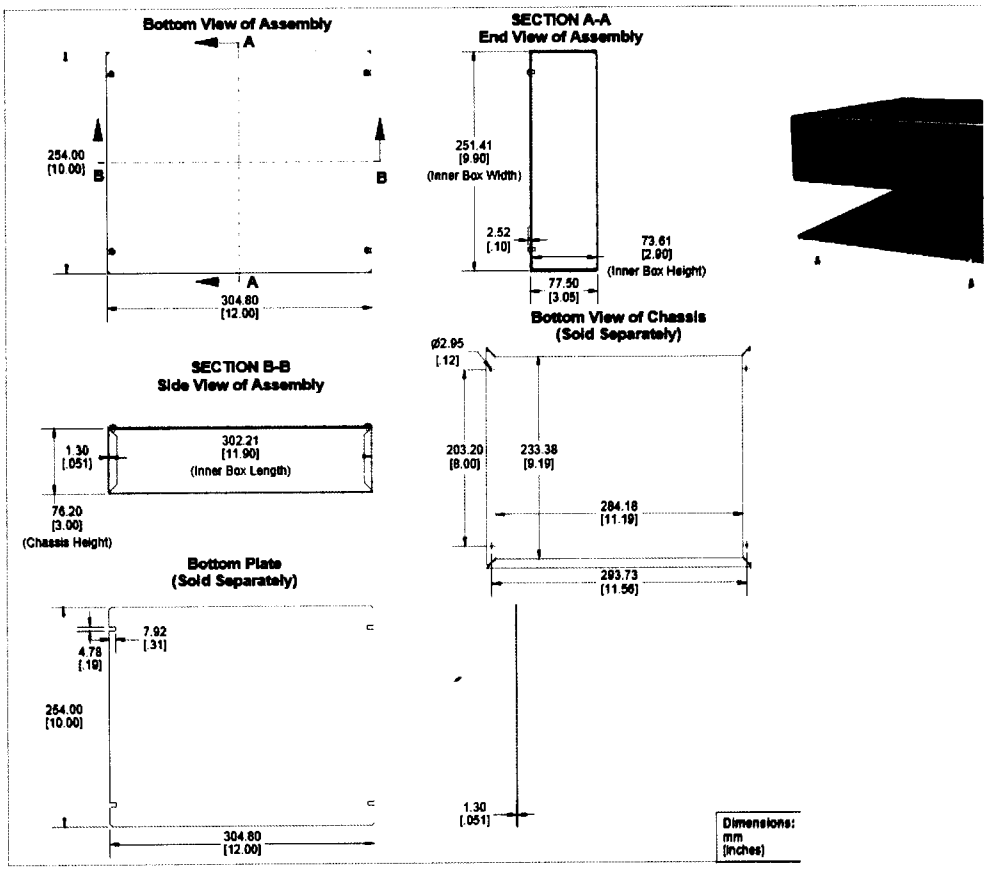
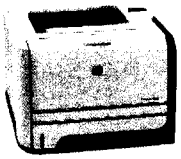
Safety

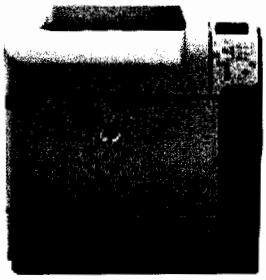
	• CE mark, commercial • cUL IEC950/EN60950 **Administrative Switch Management** • IEEE 802.1Q Static VLAN (256 groups, Static) • Port-based VLAN (8 groups) • IEEE 802.1p Class of Service (CoS) • Port-based QoS • DSCP-based QoS • IEEE802.3ad Link Aggregation (manual or LACP) • IEEE 802.1w Rapid Spanning Tree Protocol (RSTP) • IEEE 802.1ab Link Layer Discovery Protocol (LLDP) • SNMP v1, v2c • RFC 1213 MIB II • RFC 1643 Ethernet Interface MIB • RFC 1493 Bridge MIB • RMON group 1, 2, 3, 9 • RFC 2131 DHCP client • IEEE 802.1x with Guest VLAN • Jumbo frame support • Port-based security by locked MAC addresses • Storm control for broadcast, multicast and unknown unicast packets • IGMP Snooping v1/v2 • Port-based ingress & egress rate limiting • SNTP • Port Mirroring Support (Many to one) • Web-based configuration • Configuration Backup/Restore • Password Access Control • RADIUS Support • Syslog • Firmware upgradeable
Shelf	Depth: 10" Height: 1.75"
Rack 	External Dimensions (W.H.D) 20.50 x 11.50 x 23.75 inches,(521 x 292 x 603 mm) Maximum dimensions of equipment (W.H.D) 19.20 x 10.50 x 22.75 inches ,(488 x 267 x 578 mm) Body All aluminum, 12 ga., #5052-H32 alloy Door Hinged and key locked Finish black powdercoat Screws Black polyurethane coating
Firewall	Stateful Packet Inspection Firewall Unlimited File Size Protection Protocols Scanned 50+

	ICSA Firewall Certified Application Intelligence and Control2 Gateway Anti-Virus and Anti-Spyware Intrusion Prevention Content & URL Filtering (CFS) Analyzer Reporting Enforced Client Anti-Virus and Anti-Spyware Comprehensive Anti-Spam Service Interfaces 5 FE, 1 Console Interface, 1 USB Management CLI, SSH, GUI, GMS Certifications EAL4+ (Pending), FIP 140-2 (Pending), ICSA Gateway Anti-Virus Detection Nodes Supported Unrestricted RAM 256MB Flash Memory 32 MB Site-to-Site VPN Tunnels 5 Global VPN Clients (Bundled) 0 Global VPN Clients (Maximum) 5 SSL VPN NetExtender Clients (Maximum) 1(5) VLAN Interfaces 10 Unique Malware Threats Blocked 9,000,000+ SonicPoints Supported 1 Stateful Throughput 200 Mbps UTM Performance 25 Mbps Gateway Anti-Virus Throughput 40 Mbps Intrusion Prevention Throughput 60 Mbps 3DES/AES VPN Throughput 75 Mbps Maximum Connections 8000 Maximum UTM Connections 8000 New Connections per Second 1000 Policy-based Routing Standard Route-based VPN Standard Bandwidth Management Standard Layer 2 Wireless Bridging Standard Object-based Management Standard Policy-based NAT Standard Inbound Load Balancing Standard Virtual Access Points (VAPs) Standard SSL Control Standard IPv6 Ready Standard
Terminal	Operating system: ThinPro Processor: VIA Eden X2 U4200 (1 GHz, 2 cores) Environmental Specifications: Low halogen Browser supported: Firefox Memory: 2 GB 1066 MHz DDR3 SDRAM (4 GB DDR3 1066 MHz maximum system memory using 1 SODIMM (128

	MB reserved for graphics)) Flash memory: 1 GB Graphics: VIA ChromotionHD 2.0 integrated graphics Protocols: Citrix ICA, Citrix HDX, Microsoft RDP, Microsoft RemoteFX (RFX), VMware Horizon View through RDP, VMware Horizon View through PCoIP Network interface: 10/100/1000 Gigabit Ports (covered by security box) 6 USB 2.0 1 serial 1 parallel 2 PS/2 1 RJ-45 1 DVI-I 1 DVI-D 1 DVI-I (DVI-to-VGA adapter included) (2 of the 6 USB 2.0 located in secure compartment) Energy efficiency: ENERGY STAR® qualified configurations available Power supply: 65 W, worldwide auto-sensing, 100-240 VAC, 50-60 Hz energy saving automatic power-down, surge tolerant Weight: Starting at 3.3 lb (Starting at 1.49 kg) Dimensions (W x D x H): 2.3 x 8.5 x 8.65 in (5.84 x 21.59 x 21.97 cm)
PC 	Processor Intel® Atom™ Processor D525 Operating System: Windows 7 Professional Graphics Enhanced NVIDIA® Graphics Storage 320GB 5400RPM 8MB SATA3 RAM 4GB DDR3 Connectivity WiFi + 10/100/1000 LAN USB Ports 5 VESA/Wall Mount Included Dimensions (w x h x d) 7.5 x 1 x 5.9 (inches)
Monitor	20" LED flatscreen
Power protection	Output VA 1200

	Output watts 1200 Output nominal voltage 120V / 60Hz Outlet quantity / type 4 NEMA 5-15R Input cord length (ft.) 7 Input cord length (m) 1.83 Front panel LEDs 7 LEDs show incoming voltage status, protection present and line fault conditions UPS AC suppression joule rating 1200 joules, conforms to IEEE 587 / ANSI C62.41 specifications EMI / RFI AC noise suppression 75 dB Shipping weight (lbs) 8.7 Shipping weight (kg) 4 Unit Dimensions (HWD/in) 7.25 x 6 x 7 Unit Dimensions (HWD/cm) 18.4 x 15.2 x 17.8 Material of construction Plastic Form factors supported Small Tower Certifications Tested to UL1012 (USA), cUL1012 (Canada), NOM (Mexico) Product Warranty Period (Worldwide) 2-year limited warranty Connected Equipment Insurance (U.S., Canada & Puerto Rico) $25,000 Ultimate Lifetime Insurance

Terminal Security Box* 	
Printer, standard 	Technical specifications Print speed5 Up to 35 ppm, letter Document delivery speed First page out: as fast as 8 seconds from Ready mode, letter Time To Completion for a typical office print job: as fast as 13 seconds, letter 6 Print resolution Up to 1200 by 1200 dpi; HP FastRes 1200; HP ProRes 1200; Resolution Enhancement technology (REt) Processor 600 MHz Memory Memory 128MB Durability ratings Recommended monthly volume: 750 to 3,000 pages; 7 Duty cycle: 50,000 pages 8 Paper Input 50-sheet multipurpose tray 1, 250-sh eet tray 2; Optional 500-sheet tray 3 Output 150-sheet output bin Two-sided printing Automatic

	Sizes Multipurpose tray 1: letter, legal, statement, executive, index cards, envelopes [No. 10 (Com), No. 7 ¾ (Monarch), C5, B5 , DL]; custom: 3 x 5 in to 8.5 x 14 in Tray 2, optional tray 3: letter, legal, ex ecutive; custom: 4.1 x 5.8 in to 8.5 x 14 in Automatic two-sided printing unit: letter, legal Weights Multipurpose tray 1 (straight-through paper path for special media): 16 to 43 lb Tray 2, optional tray 3: 16 to 32 lb
Printer, workgroup 	Printer Specifications Print speed, black (normal) Up to 45 ppm Print speed Measured using ISO/IEC 24734, excludes first set of test documents. For more information see http://www.hp.com/go/printerclaims. Exact speed varies depending on the system configuration, software application, driver, and document complexity. Printer page yield Declared yield value in accordance with ISO/IEC 19752 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see http://www.hp.com/go/learnaboutsupplies. First page out (ready) black As fast as 8.5 sec Resolution (black) Up to 1200 x 1200 dpi Resolution technology HP ProRes 1200, HP FastRes 1200, HP REt, 600 dpi, 300 dpi Monthly duty cycle Up to 175,000 pages Memory: 256MB Duty cycle is defined as the maximum number of pages per month of imaged output. This value provides a comparison of product robustness in relation to other HP LaserJet or HP Color LaserJet devices, and enables appropriate deployment of printers and MFPs to satisfy the demands of connected individuals or groups. Recommended monthly page volume 3000 to 12,000 HP recommends that the number of printed pages per month be within the stated range for optimum device performance, based on factors including supplies replacement intervals and device life over an extended warranty period. Print Technology Laser Display 4-line LCD (text and graphics) Processor speed 800 MHz Number of print cartridges 1 (black) Replacement cartridges HP 90A Black LaserJet Toner Cartridge with Smart Printing (~10,000 pages) CE390A Print languages HP PCL 6, HP PCL 5e (HP PCL 5e driver available from the Web only), HP postscript level 3 emulation, native PDF printing (v 1.4) Automatic paper sensor No Paper trays, standard 2

*Standard thin clients and PCs always have exposed ports. Academy disables these ports in the terminal's and PC's software. This may not be sufficient to comply with the bid specification 2.5.2.b.1.. Therefore, we are placing the PCs in a lockbox. This new lockbox addresses these problems while not being a significant projectile risk. However, this custom security box has never been used before. It could have other problems.

Option C

Summary

Options A and B use new hardware. Option C uses existing hardware. Utilization of existing hardware in the new contract is not supported by 4f, page 60 of the RFP. There are several advantages to this variation, among them cost, but also the proven nature of these components and their quality, since they were selected with the intention of providing five years or more of reliabile service.

Discussion

Current hardware has proven secure and reliable. In fact over the two years it has been used MODOC has enjoyed 99.73% system uptime for its law library hardware. See page 78 for how that figure was derived. Several factors contribute to this remarkable record.

2. Selection of high quality components. The 156 monitors, for example, have not had a single failure in two years. The hardware in place will be reliable for several more years with normal, pro-active maintenance and replacements as indicated. The UPS batteries should be replaced at the five year point, for example.
3. Remote reboot allows Academy to recover from power outages on the same day reported without staff intervention.
4. Extensive server power protection, consisting of:
    a. An industrial grade surge suppressor that also protects against ground loops.
    b. An online dual conversion UPS that runs all central box server hardware from its battery at all times. This level of isolation helps with undervoltage conditions, noise, and other electrical problems.
5. Academy has learned to compensate for extra-ordinary problems at particular facilities, going beyond contractural requirements.
    a. At a smaller facility, Academy has installed greater voltage regulation than contractually required, since our technician discovered an sustained overvoltage of 147 volts. Now the power for each terminal goes through a large, high range voltage correction device and a smaller one that also protects the terminal from network wiring spikes. After this measure was implemented, terminal mortality has dropped to near zero.
    b. At a larger facility, a similar cure was attempted, but a different kind of protection proved necessary, this time for under-voltages. All terminals now have battery backups, which has reduced but not eliminated terminal mortality. While help from MODOC's maintenance function would always be appreciated, research is ongoing as to what kind of power protection will eliminate terminal mortality at this large facility. Staff has been briefed to aid in pattern detection of multiple terminal events.
6. Existing equipment can be modified to meet these specifications:
    a. 2.7.6. Menus will not appear if function keys are disabled or absent. Academy can disable the function keys or replace the existing keyboard with one lacking function

keys. The only one available at no extra charge is a multi-colored one for children. Also, there is an all-metal vandalproof unit available at $38 per month additional.

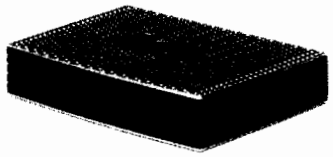
b. 2.7.7. Existing lockboxes could be modified by drilling a hole so inmates could press the terminal's On button. It is Academy's opinion that the initial morning routine of pressing the right mouse button, then selecting Restart is not onerous nor is it beyond the technical capability of an inmate capable of performing legal research. However, the additional hole for start button access is offered.

In short, every possible improvement over the current systems can be obtained more cheaply and easily by modification over replacement. New hardware creates new expenses, disruptions in library function, and possible unforeseen problems due to the degree of customization and number of untried modifications necessary to meet the bid specifiction.

Below are the technical specifications for the equipment that is in place at the Department:

Thin Client (terminal)

HP t5325 Thin Client, modified with Academy's 45 step security process.



Power button with LED	VESA standard mounting holes (four)
Flash storage activity indicator	+12V DC power input
Audio connector (mic in)	DVI display connector (DVI to VGA adapter incl.)
Audio connector (headphone out)	USB 2.0 connectors (two)
USB 2.0 connectors (two)	10/100/1000 Ethernet RJ-45 connector

Hardware features:

Marvell ARM 1.2 GHz CPU

512 MB RAM and 512 MB flash

XGI VOLARI graphics with 64MB dedicated video RAM

ENERGY STAR® qualified

Includes four USB 2.0 ports (two in back, two in front), front MIC in and headphone out ports

Software features:

HP ThinPro operating system

ICA and RDP support for accessing Windows and Citrix resources

VDI broker support includes VMware View Manager, Citrix XenDesktop (with CDA mode utility), Quest workspace and LeoStream

Basic multimedia and USB redirection support

HP RDP 6 Multimedia and USB Redirection software

Citrix HDX MediaStream and Plug-n-Play*

Local web browser with Java and PDF viewer

HP Easy Tools

HP Easy Setup: Configuration setup wizard

HP Easy Config: Purpose your HP t5325 as an optimized VDI appliance

HP Easy Update: Automatically check for and install new software updates

HP ThinState: Capture a master image or settings and port to USB key or Automatic Update repository

HP Automatic Update: Automate configuration changes and/or software updates to multiple devices

NOTE: run devices in stateless mode, or cache settings locally in persistent mode

HP Device Manager simplifies visibility and management for small and large thin client deployments scattered across multiple subnets and NATed environments at no extra charge

Automatic Update Automatic Update

Low resolution, speaker window size, single session support, bit rate <1,000kbps, Windows Sixe: QCIF 176x120 or QVGA/CIF 320x240 (no resizing)

Models and Options

VY623AA#ABA Model Name HP t5325 Thin Client

Processor Marvell ARM, 1.2 GHz

Flash 512 MB

System Memory 512 MB

Graphics XGI VOLARI with 64MB dedicated video RAM

Operating System HP ThinPro

Keyboard USB

Mouse USB

Side Panels Standard 100 mm VESA mounting holes

UPS

Highlights

SmartOnline Rack/Tower UPS systems are true online UPS systems featuring pure sine waveform, zero transfer time and premium voltage regulation. These units offer the most complete protection against blackouts, brownouts, spikes and line noise. Adapt to both tower and 19" rack mount applications.

Summary

750VA on-line, double-conversion UPS system for critical server, network and telecommunications equipment. 2U rack mount form factor with an installed depth of only 13.5 in. Expandable battery runtime with optional BP24V28-2U and BP24V70-3U external battery packs. Full-time sine wave 100, 110 or 120V +/-2% output. Uninterruptible Power Supply (UPS) actively converts raw incoming AC power to DC, then re-converts output back to completely regulated, filtered AC output. Operates continuously without using battery power during brownouts to 65V and over voltages to 138V. NEMA 5-15P input plug. NEMA 5-15R output receptacles. Network-grade AC surge and noise suppression. Zero transfer time between AC and battery operation. Network management interfaces support simultaneous communications via USB port, DB9 serial port and SNMPWEBCARD slot. HID-compliant USB interface enables full integration with built-in power management and auto shutdown features of Windows, Mac OS X and Linux. Supports simultaneous detailed monitoring of equipment load levels, self-test data and utility power conditions via all 3 network interfaces at once. Includes PowerAlert monitoring software and complete cabling. Emergency Power Off (EPO) interface. Integrated two-bank PDU switching supports load shedding and remote reboot of connected equipment. 3-stage metered current monitoring and battery charge status LEDs. Dataline surge suppression for dialup, DSL or network Ethernet connection. Utility power and voltage regulation LEDs, Audible Alarm, Self-test, Fault-tolerant auto-bypass mode. 4-post rack mount accessories, 2-9USTAND tower kit, and 2POSTRMKITWM 2-post rack & wallmount accessories available. Field-replaceable, hot-swappable internal batteries and external battery packs. Attractive all-black UPS design.

Details/Features Include

SmartOnline high-performance UPS system is ideal for critical voice, data, medical and industrial network applications. True on-line, double-conversion UPS provides perfectly regulated sine wave output within 2% of 100/110/120V (user selectable) under all usage conditions. Maintains continuous operation through blackouts, voltage fluctuations and surges with zero transfer time. Removes harmonic distortion, fast electrical impulses, frequency variations and other hard-to-solve power problems not addressed by other UPS types. Corrects line voltage conditions as low as 65V and as high as 138V back to selectable 100/110/120V (+/-2%) values. Standard internal battery set offers 11 min. runtime at half load (300W) and 6 min. at full load (600W). Optional BP24V28-2U and BP24V70-3U external battery pack

accessories available. Compact rack mount form factor installs using only 2 rack spaces (2U) with a maximum installed depth of only 13.5 inches Ships with all mounting accessories for 4-post rack mount installation Optional 2POSTRMKITWM enables 2-post rack mount or wall mount installation

Optional 2-9USTAND accessory enables small-footprint upright tower placement to fault-tolerant auto-bypass maintains continuous utility output to connected equipment, even if the UPS suffers internal failure and requires maintenance Network interfaces support simultaneous communications via built-in USB, DB9 serial and SNMPWEBCARD slot HID-compliant USB interface enables full integration with built-in power management and auto shutdown features of Windows, Mac OS X and Linux Included PowerAlert UPS monitoring software supports safe unattended shutdown, monitoring and control via local connected servers, plus any number of additional servers over IP UPS interface supports on-battery, low-battery, power-restored, AC-voltage, DC-voltage, output current monitoring, battery charge current, battery capacity, AC line frequency, timed inverter shutoff, activate self-test, load bank output power control and remote reboot, UPS nominal voltage adjustment and UPS line to battery power voltage set points Built-in Emergency Power Off (EPO) interface with cable NEMA 5-15P input plug / NEMA 5-15R output receptacles Integrated 2-bank switched PDU enables remote outlet management for load shedding or remote reboot of individual devices (each load bank consists of a single outlet) Front panel LEDs offer current monitoring and battery charge level information UPS ships fully assembled in full compliance with DOT regulations; no time-consuming connection of internal batteries by user required Supports 2-post rack mount installation with optional 2POSTRMKITWM accessory Single-line tel/DSL or network Ethernet line surge suppression In the box

Online Double-Conversion UPS system PowerAlert Software and cabling Mounting hardware for 4-post rack enclosures Instruction manual

Abstract

750 VA on-line, double-conversion UPS system for critical server, network and telecommunications equipment. 2U rack mount form factor with an installed depth of only 13.5 in. Extended runtime available with optional BP24V15RT2U, BP24V28-2U (limit of one per UPS) or BP24V70-3U (multi-pack compatible) external battery packs. Full-time sine wave 100, 110 or 120V +/-2% output. Actively converts raw incoming AC power to DC, then re-converts output back to completely regulated, filtered AC output. Operates continuously without using battery power during brownouts to 65V and overvoltages to 138. NEMA 5-15P input plug; NEMA 5-15R output receptacles. Network-grade AC surge and noise suppression. Zero transfer time between AC and battery operation. Network management interfaces support simultaneous communications via USB port, DB9 serial port and SNMPWEBCARD slot. HID-compliant USB interface enables integration with built-in power management and auto shutdown features of Windows and Mac OS X. Supports simultaneous detailed monitoring of equipment load levels, self-test data and utility power conditions via all 3 network interfaces. Includes PowerAlert monitoring software and complete cabling. Emergency Power Off (EPO) interface. Integrated two-bank PDU switching supports load shedding and remote reboot of connected equipment. 3-stage metered current monitoring.

Product Specifications Product Name	SmartOnline 750VA Expandable 2U Rack/Tower UPS 120V
Backup/Run Time	0.07 Hour 600 W Full Load 18 Hour 300 W

	Half Load
Battery Recharge Time	<6 Hour
Product Type	Dual Conversion Online UPS
Input Voltage	110 V AC
Interfaces/Ports	USBDB-9 Serial
Output Voltage	100 V AC Nominal110 V AC Nominal120 V AC Nominal
Batteries	User-replaceable Hot-swappable
Form Factor	2U Tower/Rack Mountable
Load Capacity	750 VA/600 W
Network Management	SNMP Manageable Optional
Product Line	SmartOnline
Receptacles	6 x NEMA 5-15R
Plug/Connector Type	NEMA 5-15P
Input Voltage Range	100 V AC120 V AC
Software Included	PowerAlert Software
Voltage Handling	2% Output
Bypass Switch	Automatic
Certifications & Standards	Tested to UL1778 (USA), CSA (Canada), Class B (EMI)
Dataline Protection	RJ-45 Dialup Phone/DSL line/Network Ethernet
Emergency Power OFF	Yes
Frequency	50 Hz60 Hz
Overload Protection	15A input breaker
Switching Time	0 ns

Additional Information

Switches: Includes power off/on switch to enable system turn on (press on switch), UPS battery test (press on switch during normal AC operation), buzzer silence (press on switch during battery operation)

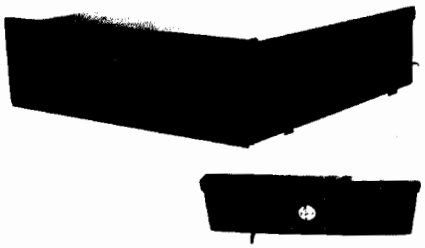
and off (press off switch) - all switch functions require that the switch be pressed and held for longer than 2 seconds, but less than 4 seconds.

Low voltage transfer to battery power: Maintains continuous operation during undervoltages as low as 65V (80V at load levels over 70%). Below this switchover point, output is supported from battery-derived AC power.

High voltage transfer to battery power: Maintains continuous operation without using battery power during overvoltages to 138V. Above this point, output is supported from battery-derived AC power.

Cold Start: Yes, inverter can be "cold started" to enable temporary AC output during a power failure

Lockbox for administrator's computer and terminals



16 x 16 x 5" Black

Enclosures are made of durable cold rolled steel and are painted with textured black powder-coat finish. They include a 120 volt continuous-duty fan that works in conjunction with the side grill design to provide maximum airflow.

The top is removable for easy installation of the surveillance control, and the front is hinged to provide easy drop-down access to the front controls. Both are locked with the provided cam lock and two keys. Cable ports are located in the back and include bushings to protect the cable and wire.

120V fan included

Space for power supply brick

Removable top and front

Lock with two keys

Two cable ports

Mounting Holes

Horizontal mounts for over desk, under desk, or vertical mount brackets available.

Network Switch

For networks with 10 or fewer terminals:

16 or 24 -port Gigabit Web Smart Switch w/ 2 Shared Mini-GBIC Slots

- Provides SNMP (v1), IEEE 802.1X and STP support
- 32Gbps switching capacity
- 16 x Gigabit Auto-MDIX ports
- 2 x shared mini-GBIC slots
- Supports IEEE 802.1Q VLAN, Asymmetric VLAN, QoS, IGMP, Trunking and Mirroring

The 16-Port Gigabit Web Smart Switch with 2 Shared Mini-GBIC Slots (model TEG-160WS) delivers a 32Gbps switching capacity with managed layer 2 features at a reduced cost. Support for SNMP v1, 802.1X, STP, 802.1Q VLAN, QoS, IGMP snooping, Broadcast Storm Control and port Trunking provides a cost effective, scalable and secure backbone switch solution for SMB networks. SNMP support enables the switch to provide valuable status and event information, saving system administrators time and resources. Connect a fiber network to the shared mini-GBIC slots. Access the Web-browser management interface and segment up to 256 Virtual Local Area Networks, manage network priority with 802.1p support and dedicate bandwidth with port-based Trunking.

16 x 10/100/1000Mbps Auto-MDIX RJ-45 ports
2 x 1000Base-SX/LX Mini-GBIC slots (shared with Gigabit ports 15-16)
32Gbps switching capacity

IEEE 802.3x Full Duplex Flow Control and Back Pressure

IEEE 802.3ad Port Trunk

IEEE 802.1D Spanning Tree Protocol

IEEE 802.1p QoS

IEEE 802.1X Authentication and SNMP v1

Supports port based IEEE 802.1Q VLAN Tag and Asymmetric VLAN

Store and Forward switching method

Front panel diagnostic LEDs

Supports Jumbo Frame packets (max size up to 10Kbytes)

Integrated address look-up engine supports up to 8K absolute MAC addresses

Supports 512Kbytes RAM for data buffering

Easy configuration via Web browser

Standard 19" (1U) rack mount size (rack mount kit included)

Hardware

Standards IEEE 802.3 10Base-T IEEE 802.3u 100Base-TXIEEE 802.3ab 1000Base-T IEEE 802.3z 1000Base-SX/LX (Mini-GBIC)IEEE 802.3x Flow Control and Back PressureIEEE 802.3ad Port Trunk IEEE 802.1D Spanning Tree ProtocolIEEE 802.1p QoSIEEE 802.1Q VLAN TagIEEE 802.1X AuthenticationSNMP v1
Protocol CSMA/CD

Transmission Method Store-and-Forward

Interface 16 x 10/100/1000Mbps Auto-MDIX RJ-45 ports
2 x 1000Base-SX/LX Mini-GBIC slots (shared with Gigabit ports 15-16)

Network Media Ethernet: UTP/STP Cat. 3, 4, 5 up to 100m
Fast Ethernet: UTP/STP Cat. 5, 5e up to 100m
Gigabit: UTP/STP Cat. 5, 5e, 6 up to 100m

Data Transfer Rate 10Mbps: 10/20Mbps (Half/Full-Duplex)
100Mbps: 100/200Mbps (Half/Full-Duplex)
1000Mbps: 2000Mbps (Full-Duplex)

Data RAM Buffers 512KBytes per device

Filtering Address Table 8K entries per device

Switch Fabric 32Gbps forwarding capacity

Diagnostic LEDs Per Unit: Power, System
Per Copper Gigabit Port: Link/ACT, 1000M, 100M
Per Mini-GBIC Port: Link/ACT, 1000M

Power Supply 100 ~ 240VAC 50/60Hz, internal universal switching power

Power Consumption 30 watts (max)

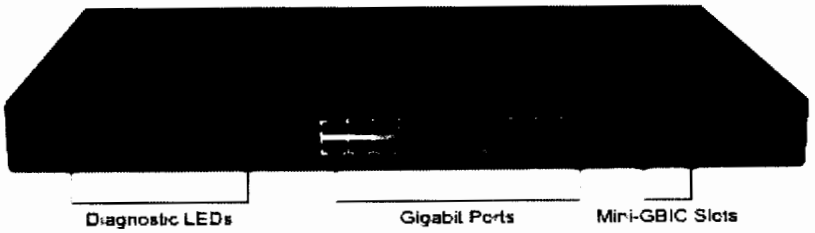
Dimension 440 x 210 x 44mm (17.3 x 8.3 x 1.73in.)

Weight 3kg (6.6lb)

Temperature Operating: 0°C ~ 40°C (32°F ~ 104°F)
Storage 10°C to 70°C (14°F to 158°F)

Humidity Operating 10 % ~ 90 % (non-condensing)
Storage 5 % ~ 90 %(non-condensing)

Certifications CE, FCC



Large Switch Specification

For Networks with 10 or more terminals, Crossroads, Eastern Reception, Jefferson City, Potosi, South Central, Southeast,

Manufacturer - Trendnet

Manufacturer Part Number - TEG-240WS

Product Line - Gigabit SNMP Switch

Product Name TEG-240WS

Marketing Information

The TEG-240WS26 Port Stackable SNMP switch provides foundation for a highly scalable and easily managed network. The Web/SNMP Managed Switch allows network administrators to remotely monitor and manage network performance and security. Network administrators can stack up to 16 switches and manage them with a single IP address. The TEG-240WScan be incorporated into high-speed backbone connectivity through Gigabit ports or mini-GBIC ports. Security and performance are optimized with advanced features including Port/Tag-based VLAN, QoS, and Trunking.

Features

Stackable up to 16 Switches with Gigabit Ports
Single IP function supports up to 32 Switches
Single IP management with stackable mode (Gigabit ports only)
Single IP management with agent mode (Any port on the switch) Manage all Uplink or Stacked Switches Locally or Remotely with a Single IP Address

Public IP required when managing remotely; Port 80/28019 need to be opened when running behind a Firewall/Router Built-in 3Mb Packet Buffer and 1Mb Control Buffer 24 10/100Mbps Auto-Negotiation and Auto-MDIX Fast Ethernet Ports 2 Pairs of 10/100/1000mbps Gigabit Copper Port and Mini-GBIC Slot (1 Copper + 1 Mini-GBIC slot per pair) Provides 6K MAC, 4K VLAN and 2K Multicast Entries Supports 255 Entries of Static MAC and Port Based MAC Table Display Supports 802.3x Flow Control for Both Half/Full Duplex Operation Supports Head-of-Line Blocking Prevention Supports Broadcast Storm Filtering Supports Port-Based VLAN (256 Groups), IEEE 802.1q Tag-Based VLAN (PVID 1~255) Supports 802.1Q Protocol-Based VLAN Classification Supports 802.1x Authentication and Authorization Supports IP Multicast, IGMP Snooping and 802.1D Spanning Tree Supports 2-Level Priority Queuing Supports Port Trunking with Flexible Load Distribution Control and Fail-Over Functions
Max 7 Trunk groups with 4 ports per group Supports Ingress Port Security Mode and By-Port

Egress/Ingress Rate Control Supports Source-Port-Based, Destination-Port-Based, and Source-Destination-Pair-Based Sniffer Function Supports RMON Group 1, 2, 3, 9 and PING Function from the Switch Store-and-Forward Switching Architecture with Non-Blocking Wire-Speed Performance Configuration via Console Port (serial cable included), SNMP (v1.0, MIB II), TELNET, and Web Browser Upgradable Firmware via Browser or TFTP Program Standard 19" (1U) Rack Mount Size (kit included)

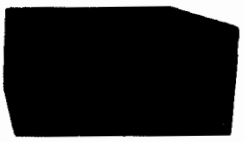
Specifications

Hardware Standards	• IEEE 802.3 10Base-T Ethernet • IEEE 802.3u 100Base-TX Fast Ethernet • IEEE 802.3z 1000Base-SX/LX Gigabit Ethernet • IEEE 802.3x Flow Control • IEEE 802.1D Spanning Tree • IEEE 802.1q Tag-based VLAN, Priority Control • IEEE 802.1v Protocol-Based VLAN • IEEE 802.1x Authentication and Authorization • IEEE 802.3ad Link Aggregation
Interfaces	24 x 10/100Mbps Auto-MDIX RJ45 Fast Ethernet Port 2 pairs x 1000-Based RJ45 Port and Mini-GBIC Slot* 1 x RS-232 Serial Port (Initial Setup) * One RJ45 Port or Mini-GBIC Slot of each pair can be used at a time.
Packet Forwarding and Filtering Rate	• 1000M Ethernet: 1,488,100 packets per second per port • 100M Ethernet: 148,810 packets per second per port • 10M Ethernet: 14,880 packets per second per port
Cabling	Fast Ethernet: UTP/STP Cat. 5, EIA/TIA-568 100-ohm, 100 meters max Gigabit Ethernet: UTP/STP Cat. 5, 5E, 6, EIA/TIA-568 100-ohm, 100 meters max Mini-GBIC: LC Type. 9/125µm or 10/125µm single-mode fiber optic cable (LX) LC Type. 62.5/125µm or 50/125µm multi-mode fiber optic cable (SX)
Console Port	RS-232, female 9-Pin Serial Port (M-M serial cable included)
Protocol/Topology	(CSMA/CD) / Star
Buffer Memory	1Mb for Control, 3Mb for Packet Filter
Filtering Address Table	6K MAC (255 entry of Static MAC), 4K VLAN and 2K Multicast Entries
LED Display	Power On(Green)/Off(Off) Diagnostic (Blinking) during Initialization

	Link(Green)/Activity(Blinking) Speed 100M(Green)/10M(Off) Gigabit Port: 1000Mbps(Green)/Activity(Blinking)
Power Input:	100~240VAC, 50/60Hz Internal Power Supply
Power Consumption	30 watts max.
Dimensions	440 x 184 x 44mm (17.3 x 7.3 x 1.8 inch) (W x H x D)
Weight	2.5 Kg. (5.2 lb.)
Temperature	Operating: 5° ~ 45° C (41° ~ 113° F) Storage: -20° ~ 70° C (-4° ~ 158° F)
Humidity	10% ~ 90% non-condensing
Certifications/Safety	FCC, CE

Terminal Server

ISIS-SRVR



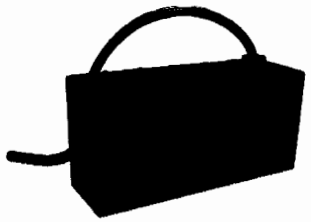
System Specifications

Processor	Intel® Xeon® Processor 5500
Motherboard	Intel S5520UR
Memory	Up to 96GB; 12 DDR3 DIMMS
Integrated LAN Technology	Embedded Intel Dual Gigabit Controller 82575EB with Intel Virtualization
Integrated Graphics	Onboard Server Engine; 8MB

Server Management Support	Intel System Management Software 3.X
Intel Deployment Assistant 3.0	
Intel Remote Management Module	
I/O Ports and Connectors	5 x USB (1 front, 4 back)
1 x Serial	
Rack mount	
Form Factor	3U Rack mount
Power Supply	Fixed 400w
Drive Bays	6 x 3.5" hot-swap SATA or SAS
3.5" tape drive	
Optional Slim-line Drive	
Front Ports	1 x USB
PCI Express Slots	3 x PCI-E 2.0 x 8

Upgrade option for 2 low-profile PCI-E 2.0 x8

Server box surge protector
(extra equipment not required by solicitation but considered necessary based on Academy's experience)



Uses Spectrum WVR ® Technology. Operates over a wide voltage range. Ideal where brownouts and blackouts occur frequently, generators are used, and for international use. Install between a wall outlet and a UPS for the ultimate in power protection.

Specifications

- Capacity: 15 Amps, 1800 Watts
- Voltage: 120 Volts
- Maximum Applied Surge Pulse Voltage: 6,000 Volts
- Maximum Applied Surge Pulse Current: 100,000 Amps
- Maximum Applied Surge Pulse Joule Rating: Unlimited (due to surge current limiting)

Physical

- Plug: NEMA 5-15P (Standard 3-prong 15A plug)
- Receptacles: NEMA 5-15R 2 x "always on" grounded outlets
- Dimensions (L x W x H): 8" x 4" x 3"
- Weight: 5.5 lbs.
- Cabinet: Magnetically shielded steel, black finish

Compliance

- UL 1283

Administrator's Computer

ISIS-PC, to be housed in Academy's standard lockbox

Exhibit A Option C Pricing

Line	Description	Original	1st Renewal	2nd Renewal	3rd Renewal	4th Renewal

Item #		Contract Period *Firm, Fixed Price*	Option	Option	Option	Option
001	Initial Installation [per institution]	$____0____ per institution	N A	$ *per base system per month*	$ *per base system per month*	$ *per base system per moth*
002	Base System	$__663__ per base system per month	$__686__ per base system per month	$__709__ per base system per month	$__733__ per base system per month	$__756__ per base system per moth
003	Additional Workstation	$__88__ per workstation per month	$__91__ per workstation per month	$__94__ per workstation per month	$__97__ per workstation per month	$__100__ per workstation per month
004	Licensing fees [per workstation per month]	$__125__ per workstation per month	$__129__ per workstation per month	$__134__ per workstation per month	$__139__ per workstation per month	$_143__ per workstation per month
005	Network ISP fees [per site per month]	$__173__ per site per month	$__179__ per site per month	$__185__ per site per month	$__191__ per site per month	$__197__ per site per month
006	Subscription fees which includes maintenance/ tech support fees [per correctional center per month]	$_____ per site per month	$_____ per site per month	$_____ per site per month	$_____ per site per month	$_____ per site per month

Authorized Signature: Scott Davis **Bid Date:** 11/11/2013

2.4. Equipment Continued

2.4.1. Academy equipment under all options will continue to conform to this specicification as it has since 2006.

2.4.3. Noise level was reduced over the 2006-2011 solution in the current hardware. In Option C, all original fans will be replaced with higher quality units if they haven't been replaced already. In Option A and C, there are no lockbox fans. In Options A and B, servers are not noisy due to more efficient CPU units needing less cooling and due to solid state hard drives.

2.4.4. Cord length. This problem is solved by placing the terminal and PC power cords outside the lockbox.

2.4.5. – 2.5.10. As always, Academy has and will comply with these provisions.

2.5.1.1. Please be advised that elements of this provision are inconsistent with 2.5.3.b.

Text of 2.5.1.a.

1. The Library Services Coordinator shall have internet access to the system; the internet access shall mirror actions at a specific site in live format.

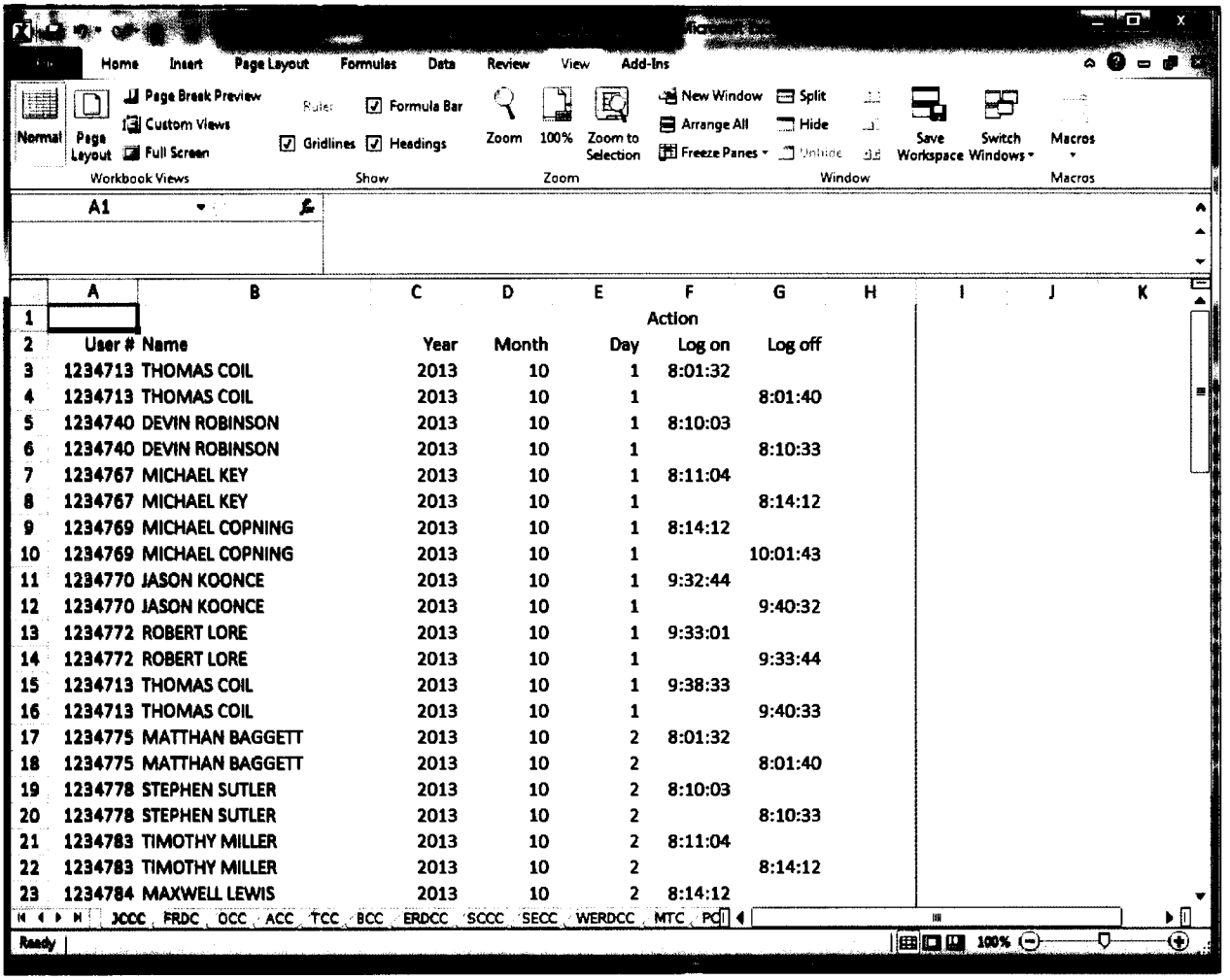
Text of 2.5.3.b.

b. The system must <u>not</u> be capable of establishing communication linkages to the Department Intranet nor to the Internet other than a secure linkage to the contractor's site.

Compliance is not possible with both provisions since if the LSC has access, it would be an unauthorized link between the Department's intranet which includes LSC's computer and the Academy networks. Even if the LSC used a computer outside the Department's network, unless the LSC were at Academy's offices, there would have to be a communication link other than the one to the contractor's site. When the conflict between these provisions is changed, Academy is able to accommodate either.

2.5.1.c.-d. Regarding specific logon per inmate. Academy is and will continue to provide maintenance of all 32,000 inmate usernames and passwords so an inmate can access his/her account at any Academy system in the state.

2.5.1.e. Academy's key logging software can be supplemented by a system log which will have reports as shown below, showing times, users and duration of use. Datapoints of the Academy report can be summarized using the tools in Excel. These reports could have other informational fields.



	A	B	C	D	E	F	G
1						Action	
2	User #	Name	Year	Month	Day	Log on	Log off
3	1234713	THOMAS COIL	2013	10	1	8:01:32	
4	1234713	THOMAS COIL	2013	10	1		8:01:40
5	1234740	DEVIN ROBINSON	2013	10	1	8:10:03	
6	1234740	DEVIN ROBINSON	2013	10	1		8:10:33
7	1234767	MICHAEL KEY	2013	10	1	8:11:04	
8	1234767	MICHAEL KEY	2013	10	1		8:14:12
9	1234769	MICHAEL COPNING	2013	10	1	8:14:12	
10	1234769	MICHAEL COPNING	2013	10	1		10:01:43
11	1234770	JASON KOONCE	2013	10	1	9:32:44	
12	1234770	JASON KOONCE	2013	10	1		9:40:32
13	1234772	ROBERT LORE	2013	10	1	9:33:01	
14	1234772	ROBERT LORE	2013	10	1		9:33:44
15	1234713	THOMAS COIL	2013	10	1	9:38:33	
16	1234713	THOMAS COIL	2013	10	1		9:40:33
17	1234775	MATTHAN BAGGETT	2013	10	2	8:01:32	
18	1234775	MATTHAN BAGGETT	2013	10	2		8:01:40
19	1234778	STEPHEN SUTLER	2013	10	2	8:10:03	
20	1234778	STEPHEN SUTLER	2013	10	2		8:10:33
21	1234783	TIMOTHY MILLER	2013	10	2	8:11:04	
22	1234783	TIMOTHY MILLER	2013	10	2		8:14:12
23	1234784	MAXWELL LEWIS	2013	10	2	8:14:12	

2.5.1.e. LexisNexis can provide a secured, browser-based service that can generate customized reports to reflect usage of the legal research solution. Reports can reflect the number of searches, time of search, length of search time, sources that were accessed, date and more. These reports are provided at the IP-address level.

Report Date	Date Range		
12/13/2010	December 05 - December 12		
Client	User Name	User ID	
(Researcher Name, DOCID)	(Facility Name)	(Facility ID)	Date
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
'Sub-Total:			
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
'Sub-Total:			
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
'Sub-Total:			
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
John Doe 123456	'INMATECUI, EASTERN RECEPTION	'RZ31VXN	'12/06/2010
'Sub-Total:			
Bill Smith 234567	'INMATECUI, MODOC	'ZXVJS9W	'12/08/2010
Bill Smith 234567	'INMATECUI, MODOC	'ZXVJS9W	'12/08/2010
Bill Smith 234567	'INMATECUI, MODOC	'ZXVJS9W	'12/08/2010
Bill Smith 234567	'INMATECUI, MODOC	'ZXVJS9W	'12/08/2010
Bill Smith 234567	'INMATECUI, MODOC	'ZXVJS9W	'12/08/2010

Sample legal-research usage report through the self-service online reporting tool.

Note: Reports beyond those in current MODOC use are prototypes, not necessarily operational elsewhere. Testing is advised to assure satisfaction with actual results before contractual commitments.

2.5.2. Print Management. Academy does and will continue to comply with the print management functionality described in this section within the capability of the materials accessed. There are printer drivers available that add page numbers.

2.5.3. Network Capability. MODOC has relied on the 3-walled security approach of Academy for the last seven years. The networks have redundant security systems that keep protecting the public even if a portion of the network malfunctions. The system has these safeguards:

2.5.3.e. Academy can at any time start a system that is turned off provided only that facility power is on, or shut off a system at a moment's notice.

2.5.4.e. Offender Workstation Capabilities: Academy has complied and will continue to comply with these provisions through customization work especially for the Missouri DOC. In Option C, existing lockboxes can be enhanced with access holes. With Options A and B, new lockboxes will come with those openings.

Background: Standard thin clients and PCs always have exposed connectors such as those needed for monitors, keyboards, mice, and power. Academy disables unused ports in terminal and PC's software.

This may not be sufficient to comply with the bid specification 2.5.2.b.1. There are purpose-built prison kiosks that already have port covers. However, these kiosks weigh enough to become formidable weapons, and given 2.1.5.f. which states that we cannot screw the station to MODOC walls or furnishings, not recommended due to that weaponization risk. Also, they are much more expensive than our terminals. The greater physical security of an armored kiosk has proved unnecessary in practice at the Missouri state prisons. Physical damage to inmate stations is rare, and replacement cost to Academy is lower than the price increase necessary to supply armored kiosks instead. Academy takes the risk, MODOC reaps the financial benefit. Ports that have been disabled on a system through software settings have been secure in practice at other institutions, even though physically accessable.

The best solution we have found is to enclose the terminal or PC's CPU unit in a locking box. The solution is not without its drawbacks. The current lockbox and the one offered in Option C has a fan that has had inconsistent quality and the lockbox is large. Also, including the voltage regulator in the lockbox has resulted in short power cord length. We can cure both problems by replacing the fan with a higher quality unit (a significant number have already been replaced), and removing the voltage regulator from the lockbox. In Options A and B a new, smaller lockbox is offered that has an air-permiable metal mesh cover, no fan and will be customized with openings to allow cables out of the box, as well as access to the power button. As with the current lockbox, however, this custom solution is untried, and may have unforeseen downsides. In our opinion Option C is best, since its known drawbacks are curable, and its continued use is most cost-effective.

2.5.4.e. Menu bar: If an inmate presses the F10 function key, a menu with three choices appears. These three choices have all been disabled so that the inmate cannot gain any control of the system, save any information, access any prohibited information or make any changes to the system. The appearance of the menu is, if anything, a cosmetic issue, not a security concern. Attempts to find a software setting that prevents the appearance of this menu has not yet met with success. There are a few ways to stop this menu from appearing:

1. Under Options A and C, we can glue the F10 key so it cannot be pressed. No additional charge.

2. Under Options A and C, we can subsitute a multi-colored children's keyboard that lacks function keys. No additional charge.

3. Under Options A and C, we can subsitute heavy metal keyboard/trackball combination unit. This unit would cost $38 per mont additional per station It is heavy, and given 2.1.5.f., merely placed in front of the workstation, so is easily weaponized.

4. The security sofware under Option B has the ability to prevent the use of function keys. However, Option B uses PCs in place of terminals. PCs are an additional expense and are significantly less secure than thin client terminals.

In short, the status quo has not been a real problem, but if desired the simplest cure would be to physically disable the F10 key (1).

2.5.4.f. Academy's terminals compliy with all these restrictions and have proven secure throughout the existing contract.

2.5.4.g. Regarding Menu bars and tool bars, see discussion on page 38, which shows several methods for removing a small menu, the simplest of which is to glue the F10 key so it cannot be depressed.

2.5.4.i. Regarding less than ideal AC power situations: Academy has gone beyond contract minimums in response to unanticipated problems at particular facilities. For example, Academy will protect all terminals with a 1200VA wide-range voltage regulator. Two facilities have had above-average terminal mortaility under the current contract. Through technician testing, one facility was found to have a severe over-voltage problem. After an addition of chained voltage regulators terminals the extraordinary terminal mortality problem ceased. Another facility appears to suffer from very occasional, extreme under-voltage events, so battery-backups have been installed, which have lessened though not eliminated terminal mortality. All of this goes beyond contracted hardware. MODOC was not charged extra for this. Academy has shown the willingness to go beyond the minimum required for greater reliability.

2.5.5. Academy's current and future servers comply with these requirements. Our servers have remote reboot capability. They have power protection. They have monitoring and recording software checked weekly for functionality.

2.5.6. Academy's current and future security settings comply with these requirements. If one user has access under one account, the first user's session terminates automatically if a second user logs on at another terminal using the same username and password. Librarians have control over their passwords. Password complexity requirements are all complied with.

2.6. 1-3. Installaton Requrements: Academy has installed all new hardware twice at all 20 Missouri facilities over the last seven years. Academy can replace all of the current hardware in 120 days.

2.6.4. Academy uses an email list and manifest system with excellent detail and communications for installations. Whenever a new system or part of a new system leaves Academy's offices or a distriction center, the librarian, the LSC, the facility's business manager and others if desired receive an email with a full report of what's coming. An example appears below:

JCCC Manifest

11/23	20x20x7 9 lbs each	Samsung	Tiger Direct	UPS	1Z7R472V0369392686, 1Z7R472V0367778737, 1Z7R472V0369014147, 1Z7R472V0367910726, 1Z7R472V0368621671, 1Z7R472V0368117627, 1Z7R472V0367092950, 1Z7R472V0369972906, 1Z7R472V0367484778, 1Z7R472V0369731167, 1Z7R472V0367073042, 1Z7R472V0368337854, 1Z7R472V0367691633, 1Z7R472V0367751096, 1Z7R472V0367802067, 1Z7R472V0367574117	Monitor	
11/23	20x18x6 41 lbs	Tripplite	Provantage	Fedex Ground	038055731094364	UPS	Caution. Heavy
11/25	63 lbs 31x23x19	Academy stamp on upper left, contents on lower left	Academy	Fedex Ground	053475115004328	Server, Rails	Caution. Heavy

2.6.5. Academy is very knowledgable when it comes to the proficiency of librarian staff, even down to which of them are more comfortable with technology. Approximately 80% of problems can be and are

resolved without the need for a technician visit. Academy has and will continue to respond within the service level required in this section.

2.6.6. Academy has and will continue to offer live support directly with qualified personnel. Academy does not speak with inmates.

2.6.6.c. Academy has, for years, been sending reports daily to all librarians and the Library Services Coordinator or LSC. A sample report appears below:

Facility	[redacted]					System Outage		
	All OK OK Except	Mouse	Thin Client	Monitor	Other	Online	In Server Cabinet	Content	Technician Scheduled
ACC	All OK								
BCC	All OK								
CCC	All OK								
CRCC	All OK								
ERDCC	All OK								
FCC	All OK								
FRDC	All OK								
JCCC	All OK								
MTC	All OK								
MECC	All OK								
MCC	All OK								
NECC	All OK								
OCC	All OK								
PCC	All OK								
SCCC	All OK								
SECC	All OK								
TCC	All OK								
WMCC	All OK								
WRDCC	All OK								
WERDCC	All OK								

The exceptions above, if any, are the complete list of open service items that Academy is working on. If you have any problem with your Academy law library equipment not listed here, please reply immediately to this email with the details so we can get to work on it. Thanks!

Troubleshooting Tips

1. **Does the facility have electrical power, and if so, has the outlet been checked to see if it has power?**
2. **Are all inmate stations affected, or just one?**
3. **Is the Librarian's computer also affected?**
4. **What, if anything, appears on the inmate's monitor?**
5. **What happens if you click on the screen icon?**
6. **Can you print?**

2.6.7. The content provider has online help.

2.6.8. Academy will provide administrative access as needed.

2.6.9. Academy will not use department staff for transport or facilities for storage.

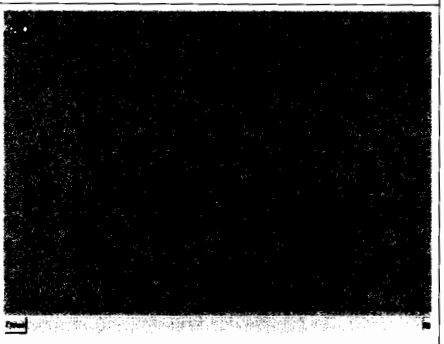
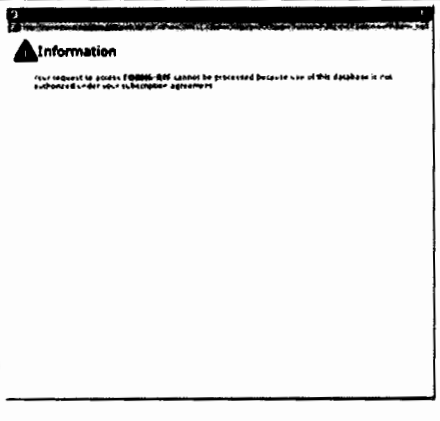
2.6.10 Academy can make copies of software and instructions on request.

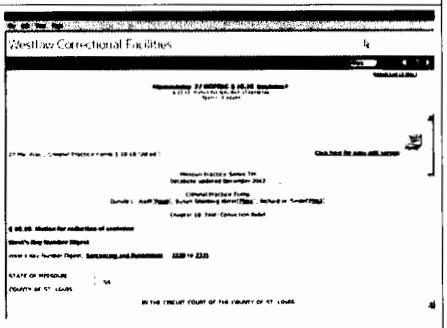
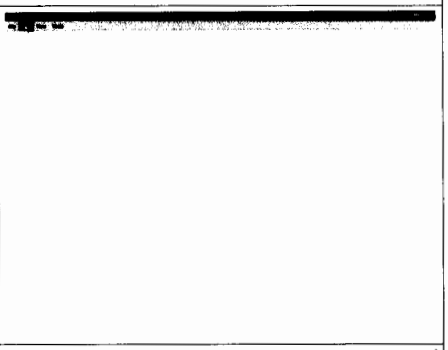
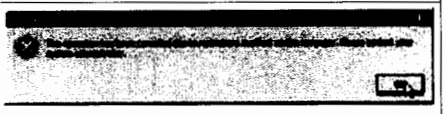
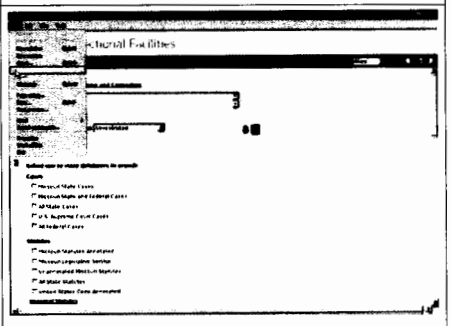
2.6.11. Academy has not charged extra for maintenance or technical support in the current contract and will not do so in any future contract.

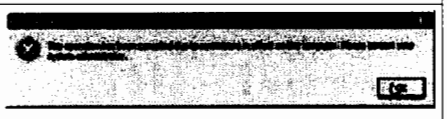
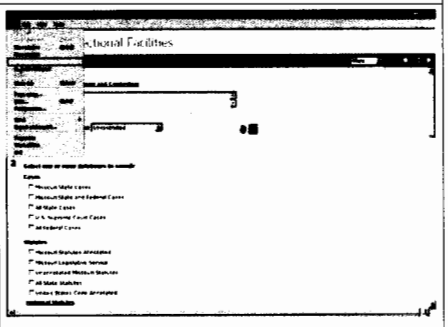
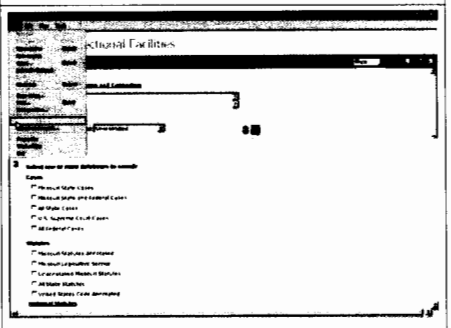
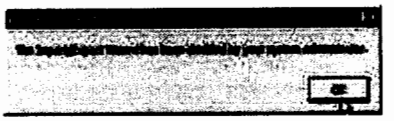
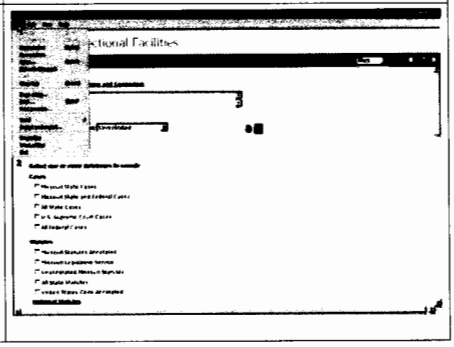
2.6.12. Academy has pre-printed labels and does label all of its equipment.

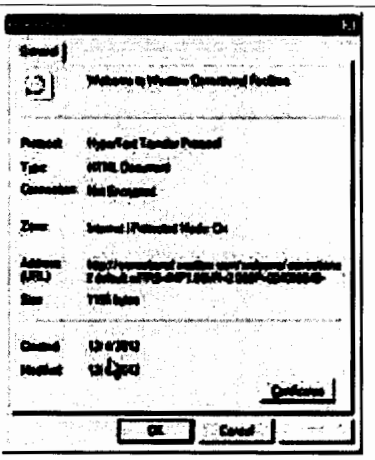
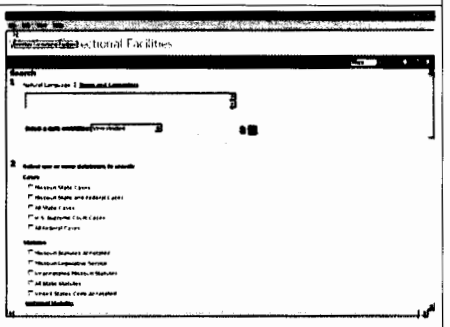
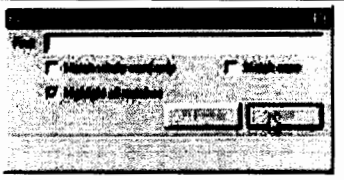
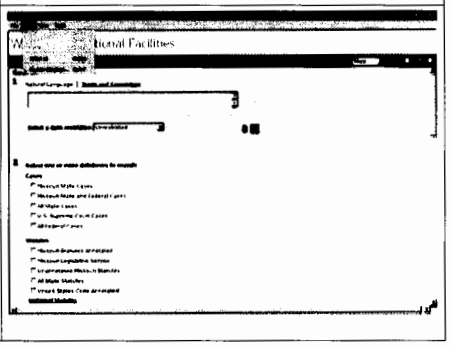
2.6.13. Academy does spot checks and can check on request for attempted misuse. One such incident report is below:

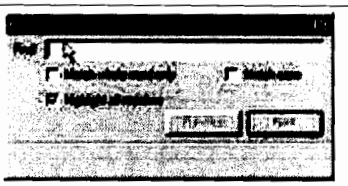
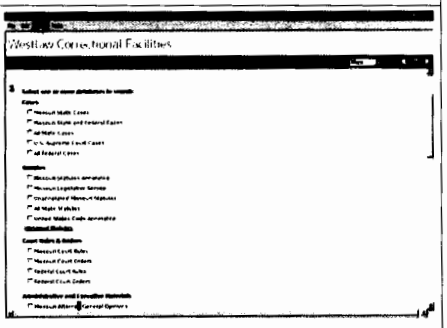
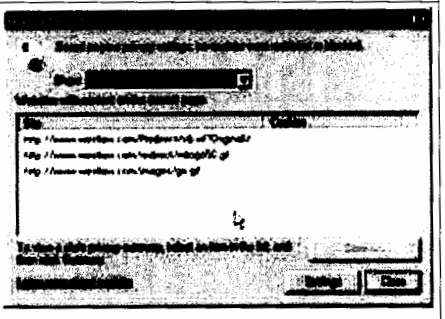
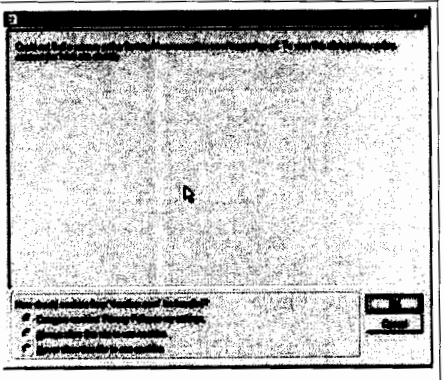
Attempted Misuse Incident Report

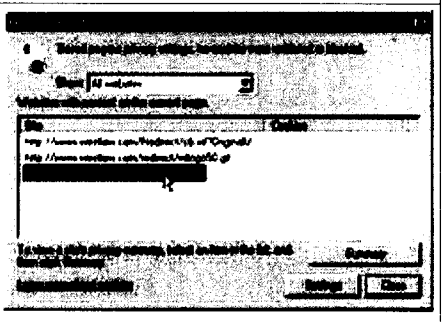
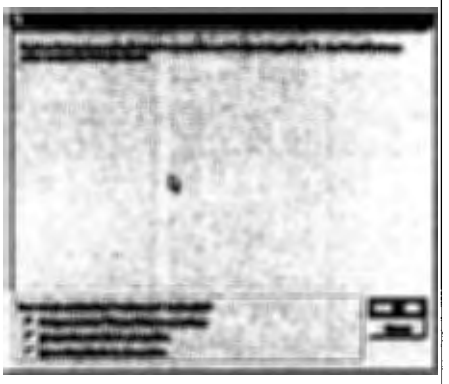
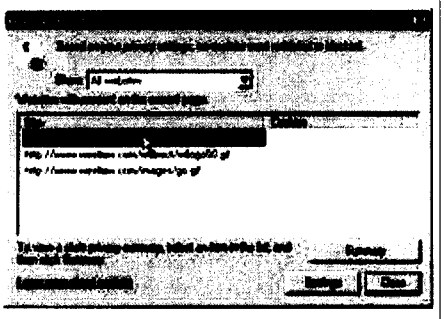
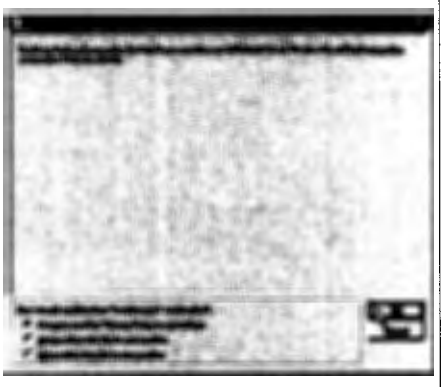
Time	Action	Screen capture
1:31PM	A specific, identified inmate logged on to the network via Terminal3. Clicks on Westlaw desktop icon to begin Westlaw session.	
1:32PM	Begins Westlaw session by using navigation to access Missouri Court Rules (no keywords entered). Several times during Westlaw session user enters keywords.	
1:35PM	Closes IE window and opens new IE window	
1:44PM	Westlaw blocks access to database not under subscription.	

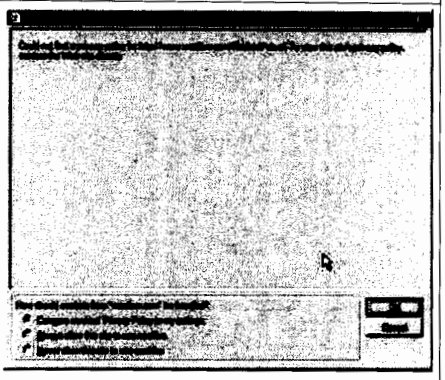
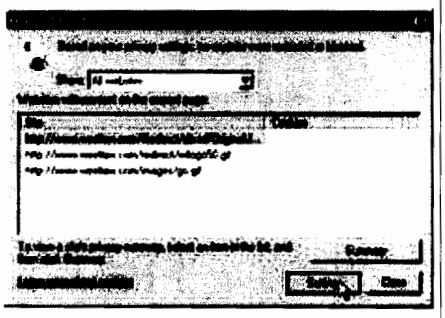
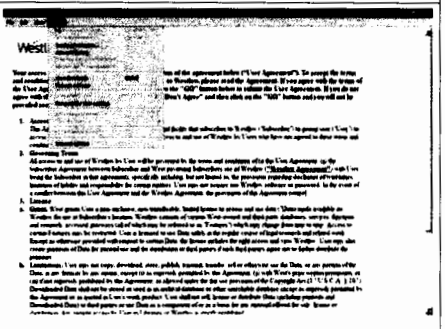
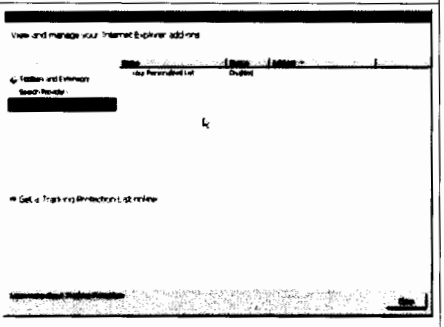
Time	Action	Screen capture
1:44PM	Navigates back to case	
2:05PM	Presses F10 key (brings up Menu Bar)	
2:05PM	Presses F11 twice (brings IE to Fullscreen Mode with first press, back to Normal Mode with second press)	
2:10PM	Closes IE.	
2:10PM	Logoff network.	
2:18PM	Logon to network via Terminal3. Clicks on Westlaw desktop icon.	
2:18PM	Immediately clicks on Files menu	
2:18PM	Clicks on New Window option. Receives "action blocked" message. Closes message.	
2:18PM	Clicks on File/New Session option. Receives "action blocked" message. Closes message.	
2:18PM	Clicks on File/Open option. Receives "action blocked" message. Closes message.	

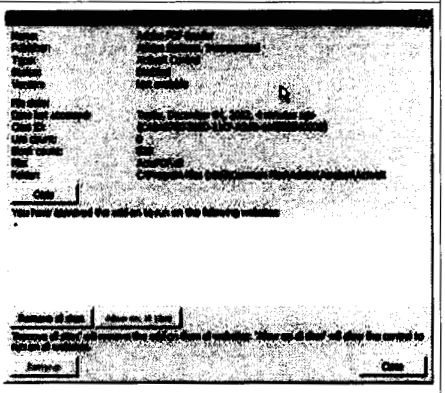
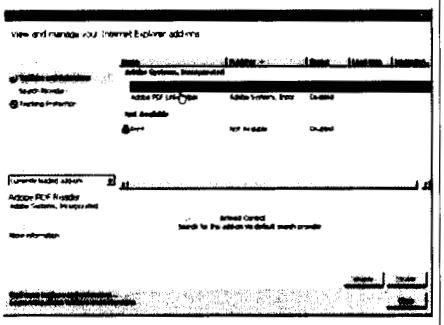
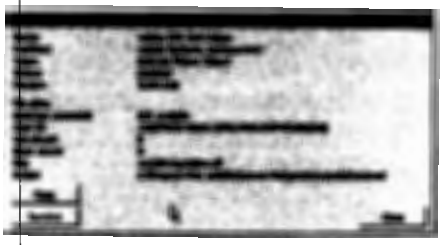
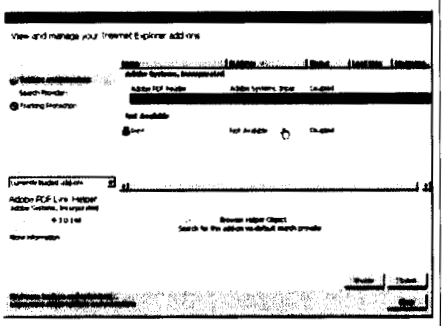
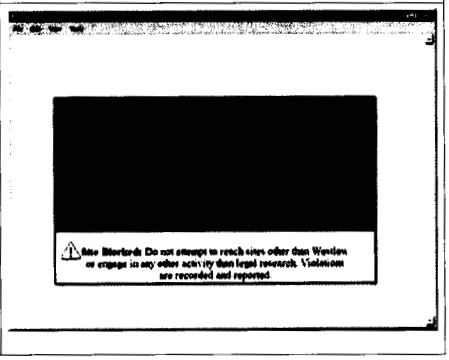
Time	Action	Screen capture
		
2:18PM	Clicks on File/Edit with Notepad option. Receives "action blocked" message. Closes message.	 
2:18PM	Clicks on File/Import and export option. Receives "action blocked" message. Closes message.	 
2:19PM	Clicks on File/Properties option.	

Time	Action	Screen capture
2:19PM	Properties window is displayed.	
2:19PM	Clicks on OK to close Properties window.	
2:19PM	Clicks on File/Work Offline option. This option is disabled but does not produce a warning message.	
2:19PM	Clicks on File/Find on this page option. Find Search Box opens. This is allowed behavior.	
	Clicks "Highlight all matches" check-box	
	Clicks "match whole word only" check-box	
2:19PM	Types YAHOO	
2:19PM	Clicks Find button. Action blocked.	
2:19PM	Tries the YAHOO search once more.	
2:20PM	Closes the Find Search Box	
2:20PM	Clicks the Edit/Select All menu option. This is allowed behavior.	

Time	Action	Screen capture
2:20PM	Click the Edit/Find on this page option. This is allowed behavior.	
2:20PM	Types YAHOO. Clicks on the Find button. Action Blocked.	
2:20PM	Clicks on Close button to close the Find Search Box window.	
2:20PM	Click on the View menu.	
2:20PM	Clicks on the View/Toolbars/History option.	
2:20PM	Clicks on the View/Current Page option.	
2:20PM	Clicks on the View/HomePage option	
2:20PM	Clicks on the View/Refresh option.	
2:21PM	Clicks on View Webpage Privacy Policy option. Privacy Report opens.	
2:21PM to 2:22PM	Clicked on every button or link at least once, some several times (e.g., clicked on "Learn more about cookies" link five times in rapid succession.). Some will open a further window, but none permit changes or access to the operating system.	

Time	Action	Screen capture
		   

Time	Action	Screen capture
		 
2:22PM	Clicks on Tools menu	
2:22PM to 2:25PM	Clicks on Tracking Protection option. Manage Add-ons window opens. This allowed behavior. Spends the next three minutes clicking on every button, link, heading, or option. Some open further windows but are blocked from taking any action; others are disabled.	

Time	Action	Screen capture
		   
2:25PM	One link the Manage Add-ons section attempts to reach Microsoft for more information. This is blocked. Continues to click on links in the Manage Add-ons section for a few seconds more, before closing all open windows.	

Time	Action	Screen capture
2:25PM	Logoff of network.	

2.6.14. Academy removes broken equipment and will continue to do so.

2.6.15. Academy does online maintenance only when the library is empty.

2.6.16. Academy will ask permission before bringing any system down for maintenance.

Academy's Uptime Record

2.6.17. Academy has an excellent uptime record. In a later year of the last contract, system uptime was documented to be 99.47%. Although that figure leaves little room for improvement, to date system uptime in the current contract has been improved to 99.73%. Here are the data points from Academy's logs. Other than these incidents, systems were operational:

Outage Reported	Restore Date	Facility	Description	Days Out
11-1-11 (Tuesday)	11-2-11	BCC	Modem required rebooting. Librarian not available by phone to do the task.	1
11-21-11 (Monday)	11-29-11 (Tuesday)	WMCC	Modem & Firewall replaced	8
2-22-13	2-23-13	BCC	Modem required rebooting. Librarian not available by phone to do the task.	1
4-2-12	4-4-12	NECC	Phone line discovered disconnected in DMARC	2
6-21-12 (Thursday)	6-24-12 (Sunday)	CCC	TelCo line issue	2 (Thursday & Friday)
7-2-12 (Monday)	7-9-12 (Monday)	PCC	Server overheat	5 (Mon-Fri)
7-11-12	7-12-12	PCC	ISP outage	1
7-16-12	7-17-12	FCC	UPS failure	1
8-8-12	8-10-12	NECC	All terminals out (PC OK)	2
9-6-12	9-7-12	CCC	ISP Outage	1
10-12-12	10-15-12	OCC	ISP outage due to storm	3
12-20-12	12-21-12	TCC	Facility lost power due to storm. Librarian asked Facilities to power up equipment the next day.	1
1-31-13	2-1-13	WERDCC	ISP outage	1
5-20-13	5-24-13	NECC	Facility phone line problem @ jack.	4 (tech visit delayed due to

				storm)
6-27-13	6-28-13	MECC	Phone line discovered disconnected (plugged into incorrect jack)	1
9-5-13	9-6-13	PCC	ISP outage	1

Systems were installed from August through December 2011 and have been up since then to present day, a total of 13,483 days between the 20 systems as of August 31st, 2013. 36/13483= 0.00266805010005188. 1/ 1.00266805010005188 rounds to .9973319 or 99.73%

2.6.18. Content help shall be performed by the content provider.

2.7.1. Academy can offer these and other kiosks when MODOC is prepared to deploy them:

2.7.2. As mentioned in the response to section 2.5.6., page 56, librarian passwords in the current and future system can be changed at will by the librarian and have 90 day prompts.

2.7.3. Academy prints legal materials as the content provider formats it.

2.7.3. There is and will be a separate printing account.

2.7.5. Academy prints legal materials as the content provider formats it. A utility can be added for page numbers if desired.

2.7.6. As mentioned at length in response to section 2.5.4.e. page 55, menus will not appear if the F10 key is disabled, another keyboard is subsituted for the stock one supplied by the terminal manufacturer, or if a PC is used for inmates in place of a terminal.

2.7.7. Restarting inmate stations. Under Option C, restarting terminals is easy enough for inmates. See page 39 for details. Restarting new terminals under Option A may be considered easier, see page 13 for details. Starting PCs as under Option B, may be easiest. See page 25 for details.

2.7.8. Cord length may be increased using the technique described in the response to 2.4.4. page 13. While this technique is described under Option A, it is available under all options.

2.7.9. On exceedingly rare occasions, an internet transmission error may result in a garbled page which the system blocks. If the system allowed questionable pages through security would be poor. Pressing Backspace then re-clicking on the search button solves this problem.

2.7.10. Academy is a inmate hardware solutions specialty firm. All of our support is within that specialty.

2.7.11. Search of TOC: The content provider has this capability.

2.7.12. The Lexis system complies with the requirement that "Access to all required content shall be available directly from search screens."

2.7.13. All Academy installed equipment fits. All future Academy equipment is the same size or smaller.

2.7.14. Academy is currently providing read-only forms in pdf format.

2.7.15. The content provider has a prison-specific product geared toward the average inmate.

2.7.16. The content provider describes the comprehensiveness of its offering below:

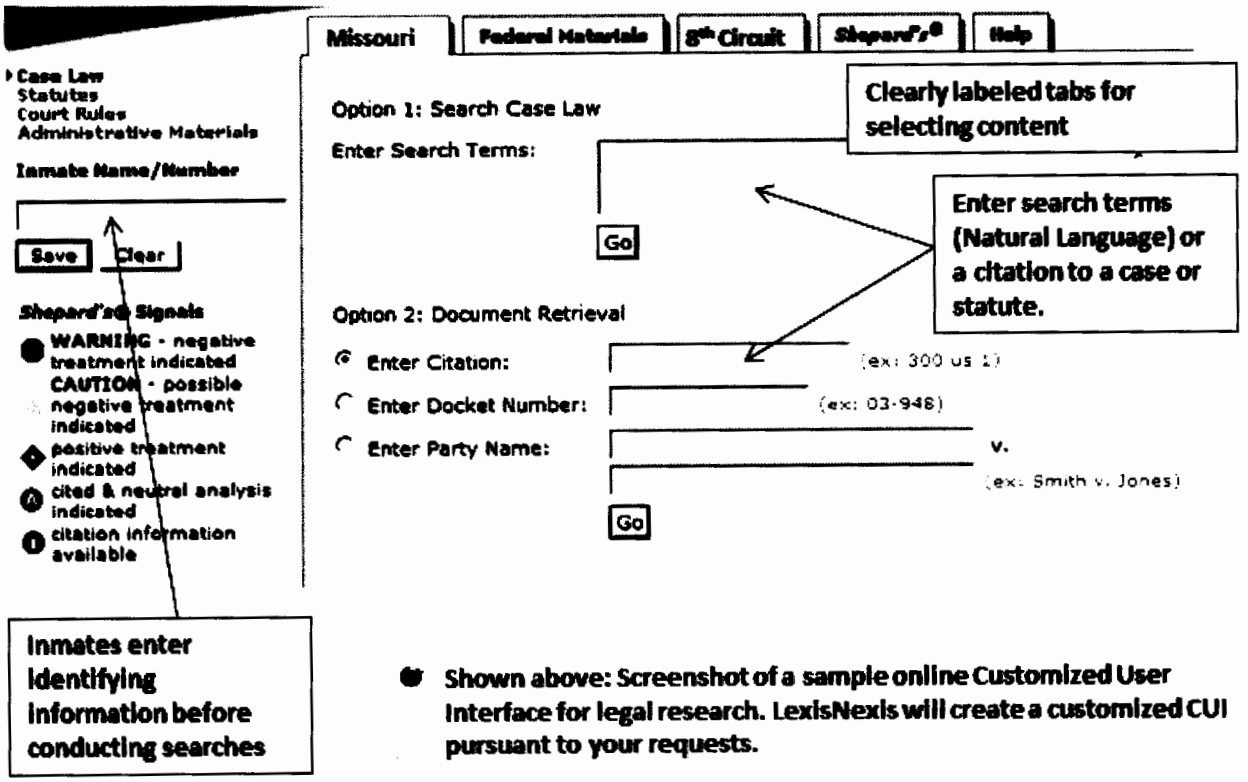
LexisNexis Advantages

MODOC will gain the following advantages by choosing a contractor that provides LexisNexis electronic legal research software:

- **More summarized Missouri case law in the last 20 years than the closest competitor provides.**
- LexisNexis receives and updates monthly the official Missouri Administrative Code from the state.
- LexisNexis Missouri court rules are now fully annotated back to 1975.
- World class legal research content from the most experienced firm in the industry. LexisNexis is the exclusive provider of electronic legal research to the Federal Bureau of Prisons, 25 state departments of corrections, and more than 300 county, city, and private correctional facilities nationwide.

Shepard's Citations Service is the only true citator available in an electronic, non-Internet format.

- *Shepard's* Citations Service, the only true citator available in an electronic non-Internet format. Unlike proprietary software that other vendors attempt to position as a citator, *Shepard's* Citations Service assesses the precedential value of an authority and generates a comprehensive list of materials citing to it.
- Round-the-clock customer support.
- Training support and materials.
- An account team dedicated to correctional institutions to fulfill your customer support and training needs.



Shown above: Screenshot of a sample online Customized User Interface for legal research. LexisNexis will create a customized CUI pursuant to your requests.

Title Listed in IFB	LexisNexis Content or Substitute	Available Online?	Available on EHD?	Comments
FEDERAL				
Supreme Court Reporter	US Supreme Court Cases, Lawyers' Edition	X	X	Includes cases from January 1790 through current. Includes case law reported in official and parallel citations: From 1 U.S. (1790 - current); from 1 L.Ed.2d (1956 - current); 1 - 100 L.Ed. (1790 - 1956); and from 1 S.Ct. (1882 - current).
Federal Reporter	Federal Cases	X	X	Includes all cases from each U.S. District Court and United States Court of Appeals. Case coverage is from 1789 to the present.
Federal Supplement	Federal Cases	X	X	
United States Code Annotated	U.S. Code Service	X	X	The U.S. Code Service is fully annotated.
Federal Sentencing Guidelines	Federal Sentencing Guidelines	X	X	
Federal Local Court Rules (including District and Appellate Courts)	Federal Court Rules	X	X	Includes all federal rules of court, including the Federal Rules of Criminal Procedure, Federal Rules of Civil Procedure, Federal Rules of Evidence, Rules Governing Section 2554 Cases, Rules Governing Section 2555 Proceedings, Rules of the U.S. Supreme Court, and Federal Rules of Appellate Procedure.
Federal Rules of Evidence	Federal Rules of Evidence	X	X	
Federal Rules of Civil and Criminal Procedure	Federal Rules of Civil Procedure and Federal Rules of Criminal Procedure	X	X	

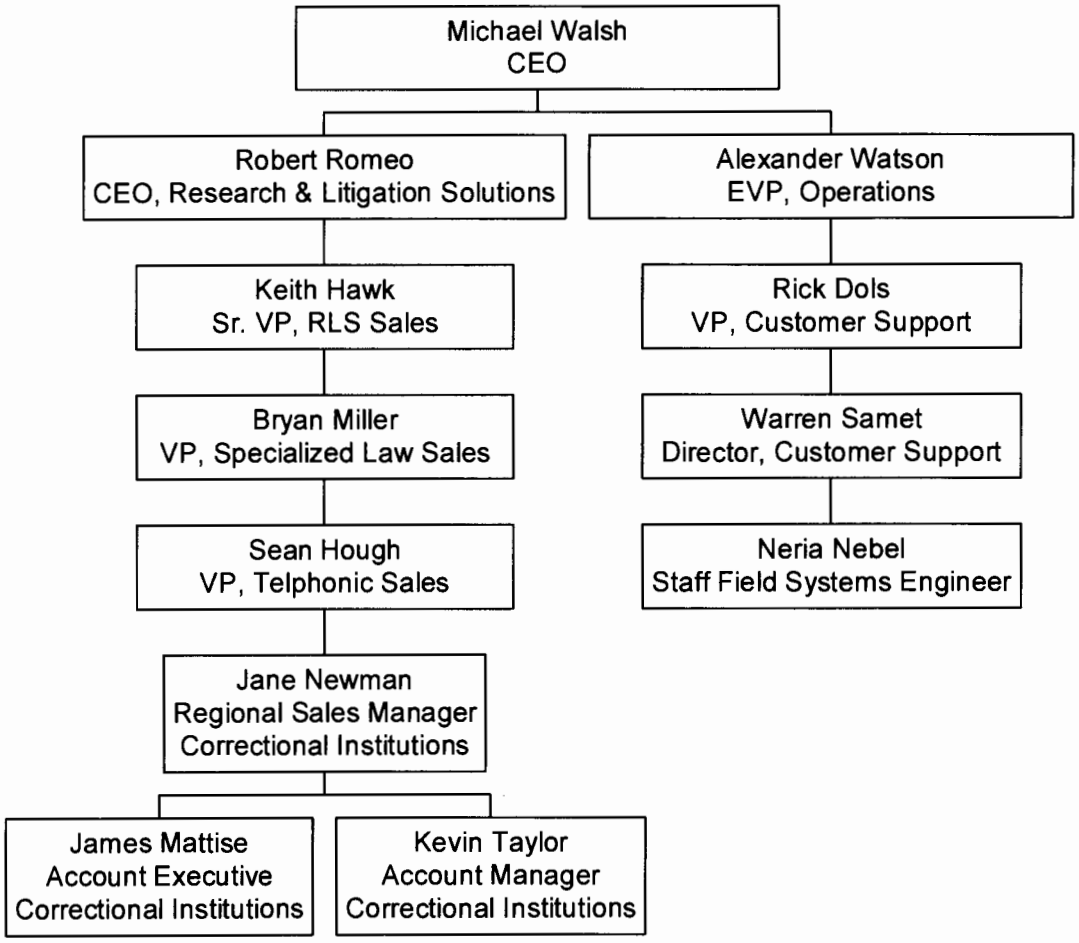
Title Listed in IFB	LexisNexis Content or Substitute	Available Online?	Available on EHD?	Comments
Federal Forms	Bender's Federal Practice Forms	X	X	
Federal Practice and Procedure, including:				
Civil and Criminal Judicial Procedure and Rules	Moore's Federal Practice	X	X	One of the most cited texts in the legal world, Moore's Federal Practice is LexisNexis Matthew Bender's flagship treatise on federal civil, criminal, appellate, and admiralty procedure. Organized by federal rule number, Moore's contains the text of each rule followed by expert analysis and commentary. Also includes the full text of Advisory Committee Notes.
Habeas Corpus Practice and Procedure	Federal Habeas Corpus Practice and Procedure	X	X	Written by two recognized authorities on habeas corpus practice, this resource has been cited in over 200 state and federal cases, including 10 opinions by the U.S. Supreme Court. This title is exclusively available from LexisNexis Matthew Bender.
Jury Practice and Instructions	Modern Federal Jury Instructions	X	X	With examples drawn from all circuits and the Supreme Court, Modern Federal Jury Instructions is useful in any federal court. Frequent citations to the text of other recommended instructions, particularly Pattern Jury Instructions of the Fifth, Seventh and Ninth Circuits and the Federal Judicial Center are major features.

Title Listed in IFB	LexisNexis Content or Substitute	Available Online?	Available on EHD?	Comments
Appellate Practice and Procedure	Moore's Federal Practice	X	X	Moore's Federal Practice includes coverage of appellate practice and procedure.
ALL STATES				
State Reporters	All state cases online, or Missouri state cases on EHD	All state cases	Missouri state cases	
Revised Statutes, both current and prior versions	Revised Statutes, both current and prior versions (see comment)	All state statutes	Missouri state statutes	Prior versions of most state statutes are available. Years of coverage may vary from state to state.
MISSOURI				
Missouri Annotated Revised Statutes, both current & historical statutes for Missouri and U.S. Constitutions	– Missouri Annotated Statutes – Missouri Constitution – U.S. Constitution	X	X	
Missouri Administrative Code	Missouri Code of State Regulations	X	X	
Missouri Court Rules – Supreme Court Operating Rules and local circuit court rules	Missouri Supreme Court Operating Rules	X		
Missouri Practice or an equivalent secondary source that includes:				
Civil and Criminal Judicial Procedure and Rules	Missouri Criminal Practice	X		This deskbook, published by the Missouri Bar, covers criminal practice from arrest through post-conviction remedies. It provides an overview of the criminal law in Missouri and helpful practice tips, checklists, and forms to guide attorneys through the practical considerations of criminal cases.

Title Listed in IFB	LexisNexis Content or Substitute	Available Online?	Available on EHD?	Comments
Post-Conviction and Habeas Corpus Relief	Missouri Appellate Court Practice	X		Published by the Missouri Bar, Missouri Appellate Court Practice includes coverage of post-conviction and state and federal habeas corpus proceedings.
Appellate Practice and Procedure	Missouri Appellate Court Practice	X		Published by the Missouri Bar, Missouri Appellate Court Practice provides valuable guidance and answers on substantive issues and procedural requirements important to the appellate process.
Missouri Criminal and Civil Forms Books	(1) Missouri Court Forms (2) Missouri Civil Trial Practice (3) Missouri Criminal Practice	X		(1) Missouri Court Forms contains Missouri Court Rules forms, including Criminal Procedure and Civil Procedure Forms. (2) Missouri Civil Trial Practice includes forms and checklists. (3) Missouri Criminal Practice includes forms and checklists.
REFERENCE MANUALS				
Black's Law Dictionary, or equivalent publication (both in print and online)	Ballentine's Law Dictionary available online and on EHD only.	X	X	Contains over 40,000 definitions of legal term "based on the actual construction of those terms by courts of last resort. This title is unavailable in print. The legal dictionary we offer in print is The Law Dictionary (ISBN No. 9780870845178).

Title Listed in IFB	LexisNexis Content or Substitute	Available Online?	Available on EHD?	Comments
Law of Probation and Parole (federal and state)	Criminal Defense Techniques	X	X	Criminal Defense Techniques is our most comprehensive national criminal title and covers the topics of probation and parole.
Prisoners and the Law	Constitutional Rights of Prisoners	X	X	Constitutional Rights of Prisoners details critical information on all aspects of prison litigation, including information on trial and appeal, conditions of isolated confinement, access to the courts, parole, right to medical aid, and liabilities of prison officials.
Guidebook on Legal Research and Writing	Legal Research Guide: Patterns and Practice (available on EHD only)	N/A, but see comments	X	Help screens accessible to users online suggest legal research techniques and help guide users through legal research
Guidebook on Civil Rights	Civil Rights Actions	X	X	*Civil Rights Actions* contains discussions of the main civil rights/liberties statutes, as well as the topics of immunity, the relationship between state and federal courts, implied causes of action, discrimination in federally assisted programs, and the procedural and remedial framework of civil rights actions. There are also two volumes of practice forms.
Guidebook for the Pro Se Criminal Defendant	– Constitutional Rights of Prisoners – Criminal Law Deskbook	X	X	Criminal Law Deskbook offers an overview of the criminal process for the novice.
Case validation method	*Shepard's* Citations Service	X	X	LexisNexis is the **exclusive provider of *Shepard's* Citations Service**, the best method available for validating the strength or validity of a legal authority.

Lexis Organizational Chart



Lexis Customer Support: (866) 293-4261

2.8. Training: Academy's equipment is well known by the librarians so any transition is expected to be smooth. The content provider is committed to comprehensive training and support, though all of the librarians except those hired in the last 3 years have experience with their products through the previous Academy system.

2.9. Academy is well acquainted with the MULES systems and has worked with it for seven years. Our use of sub-contractors is only to exchance secured system components with working units. Hardware is not configured or modified in the field. Pre-configured units are in stock at Academy for rapid deployment in case of need. Our staff as well as our local technicians are well-acquanted with MODOC policies and practices.

2.9.2. All of the persons working or to work on Academy systems in Missouri are fully authorized or capable of becoming so.

2.10 All of Academy's system software is genuine and licensed. Documentation is readily available to that effect.

2.11.2. Academy offers both key log and server reports to fill this need. A sample key log report can be seen on page 58. A sample server report can be seen on page 53.

2.11.3. Academy can provide other reports as needed.

2.12.1-3 Academy will comply with the meeting, audit, record-keeping requirements.

2.13.4-7 Academy Agrees to these provisions.

2.13.8. Contractor Liability: Academy has sufficient insurance to cover any such unfortunate incident.

2.14.9. Contractor status. Agreed as written.

2.13.11. Academy is adequately insured.

2.13.12 – 2.13.2. Academy agrees to these provisions as written.

2.15. Academy has proper rights to all of the software it uses.

2.16. Academy's sub-contractors are its sole responsibility.

2.17-2.18 Academy agrees as written. Academy's E-Verify. ID: 717489.

2.20. Academy does not participate in Blind/Sheltered Workshops though it appreciates this provision and may yet find a way.

2.21 Academy agrees to these provisions.

Part Three: Academy agrees and has attempted to comply with all provisions.

3.5 Bidder's Experience and Reliability.

Academy's Installed Base since 1998

Installations

of Inmate Law Library and Inmate Education Hardware

FCC Mongomery, AL
USP Atwater, CA
Department of Justice, DC
Delaware Correctional Center, DE
Sarasota County Sheriff's Department, FL
Pinnellas County Jail, FL
Metro Dade County, FL
Brevard County Detention Ctr. , FL
Columbia County Detention Center, FL
Madison County Jail, FL
Bradford County Jail, FL
Santa Rosa County Corrections, FL
Orange County Corrections, FL
Moore Haven Correctional (Geo Group), FL
Lee County Jail, FL
Brevard County Detention Center, FL
Osceola County Corrections Facility, FL
Clayton County Detention Center, GA
Halawa Correctional Facility, HI
Maui Community Correctional Facility, HI
Oahu Community Correctional Facility, HI
NewCastle Correctional, IN
Plainfield Correctional, IN
Rockville Correctional Facility, IN
Westville Correctional, IN
USP Big Sandy, KY
USP McCreary, KY
Middlesex County, MA
Suffolk County Jail, MA
Sousa Baranouski, MA
Hampden County Correctional Center, MA
Federal Bureau of Prisons, MA
Charles County Detention Center, MD

Prince Georges County Correctional Center, MD
Calvert County Jail, MD
Crossroads Correctional Center, MO
Jefferson City Correctiona Center, MO
Fulton Correctional Center, MO
Tipton Correctional Center, MO
Women's Eastern Correctional Center, MO
Boonville Correctional Center, MO
Chillicothe Correctional Center, MO
Eastern Reception Diagnostic Correctional Center, MO
Farmington Correctional Center, MO
Maryville Correctional Center, MO
Missouri Eastern Correctional Center, MO
Moberly correctional Center, MO
Northeast Correctional Center, MO
Ozark Correctional Center, MO
South Central Correctional Center, MO
SouthEast Correctional Center, MO
Western Missouri Correctional Center, MO
Western Reception Diagnostic Correctional Center, MO
Clay County, MN
FCI Yazoo City, MS
Department of Corrections, NC
ND State Penitentiary, ND
Camden County Correctional Facility, NJ
Essex County Jail Annex, NJ
FCI Fairton, NJ
Passaic County Jail Law Library, NJ
Mercer County Jail, NJ
Northern State Prison, NJ
Mountainview Youth Correctional, NJ
Westchester County Jail, NY
Queens (Geo Group), NY
Ulster County Jail, NY
Rockland County Prison, NY

Franklin Pre-Release Center, OH
Allegheny County Jail, PA
Beaver County Jail, PA
Butler County Jail, PA
Erie County Prison, PA
FCI Allenwood, PA
Federal Penitentiary Philadelphia, PA
Montgomery County Correctional Facility, PA
Northamption County Correctional Facility, PA
Centre County Prison, PA
Delaware County Prison, PA
Erie County Jail, PA
FCI Allenwood, PA
SCI Camp Hill, PA
SCI Cression, PA
SCI Dallas, PA
SCI Greene, PA
SCI Indiana, PA
SCI Pine Grove, PA
SCI Pittsburgh, PA
SCI Somerset, PA
FCI Williamsburg, SC
FCI Bennettsville, SC
Bexar County, TX
Collin County, TX
Denton County, TX
FCI Beaumont, TX
FCI Fort Worth, TX
Consolidated Naval Brig, VA
Fairfax County Adult Detention Center, VA
FCI Petersburg, VA
Powhatan Correctional Center, VA
Buckingham Correctional Center, VA
Greensville Correctional Ctr., VA
Brunswick Correctional Center, VA
Arlington County Detention Center Library, VA
Fairfax County Adult Detention Center, VA
DC Corrections Department, VA
FCI Gilmer, WV

ACADEMY
Computer Services, Inc.
www.LegalHardware.com
800.38.Logic

99.73% System Uptime at Missouri over Last Two Years

MODOC has enjoyed 99.73% system uptime for its inmate law library hardware. Several factors contribute to this remarkable record.

1. Selection of high quality components. The 156 monitors, for example, have not had a single failure in two years.
2. Remote reboot allows Academy to recover from power outages on the same day reported without staff intervention.
3. Extensive server power protection, consisting of:
    a. An industrial grade surge suppressor that also protects against ground loops.
    b. An online dual conversion UPS that runs all central box server hardware from its battery at all times. This level of isolation helps with undervoltage conditions, noise, and other electrical problems.
4. Academy has learned to compensate for extra-ordinary problems at particular facilities, going beyond contractural requirements.
    a. At a smaller facility, Academy has installed greater voltage regulation than contractually required, since our technician discovered an sustained overvoltage of 147 volts. Now the power for each terminal goes through a large, high range voltage correction device and a smaller one that also protects the terminal from network wiring spikes. After this measure was implemented, terminal mortality has dropped to near zero.
    b. At a larger facility, a similar cure was attempted, but a different kind of protection seemed necessary, this time for under-voltages. All terminals now have battery backups, which has reduced but not eliminated terminal mortality. While help from MODOC's maintenance function would always be appreciated, research is ongoing as to what kind of power protection will eliminate terminal mortality at this large facility. Staff has been briefed to aid in pattern detection of multiple terminal events. One working theory is vandalism. Academy is committed to finding and resolving this any any other issue that may arise.

Here are the system outages from our service log and the calculations used to compute the 99.73% figure.

Outage Reported	Restore Date	Facility	Description	Days Out
11-1-11 (Tuesday)	11-2-11	BCC	Modem required rebooting. Librarian not available by phone to do the task.	1
11-21-11 (Monday)	11-29-11 (Tuesday)	WMCC	Modem & Firewall replaced	8
2-22-13	2-23-13	BCC	Modem required rebooting. Librarian not available by phone to do the task.	1
4-2-12	4-4-12	NECC	Phone line discovered disconnected in DMARC	2
6-21-12 (Thursday)	6-24-12 (Sunday)	CCC	TelCo line issue	2 (Thursday & Friday)
7-2-12	7-9-12	PCC	Server overheat	5 (Mon-Fri)

(Monday)	(Monday)			
7-11-12	7-12-12	PCC	ISP outage	1
7-16-12	7-17-12	FCC	UPS failure	1
8-8-12	8-10-12	NECC	All terminals out (PC OK)	2
9-6-12	9-7-12	CCC	ISP Outage	1
10-12-12	10-15-12	OCC	ISP outage due to storm	3
12-20-12	12-21-12	TCC	Facility lost power due to storm. Librarian asked Facilities to power up equipment the next day.	1
1-31-13	2-1-13	WERDCC	ISP outage	1
5-20-13	5-24-13	NECC	Facility phone line problem @ jack.	4 (tech visit delayed due to storm)
6-27-13	6-28-13	MECC	Phone line discovered disconnected (plugged into incorrect jack)	1
9-5-13	9-6-13	PCC	ISP outage	1

Systems were installed from August through December 2011 and have been up since then to present day, a total of 13,483 days between the 20 systems as of August 31st, 2013. 36/13483= 0.00266805010005188. 1/ 0.00266805010005188 rounds to .9973319 or 99.73%

See page 7 for a discussion of Academy's experience in general.

3.6 Method of Performance

Options A and B:

Academy can keep the current library hardware and connection running while new hardware is installed. Academy has experience in the installation of new hardware at each facility, having already done so twice. The major innovation to these two options is the customization and testing of the new station lockbox. It needs to be prototyped, samples studied, corrected and production scheduled. We anticipate 45 days for this work.

After that, the following schedule applies:

Implementation Plan

Since all Academy networks are now operational, the transition to new hardware should be smooth. Academy personnel have already visited all sites. At the outset of the contract, Academy suggests identifying five sites that are in reasonably close proximity to the central office and each other, and will not have their numbers of terminals increased.

The five sites may be as follows: Algoa, Booneville, Fulton, Moberly, and Tipton. These sites can be renewed without the need for additional terminal wires. They are near each other and Jefferson City. This would be phase one and would have a target completion date of January 30th, 2014.

Prior to the completion date for phase one, once the initial five sites have been agreed upon, Academy will procure all components for these networks and configure the networks. Time –30 days from January 30th, 2014. This will involve:

1. Incoming quality control. Power-up test of components.
2. Physical security modifications, for example, substituting secure screws and rivets in place of stock fasteners on the lockboxes.
3. Server setup: 196-point security process.
4. Integration of server with UPS and web card, for power event recovery.
5. Firewall programming using experience gained from 4 years of servicing 20 Missouri Department of Corrections libraries.
6. Terminal programming, a 30-point security process.
7. Administrator computer programming, a 68-point security process.
8. Switch programming, recording the MAC addresses of all network components in the managed switch, remote access test.
9. Network trial run and burn in.
10. Packaging, manifest creation, and shipment to each location.

Once equipment has arrived, Academy technicians will replace existing equipment with the equipment specified in the new bid. We will coordinate with library schedules to minimize downtime. There will be continuity with the Internet Service Provider, so access to content need not go down. The task list is as follows:

Pre-installation task list:

1. Equipment shipped, manifest emailed to librarian.
2. MULES clearance for each installation technician current.
3. Equipment arrival verified.
4. Check to see if maintenance wants to mount terminal/administrator computer lockboxes, and what brackets they will need. Or, prepare to do this part of the installation ourselves.
5. Travel to prison site.

Once onsite, Day 1:

1. Power down current equipment.
2. Remove server lockbox components.
3. Replace lockbox fan.
4. Install surge protector, UPS, programmed firewall, pre-configured server, managed switch, and existing modem in server lockbox.
5. Test server lockbox configuration with test laptop. If system has been damaged in transit, or if the modem does not access the legal content site, or another problem surfaces, old equipment can be restored to minimize downtime, since the same hardware vendor is responsible for both old and new equipment.

Onsite installation Day 2:

1. Check continuity of additional network cables if present.
2. Remove old terminals, old administrator computer and old printer.
3. Install new terminals, new administrator computer and new printer
4. Test connection to server box and then to Lexis.
5. Fix problems. Extra day(s) as necessary.
6. Joint signoff of functionality. Missouri Department of Corrections/Academy.
7. Ship back old equipment. Use boxes the new equipment came in to return the old.
8. Label and call tag.
9. Ongoing monitoring and maintenance of new network.

At the conclusion of this conversion at the initial facilities, Academy recommends a pause to assess the new networks. Each will have a new kind of switch, a new server operating system, and other new features. Functionality, security, unforeseen problems can be tested and improved before the next facilities are installed. This would be a good time to work out the specific inmate logon problems, if any. If serious problems are encountered in any part of the new technologies present, they will be corrected, hardware substituted, reprogramming done, etc., and the rest of the networks need not have the mistakes that surface. Such a trial might take as long as ninety days but hopefully this process will be approved by the Missouri Department of Corrections and Academy sooner.

Concurrent with these installation assessments, maintenance staff at institutions with additional terminal needs can install network wiring for the expanded networks at other institutions.

Next phase, Southern and Eastern institutions: Eastern Reception, Farmington, Missouri Eastern, Potosi and SouthEast. Since hardware is no different at each institution, if these five aren't ready, we can flex to perform work at institutions that are ready. This phase can be done in two weeks. Suggestion, unless there is more room in Potosi, inmate bench space per terminal is so limited, more terminals (7 originally, now 12) could mean overcrowding. Suggest a narrower keyboard than standard. Example:

These could be made available to any institution where space is at a premium.

Phase Three: St. Joe cluster: Chillicothe, Crossroads, Maryville, Western MO, and Western Reception. This phase can be done in as little as three weeks, consistent with security and quality concerns.

Final Phase: Jefferson City, Northeast, Ozark, South Central, Women's Eastern. Again, these can be done earlier if the wiring is ready. Due to the geographic spread, allow four weeks, always with security and quality taking precedence over speed.

The time frame from start to finish is 155 days maximum, 90 days minimum. Variability is due to time for testing initial systems, and time for the department to install network cabling at the seven institutions needing such.

To Illustrate:

	Install Sequence
Algoa	Core
Boonville	Core
Chillicothe	phase 3
Crossroads	phase 3
Eastern Reception	phase 2
Farmington	phase 2
Fulton	Core
Jefferson City	phase 4
Maryville	phase 3
MO Eastern	phase 2
Moberly	Core
Northeast	phase 4
Ozark	phase 4
Potosi	phase 2
South Central	phase 4
SouthEast	phase 2
Tipton	core
Western MO	phase 3
Western Reception	phase 3
Women's Eastern	phase 4

General

Sub-Contractors:

To assist with installation, provide local depots for faster replacement of failed parts, and general maintenance, these local service firms are used by Academy. They are qualified to work on networks; however, they do not specialize in inmate security. All software settings and programming is done by Academy using its decade plus experience at over 100 prisons, including high security federal institutions.

JS Computek, Columbia, MO
Midcom Technologies, Farmington, MO
Branco Technologies, Hannibal, MO
Computers, Networks, Solutions, St. Joseph, MO

Also, at peak need, this firm has been called in,
Foresight Computers and Networking, Ridgeland, MS

Option C:

Implementation is simplicity itself, since it has, essentially, already occurred. The new content provider can be switched over via remote access in 10 or fewer days. Other changes, such as changing the four institutions without it to DSL or equivalent connections, could be done in 30 days, depending on the responsiveness of the internet service provider. If the physical disablement of the F10 key were necessary, that would entail a technician visit during the same 30 days since our local contractors can perform this task, concurrent with the first two tasks. Implementation would be the quickest of the three options, be accompanied by a cost reduction, and involve the least disruption of the libraries.

Academy Computer Services Organizational Structure

Academy Computer Services will provide the required hardware/computer equipment and will be responsible for installing such hardware/computer equipment at the Department as well as maintaining and servicing such hardware/computer equipment as necessary. Academy Computer Services will act as the central point of contact for all performance issues relating to any contract awarded pursuant to this solicitation, including issues related to the performance of the hardware/equipment and those relating to the legal research materials available on Lexis. Academy Computer Services will then notify the appropriate personnel regarding the particular issue and will ensure that the issue is addressed. Below is information on Scott's experience in serving the prison market:

Scott Davis

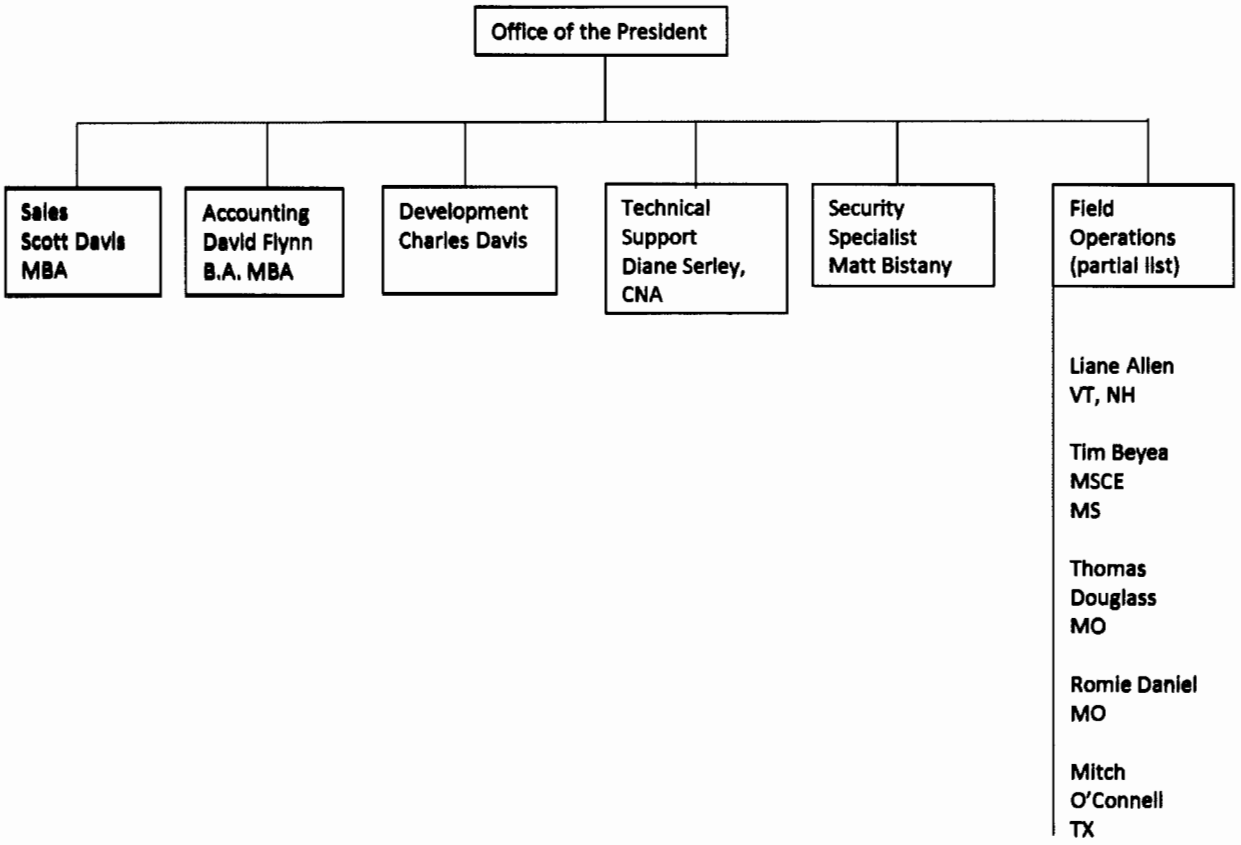
President of Academy Computer Services

Tel: (800) 385-6442 ext. 201

E-Mail: scott@academycomputerservice.com

Scott Davis, MBA, has been the President of Academy Computer Services for 20 years. His firm has installed legal hardware at over 2,000 law firms and 100+ state, county, military, and county prisons including the Missouri Department of Corrections. Academy is on the federal supply schedule for inmate networks, having installed as many as 110 stations at one campus-like facility.

3.6.4. Organizational Chart



3.6.5. Service calls will be handled as they have for the last seven years, though more simply. Librarians, instead of calling both Academy and the content provider as in the past, will simply call or email Academy for resolution. Academy will determine if the problem is hardware or content. If hardware, Academy will resolve the matter by remote access if possible, replacement of component(s) if not. If the component is a simple installation, such as a voltage regulator, it will be shipped. If the component requires installation, such as a server, it will be shipped and a technician scheduled with MULES info. See page 82 for a list of trusted subcontractors. If the problem resides with the content provider, we will contact same and expedite the resolution. See page 75 for the contact persons at the content provider. As discussed on page 7, a near majority of service needs are met within 15 minutes.

3.6.7. References

(see page 82 for information on subcontractors)

Rusty Lentz
Denton County Prison
127 N. Woodrow Lane Suite 300
Denton, TX 76205
Rusty Lentz
rusty.lentz@dentoncounty.com
2013 to Present
$10,000
Two online inmate networks using Westlaw Correctional Facilities and Academy.

Keith Price
Administrator
Rockland County Prison
New City New York
price@RCPIN.net
845-638-5621

Rockland County has a two station online inmate legal network Installed in 2012. Keith asked for a price to enlarge his system recently. Term: Ongoing current customer.

Darrell Wagner
Jail Support Services Manager
Bexar County Prison
San Antonio, TX
dwagner@bexar.org
210-335-6854

Bexar County has two legal networks: a 12 station main and 10 station annex network from us, serving 3,600 inmates for 2½ years. Under current maintenance contract. Aida Negron, Program Manager is an alternate contact. Term: Ongoing current customer.

Micky Frizell, Lieutenant
Collin County Prison
McKinney, TX
mfrizell@collincountytx.gov
972-547-5200

Collin County has a 13 station online law network installed by us in use for the last 2 years. Skip Pilgrim is an alternate. Not in management, but in proximity to the system in his daily duties. Term: Ongoing current customer.

EXHIBIT B Prior Experience

See also the company history and introduction on page 7 and a list of installations on page 77.

SUBMISSION IS MANDATORY FOR THE CONTRACTOR AND ANY SUB CONTRACTORS

PRIOR EXPERIENCE OF BIDDER

The bidder shall copy and complete this form for each reference being submitted as demonstration of the bidder's prior experience. In addition, the bidder is advised that if the contact person listed for the reference is unable to be reached during the evaluation, the listed experience may not be considered.

Bidder Name	Academy Computer Services
Reference Information (Prior Services Performed For:	
Name of Reference Company	Denton County Prison
Address of Reference Company	127 N. Woodrow Lane Suite 300
	Denton, TX 76205
Contact Person Phone #	Rusty Lentz 940-349-1510
Contact Person e-mail Address	rusty.lentz@dentoncounty.com
Dates of Prior Services:	2013 to Present
Dollar Value of Prior Services:	$10,000
Description of Prior Services Performed	Two online inmate networks using Westlaw Correctional Facilities and Academy.

Signature of Bidder

11/11/2013
Date of Signature

SUBMISSION IS MANDATORY FOR THE CONTRACTOR AND ANY SUB CONTRACTORS

PRIOR EXPERIENCE OF BIDDER

The bidder shall copy and complete this form for each reference being submitted as demonstration of the bidder's prior experience. In addition, the bidder is advised that if the contact person listed for the reference is unable to be reached during the evaluation, the listed experience may not be considered.

Bidder Name	Academy Computer Services
Reference Information (Prior Services Performed For:	
Name of Reference Company	Rockland County Prison
Address of Reference Company	53 New Hempstead Rd.
	New City New York
Contact Person Phone #	845-638-5621
Contact Person e-mail Address	Keith Price price@RCPIN.net
Dates of Prior Services:	2012 to Present
Dollar Value of Prior Services:	$10,000
Description of Prior Services Performed	Online prison network, recently ordered an expansion to include printing.

Scott Sims
Signature of Bidder

11/11/2013
Date of Signature

EXHIBIT B

SUBMISSION IS MANDATORY FOR THE CONTRACTOR AND ANY SUB CONTRACTORS

PRIOR EXPERIENCE OF BIDDER

The bidder shall copy and complete this form for each reference being submitted as demonstration of the bidder's prior experience. In addition, the bidder is advised that if the contact person listed for the reference is unable to be reached during the evaluation, the listed experience may not be considered.

Bidder Name	Academy Computer Services
Reference Information (Prior Services Performed For:	
Name of Reference Company	Bexar County Prison
Address of Reference Company	200 N Comal St
	San Antonio, TX
Contact Person Phone #	210-335-6854
Contact Person e-mail Address	dwagner@bexar.org
Dates of Prior Services:	2010 to Present
Dollar Value of Prior Services:	$25,000
Description of Prior Services Performed	Bexar County has two legal networks: a 12 station main and 10 station annex network from us, serving 3,600 inmates for 2½ years. Under current maintenance contract. Aida Negron, Program Manager is an alternate contact. Term: Ongoing current customer.

Signature of Bidder

11/11/2013
Date of Signature

EXHIBIT B

SUBMISSION IS MANDATORY FOR THE CONTRACTOR AND ANY SUB CONTRACTORS

PRIOR EXPERIENCE OF BIDDER

The bidder shall copy and complete this form for each reference being submitted as demonstration of the bidder's prior experience. In addition, the bidder is advised that if the contact person listed for the reference is unable to be reached during the evaluation, the listed experience may not be considered.

Bidder Name	Academy Computer Services
Reference Information (Prior Services Performed For:	
Name of Reference Company	Collin County Prison
Address of Reference Company	4300 Community Ave. McKinney, TX
Contact Person Phone #	972-547-5200
Contact Person e-mail Address	mfrizell@collincountytx.gov
Dates of Prior Services:	2011 to present
Dollar Value of Prior Services:	$20,000
Description of Prior Services Performed	Collin County has a 13 station online law network installed by us in use for the last 2 years. Skip Pilgrim is an alternate. Not in management, but in proximity to the system in his daily duties. Term: Ongoing current customer.

Signature of Bidder

4/11/2013
Date of Signature

Exhibit C Method of Performance

Options A and B:

Academy can keep the current library hardware and connection running. Academy has experience in the installation of new hardware at each facility having already done so twice. The major innovation to these two options is the customization and testing of the new station lockbox. It needs to be prototyped, samples studied, corrected and production scheduled. We anticipate 45 days for this work.

After that, the following schedule applies:

Implementation Plan

Since all Academy networks are now operational, the transition to new hardware should be smooth. Academy personnel have already visited all sites. At the outset of the contract, Academy suggests identifying five sites that are in reasonably close proximity to the central office and each other, and will not have their numbers of terminals increased.

The five sites may be as follows: Algoa, Booneville, Fulton, Moberly, and Tipton. These sites can be renewed without the need for additional terminal wires. They are near each other and Jefferson City. This would be phase one and would have a target completion date of January 30th, 2014.

Prior to the completion date for phase one, once the initial five sites have been agreed upon, Academy will procure all components for these networks and configure the networks. Time –30 days from January 30th, 2014. This will involve:

1. Incoming quality control. Power-up test of components.
2. Physical security modifications, for example, substituting secure screws and rivets in place of stock fasteners on the lockboxes.
3. Server setup: 196-point security process.
4. Integration of server with UPS and web card, for power event recovery.
5. Firewall programming using experience gained from 4 years of servicing 20 Missouri Department of Corrections libraries.
6. Terminal programming, a 30-point security process.
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8. Switch programming, recording the MAC addresses of all network components in the managed switch, remote access test.
9. Network trial run and burn in.
10. Packaging, manifest creation, and shipment to each location.

Once equipment has arrived, Academy technicians will replace existing equipment with the equipment specified in the new bid. We will coordinate with library schedules to minimize downtime. There will be continuity with the Internet Service Provider, so access to content need not go down. The task list is as follows:

Pre-installation task list:

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8. Equipment arrival verified.
9. Check to see if maintenance wants to mount terminal/administrator computer lockboxes, and what brackets they will need. Or, prepare to do this part of the installation ourselves.
10. Travel to prison site.

Once onsite, Day 1:

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8. Replace lockbox fan.
9. Install surge protector, UPS, programmed firewall, pre-configured server, managed switch, and existing modem in server lockbox.
10. Test server lockbox configuration with test laptop. If system has been damaged in transit, or if the modem does not access the legal content site, or another problem surfaces, old equipment can be restored to minimize downtime, since the same hardware vendor is responsible for both old and new equipment.

Onsite installation Day 2:

10. Check continuity of additional network cables if present.
11. Remove old terminals, old administrator computer and old printer.
12. Install new terminals, new administrator computer and new printer
13. Test connection to server box and then to Lexis.
14. Fix problems. Extra day(s) as necessary.
15. Joint signoff of functionality. Missouri Department of Corrections/Academy.
16. Ship back old equipment. Use boxes the new equipment came in to return the old.
17. Label and call tag.
18. Ongoing monitoring and maintenance of new network.

At the conclusion of this conversion at the initial facilities, Academy recommends a pause to assess the new networks. Each will have a new kind of switch, a new server operating system, and other new features. Functionality, security, unforeseen problems can be tested and improved before the next facilities are installed. This would be a good time to work out the specific inmate logon problems, if any. If serious problems are encountered in any part of the new technologies present, they will be corrected, hardware substituted, reprogramming done, etc., and the rest of the networks need not have the mistakes that surface. Such a trial might take as long as ninety days but hopefully this process will be approved by the Missouri Department of Corrections and Academy sooner.

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These could be made available to any institution where space is at a premium.

Phase Three: St. Joe cluster: Chillicothe, Crossroads, Maryville, Western MO, and Western Reception. This phase can be done in as little as three weeks, consistent with security and quality concerns.

Final Phase: Jefferson City, Northeast, Ozark, South Central, Women's Eastern. Again, these can be done earlier if the wiring is ready. Due to the geographic spread, allow four weeks, always with security and quality taking precedence over speed.

The time frame from start to finish is 155 days maximum, 90 days minimum. Variability is due to time for testing initial systems, and time for the department to install network cabling at the seven institutions needing such.

To Illustrate:

	Install Sequence
Algoa	Core
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Crossroads	phase 3
Eastern Reception	phase 2
Farmington	phase 2
Fulton	Core
Jefferson City	phase 4
Maryville	phase 3
MO Eastern	phase 2
Moberly	Core
Northeast	phase 4
Ozark	phase 4
Potosi	phase 2
South Central	phase 4
SouthEast	phase 2
Tipton	core
Western MO	phase 3
Western Reception	phase 3
Women's Eastern	phase 4

Option C:
Implementation is simplicity itself, since it has, essentially, already occurred. The new content provider can be switched over via remote access in 10 or fewer days. Other changes, such as changing the four institutions without it to DSL or equivalent connections, could be done in 30 days, depending on the responsiveness of the internet service provider. If the physical disablement of the F10 key were necessary, that would entail a technician visit during the same 30 days since our local contractors can perform this task, concurrent with the first two tasks. Implementation would be the quickest of the three options, be accompanied by a cost reduction, and involve the least disruption of the libraries.

General

Sub-Contractors:

To assist with installation, provide local depots for faster replacement of failed parts, and general maintenance, these local service firms are used by Academy. They are qualified to work on networks; however, they do not specialize in

inmate security. All software settings and programming is done by Academy using its decade plus experience at over 100 prisons, including high security federal institutions.

JS Computek, Columbia, MO
Midcom Technologies, Farmington, MO
Branco Technologies, Hannibal, MO
Computers, Networks, Solutions, St. Joseph, MO

Research Materials:
Will be online so updates will be continuous. Please see page 70 for a listing of Lexis coverage.

Technical Requirements.
Please see hardware described on page 39 for Option C, page 13 for Option A, page 25 for Option B.

System Administration:
User ID and password administration will be conducted as the system currently in place, as will the tracking of multiple administrator accounts. Recording and reporting of individual inmate's activities will be as described and pictured on page 53. Systems will have two copies of all inmate logs: one on the server, a backup on the administrator's PC. Monitoring of inmate stations will occur as described on page 58, as will identification of tampering.

Print Management
Printing will be controlled as it is currently by the system administrator's print queue.

Network Security
is described on page 7. Note that no attempt at misuse has had any success during the current contract.

Offender workstations
are described on the pages for the three options: 39,13,and 25 respectively.

System Administrator Workstations
are likewise described on the pages for the three options: 39, 13, and 25 respectively.

System Security
is described on page 7. Our ability to prevent electronic escape is a matter of record.

Maintenance
See response to item 3.6.5. on page 85. Critical components are shipped to coincide with the service technician's arrival after MULES clearance.

System downtime is vanishingly low, less than one percent of the time, in fact closer to *one-quarter of one percent* of the time. See page 78 for details.

Academy expects to maintain systems and engage in preventative maintenance with no staff help. Additional workstations are easily accomodated since all systems were designed with an eye toward expandability. Academy can install same on request.

Technical Support
MODOC librarians have come to rely upon our technical support people to resolve an increasing proportion of issues via remote access quickly and efficiently. We have established an 800 line and a common mail box so any technician can pick up and respond to problems. We have technicians on forwarding after hours for 24/7 support.

Training

The computer hardware is the simplest possible to use, and inmates are already familiar with the operational characteristics of Academy hardware. The terminal is active or on standby, right click to log on, click on the disclaimer, then Lexis, then its disclaimer and begin to search. Everything possible is automatic.

In terms of content, Inmates are already familiar with the prison-specific Lexis product. For new inmates, Lexis has committed to in-person training sessions at the outset of a new contract.

Optional Services

Kiosks would require quarterly updates, since they would not be online. A network connection could be provided and the update sent online, or a technician with a USB stick could be sent to perform this task quarterly at MODOC's option.

Subcontractors

Academy performs all critical tasks itself. All programming of components is performed at our offices. Subcontractors are only utilized when local physical support is needed, such as the exchange of a failed network switch with a new one.

Terms and Conditions

Academy purchases and retains all software licenses. MODOC is already familiar with the Lexis content contract, having used them from 2006-2011.

Additional Questions:

1. Librarian Passwords: Answered on page 56.
2. Pagination of documents is answered on page 54, and 67.
3. Printing by inmate printing account will continue as before.
4. "System will allow for printing what is displayed on the screen such as a list of cases or citations from search results." Yes, prividing the DOC allows or prefers terms and conditions searches.
5. System toolbars or menus is discussed on page 55 regarding paragraph 2.5.4.e.
6. Starting system procedure is as current contract for Option C, as a PC is started in Option B. We could enhance Option C by making a hole in the lockbox to press the power button if that is desired. Holes to expose the on button are standard in Options A and B.
7. Cord length cures are discussed on page 13.
8. There will be no screens to interfere with inmate searches.
9. Academy, as a specialist firm, has only specialist support.
10. Databases that have a Table of Contents are searchable in the Lexis system.
11. Lexis has direct access to required content.
12. All equipment will be the same physical size or smaller.
13. Occasionally, content is in pdf format. Academy has researched and found a pdf reader that is secureable.
14. Historical statutes are available. Please see page 70 for details.

EXHIBIT G

BUSINESS ENTITY CERTIFICATION, ENROLLMENT DOCUMENTATION, AND AFFIDAVIT OF WORK AUTHORIZATION

BUSINESS ENTITY CERTIFICATION:
The bidder/contractor must certify their current business status by completing either Box A or Box B or Box C on this Exhibit.

BOX A: To be completed by a non-business entity as defined below.
BOX B: To be completed by a business entity who has not yet completed and submitted documentation pertaining to the federal work authorization program as described at http://www.dhs.gov/xprevprot/programs/gc_1185221678150.shtm.
BOX C: To be completed by a business entity who has current work authorization documentation on file with a Missouri state agency including Division of Purchasing and Materials Management.

Business entity, as defined in section 285.525, RSMo pertaining to section 285.530, RSMo is any person or group of persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood. The term "**business entity**" shall include but not be limited to self-employed individuals, partnerships, corporations, contractors, and subcontractors. The term "**business entity**" shall include any business entity that possesses a business permit, license, or tax certificate issued by the state, any business entity that is exempt by law from obtaining such a business permit, and any business entity that is operating unlawfully without such a business permit. The term "**business entity**" shall not include a self-employed individual with no employees or entities utilizing the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

Note: Regarding governmental entities, business entity includes Missouri schools, Missouri universities (other than stated in Box C), out of state agencies, out of state schools, out of state universities, and political subdivisions. A business entity does not include Missouri state agencies and federal government entities.

BOX A – CURRENTLY NOT A BUSINESS ENTITY

I certify that _____ (Company/Individual Name) **DOES NOT CURRENTLY MEET** the definition of a business entity, as defined in section 285.525, RSMo pertaining to section 285.530, RSMo as stated above, because: (check the applicable business status that applies below)

- ☐ I am a self-employed individual with no employees; **OR**
- ☐ The company that I represent utilizes the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

I certify that I am not an alien unlawfully present in the United States and if _____ (Company/Individual Name) is awarded a contract for the services requested herein under _____ (Bid/SFS/Contract Number) and if the business status changes during the life of the contract to become a business entity as defined in section 285.525, RSMo pertaining to section 285.530, RSMo then, prior to the performance of any services as a business entity, _____ (Company/Individual Name) agrees to complete Box B, comply with the requirements stated in Box B and provide the _____(insert agency name) with all documentation required in Box B of this exhibit.

_____	_____
Authorized Representative's Name (Please Print)	Authorized Representative's Signature
_____	_____
Company Name (if applicable)	Date

EXHIBIT G, continued

BOX B – CURRENT BUSINESS ENTITY STATUS

I certify that Academy Computer Services (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo pertaining to section 285.530.

Scott Davis	Scott Davis
Authorized Business Entity Representative's Name (Please Print)	Authorized Business Entity Representative's Signature
Academy Computer Services	11/6/2013
Business Entity Name	Date
primary@academycomputerservice.com	
E-Mail Address	

As a business entity, the bidder/contractor must perform/provide the following. The bidder/contractor should check each to verify completion/submission:

√ Enroll and participate in the E-Verify federal work authorization program (Website: http://www.dhs.gov/xprevprot/programs/gc_1185221678150.shtm; Phone: 888-464-4218; Email: e-verify@dhs.gov) with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein; AND

❒ Provide documentation affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program. Documentation shall include a page from the E-Verify Memorandum of Understanding (MOU) listing the bidder's/contractor's name and the MOU signature page completed and signed, at minimum, by the bidder/contractor and the Department of Homeland Security – Verification Division. If the signature page of the MOU lists the bidder's/contractor's name and company ID, then no additional pages of the MOU must be submitted.; AND

√ Submit a completed, notarized Affidavit of Work Authorization provided on the next page of this Exhibit.

AFFIDAVIT OF WORK AUTHORIZATION:

The bidder/contractor who meets the section 285.525, RSMo definition of a business entity must complete and return the following Affidavit of Work Authorization.

Comes now Scott Davis (Name of Business Entity Authorized Representative) as President (Position/Title) first being duly sworn on my oath, affirm Academy Computer Services (Business Entity Name) is enrolled and will continue to participate in the E-Verify federal work authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State for the duration of the contract(s), if awarded in accordance with subsection 2 of section 285.530, RSMo. I also affirm that Academy Computer Services (Business Entity Name) does not and will not knowingly employ a person who is an unauthorized alien in connection with the contracted services provided to the contract(s) for the duration of the contract(s), if awarded.

In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under section 575.040, RSMo.)

Scott Davis
Authorized Representative's Signature

Scott Davis
Printed Name

President
Title

11/6/2013
Date

scott@academycomputerservice.com
E-Mail Address

Subscribed and sworn to before me this 6th of
(DAY)

NOV 2013. I am commissioned as a notary public within
(MONTH, YEAR)

the County of Middlesex, State of
(NAME OF COUNTY)

MA R S, and my commission expires on July 11, 2019.
(NAME OF STATE) (DATE)

Signature of Notary

11/6/13
Date

ANDREA K. SIMMONS
Notary Public
COMMONWEALTH OF MASSACHUSETTS
My Commission Expires
July 11, 2019

Company ID Number: 717489

E-VERIFY

CORPORATE COMPANY

If you have any questions, contact E-Verify at 888-464-4218.

INFORMATION REQUIRED FOR E-VERIFY

Information relating to your Company:

Company Name:	Academy Computer Services Inc.
Company Facility Address:	290 Main St Suite 4 Stoneham, MA 02180
County or Parish:	MIDDLESEX

Information relating to the Corporate Administrator(s) for your Company on policy questions or operational problems:

Name:	Scott M Davis		
Telephone Number:	(781) 279 - 4202 ext. 201	Fax Number:	(781) 279 - 4262
E-mail Address:	scott@academycomputerservice.com		
Name:	Diane M Serley		
Telephone Number:	(781) 279 - 4202 ext. 202	Fax Number:	(781) 279 - 4262
E-mail Address:	diane@academycomputerservice.com		