

**MA-060-15010542
FOR THE PROVISION OF
INMATE TELEPHONE SERVICES
WITH GLOBAL TEL*LINK CORPORATION**

THIS AGREEMENT (hereinafter "Contract") for the provision of Inmate Telephone Services, as further described herein is made and entered into as of the date of the last to sign of all necessary signatures below, and is by and between the County of Orange, a political subdivision of the State of California, hereinafter referred to as "County" and GLOBAL TEL*LINK CORPORATION, with a place of business at 2609 Cameron St., Mobile, AL 36607, hereinafter referred to as ("Contractor"), which are sometimes individually referred to as "Party", or collectively referred to as "Parties."

RECITALS

WHEREAS, Contractor responded to a Request for Proposal (RFP) to provide Inmate Telephone Services, as further set forth herein; and

WHEREAS, Contractor responded and represented that its proposed services shall meet or exceed the requirements and specifications of the Request For Proposals for Inmate Telephone Services; and

WHEREAS, County's Board of Supervisors has authorized the Purchasing Agent or his designee to enter into a contract with Contractor for Inmate Telephone Services.

NOW, THEREFORE, the Parties mutually agree as follows:

I. ARTICLES

- A. **Governing Law and Venue:** This Contract has been negotiated and executed in the State of California and shall be governed by and construed under the laws of the State of California. In the event of any legal action to enforce or interpret this Contract, the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California, and the Parties hereto agree to and do hereby submit to the jurisdiction of such court, notwithstanding Code of Civil Procedure section 394. Furthermore, the Parties specifically agree to waive any and all rights to request that an action be transferred for trial to another county.
- B. **Entire Contract:** This Contract, including all Attachments and Exhibits, which are attached hereto and incorporated herein by this reference, when accepted by the Contractor either in writing or by the shipment of any article or other commencement of performance hereunder, contains the entire contract between the Parties with respect to the matters herein and there are no restrictions, promises, warranties or undertakings other than those set forth herein or referred to herein. No exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing. Electronic acceptance of any additional terms, conditions or supplemental contracts by any County employee or agent, including but not limited to installers of software, shall not be valid or binding on County unless accepted in writing by County's Purchasing Agent or his designee.
- C. **Amendments:** No alteration or variation of the terms of this Contract shall be valid unless made in writing and signed by the Parties; no oral understanding or agreement not incorporated herein shall be binding on either of the Parties; and no exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing.
- D. **Taxes:** Unless otherwise provided herein or by law, price quoted does not include California state sales or use tax.

- E. Delivery:** Time of delivery of services is of the essence in this Contract. County reserves the right to refuse any goods or services and to cancel all or any part of the goods not conforming to applicable specifications, drawings, samples or description, or services that do not conform to the prescribed Scope of Work. Delivery shall not be deemed to be complete until all services have actually been received and accepted in writing by County.
- F. Revenue Contract:** This is a revenue contract. The County shall not be responsible for any payments to Contractor for the good/services provided to the County hereunder. Contractor payments to the County shall be made in accordance with Paragraph 27 "Revenue Sharing and Commission Payments" and Attachment C "Revenue Sharing and Payment." Payments made to the County shall not preclude the right of the County from thereafter disputing any items or services involved or billed under this Contract and shall not be construed as acceptance of any part of the services.
- G. Warranty:** Contractor expressly warrants that the goods/services covered by this Contract are 1) free of liens or encumbrances, 2) merchantable and good for the ordinary purposes for which they are used, and 3) fit for the particular purpose for which they are intended. Acceptance of this order shall constitute an agreement upon Contractor's part to indemnify, defend and hold County and its indemnittees as identified in paragraph "HH" below, and as more fully described in paragraph "P", harmless from liability, loss, damage and expense, including reasonable counsel fees, incurred or sustained by County by reason of the failure of the goods/services to conform to such warranties, faulty work performance, negligent or unlawful acts, and non-compliance with any applicable state or federal codes, ordinances, orders, or statutes, including the Occupational Safety and Health Act (OSHA) and the California Industrial Safety Act. Such remedies shall be in addition to any other remedies provided by law.
- H. Patent/Copyright Materials/Proprietary Infringement:** Unless otherwise expressly provided in this Contract, Contractor shall be solely responsible for clearing the right to use any patented or copyrighted materials in the performance of this Contract. Contractor warrants that any software as modified through services provided hereunder will not infringe upon or violate any patent, proprietary right, or trade secret right of any third party. Contractor agrees that, in accordance with the more specific requirement contained in paragraph "HH" below, it shall indemnify, defend and hold County and County Indemnittees harmless from any and all such claims and be responsible for payment of all costs, damages, penalties and expenses related to or arising from such claim(s), including, but not limited to, attorney's fees, costs and expenses.
- I. Assignment or Sub-contracting:** The terms, covenants, and conditions contained herein shall apply to and bind the heirs, successors, executors, administrators and assigns of the Parties. Furthermore, neither the performance of this Contract nor any portion thereof may be assigned or sub-contracted by the Contractor without the express written consent of County. Any attempt by Contractor to assign or sub-contract the performance or any portion thereof of this Contract without the express written consent of County shall be invalid and shall constitute a breach of this Contract.
- J. Non-Discrimination:** In the performance of this Contract, Contractor agrees that it will comply with the requirements of Section 1735 of the California Labor Code and not engage nor permit any subcontractors to engage in discrimination in employment of persons because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, or sex of such persons. Contractor acknowledges that a violation of this provision shall subject Contractor to all the penalties imposed for a violation of Anti-Discrimination Law or regulation, including but not limited to, Section 1720 et. seq. of the California Labor Code.
- K. Termination:** In addition to any other remedies or rights it may have by law, County has the right to terminate this Contract without penalty immediately with cause or after thirty (30) days'

written notice without cause, unless otherwise specified. Cause shall be defined as any breach of contract, any misrepresentation or fraud on the part of the Contractor. Exercise by County of its right to terminate the Contract shall relieve County of all further obligation(s).

- L. **Consent to Breach Not Waiver:** No term or provision of this Contract shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the Party claimed to have waived or consented. Any consent by any Party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.
- M. **Remedies Not Exclusive:** The remedies for breach set forth in this Contract are cumulative as to one another and as to any other provided by law, rather than exclusive; and the expression of certain remedies in this Contract does not preclude resort by either Party to any other remedies provided by law.
- N. **Independent Contractor:** Contractor shall be considered an independent contractor and neither the Contractor, its employees, nor anyone working for Contractor under this Contract shall be considered an agent or an employee of County. Neither the Contractor, its employees, nor anyone working for the Contractor under this Contract shall qualify for workers' compensation or other fringe benefits of any kind through County.
- O. **Performance:** Contractor shall perform all work under this Contract, taking necessary steps and precautions to perform the work to County's satisfaction. Contractor shall be responsible for the professional quality, technical assurance, timely completion and coordination of all documentation and other goods/services furnished by the Contractor under this Contract. Contractor shall perform all work diligently, carefully, and in a good and workman-like manner; shall furnish all labor, supervision, machinery, equipment, materials, and supplies necessary therefore; shall at its sole expense obtain and maintain all permits and licenses required by public authorities, including those of County required in its governmental capacity, in connection with performance of the work; and, if permitted to subcontract, shall be fully responsible for all work performed by subcontractors.
- P. **Insurance Provisions:** Prior to the provision of services under this contract, the contractor agrees to purchase all required insurance at contractor's expense and to deposit with the County Certificates of Insurance, including all endorsements required herein, necessary to satisfy the County that the insurance provisions of this contract have been complied with and to keep such insurance coverage and the certificates therefore on deposit with the County during the entire term of this contract. In addition, all subcontractors performing work on behalf of contractor pursuant to this contract shall obtain insurance subject to the same terms and conditions as set forth herein for contractor.

All self-insured retentions (SIRs) and deductibles shall be clearly stated on the Certificate of Insurance. If no SIRs or deductibles apply, indicate this on the Certificate of Insurance with a 0 by the appropriate line of coverage. Any self-insured retention (SIR) or deductible in an amount in excess of \$25,000 (\$5,000 for automobile liability), shall specifically be approved by the County Executive Office (CEO)/Office of Risk Management.

If the contractor fails to maintain insurance acceptable to the County for the full term of this contract, the County may terminate this contract.

Qualified Insurer

The policy or policies of insurance must be issued by an insurer licensed to do business in the state of California (California Admitted Carrier) or have a minimum rating be A- (Secure A.M.

Best's Rating) and VIII (Financial Size Category as determined by the most current edition of the Best's Key Rating Guide/Property-Casualty/United States or ambest.com.

If the insurance carrier is not a non-admitted carrier in the state of California and does not have an A.M. Best rating of A-/VIII, the County CEO/Office of Risk Management retains the right to approve or reject a carrier after a review of the company's performance and financial ratings.

The policy or policies of insurance maintained by the Contractor shall provide the minimum limits and coverage as set forth below:

<u>Coverage</u>	<u>Minimum Limits</u>
Commercial General Liability	\$1,000,000 per occurrence \$2,000,000 aggregate
Automobile Liability including coverage for owned, non-owned and hired vehicles	\$1,000,000 per occurrence
Workers' Compensation	Statutory
Employers' Liability Insurance	\$1,000,000 per occurrence
Professional Liability Insurance	\$1,000,000 per claims made Or per occurrence
Sexual Misconduct Liability	\$1,000,000 per occurrence

Required Coverage Forms

The Commercial General Liability coverage shall be written on Insurance Services Office (ISO) form CG 00 01, or a substitute form providing liability coverage at least as broad.

The Business Auto Liability coverage shall be written on ISO form CA 00 01, CA 00 05, CA 0012, CA 00 20, or a substitute form providing coverage at least as broad.

Required Endorsements

The Commercial General Liability policy shall contain the following endorsements, which shall accompany the Certificate of insurance:

- 1) An Additional Insured endorsement using ISO form CG 2010 or CG 2033 or a form at least as broad naming the County of Orange, its elected and appointed officials, officers, employees, agents as Additional Insureds.
- 2) A primary non-contributing endorsement evidencing that the contractor's insurance is primary and any insurance or self-insurance maintained by the County of Orange shall be excess and non-contributing.

All insurance policies required by this contract shall waive all rights of subrogation against the County of Orange and members of the Board of Supervisors, its elected and appointed officials, officers, agents and employees when acting within the scope of their appointment or employment.

The Workers' Compensation policy shall contain a waiver of subrogation endorsement waiving all rights of subrogation against the County of Orange, and members of the Board of Supervisors, its elected and appointed officials, officers, agents and employees.

All insurance policies required by this contract shall give the County of Orange 30 days' notice in the event of cancellation and 10 days for non-payment of premium. This shall be evidenced by policy provisions or an endorsement separate from the Certificate of Insurance.

If contractor's Professional Liability policy is a "claims made" policy, contractor shall agree to maintain professional liability coverage for two years following completion of contract.

The Commercial General Liability policy shall contain a severability of interests' clause also known as a "separation of insureds" clause (standard in the ISO CG 0001 policy).

Insurance certificates should be forwarded to the agency/department address listed on the solicitation.

If the contractor fails to provide the insurance certificates and endorsements within seven days of notification by CEO/Purchasing or the agency/department purchasing division, award may be made to the next qualified vendor.

County expressly retains the right to require Contractor to increase or decrease insurance of any of the above insurance types throughout the term of this Contract. Any increase or decrease in insurance will be as deemed by County of Orange Risk Manager as appropriate to adequately protect County.

County shall notify Contractor in writing of changes in the insurance requirements. If Contractor does not deposit copies of acceptable certificates of insurance and endorsements with County incorporating such changes within thirty days of receipt of such notice, this Contract may be in breach without further notice to Contractor, and County shall be entitled to all legal remedies.

The procuring of such required policy or policies of insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this Contract, nor act in any way to reduce the policy coverage and limits available from the insurer.

- Q. **Bills and Liens:** Contractor shall pay promptly all indebtedness for labor, materials and equipment used in performance of the work. Contractor shall not permit any lien or charge to attach to the work or the premises, but if any does so attach, Contractor shall promptly procure its release and, in accordance with the requirements of paragraph "HH" below, indemnify, defend, and hold County and County Indemnities harmless and be responsible for payment of all costs, damages, penalties and expenses related to or arising from or related thereto.
- R. **Changes:** Contractor shall make no changes in the work or perform any additional work without County's specific written approval.
- S. **Change of Ownership:** Contractor agrees that if there is a change or transfer in ownership of Contractor's business prior to completion of this Contract, the new owners shall be required under terms of sale or other transfer to assume Contractor's duties and obligations contained in this Contract and complete them to the satisfaction of County.
- T. **Force Majeure:** Contractor shall not be assessed with liquidated damages or unsatisfactory performance penalties during any delay beyond the time named for the performance of this Contract caused by any act of God, war, civil disorder, employment strike or other cause beyond

its reasonable control, provided Contractor gives written notice of the cause of the delay to County within thirty-six (36) hours of the start of the delay and Contractor avails himself of any available remedies.

- U. **Confidentiality:** Contractor agrees to maintain the confidentiality of all County and County and County-related records and information pursuant to all statutory laws relating to privacy and confidentiality that currently exist or exist at any time during the term of this Contract. All such records and information shall be considered confidential and kept confidential by Contractor and Contractor's staff, agents and employees.
- V. **Compliance with Laws:** Contractor represents and warrants that services to be provided under this Contract shall fully comply, at Contractor's expense, with all standards, laws, statutes, restrictions, ordinances, requirements, and regulations (collectively "laws"), including, but not limited to those issued by County in its governmental capacity and all other laws applicable to the services at the time services are provided to and accepted by County. Contractor acknowledges that County is relying on Contractor to ensure such compliance, and pursuant to the requirements of paragraph "HH" below, Contractor agrees that it shall defend, indemnify and hold County and County Indemnities harmless from all liability, damages, costs and expenses arising from or related to a violation of such laws.
- W. **Freight (F.O.B. Destination):** Contractor assumes full responsibility for all transportation, transportation scheduling, packing, handling, insurance, and other services associated with delivery of all products deemed necessary under this Contract.
- X. **Pricing:** The Contract price, as more fully set forth in Attachment C, shall include full compensation for providing all required goods in accordance with required specifications, or services as specified herein or when applicable, in the scope of services attached to this Contract, and no additional compensation will be allowed therefore, unless otherwise provided for in this Contract.
- Y. **Waiver of Jury Trial:** Each Party acknowledges that it is aware of and has had the opportunity to seek advice of counsel of its choice with respect to its rights to trial by jury, and each Party, for itself and its successors, creditors, and assigns, does hereby expressly and knowingly waive and release all such rights to trial by jury in any action, proceeding or counterclaim brought by any Party hereto against the other (and/or against its officers, directors, employees, agents, or subsidiary or affiliated entities) on or with regard to any matters whatsoever arising out of or in any way connected with this Contract and /or any other claim of injury or damage.
- Z. **Terms and Conditions:** Contractor acknowledges that it has read and agrees to all terms and conditions included in this Contract.
- AA. **Headings:** The various headings and numbers herein, the grouping of provisions of this Contract into separate clauses and paragraphs, and the organization hereof are for the purpose of convenience only and shall not limit or otherwise affect the meaning hereof.
- BB. **Severability:** If any term, covenant, condition or provision of this Contract is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remainder of the provisions hereof shall remain in full force and effect and shall in no way be affected, impaired or invalidated thereby.
- CC. **Calendar Days:** Any reference to the word "day" or "days" herein shall mean calendar day or calendar days, respectively, unless otherwise expressly provided.
- DD. **Attorney's Fees:** In any action or proceeding to enforce or interpret any provision of this Contract, or where any provision hereof is validly asserted as a defense, each Party shall bear its own attorney's fees, costs and expenses.

- EE. Interpretation:** This Contract has been negotiated at arm's length and between persons sophisticated and knowledgeable in the matters dealt with in this Contract. In addition, each Party has been represented by experienced and knowledgeable independent legal counsel of their own choosing, or has knowingly declined to seek such counsel despite being encouraged and given the opportunity to do so. Each Party further acknowledges that they have not been influenced to any extent whatsoever in executing this Contract by any other Party hereto or by any person representing them, or both. Accordingly, any rule of law (including California Civil Code Section 1654) or legal decision that would require interpretation of any ambiguities in this Contract against the Party that has drafted it is not applicable and is waived. The provisions of this Contract shall be interpreted in a reasonable manner to affect the purpose of the Parties and this Contract.
- FF. Authority:** The Parties to this Contract represent and warrant that this Contract has been duly authorized and executed and constitutes the legally binding obligation of their respective organization or entity, enforceable in accordance with its terms.
- GG. Employee Eligibility Verification:** Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirement set forth in Federal statutes and regulations. Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal or State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. Contractor shall retain all such documentation for all covered employees for the period prescribed by the law. Contractor shall indemnify, defend with counsel approved in writing by County, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against Contractor or County or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.
- HH. Indemnification Provisions:** CONTRACTOR agrees to indemnify, defend with counsel approved in writing by COUNTY, and hold COUNTY, its elected and appointed officials, officers, employees, agents and those special districts and agencies which COUNTY'S Board of Supervisors acts as the governing Board ("COUNTY INDEMNITEES") harmless from any claims, demands or liability of any kind or nature, including but not limited to personal injury or property damage, arising from or related to the services, products or other performance provided by CONTRACTOR pursuant to this CONTRACT. If judgment is entered against CONTRACTOR and COUNTY by a court of competent jurisdiction because of the concurrent active negligence of COUNTY or COUNTY INDEMNITEES, CONTRACTOR and COUNTY agree that liability will be apportioned as determined by the court. Neither party shall request a jury apportionment.

CONTRACTOR disclaims any responsibility to provide, and in fact has not provided, COUNTY any legal advice with respect to any law, regulation, or guideline that may govern or control telephone call recordation or monitoring by COUNTY, or compliance therewith. COUNTY has its own legal counsel to advise it concerning any and all such law, regulation, or guideline, and compliance therewith, and makes its own determination on when and how to use the inmate call monitoring and recording capabilities supplied through this CONTRACT. COUNTY agrees to indemnify, defend, and hold CONTRACTOR harmless from any liability, claims, suits, proceedings, damages, costs, and expenses relating to any claims made against CONTRACTOR arising out of failure of COUNTY to comply with such law, regulation or guideline.

All call detail records (CDRs) and call recordings contained in the inmate telephone system equipment provided by CONTRACTOR to COUNTY are the exclusive property of the COUNTY for the term of this CONTRACT and any resulting extensions of this CONTRACT; provided, however, that CONTRACTOR shall have the right to use the CDRs and recordings to respond to legal requests, to provide the services under this CONTRACT, and for other lawful business purposes. Notwithstanding the foregoing, CONTRACTOR will direct any third party request for call recordings to the County except when the request is pursuant to a legal process such as, a search warrant or a subpoena.

- II. Audits/Inspections:** Contractor agrees to permit the County's Auditor-Controller or the Auditor-Controller's authorized representative (including auditors from a private auditing firm hired by the County) access during normal working hours to all books, accounts, records, reports, files, financial records, supporting documentation, including payroll and accounts payable/receivable records, and other papers or property of contractor for the purpose of auditing or inspecting any aspect of performance under this contract. The inspection and/or audit will be confined to those matters connected with the performance of the contract including, but not limited to, the costs of administering the contract. The County will provide reasonable notice of such an audit or inspection.

The County reserves the right to audit and verify the contractor's records before final payment is made.

Contractor agrees to maintain such records for possible audit for a minimum of three years after final payment, unless a longer period of records retention is stipulated under this contract or by law. Contractor agrees to allow interviews of any employees or others who might reasonably have information related to such records. Further, contractor agrees to include a similar right to the County to audit records and interview staff of any subcontractor related to performance of this contract.

Additional Terms and Conditions

1. **Term of Contract:** This Contract shall commence on the date of the last to sign of all necessary signatures below or upon approval of the County Board of Supervisors, whichever occurs later, and shall continue for three (3) years renewable for seven (7) additional one (1) year terms from that date, upon mutual agreement of both parties unless otherwise terminated by County. The County does not have to give reason if it decides not to renew.
2. **Scope of Services:** This Contract, including any Attachments and Exhibits, specifies the contractual terms and conditions by which Contractor shall provide Inmate Telephone Services, as described in Attachment A (Scope of Work).
3. **Fiscal Appropriation:** This Contract is subject to and contingent upon applicable budgetary appropriations being made by the County of Orange Board of Supervisors for each year during the term of this Contract. If such appropriations are not forthcoming, the Contract will be terminated without penalty. Contractor acknowledges that funding or portions of funding for this Contract may also be contingent upon the receipt of funds from, and/or appropriation of funds by, the state of California to County. If such funding and/or appropriations are not forthcoming, or are otherwise limited, County may immediately terminate or modify this Contract without penalty.
4. **Project Manager:** County and Contractor shall each appoint a Project Manager to act as liaison between each Party during the term of this Contract. County's Project Manager shall coordinate the activities of County staff assigned to work with Contractor.

County's Project Manager shall have the right to require the removal and replacement of Contractor's Project Manager and key personnel. County's Project Manager shall notify Contractor in writing of

such action. Contractor shall accomplish the removal within fourteen (14) calendar days after written notice by County's Project Manager. County's Project Manager shall review and approve the appointment of the replacement for Contractor's Project Manager and key personnel. Said approval shall not be unreasonably withheld.

5. **Precedence** The Contract documents herein consist of this Contract and its attachments. In the event of a conflict between or among the Contract documents, the order of precedence shall be the provisions of the main body of this Contract, i.e., those provisions set forth in the recitals and articles of this Contract, and then the attachments.
6. **Conflict of Interest:** Contractor shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with the best interests of County. This obligation shall apply to Contractor; Contractor's employees, agents, and relatives; sub-tier consultants; and third parties associated with accomplishing work and services hereunder. Contractor's efforts shall include, but not be limited to establishing precautions to prevent its employees or agents from making, receiving, providing or offering gifts, entertainment, payments, loans or other considerations which could be deemed to appear to influence individuals to act contrary to the best interests of County.
7. **Child Support Enforcement Requirements:** Contractor is required to comply with the child support enforcement requirements of County. Failure of Contractor to comply with all federal, state, and local reporting requirements for child support enforcement or to comply with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment shall constitute a material breach of the Contract. Failure to cure such breach within sixty (60) calendar days of notice from County shall constitute grounds for termination of the Contract.
8. **Publication/News/Information Release:** No copies of sketches, schedules, written documents, computer based data, photographs, maps or graphs, including graphic art work, resulting from performance or prepared in connection with this Contract, are to be released by Contractor and/or anyone acting under the supervision of Contractor to any person, partnership, company, corporation, or agency, without prior written approval by County, except as necessary for the performance of the services of this Contract. All press releases with either the award of this Contract or any subsequent amendment of, or effort under this Contract shall not be released without first obtaining review and written approval of said news releases from County through County's Project Manager.
9. **Reports/Meetings:** Upon County's request, Contractor shall develop reports and any other relevant documents necessary to complete the services and requirements as set forth in this Contract. County's Project Manager and Contractor's Project Manager will meet on reasonable notice to discuss Contractor's performance and progress under this Contract. If requested, Contractor's Project Manager and other project personnel shall attend all meetings. Contractor shall provide such information that is requested by County for the purpose of monitoring progress under this Contract.
10. **Breach of Contract:** The failure of Contractor to comply with any of the provisions, covenants or conditions of this Contract, shall constitute a material breach of this Contract. In such event County may, and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:
 - a. Afford Contractor written notice of the breach and ten (10) calendar days in which to cure the breach.
 - b. Discontinue payment to Contractor for and during the period in which Contractor is in breach and offset against any monies billed by Contractor but yet unpaid by County those monies disallowed pursuant to the above.
 - c. Terminate the Contract immediately without penalty.

- 11. Contract Disputes:** The Parties shall deal in good faith and attempt to resolve potential disputes informally. If the dispute concerning a question of fact arising under the terms of this Contract is not disposed of in a reasonable period of time by Contractor's Project Manager and the County's Project Manager, such matter shall be brought to the attention of County's Purchasing Agent by way of the following process:
- a. Contractor shall submit to the agency/department deputy purchasing agent a written demand for a final decision regarding the disposition of any dispute between the Parties arising under, related to, or involving this Contract, unless County, on its own initiative, has already rendered such a final decision.
 - b. Contractor's written demand shall be fully supported by factual information, and, if such demand involves a cost adjustment to the Contract, Contractor shall include with the demand a written statement signed by a senior official indicating that the demand is made in good faith, that the supporting data are accurate and complete, and that the amount requested accurately reflects the Contract adjustment for which Contractor believes County is liable.
 - c. Pending the final resolution of any dispute arising under, related to, or involving this Contract, Contractor agrees to diligently proceed with the performance of this Contract, including the delivery of goods and/or provision of services. Contractor's failure to diligently proceed shall be considered a material breach of this Contract. Any final decision of County shall be expressly identified as such, shall be in writing, and shall be signed by County's Purchasing Agent or his designee. If County fails to render a decision within ninety (90) days after receipt of Contractor's demand, it shall be deemed a final decision adverse to Contractor's contentions. County's final decision shall be conclusive and binding regarding the dispute unless Contractor commences action in a court of competent jurisdiction.
- 12. Stop Work:** County may, at any time, by written stop work order to Contractor, require Contractor to stop all or any part of the work called for by this Contract for a period of ninety (90) working days after the stop work order is delivered to Contractor and for any further period to which the Parties may agree. The stop work order shall be specifically identified as such and shall indicate it is issued under this clause. Upon receipt of the stop work order, Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the stop work order during the period of work stoppage. Within a period of ninety (90) days after a stop work order is delivered to Contractor or within any extension of that period to which the Parties shall have agreed, County shall either: 1) Cancel the stop work order or 2) Terminate the Contract in whole or in part in writing as soon as feasible. County is not required to provide thirty (30) days' notice of the termination of the Contract to Contractor if a stop work has been issued by County.
- 13. Termination ~ Orderly:** Upon termination or other expiration of this Contract, each Party shall promptly return to the other Party all papers, materials, and other properties of the other held by each for purposes of execution of the Contract. In addition, each Party will assist the other Party in orderly termination of this Contract and the transfer of all assets, tangible and intangible, as may be necessary for the orderly, non-disruptive business continuation of each Party.
- 14. Errors and Omissions:** All reports, files and other documents prepared and submitted by Contractor shall be complete and shall be carefully checked by the professional(s) identified by Contractor as project manager and key personnel attached hereto, prior to submission to County. Contractor agrees that County review is discretionary and Contractor shall not assume that County will discover errors and/or omissions. If County discovers any errors or omissions prior to approving Contractor's reports, files and other written documents, the reports, files or documents will be returned to Contractor for correction. Should County or others discover errors or omissions in the reports, files or other written documents submitted by Contractor after County approval thereof, County approval of Contractor's reports, files or documents shall not be used as a defense by Contractor in any action

between County and Contractor, and the reports, files or documents will be returned to Contractor for correction.

15. Notices: Any and all notices, requests demands and other communications contemplated, called for, permitted, or required to be given hereunder shall be in writing, except through the course of the Parties' project managers' routine exchange of information and cooperation during the terms of the work and services. Any written communications shall be deemed to have been duly given upon actual in-person delivery, if delivery is by direct hand, or upon delivery on the actual day of receipt or no greater than four calendar days after being mailed by US certified or registered mail, return receipt requested, postage prepaid, whichever occurs first. The date of mailing shall count as the first day. All communications shall be addressed to the appropriate Party at the address stated herein or such other address as the Parties hereto may designate by written notice from time to time in the manner aforesaid.

County:	Sheriff's Department Inmate Services 1530 South State College Blvd Anaheim, CA 92806 Attn: Buffy O'Neil 714-939-4855
cc:	Sheriff-Coroner /Purchasing Services Bureau Attn: Yvette Torres, Supervising Buyer 320 N. Flower Street Santa Ana, CA92703 714-568-5791
Contractor:	Global Tel*Link Corporation Attn: SVP Administration 107 St. Francis Street, 33 rd Floor Mobile, Alabama 36602 (251) 338-8859
cc:	Global Tel*Link Corporation Attn: General Counsel 12021 Sunset Hills Road, Suite 100 Reston, Virginia 20190 (703) 955-3910

16. Ownership of Documents: County has permanent ownership of all directly connected and derivative materials produced under this Contract by Contractor. All documents, reports and other incidental or derivative work or materials furnished hereunder shall become, and remain, the sole property of County and may be used by County as it may require without additional cost to County. None of the documents, reports and other incidental or derivative work or furnished materials shall be used by Contractor without the express written consent of County.

17. Title to Data: All materials, documents, data or information obtained from County data files or any County medium furnished to the Contractor in the performance of this Contract will at all times remain the property of County. Such data or information may not be used or copied for direct or indirect use by Contractor after completion or termination of this Contract without the express written consent of County. All materials, documents, data or information, including copies, must be returned to County at the end of this Contract.

18. Contractor's Records: Contractor shall keep an accurate record of time expended by Contractor in the performance of this Contract. Such record shall be available for periodic inspection by County at

reasonable times. Such records will be retained for three (3) years after the expiration or termination of this Contract.

- 19. Conditions Affecting Work:** Contractor shall be responsible for taking all steps reasonably necessary to ascertain the nature and location of the work to be performed under this Contract, and to know the general conditions which can affect the work or the cost thereof. Any failure by Contractor to do so will not relieve Contractor from responsibility for successfully performing the work without additional cost to County. County assumes no responsibility for any understanding or representations concerning the nature, location(s) or general conditions made by any of its officers or agents prior to the execution of this Contract, unless such understanding or representations by County are expressly stated in the Contract.
- 20. Gratuities:** Contractor warrants that no gratuities, in the form of entertainment, gifts or otherwise, were offered or given by Contractor or any agent or representative of Contractor to any officer or employee of County with a view toward securing the Contract or securing favorable treatment with respect to any determinations concerning the performance of the Contract. For breach or violation of this warranty, County shall have the right to terminate the Contract, either in whole or in part, and any loss or damage sustained by County in procuring on the open market any goods or services which Contractor agreed to supply shall be borne and paid for by Contractor. The rights and remedies of County provided in the clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.
- 21. Contractor Safety Standards and Work Hours:** Contractor will ensure compliance with all safety and hourly requirements for employees in accordance with Federal, State, and County safety and health regulations and laws.
- 22. Audit:** County's duly authorized representative shall have access, at reasonable times, to all reports, Contract records, documents, files and personnel necessary to audit and verify Contractor's charges to County hereunder. Contractor agrees to retain reports, records, documents, and files related to charges hereunder for a period of three (3) years following the date of final payment for the Contractor's services hereunder County reserves the right to audit and verify Contractor's records before final payment is made. County's representatives shall have the right to reproduce any of the aforesaid documents.

Should Contractor cease to exist as a legal entity, Contractor's records pertaining to this Contract shall be forwarded to the surviving entity in a merger or acquisition or, in the event of liquidation, to County's Project Manager.

- 23. Authorization Warranty:** Contractor represents and warrants that the person executing the Contract on behalf of and for Contractor is an authorized agent who has actual authority to bind Contractor to each and every term, condition, and obligation of this Contract and that all requirements of Contractor have been fulfilled to provide such actual authority.
- 24. Usage:** No guarantee is given by County to Contractor regarding usage of this Contract. Usage figures, if provided, are approximate, based upon the last usage. Contractor agrees to supply services and/or commodities requested, as needed by County, at prices listed in the Contract, regardless of quantity requested.
- 25. Licenses and Standards:** Contractor represents and warrants that it and all Contractor personnel providing services under this Contract have all necessary licenses, certifications and permits required by the laws of the United States, State of California, County of Orange and all other appropriate governmental agencies, and agrees to maintain these licenses and permits in effect for the duration of this Contract. Further Contractor represents and warrants that its employees, agents, interns, paid or unpaid volunteers and consultants or agents shall conduct themselves in compliance with the laws applicable to sexual harassment and ethical behavior. County may terminate this Contract

immediately without penalty in the event that any of Contractor personnel are found not to have any applicable or represented license.

26. Contractor Personnel – Reference Checks: The contractor warrants that all persons employed to provide service under this contract have satisfactory past work records indicating their ability to accept the kind of responsibility anticipated under this contract. Contractor's employees assigned to this project must meet character standards as demonstrated by background investigation and reference checks, coordinated by the agency/department issuing this contract.

27. Revenue Sharing and Commission Payments: Contractor shall pay the County the greater of either: (1) a Minimum Annual Guarantee (MAG) of Four Million Three Hundred Fifty Thousand Dollars (\$4,350,000) per year or (2) 97.5 percent of the monthly gross revenue (Pre-Contractor Fees charged by the Contractor) generated by Inmate telephone calls other than interstate calls. No commission is paid on revenue from interstate calls. Payments shall be made to the County in equal monthly installments. Payments shall be due and payable in advance on the first business day of each month (except for prorated payment in the event that the Contract begins or ends on a day other than the first day of the month).

The MAG reconciliation shall be based on gross revenue which is defined as the sum of all charges for intrastate calls (Pre-Contractor Fees), whether collected or uncollected, less any applicable federal, state or local taxes and legitimate refunds. Thereafter, at the end of any given calendar month, MAG payments shall be reconciled with the money that would be owed under "(2)" above for that month. For each calendar month, the excess of the fee due under "(2)" above not later than the 10th business day of the succeeding month along with a certified statement. If the amount payable under "(2)" above does not exceed the MAG payment made, Contractor shall certify within ten (10) calendar days and no additional fee shall be due for that month, but no refund will be made.

28. Security Requirements:

A. Contractor shall, with respect to all employees of Contractor performing services hereunder:

1. Perform background checks as to past employment history.
2. Inquire as to past criminal felony convictions.
3. Ascertain that those employees who are required to drive in the course of performing services hereunder have valid California driver's licenses and no DUI convictions within two (2) years prior to commencement of services hereunder.
4. Perform drug screening to determine that such employees are not users of illegal drugs or other substances.

B. Contractor shall not assign to County property any Contractor personnel as to whom the foregoing procedures indicate:

1. Inability or unwillingness to perform in a competent manner.
2. Past criminal convictions for theft, burglary or conduct causing property damage or mental or physical harm to persons.
3. Where such employee's duties include driving a vehicle, absence of a valid California driver's license or a DUI conviction within the prior two (2) years.
4. Usage of illegal drugs or other substances.

- C. If any of the problems identified with respect to Contractor's employees are discovered after assignment of an employee to County property, or if County otherwise reasonably deems an assigned employee unacceptable, Contractor shall remove and replace such employee at the County property.
- D. Nothing herein shall render any employee of Contractor an employee of County.

THE CONTRACTOR'S PERSONNEL REQUIREMENTS:

All employees must pass the County's background check and meet all requirements as set forth below:

1. All personnel to be employed in performance of the work under this Contract shall be subject to background checks. Clearance must be updated and renewed every twelve (12) months from original date of clearance.
2. No person shall be employed on this work that has not received prior clearance from the Sheriff-Coroner Department.
3. Within fifteen (15) days of the effective date of this Contract, Contractor shall prepare and submit a complete and accurate "Contractor Security Clearance" information form for all Contractor's employee who will be working on or who will need access to the Sheriff-Coroner's facilities to perform work covered by this Contract. County project manager shall provide form(s) to Contractor's project manager. Contractor is also responsible for ensuring that anytime an employee is assigned to work on Sheriff-Coroner's facilities under this contract that a Security Clearance form is submitted and approved prior to that employee requiring access to such premises for providing services under this contract.
4. Contractor shall be responsible for ensuring to submit updated Security Clearance forms in order to renew the Security Clearance. Updated forms shall be submitted at least ten (10) County working days prior to the expiration of an existing clearance; a security clearance is valid for 12 months from the date of issuance.
5. Contractor Security Clearance information forms must be submitted on the original Sheriff-Coroner's printed form. Facsimile or photocopy forms will not be accepted.
6. Contractor Security Clearance information forms will be provided by County Project Manager upon request and will be screened by the Sheriff-Coroner's Department.
7. Contractor Security Clearance information forms shall be thoroughly and accurately completed. Omissions or false statements, regardless of the nature or magnitude, may be grounds for denying clearance.
8. County will not give Contractor the reason an individual's clearance is denied, but will provide explanation to individual affected via U.S. Mail.

E. GENERAL SECURITY REQUIREMENT-AT WORKSITE:

1. All work areas shall be secured prior to the end of each workday.

2. Workmen shall have no contact, either verbal or physical, with inmates in the facility. Specifically:
 - a. Do not give names or addresses to inmates.
 - b. Do not receive any names or addresses from inmates.
 - c. Do not disclose the identity of any inmate to anyone outside the facility.
 - d. Do not give any materials to inmates.
 - e. Do not receive any materials from inmates (including materials to be passed to another individual or inmate).
3. Contractor's personnel shall not smoke or use profanity or other inappropriate language while on site.
4. Contractor's personnel shall not enter the facility while under the influence of alcohol, drugs or other intoxicants and shall not have such materials in their possession.
5. Failure to comply with these requirements is a criminal act and can result in prosecution
6. Contractor's personnel shall plan their activities to minimize the number of times they must enter and exit a facility, i.e., transport all tools, equipment, and materials needed for the day at the start of work and restrict all breaks to the absolute minimum.
7. Contractor's personnel shall follow any special security requirements issued by the on-site contact person or escort Deputy.
8. Contractor's personnel shall report either to the on-site contact person when leaving the facility, temporarily or at the end of the workday.
9. Contractor's personnel shall immediately report all accidents, spills, damage, unusual conditions and/or unusual activities to the on-site contact person or any Sheriff's Deputy.
10. Contractor's personnel shall securely close and check all gates and doors to ensure that they are tightly closed and locked.
11. Contractor's personnel shall restrict all activities to the immediate work site and adjacent assigned areas.
12. Contractor's personnel shall remain with the assigned escort at all times, unless otherwise directed by the on-site contact person.

F. POTENTIAL DELAYS/INTERRUPTIONS:

1. Contractor shall acknowledge that the primary purpose of the detention facilities is the safe and secure operation of those facilities.

2. Contractor's personnel who enter a Sheriff facility but have not passed the security screening, or who have falsified the security screening information are subject to immediate removal from the facility. Contractor's personnel who are assigned to work in a Sheriff facility who are determined to have outstanding wants or warrants may be detained by the Sheriff.
3. Contractor's personnel shall immediately comply with all directions and orders issued by Sheriff's personnel, other than changes regarding the quality or quantity of work, which will be controlled by County's project manager.
4. Contractor's personnel may be delayed or denied access to the facility due to unforeseen events that may affect the availability of security escorts.
5. Contractor's personnel may be ordered to leave a facility prior to the completion of their work or the end of the workday by unforeseen incidents occurring within secure environments. Such unforeseen incidents may also cause Contractor's personnel to be held inside the facility until the incident is resolved by the Sheriff's personnel.
6. Contractor may be subject to an inventory requirement where the Contractor shall supply an inventory list of all tools. The Facility will use this list for verification of tools entering and exiting security. Any and all time required to comply with the tool inventory and control program will not be considered a compensable delay and no requests for equitable adjustment in time or additional compensation for this time will be considered.

Contract Signature Page

The Parties hereto have executed this Contract on the dates shown opposite their respective signatures below

CONTRACTOR*: GLOBAL TEL*LINK CORPORATION



Signature

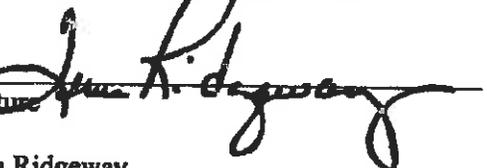
Jeffrey B. Haidinger

Print Name

President and COO
Title

10-9-14

Date



Signature

Teresa Ridgeway

Print Name

SVP, Administration, and Corporate Secretary
Title

10-9-14

Date

* If the contracting party is a corporation, (2) two signatures are required: one (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer of any Assistant Treasurer.

COUNTY OF ORANGE,
a political subdivision of the State of California

By _____ Title _____

Print Name _____ Date _____

Approved by Board of Supervisors on: _____

Approved as to form
County Counsel



Deputy

**ATTACHMENT A
SCOPE OF WORK
INMATE TELEPHONE**

Definitions for the purpose of this contract:

INTRALATA: is also known as "local toll" or "local long distance." These are calls that originate and terminate in the same local access transport area (LATA), but still require a 1+ in order to complete the call.

INTERLATA call: A call that is placed within one LATA (Local Access Transport area) and received in a different LATA. These calls are carried by a long distance company.

Collect Call: A collect call in the United States and Canada, known as a reverse charge call in the majority of the English-Speaking world, is a telephone call in which the calling party wants to place a call at the called party's expense. The call must be accepted by the called party to be completed.

Non-Collect Call: A non-collect call in the United States and Canada, is a telephone call in which the calling party wants to place a call at the calling party's expense. The call must be accepted by the called party to be completed.

1. INMATE TELEPHONE

- A. Contractor shall provide installation and maintenance of software and hardware as described herein:
1. Time is of the essence. A transition expectation plan must be developed between the County, and Contractor. This plan must be initiated by the contractor within 14 business days of the contract award date.
 2. Contractor will be responsible for all costs associated with acquiring, installing, operating, training, maintaining and enhancing any system hardware and software required to support inmate telephone services during the term of this Contract. Contractor shall notify the County in writing when any (either standard or optional) hardware, software, and application enhancements, become available. Contractor will provide these enhancements to the County at no charge, over the term of this contract.
 3. The Contractor shall develop an installation and maintenance plan of inmate telephone hardware (a detailed equipment list has been provided by the County as Attachment G) for each of the five (5) Sheriff jail facilities generally identified as follows: Central Jail Complex at 550 N. Flower St., Santa Ana, CA (This includes: The Intake and Release Center, Men's Central Jail, Women's Central Jail), the James Musick Facility at 13502 Musick Road, Irvine, CA, and the Theo Lacy Facility at 501 The City Drive South, Orange, CA. In addition, one hospital ward at Western Medical Center located at 1001 North Tustin Avenue Santa Ana, CA 92705. The plan will be submitted to the County for approval.
 4. The contractor shall develop an installation and maintenance plan of inmate telephone hardware (a detailed equipment list has been provided by the County as Attachment G)

for each of the four (4) Probation juvenile facilities located at Joplin Youth Center at 19480 Rose Canyon Road, Trabuco Canyon, CA 92678, Juvenile Hall at 331 The City Drive, Orange, CA 92868, Youth Guidance Center at 3030 N. Hesperian Way, Santa Ana, CA 92706 and Youth Leadership Academy 3155 W. Justice Center Way, Orange, CA. The plan will be submitted to the County for approval.

5. Time is of the essence in providing a fully functional inmate phone system. Contractor will be required to provide a fully functional system tested and accepted by the County within 90 days of the first day of the contract or by 12/31/14 whichever comes first. Contractor will work with the County to establish a schedule of implementation and user testing. The installation and maintenance plan will include a user testing and acceptance provision for all Sheriff and Probation facilities. At the County discretion any failure to provide this service may incur a daily penalty of \$7,150.00 until fully functional.
6. Inmate Calling Manager Systems Integration
 - A. The ICMv can be interfaced with the County jail management, commissary, or any other external system that stores and manages data relevant to the inmate calling platform at the request of the County. Interfaces between ICMv and the County's other systems can provide:
 1. Automatic transfer of inmate data (name, housing location, et cetera) to the inmate telephone system's PIN database.
 2. Automatic funding of inmate debit calls from commissary/trust accounts.
 3. Contractor shall, at the request of the County, interface the GTL ICMv with any system that implements standardized protocols, such as SQL, XML, PCIP, HTTP, FTP, FSTP, 3270, and the like. Contractor shall also work with standard-based middleware that can provide interfaces to external systems.
7. Equipment provided by Contractor shall meet the following minimum standards:
 - A. Telephone devices that meet or exceed industry standards, are tamper proof hardened for high use/high abuse and vandal resistant for detention facilities. The devices must be suitable for indoor and outdoor installations and have a 12 button keypad and handset with armored cord and cradle.
 - B. Coin-less and card-less operation.
 - C. Equipment shall meet or exceed applicable FCC regulations and UL standards. FCC part 15 class A and Part 68, UL1778 (USA) and UL60950-1.
 - D. Compliant with California Code of Regulations Title 24, Americans with Disabilities Act (ADA), and provisions for the deaf must comply with Telephone Devices for the Deaf (TDD) Regulations and Standards. Amplified handsets may also be required in specific Sheriff's Department custody and detention facilities and Probation Department detention and camp facilities. Those telephones shall be fitted with a volume control device, which allows the inmate/ward to increase or decrease the volume of the headset earpiece. During the term of this Contract, the Contractor agrees to notify the Sheriff of any enhancements necessary due to ADA regulations, TDD or other access laws and regulations. Sheriff and Contractor will work together to implement any necessary changes. Equipment will be in specified areas as required by law and based on inmate population.

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8. Equipment provided by Contractor shall include but is not limited to:

- CT-1000-SS-VC Full Size Inmate Telephone

- Technician Set or Optional External Volume Control Button. Meets ADA Hearing Aid Compatible. Meets EIA-RS-504
 - Hookswitch: Magnetic or Micro Switch
 - Side tone reduction: Built in confidence function
 - Heavy chrome metal keypad
 - Handset shall be equipped with an armored cord with steel lanyard and heavy 14 gauge steel retainer
 - Phone shall be heavy duty, 14 gauge, and stainless steel and shall have no exposed screws, bolts, metal or other hard substance fasteners. Phone housing shall be tamper and water resistant to the highest degree. Phone shall require a special security tool to be opened.
 - Phone shall have a stainless steel, braided security lanyard inside the armored cord designed to handle up to 1000 pounds of pull resistance-extremely resistant to stretching and breaking.
 - Phone shall be hearing aid compatible and FCC registered
 - Inmate telephones shall be compliant with Americans with Disabilities Act (ADA), providing hearing aid compatibility and volume control. When necessary, inmate telephone handsets shall have the ability to be cradled in TDD units to permit severely hearing-impaired inmates to communicate with others through the inmate telephone system, not only complying with the ADA but still allowing investigators to record and monitor the conversation. To the degree permitted by a facility's structure, telephone units are mounted to ADA height and handicap-accessibility specifications.
- ICMv call-processing and recording system

Contractor shall provide a dedicated and secure network that securely links County facilities to Contractor's offsite data centers, the Public Switched Telephone Network (PSTN), and make all ICMv features and information available to authorized users from anywhere there is an Internet connection.

- The ICMv Call Processor

Contractor's ICMv shall include the physical call-processing hardware, the corresponding network hardware and circuits, designed specifically for the needs of each County correctional facility.

In addition to remote access, the ICMv solution shall have the ability to setup a firewalled network-to-network interface (NNI) with the County's local area network (LAN) to allow a physical network connection to the Contractor private secure network. System shall allow for high-speed access for live monitoring and the playback of call recordings without burdening the County's network.

The onsite ICMv hardware for Orange County shall include the following components:

- Adtran 1335 Series Integrated Services Routers
- Quintum Tenor Integrated Access Device (Network Gateway)
- AdTran
- Uninterruptible Power Supply (UPS)
- Ancillary Hardware

All cabling will be pre-approved by the County's Project Manager and will comply with industry standards and/or regulatory agency guidelines.

Cabling will traverse pre-existing conduit runs where available or as determined through the site survey. All cabling will be labeled appropriately and hidden and secured per industry standards. Any internal line quality issues identified by Contractor will be reported to the County at the end of each site survey for scheduling of appropriate repair or upgrades. All repairs will be done at no cost to the County.

After installation all extension cabling, old equipment, and unused components will be removed and the workspace will be returned to its pre-existing condition.

9. Contractor shall provide the installation and maintenance of all supporting hardware in telephone closets if applicable to the contractor's telephone system. Any and all wiring must be concealed from any inmate access.
10. Any installation, testing and implementation work required will be conducted at times to include late night or weekend hours that the County determines provides the least impact to security and the optimal safety of the Contractor's staff. It is anticipated that most work will take place during normal business hours defined as Monday through Friday, 8 a.m. to 5 p.m.
11. Contractor will install permanent written instructions for phone use attached to the wall in English, Spanish, Vietnamese and other languages as available, and in braille.
12. Contractor shall be responsible for the removal of all contractor owned equipment and software upon the expiration of the term, or earlier termination, of this Contract. The timing of the removal shall be within 60 days of notice of termination or expiration of Contract..
13. Contractor shall create and maintain a comprehensive schematic of the entire phone system at each facility. This documentation shall include all elements of the system inventory, operational procedures/policies and maintenance/problem reports. Copies of this documentation will be provided to the designated County Project Manager as each update occurs.
14. Contractor shall provide all necessary parts and materials from a local (50 mile radius) service facility.
15. Time is of the essence in maintaining, reporting and resolving any system impediments, interruption or other deficiencies. On a daily basis the County must be provided with resources for resolution in the timeframes outlined by the severity levels. The Contractor shall provide the County with call lists for Contractor's senior management personnel, who can be contacted in case of emergency.
 - A. Contractor must maintain adequate staff and local service technicians to provide support 24 hours, 7 days a week and 365 days per year.
 - B. Contractor shall provide remote support from a Technical Assistance Center (TAC). A TAC for this contract is defined as support that shall be accessible online and via email, and provide toll-free telephone and fax numbers. TAC shall provide on-call technical support staff to support the County and the Contractor's on-site technical staff in resolving system problems, outages and other deficiencies.
 - C. For onsite support response and in the event of an emergency, the Contractor shall have the capability of bringing in additional technicians dedicated solely to perform services under this Contract at no cost to the County.
 - D. Provide written documentation of each deficiency and resolution to the County Project Manager.

- E. In the event a deficiency cannot be resolved within the expected resolution time, the Contractor must notify the County Project Manager immediately as to the problem, location and propose a plan to correct the problem.
- F. Failure to provide services within the timeframes specified here may lead to penalties being imposed as defined in section E. below.

B. Telephone System shall have the following functionality:

- **Web based**

Contractor's ICMv Solution shall have a Web-based interface that is accessible to authorized County individuals via connection to Contractor's private ICMv Website. The ICMv shall provide Anywhere Anytime Access to its features. County users shall have access to the system from an onsite ICMv workstation, the County's on-site PCs, or any off-site PC (desktop or laptop). Compatible smart phones with Internet connection shall also be able to access certain ICMv features.

- **Passwords and Security**

Each County user's password shall be linked to an assigned Role defined by the County which dictates exactly which features and functionality will be available to that user after log-in. All users shall be subject to security level assignment. Remote access to the system shall be through a Secure Sockets Layer (SSL) exchange.

- **Number Management**

ICMv's dashboard shall provide access to the area of the system where billing telephone numbers (BTN) are managed. The County shall have the ability to add new numbers to the system's Number database. The restrictions/privileges that may be assigned to a telephone number shall include:

- A. Blocked – Prevents inmate calls to this number
- B. Private – Inmate calls to this number will not be recorded nor subject to monitoring
- C. Free – Inmate calls to this number are entirely cost-free
- D. Hot – Inmate calls to this number will send an alert to designated County personnel.
- E. Secure Block –The called party at the displayed number has exercised the right to block all future inmate calls.
- F. Restricted Playback – Recorded conversations of inmate calls to this number will be inaccessible for replay by anyone except a person designated by the County.

- **User Management**

ICMv's User Management screen shall provide options for authorized personnel to Add New Users to the system, define New Roles (sets of access permissions), edit previously defined Roles, or edit the Role of a selected user. Only those with administrator-level access will be able to create and assign roles to others. The Administrator shall have the ability to create a Role to be assigned to multiple users who are expected to perform the same ICMv functions. Alternately, a unique Role can be defined and assigned to a single user. All access to the inmate telephone system shall be tracked in a log that shows the user login name, IP address of the PC used to access the system, actions taken, and the date of the actions. Only those users with administrative privileges shall be able to see user management logs.

5. Contractor shall provide automated operator collect call function, for local, intra-lata, intra-state and inter-state calls, without the need for a live operator.
6. Contractor shall provide the ability to add funds to pre-paid calling accounts.

G. GTL Offender Connect Account - Funded by Family or Friend

Families and friends of inmates shall be able to setup and fund inmate PIN-linked prepaid accounts through Contractor's website. Accounts shall be set-up and shall operate without placing any administrative burden on the County. This funding source for inmate calls shall be offered in addition to the electronic debit purchasable by inmates from the commissary.

Setup of new accounts or addition of funds to a PIN-linked inmate debit account shall be available through the Contractor website or toll free telephone number. Payments can be made by money order, Western Union, MoneyGram, pay-by mail, or credit card.

H. GTL AdvancePay Account - Funded by Family or Friend

Inmate calls to numbers that are unable to receive collect call billing can be completed through Contractor's AdvancePay program. If an inmate attempts to dial a number that cannot receive collect calls, ICMv will place the caller on hold while the option is given to the called party to set up an AdvancePay account using a VISA or MasterCard. If an account is successfully created, the inmate shall be reconnected and the call completed.

Existing AdvancePay customers who receive a call when funds are too low or depleted shall be offered an on-line opportunity to add funds after which, the inmate and called party are reconnected. Should the called party be unable to set up an AdvancePay account as described above, they shall be given a toll-free number to do so at a later time. Additionally, that number shall be placed into an outbound automated calling queue that reminds them of this service availability. Called party shall have the ability to opt out of these automated calls if they choose to do so.

Apart from this platform driven feature, Contractor shall provide a toll-free service that allows family and friends to 1) set up an account, 2) check their AdvancePay balances, 3) make a deposit and 4) get alternative payment instructions by retail money transfer services like Western Union or mail via USPS.

Contractor toll-free AdvancePay Customer Service number shall be answered from 7:00 AM to 11:00 PM (Central Time), Monday through Friday and from 8:00 AM to 7:00 PM (Central Time) on Saturdays and Sundays. Contractor call center shall support a call back feature (meaning that the caller will be given the option of leaving their number and receiving a call from the call center in the order the call was received) for customers when the average hold time is over 5 minutes.

All AdvancePay calls shall be subject to all the security features and management reporting associated with the ICMv platform.

Forms of Accepted Deposits Shall include:

- Visa and MasterCard
- Check (both certified and personal)
- Money Order
- Retail Money Transfer
- Cash (at kiosks where provided)

Family or Friend Contributions to an Inmate's Commissary or Trust Account

ICMv system shall allow prepay opportunities for both inmates and the people they call. Family and friends shall have the ability for indirect prepay for inmate calls by contributing money to an inmate's debit calling account. The following methods shall be supported by the Contractor.

Cardless Debit: an interface between the ICMv and the facility's commissary, offender management system or other system designated by the County shall be established.

Prepaid Calling Cards

Contractor shall have available Prepaid Debit Calling Cards that can be purchased by inmates directly from the facility or through the commissary.

7. Personal Identification Number (PIN) calls.

The PIN system shall be active and available as soon as the ICMv platform is installed. The ICMv shall assign PINs at random, or create PINs as a combination of the facility-assigned inmate ID number plus a 4-digit security code which will be assigned by the ICMv during booking and can be re-set by the inmate the first time they place a call. The PIN for each call shall be recorded for tracking purposes, regardless of whether a call was also monitored or recorded. PINs shall also facilitate the use of cardless Debit accounts.

a. PIN Overview and Information

Different areas of a facility shall be set up to operate with or without PINs. All PINs shall be created at the time of booking and eliminated at the time of discharge. The ICMv shall retain specific inmate PINs where the inmate is booked or incarcerated in absentia, for example, trial or hospitalization at a separate location.

The ICMv's automated operators shall instruct inmates through the process of recording their names the first time a call is placed. The ICMv shall use the recorded name to announce the inmate's identity to each called party.

- Open PIN: All calls that are not blocked by the County shall be allowed for all inmates.
- Restricted PIN: Call restrictions placed on an individual inmate shall be controlled through the system. The system shall allow for number of calls to be reduced, the days or time for allowed calls to be restricted, or the length of the calls reduced.

- **Closed PIN:** The inmate's PIN can be set to disallow any calls during the timeframe designated by the County when an inmate is placed under a County facility restriction from calling because of disciplinary infractions..
- **Duplicate PINs:** For the creation of a new PIN file, the system shall check the PIN database and verify that a duplicate PIN does not exist before saving information. If a duplicate PIN is detected, the system shall generate a message that states the PIN that has been entered is invalid and request that a different PIN be entered. PIN numbers shall have the ability to be generated by manually typing them in or automatically generating them by the system during the creation of a new PIN account at the workstation.

Disallow & Reinstating PINs: Calling privileges for an individual inmate can be revoked at any time with the County's authorization via PIN restriction. The restriction shall allow for permanent or time sensitive restrictions. The system shall track the time period of the restriction and only "un-restrict" the privileges upon completion of the designated time interval. The ICMv shall provide for any authorized user the capability to suspend an inmate's privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges.

PINs shall allow for:

Feature	Description
Blocking of Individual Inmate by Called Party	A called party can block calls from a specific inmate, but still allow other inmates to call them.
Limit the Number of Refused Calls	Limits an inmate's ability to continue making calls after a specified number of called parties have refused a call in a specified period of time.
Pre-Recorded Inmate Name Announcement	Prevents inmates from misidentifying themselves to make unwanted or harassing calls. Eliminates the opportunity for inmates to make free calls by delivering short messages when prompted to state name.
Instant Identification of Inmate on Three-way Call Detection	Automatically flags the complete call detail record for follow-up when a three-way call attempt is detected.
Monitoring Calls in Progress by Inmate	Investigators listening to calls in progress can quickly identify the inmate caller.
Send an Alert When a Particular PIN is Used	Notify investigators by phone, email, or on their workstation when a particular inmate's PIN is being used to place a call. The conditions for triggering the alert can be further limited to the inmate calling a particular number or group of numbers, group of phones, or during a specified time of day.
"DO NOT RECORD" Calls by Inmate	Protects the inmate's legal right to privacy by identifying numbers specific to that inmate that are not to be monitored or recorded such as attorneys, physicians, and clergy. Contractor shall accept requests for phone numbers to be added to the "do not record" function only from County authorized staff.

Feature	Description
Play Back Recorded Conversations of Specific Inmates	Retrieve recorded conversations by inmate PIN and listen to them or download them to CD/DVD for use as evidence.
Call Reporting by Inmate	Track calls by individual inmates and to see who made a particular call.
Exceptions to Globally Allowed Number List	Globally Allowed Numbers are numbers that inmates are allowed to call even though they may not be on any inmate's Personal Allowed Number list (e.g., public defender's office).
PIN Limitation Overrides	Exempts individual inmates from otherwise globally set restrictions on call duration, frequency, or minutes per day/week/month.
Limit PIN by Location	Restricts an inmate's PIN to making calls from a particular location.
Call Duration Limit by Combination of Factors	Allows for setting of individual call duration limits for inmates. Limits can also be flexible, depending on the location from which the inmate is calling (e.g. infirmary, solitary confinement, work areas). Extended durations can be permitted for certain calls (e.g., attorney, clergy, physician, or other).
Individual Number Blocking	Prevents calls to certain numbers and groups of numbers for certain inmates. Usually used to stop harassing or abusive calls.
Individual Exceptions to Group Number Blocking	Allows certain inmates to call numbers not otherwise permitted to the general inmate population.
Inmate Calling Privileges Suspension	Suspend any inmate's calling privileges beginning and ended at any time or date administrator chooses.
Limit Completed Calls	Limits the number of completed calls an inmate is allowed to make to any one number in a single day.
Limit Minutes of Phone Usage per Time Period	Restricts the number of minutes per day, week, or month that the inmate can use the telephones.
Individual Inmate Hours Restrictions	Provides additional restrictions for individual inmates to limit the number of hours and times of day when they are allowed to place calls.
Personal Allowed Numbers (PANs)	Restrict an inmate's calls only the numbers on a pre-approved Personal Allowed Number list.
Self-Learning Option for PANs	Allows inmates to set up their own calling lists.
Track Inmate by Phone Usage	Allows users to track the phones, phone trunks, cell blocks, etc. from which each PIN makes calls.
Language Selection	The option to select the language in which inmates want to hear voice prompts. English, Spanish and Vietnamese must be included. Inmates can also select the language in which their called party will hear voice prompts. These choices shall be stored in the ICMv and automatically used for that inmate and called party in the future. This eliminates the number of steps an inmate has to go through in order to place a call.

Feature	Description
Free Calls for Inmates	Allows facilities to designate specific telephone numbers that individual inmates are allowed to call for free. This can be used to allow inmates to call tip lines, public defenders' offices, or other special numbers.
Individual Speed Dialing Numbers	Speed dialing enables inmates to dial a two- to four-digit speed dial code in place of the actual telephone number; this code will only work in combination with their PIN.
Suspend PIN	Removes the inmate's ability to make calls for a specified period of time, beginning and ending at any times (hours and dates).
Restrict Replay	Makes the recorded conversations of this inmate inaccessible for replay by anyone except a designated person by the County.
Override Global Restrictions	Exempts an inmate from globally set restrictions on call duration, frequency, or minutes per day/week/month that otherwise apply to all inmate calls.

8. Inmate Calling Manager (ICMv)

- The ICMv shall provide international calling.
- The ICMv shall provide the ability to make free calls to numbers programmed into the system for court, foreign consulates, and other authorized calls. This shall include parameters for automated management of the number of calls, call duration, time of day access and phone(s) from which calls were initiated.
- The ICMv shall prohibit any non-collect outbound calls except to numbers programmed into the system by authorized individuals. This shall include the ability to have ICE detainees call foreign consulates or other mandated services and the ability for cooperative informants to place a call to police from lines while in a day room at the jail facilities.
- The ICMv shall provide extensive call blocking features that are flexible and can be executed manually or through automated functions based on predetermined parameters.
- The ICMv shall allow called parties to block future calls to their phone through an automated process using the keypad on their phone or using speech recognition technology.
- The ICMv shall be architected to support simultaneous usage of all phones in each facility.
- The ICMv shall prohibit all incoming calls.
- The ICMv shall complete the call set-up and acceptance process (i.e. going off hook to call acceptance or rejection) within forty-five (45) seconds.
- The ICMv shall support pre-recording of the inmates name to be played to the called party during the collect call acceptance process.
- At adult detention facilities only, (specifically the Intake and Release Center, the Men's Central Jail, The Women's Central Jail, the Theo Lacy Facility, and the James A. Musick Facility) the ICMv shall play a recorded message during the collect call acceptance process that the call is originating from an Orange County detention facility.
- The ICMv shall provide a programmable voice overlay function for repeating the message at intervals during all calls from adult detention facilities only. This feature

shall have the ability to be heard on a 3-way call so the new participant added to the call is made aware the call is coming from a jail facility.

- The ICMv shall inform the called party of the call set-up, or surcharges and per minute charges that will be billed to the called party's telephone bill, before call acceptance is completed.
- The ICMv shall include a called party acceptance process that validates acceptance by pressing or dialing one or more numbers on a touch-tone or rotary phone.
- The ICMv shall mute the inmate's ability to speak to the called party until the call is accepted.
- The ICMv shall disable the inmate telephone keypad during a call.
- The ICMv shall provide English, Spanish, and Vietnamese speaking automated operator functions initially. This feature must be expandable to other languages in the future. The system shall prompt the inmate to select a supported language during call set up.
- The ICMv shall be able to detect if analog or digital transferring or conferencing functions are initiated on called numbers and immediately disconnect calls.

I. Three-Way Call Prevention

The ICMv shall detect attempts to bridge a call-in-progress to a third party. At the County's discretion ICMv can be configured to respond to detected fraudulent activity by disconnecting the call, initiating a warning message, and/or sending an alert to an investigator.

All calls-in-progress shall be interrogated in 100th of-a-second intervals. When values in the live stream match or exceed tolerance levels set for the system for 3 way calling detection, the detection is considered true; allowing for flagging, playing an overlay warning, and/or terminating the call.

County will have the option to require two detections within a specific amount of time, thereby minimizing false detections. Three-way call attempts shall be flagged in call detail reports to quickly identify attempts to the County. ICMv's reporting system shall also selectively identify 3-way call attempts by PIN, called number, dates, and a variety of other parameters.

- All telephone services provided to the County will fully comply with all applicable laws, regulations, rulings tariffs and pronouncements, including without limitation, FCC and CPUC regulations and tariffs.
- The ICMv shall support the ability to program by individual phone, cellblock, facility, or system wide features; such as, call duration limits, and on/off by time of day or day of week.
- The ICMv shall provide the ability to turn phones on and off remotely through the system and have manual and automated on/off switches in selected locations within each facility.
- The ICMv shall provide Uninterrupted Power Supply (UPS) with a battery back-up capacity to support system operation in the event of a power outage. Full system functionality of the system must remain during power outage.
- The ICMv shall provide the option to implement call monitoring and call recording in an at will method, in a random recurring method, or in a more systematic system wide method. This shall allow for the ability to terminate the inmate call remotely.
- Each facility shall have an administrative terminal or a web-based solution for report generation, call detail records analysis, system changes for telephone usage, or other management and administrative functions. Telephones shall have identifiers to allow

investigative functions such as the ability to determine where a call originated from within the jail facility and the ability to search for specific phone numbers called.

- The ICMv shall allow for rapid changes to caller or called number authorizations, restrictions, or other telephone usage parameters.
- Contractor must store and maintain telephone system related data for a minimum of five years. Have a person system reliability of 99.999 percent up time. At the end of the Contract term, the Contractor will work with County staff to facilitate a smooth transition of uninterrupted inmate telephone service with a replacement contractor. Any phone wiring and related conduit and switches installed during this Contract become the proper of the County. Contractor equipment must be removed in such a manner as to allow existing telephone wiring to be reused.

C. Call Detail and Management Reporting

1. ICMv Reporting Tools shall include:

Home Page Reports:

- Call Results by termination reasons
- Revenue by Call Type
- Total Call Revenue
- Total Calls per Hour
- Total Completed Calls
- Completed Calls vs. Non-Completed Calls

2. Call Detail Reporting

The Call Detail Reporting on ICMv's dashboard shall provide access to call detail reports and recorded conversations. The administrator or investigator shall be able to specify selection criteria for particular call records and/or recordings, select a previously saved report template, or select a Report Type predefined by Contractor.

3. Call Detail Reporting – Selection Criteria

Call detail reporting shall allow users to select one or any combination of multiple selection criteria listed on the Call Detail Reporting screen; customizing the report to meet the particular investigative (or administrative) need. System will allow for reports to be saved as a template for future use to generate the same or similar reports (e.g. same selection criteria except for timeframe).

4. Use a Contractor-Defined Report Type

Preconfigured report templates that are commonly used shall be included. Upon request, at the time of system implementation, Contractor shall configure and save additional Report Types that the County anticipates needing.

5. Standard Call Detail Report

Standard call detail reports shall include the ability to:

- See the destination number (BTN) for every call or call attempt.
- Activating Reverse Lookup to see the published name and address associated with that number.
- Identify the inmate who placed each call by PIN (if applicable).

- Click link a PIN to open an inmate's detailed file.
- View other call details (date and time, inmate phone and trunk line used, duration, the charge for the call, payment type, fate of the call; if applicable, reason for block, reason for disconnect, et cetera).
- Listen to a call's recorded conversation.
- Download and perform an in-depth analysis of a recorded conversation using ICMv's advanced Call Analyzer.
- Add investigative notes to call records/recordings.
- Copy calls to portable media (CD, DVD, USB device, Flash Drive).
- Save the report to a file (for later retrieval in ICMv or to be used as a template for similar reports).
- Save the report in Excel format for use outside ICMv.
- Print the call detail report with or without the search parameters used displayed at the top of the printed report.

6. ICMv Reports

System reports may only be accessed by authorized personnel. These reports shall be fully customizable to suit County's needs. Standard facility reports may be generated and saved for later use, requiring only a new date parameter to generate the next report. The following reports are available:

i. Financial Reports

1. A summary report generated whenever a call transaction is performed
2. List of collect, debit, pre-paid collect call activity for a day/date range
3. List of debit calls with minutes and charges for a day/date range
4. List of collect calls with minutes and charges for a day/date range
5. List of all financial transactions for a particular inmate (debit account), for a designated time period
6. List of deposits by any inmate
7. Current status of a debit account, such as balance, last activity, etc.
8. Debit transaction totals for entire system for any date range
9. Revenue bearing calling activity for each station, over a designated period

ii. Inmate Reports

1. A report for a new inmate showing name, ID, PIN, PAN numbers with name and relationship.
2. A report for investigators showing each inmate's account, active status, PIN, PANs, etc.
3. List of inmate accounts that lack an inmate name.
4. List of reasons the inmate is unable to make a call, such as invalid number, inactive status of inmate ID, station privilege, valid number on inmate's calling list, blocks in system or in network.

iii. Maintenance Reports

1. List of all call attempts to invalid area codes.
2. Shows by hour, number of calls attempted, the number of calls blocked by traffic, and the percentage blocked.

3. Count for all call activity by trunk ID.
4. The Trunk Usage report in stacked bar format.
5. Revenue bearing calling activity for each trunk.
6. Station Usage report in stacked bar format.

iv. Administrative and Investigative Reports

1. List of calls made that are alerted by inmate calling, for a designated time period.
2. List of calls made that are alerted by telephone number, for a designated time period.
3. List of the telephone numbers and emails to which alerts have been sent.
4. List of alerts that have been set up and the numbers and emails to be notified for each alert.
5. List of a numbers dialed by more than one inmate.
6. List of frequently dialed numbers.
7. List of all telephone numbers in the system, with its blocking, charge and recording status, and the inmates allowed to call the number.
8. List of all telephone numbers in the system on inmates' calling lists, with blocking, charge and recording status, and the inmate whose list it is on.
9. List of numbers on the allowed list of one inmate, or all inmates. Includes all the parameters for that number (do not record, free, etc.).
10. List of numbers on the allowed list of more than one inmate.
11. List of inmates that are allowed to call a particular number.
12. List of inmates who have called a particular number during a designated period.
13. List of numbers called by more than one inmate during a designated period.
14. List of all telephone numbers blocked by the facility.
15. List of all telephone numbers that are blocked in all facilities of the agency.
16. List of completed calls made by an inmate over a designated time period.
17. List of calls attempted with an invalid PIN for that facility.
18. Chronological list of all call attempts over a designated period (all call records).
19. Call attempts shown by call type: unanswered, refused, accepted.
20. Statistical compilation of call records by call type.
21. Call attempts shown by bill type: debit, collect, pre-paid collect, free.
22. List of call records for a specific inmate.
23. Count of all calls attempted and connected over a designated period of time.
24. List of station privileges for one inmate or all inmates.
25. List of inmates with telephone accounts suspended.
26. List of all calls made where extra dialed digits were detected.
27. List of all inmates at a facility.
28. List of all transactions for an inmate over a designated period, including calls attempted and completed, financial transactions, and changes to the inmate's telephone account.
29. List of inmate accounts transferred in or out of a facility during a designated period.
30. List of all inmate telephone accounts added during a designated period.
31. List of all inmates that have made more than a specified number of calls during a specified time period. Number of calls and time period specified by the investigator.

32. List of all inmates that have made calls totaling in excess of a specified number of minutes during a specified time period. Number of minutes and time period specified by the investigator.
33. List of telephone numbers called more than a specified number of times over a specified period (time period and call frequency specified by the investigator).
34. List of inmates released and removed from the inmate telephone system.
35. List of all calls made to a particular telephone number.
36. List of all toll-free numbers called by inmates.
37. List of all call attempts where a three-way call attempt was detected.

v. **ICMv Report Builder**

System shall include Inmate Calling Manager's Report Builder. This shall allow investigators to build custom reports incorporating call detail information for selecting, sorting, and combining data to reveal call trends and correlations.

Search Results shall have additional tools for grouping and sorting the initially retrieved data such as:

- o **Group Data by Significant Parameters**
- o **Apply Additional Filters.** The result of an initial search can be refined and data re-grouped to yield greater intelligence.
- o **Data Query Flexibility.** Allow for selection of specific facilities and select any or all phones or phone groups from each facility; any or all call types, stop codes et cetera when creating custom reports.

vi. **Advanced Reports**

Advanced Reports shall be provided on the ICMv's dashboard. Five different categories of advanced reports shall be available: Call Statistics, Debit System Information, Inmate Information, Diagnostics, and Auditing. Advanced Reports shall draw information from ICMv's various databases to allow authorized staff to track, analyze, and audit inmate phone usage, call revenue, debit system transactions, user access of the system, changes made to system settings, and overall system performance. Advanced reports include those for:

- o **Call Statistics (and Revenue):** Multiple reports that provide statistical (count) and revenue information related to all or specified types of inmate calls.
- o **Debit System Information:** Multiple reports that provide information about inmate debit accounts and related transactions.
- o **Inmate Information:** Multiple reports that relate to different aspects of inmate calling.(Inmate Phone List (PAN) Report, Shared Destination BTN Report, etc.).
- o **Diagnostics:** Multiple reports that provide information about system performance. (counts and percentages of completed and incomplete call attempts relative to trunk lines or inmate phones).
- o **Auditing:** Multiple reports that allow administrators to track all system logins and activities by all or specific users and/or by specific tasks performed.

7. **Call Recording and Voice Investigative Tools**

Call Recording & Voice Investigative Tools shall have the ability to do the following:

- o **Record a phone call made by an inmate**

- Track numbers called by a specific inmate
- Build custom reports
- Reverse phone look up
- Mine phone call data recorded in the system

8. Reverse Lookup

Reverse Lookup shall be included with Contractor Inmate Calling Manager software. Contractor shall offer it for unlimited usage at no additional cost (or commission reduction) to the County. Reverse Lookup shall search a large industry database for the billing name and address (BNA) of the specified phone number and displays the name and address along with a street map or satellite image depending on the user preference.

9. ICMv Call Playback and Call Analyzer

A. Call Playback is the routinely-used listening option. Call Playback shall begin immediately while the recording is streaming. Investigators shall be able to add a case number, investigator ID, mark significant points, and add or read attached notes while listening to the playback.

B. Call Analyzer is used to closely study recordings of investigative significance. The recording shall be fully downloaded to a computer before replay and analysis begins. Functions shall include:

1. Call Analyzer tools shall:

a. Separately Analyze the Two Sides of a Conversation

Call Analyzer shall separate the inmate's side of the conversation from the called-party's side of the conversation and displays their waveforms on different channels for separate analysis. Clicking and dragging the mouse across any segment on one or both channels shall isolate the segment for replay.

b. Clarify Speech and Sounds

To clarify words spoken by the inmate or called party or to better hear background voices or sounds, the tempo, speed, and pitch of either side of the conversation can be varied to reveal additional intelligence.

c. Screen-Out or Enhance Background Voices or Sounds

The Equalizer on Call Analyzer shall allow you to turn up or down each segment of either Waveform. By playing back any part of either side of a recording and turning up and/or down different audio bands, investigator shall be able to identify background speech and noises and screen them out to make a conversation clearer, or focus on the background speech and noises themselves.

10. Data IQ Investigative Data Sources – Advanced Intelligence Gathering

Its comprehensive data investigation shall incorporate the following sources of data:

- A. Inmate Telephone Calls – Basic Intelligence *
- B. Jail Management System Data – Advanced Intelligence *
- C. Kiosk Data – Advanced Intelligence *
- D. Financial Transaction Data – Advanced Intelligence *

E. Video Visitation Data – Advanced Intelligence *

* Data will be incorporated into the tool if the source of the data is a product or service provided by GTL.

Data mining technologies allow investigators to uncover linkages between telephone numbers and people/organizations to expose complex communication networks, identify investigative targets, and track chronological or sequential calling patterns.

Searching by inmate, depositor, phone number or visitor enables visualization of:

- A. Connections between inmates and those making deposits to inmate accounts
- B. Phone numbers being called by multiple inmates
- C. Visitors visiting multiple inmates
- D. Financial transactions made via kiosk
- E. Video Visitation system

Features shall include:

- Built in alerts to notify investigators if specific numbers are called, if certain networks are changed, or if particular values change in the data. The results shall have the ability to be sent via email or to any push-device for faster notifications. The system shall also provide options for certain values such as phones, addresses, and names to be checked against public records for exposure of false information or conflicting details to help investigators better understand the ground truth of a situation.
- The system shall come pre-configured with call-outs to various mapping packages including Google Earth, Google Maps, and ESRI products (licenses sold separately). Geo-encoded data such as addresses can be visually mapped to see the locations of other entities (phones, addresses, people) based on the content collected. Content from forensic devices can provide additional location detail.
- The system shall be easy to maintain and not require the re-entry of any data values. The results shall be able to be exported for use in other tools with no proprietary formats.
- Data IQ shall include the capabilities to analyze and correlate inmate telephone calls and deposit patterns. Searching by inmate, depositor, phone number or visitor enables visualization of:
 - Connections between inmates and those making deposits to inmate accounts
 - Phone numbers being called by multiple inmates
 - Visitors visiting multiple inmates

11. Nexidia™ Keyword Search

County staff shall be able to index large amounts of recorded audio from phone calls, computer voicemail or radio communications, that shall be instantly searchable. Nexidia™ shall search any spoken word, enabling the identification of

relevant threats and trends. Phonetic search technology shall enable searches on proper names, inexact spellings, industry terms, jargons, slang and colloquialisms—all without extensive training, large dictionaries or vocabulary updates. Nexidia shall deliver highly accurate results regardless of the speakers' gender, age, dialect, accent or speaking style. The technology shall be designed for rapid integration with existing IT infrastructures as a distributed, server-side solution that can process large amounts of audio feeds and archived data. Alternatively, it shall be easily deployed as a standalone solution on a laptop in the field. The County shall only use Nexidia software for its internal purposes.

A. Nexidia's Language Capabilities

Nexidia™ supports more than 35 languages and dialects. Language models shall be created with representative audio that shall provide a robust language recognition capability out of the box. Language support can also be further refined using Nexidia's extensible language tuning framework.

12. CellebriteUFED System-Real Time Mobile Forensics

Contractor shall provide the County with one (1) CellebriteUFED system device.

The UFED system shall extract vital information from 95% of all cellular phones on the market today, including smart-phones and PDA devices (Palm OS, Microsoft, Blackberry, Symbian, iPhone, and Google Android). The UFED shall store hundreds of phonebooks and content items onto an SD card or USB flash drive.

CellebriteUFED shall support all known cellular device interfaces, including serial, USB, infrared, and Bluetooth. Extractions can then be brought back to the forensic lab for review and verification using the reporting/analysis tool. Cellebrite shall work with most major carriers worldwide including Verizon Wireless, AT&T, Sprint/Nextel, T-Mobile, Rogers Wireless – Canada, Orange France and Telstra Australia, as well as 140 others.

A. The UFED shall allow extract of a wide variety of data types including:

- Contacts
- SMS text messages
- Deleted text messages (SOM/USIM)
- Call history (Received, Dialed, Missed)
- Audio
- Video
- Pictures and images
- Ringtones
- Phone details (IMEI/ESN, phone number)

B. Reporting Capabilities

The CellebriteUFED system shall include a complete user-friendly PC reporting and analysis software application. PC reporting and analysis software application shall provide concise, easy to analyze report logs generated in HTML, XLS, CSV, and XML formats, providing organized print-outs for use as a reference and in the courtroom.

13. UFED Physical Pro

- A. UFED Physical Pro shall allow recovery of hidden and deleted data from mobile phones and GTS devices. The CellebriteUFED Physical Pro is an optional add-on module to enhance existing UFED hardware. The UFED Physical Pro shall extract deleted mobile device data, user passwords, file system dumps, and physical extraction from GPS devices. Critical data such as user lock codes, and deleted information such as text messages, call history, pictures, and video shall be sorted and retrieved by Cellebrite's Physical Pro engine. The UFED Physical Pro shall include search tools for manual hex dump analysis, as well as an expert mode for advanced capabilities.
- B. Software features shall include:
- Built-in knowledge-base of each phone's memory structure for automated retrieval of relevant data
 - Hierarchical "tree" view for efficient navigation
 - Advanced search capabilities both to novice and expert users
 - Customizable parsing and search functions

14. Software and Associated Intellectual Property ("IP")

All software, documentation, and other intellectual property (collective the "IP") supplied or made available through this Contract is being provided on a term license only, as long as this Contract is in effect, and shall not constitute a sale of that IP. Nothing in this Contract or through Contractor's performance hereunder shall constitute a transfer of right, title, or interest in or to the IP, which are retained by Contractor and its licensors. Furthermore, the County shall not with respect to the IP:

- Disassemble, decompile, decrypt, or reverse engineer, or in any way attempt to discover or reproduce source code; alter, modify, or prepare derivative works based on any Contractor (including its licensors) intellectual property; or use any Contractor (including its licensors) intellectual property to create any computer program or other material that performs, replicates, or utilizes the same or substantially similar functions as the IP supplied.
- Use in a timesharing, outsourcing, or service bureau arrangement.
- Alter, remove or suppress any copyright or other proprietary notices or marks or any confidentiality legends embedded or otherwise appearing in or on any Contractor (including its licensors) IP; or fail to ensure that all such notices and legends appear on all full or partial copies of the IP.
- Sell, sublicense, lease, assign, transfer, distribute, encumber, or otherwise transform any IP.

15. Storage Requirements and Transition of Services

- A. Contractor must store and maintain telephone system related data for a minimum of five years. Have a proven system reliability of 99.999 percent up time. At the end of the Contract term, the Contractor will work with County staff to facilitate a smooth transition of uninterrupted inmate telephone service with a replacement contractor. Any phone wiring and related conduit and switches installed during this Contract become the property of the County. Contractor equipment must be removed in such a manner as to allow existing telephone wiring to be reused.

B. Penalties

The County shall invoke the following penalties if the service levels in Section A above are missed.

- If a major service interruption is not fully resolved (or mitigated to the County's satisfaction) within 48 hours, the County shall have the option to levy, a one-thousand dollar (\$1,000.00) fine for each day or partial day the service remains impacted.
- If any minor service interruption is not fully resolved within 72 hours, the County shall have the option to levy, a three hundred dollar (\$300.00) fine for each day or partial day the problem(s) remain unresolved.

16. Refunds To Inmates Upon Release

Contractor shall work with the County to determine the appropriate process for providing PIN Debit balances to the inmates upon release.

17. Call Charges and Fees

A. COLLECT BILLING

Each Call: Per-minute charges based on approved rate for the call type.
Single Bill Fee: \$3.49 Pass-through charge for adding inmate collect calls to the customer's monthly LEC or paper bill. (see table below)

B. INMATE DEBIT ACCOUNT

Each Call: Per-minute charges based on approved rate for the call type.

C. INMATE GTL CALLING CARD

Each Call: Per-minute charges based on approved rate for the call type.

D. Family or Friend ADVANCE PAY ACCOUNT

Each Call: Per-minute charges based on approved rate for the call type.
Transaction fee if applicable (see table below).

E. Additional Fees when Applicable

Rates

RATE TYPE	CALL TYPE	Surcharge	Per Minute
LOCAL	COLLECT	\$4.00 Flat	N/A
	ADVANCE PAY	\$4.00 Flat	N/A
	DEBIT	\$0.00	\$0.50
INTRALATA	COLLECT	\$3.50	\$0.10
	ADVANCE PAY	\$3.50	\$0.10
	DEBIT	\$0.50	\$0.50
INTERLATA	COLLECT	\$3.00	\$0.69
	ADVANCE PAY	\$3.00	\$0.69
	DEBIT	\$0.50	\$0.50
INTERSTATE	COLLECT	\$0.25	\$0.25
	ADVANCE PAY	\$0.21	\$0.21
	DEBIT	\$0.21	\$0.21

*Collect2Card™ \$14.99 per call \$0.00

**Collect2Phone™ \$9.99 per call \$0.00

*Collect2Card™ : enables anyone to accept a call on a landline or cell phone with a credit/debit card without having to set up a prepaid calling account.

**Collect 2Phone™: enables the called party to accept a call on a cell phone without setting up a prepaid calling account.

"DEBIT Rates for all International countries are listed on International Rates Chart - County Specific."

MEXICO (Only) Debit \$0.50 \$0.50

Following is a description of additional fees that are only applicable as indicated in the table. These fees are cost recovery in nature and are not considered revenue by Contractor therefore no commission is paid on these fees.

Account Transition Fees		
	When Applied	Amount
Deposit sent to Contractor via Western Union*	Per Transaction	\$0.00
Certified Check mailed to Contractor	Per Transaction	\$0.00
Money Order mailed to Contractor	Per Transaction	\$0.00
Convenience Deposit Fees		
Account Deposit Fees		
	When Applied	Amount
Automated IVR/Web Site Deposits**	Per Transaction	\$6.95
Live Operator Deposits	Per Transaction	\$8.75
Federal, State and Cost Recovery Fees		
	When Applied	Amount

Federal Universal Service Fee (FUSF)	Monthly per invoice of Interstate Calls	16.6%
Federal and State Carrier Administrative Cost Recover Fee	Intrastate and Interstate Prepaid Collect Calls	Up to 8.0% of cost of Call
Validation Fee	Calls to non-ILEC billed calls and Wireless Phones	Up to 4% of Cost of Call
Federal, State and Cost Recovery Fees Only When Customers Choose Paper Invoice		
	When Applied	Amount
Federal Administration Cost Recovery Fee	Interstate Collect Calls billed via paper invoice	\$3.49 per invoice
State Administrative Cost Recovery Fee	Intrastate Collect calls billed via paper invoice	\$1.95 per invoice
Single Bill Cost Recovery Fee	Monthly per paper invoice of collect calls	\$3.49

- * When a person sends money to Contractor for an AdvancePay account via Western Union, that person pays Western Union a fee for that service.
- ** Funding an AdvancePay account via IVR or Website deposit (e.g. using a credit card) is optional. Fees related to such transactions are disclosed at the time of transactions and offset Contractor's costs of third-party merchant fees, system support, customer service staff and network service infrastructure associated with making this optional service available.

All fees, currently tariffed and prospectively tariffed are subject to change from time to time as prescribed by the FCC, tax authorities or by Contractor and at the discretion of the entities charging those taxes, charges and/or fees.

D. Penalties

Severity Level	Severity Examples Level (Inmate Use)	Severity Examples Level (Monitoring)	Response Time	Expected Resolution Time	Fine Per partial/full day
Critical	Server or Carrier unavailable or major service interruptions involving 30% or more of the system	Server Unavailable or major service interruptions Recording or monitoring have stopped	1 Hour	8 Hours	>8 but <48 hours-\$1,000.00 >48 but <72 hours-\$1,500.00 >72 hours-\$2,500.00 Second Occurrence or more in same contract year \$5,000
Severe	Service	Sound quality	4 Hours	24 Hours	>24 but <48

	interruptions affecting 25% -30% of the inmates/wards housed in a single unit	is distorted or workstation non functional			hours-\$500.00 >48 but <72 hours-\$1,000.00 >72 hours-\$1,500.00
Minor	Single phone out of service but other phones remain available and functional	System responses have slowed or keyboard is malfunctioning	8 Hours	40 Hours	>40 but <72 hours-\$100.00 >72 hours-\$300.00
Cosmetic	Damage to phone but phone is still functional	Keyboard is sticking	24 Hours	80 Hours	>80 hours-\$100.00

**ATTACHMENT B
COUNTY SUPPLIED ITEMS AND ASSISTANCE**

1. The County shall furnish Contractor the following items and resources. County may also consider other needs requested by the Contractor:

Appropriate space to house and secure equipment needed to operate the telephone system.

Facilitate the installation of any power, data lines, HVAC or other facilities related equipment. Any physical plant requirements shall be identified and coordinated through an assigned County Project Manager.

Coordinate between the Contractor and any County Agencies or other County contractors if required.

Project Manager, design approval, training coordination and system acceptance.

Access and security for Contractor's personnel while working in detention facilities.

2. Contractor will be responsible for paying for any additional physical plant requirements (power, security, data, cabling, physical space, HVAC, etc).
3. Contractor will be responsible for all permit costs and building department approvals.

**ATTACHMENT C
REVENUE SHARING AND PAYMENT**

This is a Revenue Sharing Contract between the County and the Contractor for services provided in Attachment A, Scope of Work. In accordance with the provisions of Paragraph 27 "Revenue Sharing and Commission Payments" in the Contract, the Contractor shall only be compensated as set forth herein below for work performed in accordance with the Scope of Work.

Revenue to be provided to the County:

Contractor shall pay the County the greater of either:

- (a) A minimum annual guarantee of four million three hundred fifty thousand dollars (\$4,350,000) per year.

OR

- (b) 97.5% of the Monthly Gross Revenue (Pre-Contractor Fees charged by the Contractor and subject to the note below) generated by Inmate telephone calls*.

Payment Instructions:

Payments will be made to the County monthly and apportioned as one twelfth (1/12) of the total amount above.

*The percentage of the Monthly Gross Revenue (Pre-Contractor fees charged by the Contractor) generated by Inmate telephone calls shall be the same for all types of inmate generated intrastate calls regardless of type. No commission is paid on revenue from interstate calls.

All intrastate calls originated by an inmate, juvenile or detainee through this contract, regardless of call type, will be applied towards the revenue due back to the County.

The only exception will be County approved free calls, as provided for in Attachment A, Scope Of Work, Section 1, Inmate Telephone, Subsection (B), Inmate Telephone System Functionality.

ATTACHMENT D IMPLEMENTATION PLAN AND SCHEDULE

I. ICMv Implementation Plan

Contractor shall assume total responsibility for all installation and maintenance activities pertaining to the Inmate Calling Manager (ICMv) System including any required software interfaces. This plan also includes contingency planning with complete redundancy to ensure the continuous operation of all services. Contractor's project team will be headed by Mr. Anthony Arellano, Contractor's Project Manager. Mr. Arellano will manage the entire installation project. He will be assisted by Contractor's Field Service Manager Joe Reilly. Joe Reilly will be the onsite point-of-contact. If during the term of this Contractor should designate different staff than the individuals identified in this paragraph to fulfill these roles, Contractor shall notify County's designee within 5 business days of the assignment of the new person. The designation of the new person to either role described in this paragraph shall not require a formal amendment of this contract.

II. Project Management and Schedule

Contractor's project team shall provide weekly progress reports to the County throughout the implementation phase. All aspects of the systems and services implementation will be precisely planned and executed to avoid service disruptions to operation of the existing phone system.

Contractor will work with the County's Project Manager Contact of each facility to confirm the best start and work dates for each step in the implementation process and will submit a final Project Plan for the County's approval.

III. Project Team

Contractor's primary resources facilitating the installation and transition of the Orange County's telephone services will be:

Position	Responsibilities
Executive Sponsor	Defines all the deliverables in a contract and assigns the necessary resources internally to meet the needs of the project on deadline. Oversees the process from contract negotiation through planning, implementation and client acceptance to handover to client services.
Engineering	Designs and builds call-processor to the specifications required to meet the deliverables for the contract.
Implementation Manager	Supervises the installation process from requirements gathering, budgeting and ordering components to forming the onsite team and confirming client satisfaction after the process.
Position	Responsibilities

		Anthony Arellano will serve as Implementation Manager for the implementation of the inmate calling service. Joe Reilly, Field Service Manager, will serve as the project's point-of-contact for ground implementation.			
		<table border="1"> <tr> <th style="width: 50%;">Position</th> <th style="width: 50%;">Responsibilities</th> </tr> </table>		Position	Responsibilities
		Position	Responsibilities		
		Project Manager		The Project Manager conducts the site survey oversees the Onsite team consisting of technicians from GTL Operations and Field Services who will perform site-preparation, installation, testing and cleanup, and tests all installed equipment and services.	
	Onsite Team				
	Network Engineer	Designs Network configuration between client facilities and GTL data centers. Orders all the necessary exterior lines and circuits and configures the connection between the facilities and GTL's WAN.			
	IT	Prepares all the required computer code to integrate the ICMv with other software vendors at each Orange County facilities.			
	Facility Service Manager	Assist in staff training. Takes over responsibility for project after installation to ensure project deliverables continue to be met. Meets with client regularly to check satisfaction, provide ongoing training and define new objectives.			

IV. Installation Process

A. Initiation Phase

1. Meet with the County – Within seven (7) business days immediately following contract award, Contractor will hold the first meeting with the County. In this meeting Contractor will provide contact names, phone numbers, and security clearance information for the Contractor installation team. Contractor will also confirm the location and contact information for the facilities and their staff.

2. Identify the System Specifications - The Contractor's Project Manager, will define the system specifications based upon this contract and the specific requirements of the County. The following project phases shall be scheduled with the managers of each facility.

Project Phase	Event to be scheduled	Service Disruption
1. Pre-installation	Circuit and equipment orders will be placed by Contractor. Site visits will be scheduled with Inmate Services Division,	None

Project Phase	Event to be scheduled	Service Disruption
2. Site Inspection	Seven business days after contract signing, Contractor will begin inspecting the facility where equipment will be installed. Teams will visit all portions of the facility and take careful note of access, personnel, security requirements and procedures for cabling and equipment installation throughout the facility.	None
3. Software installation	Starting 30 business days after contract signing, software will begin to be installed on call-processing equipment and all necessary workstations.	None
4. Site Preparation	Under the direction of the Inmate Services Division the facility will be prepared for delivery and installation of hardware.	None
5. Delivery of Equipment	Inmate telephones, call-processors, recording and monitoring equipment, workstations and additional necessary hardware will be delivered 36 business days after contract signing to the facilities where they will be installed.	None
6. Cabling Installation	Starting 34 business days after contract award, additional cabling will be installed to support requirements of new hardware if and as needed at each jail facility until all facilities are completed.	None
7. Equipment Installation	Starting 34 business days after contract award, installers will install all of the required equipment at each jail facility until all facilities are completed.	None
8. System Testing	Starting 45 business days after contract award, Contractor's installers will test every piece of equipment to ensure it has been installed correctly and is functioning properly at each jail facility until all facilities are completed.	None
9. System Configuration	Starting 45 business days after contract award, during this phase everything from specific voice overlays, special reporting formats, call limits, on/off times, PIN list transfers from the JMS, free numbers for an inmate-tip line, speech to text and keyword search software (an option) and other features specifically requested by County will be enabled and tested at each jail facility until all facilities are completed.	None
10. Conversion	Starting 46 business days after contract award, the trunk lines carrying calls into the new hardware will go into service within seconds. This will be done at each jail facility until all facilities are completed.	None

Project Phase	Event to be scheduled	Service Disruption
11. Acceptance	Starting 46 business days after contract award, test calls will be placed from each offender telephone to ensure that everything is working properly at each jail facility until all facilities are completed. Implementation is complete only when the County is fully satisfied that the system is functioning as required. Inmate orientation to new system may be scheduled at this time if necessary.	None
12. Training	Starting 47 business days after contract award or when county staff are available, all facility and related department personnel who will be responsible for or need to use any part of the Inmate Telephone System will be trained within a day or two of conversion or when county staff are available.	None

B. Site Survey

Seven days after contract signing, Contractor's Project Manager, with a County staff member will conduct a comprehensive survey of the facilities' sites to identify existing phone and system installations; determine phone and system installation requirements; review cabling, power, HVAC, and telephone room requirements; and determine necessary site enhancements. A comprehensive site survey report will be provided to the County's Project Manager. The Contractor's Project Manager will also verify the locations for the workstations.

C. Project Planning Phase

Contractor shall commence the Project Planning Phase seven business days after the Site Survey has been completed. Contractor shall:

1. **Build a Project Team** - The Contractor's Project Manager will assemble a complete Onsite Team that shall include personnel who possess the skills required to perform a smooth installation. The Contractor's Project Manager shall provide the County with a list of all personnel who will interact with facility equipment or need to be onsite for installation, training or cleanup and request that the County accept or verify security clearances in accordance with terms of this Contract.

2. **Forming the Project Plan** - Upon completion of the site survey and identification of the system specifications, the Contractor's Project Manager shall develop an Installation Plan specific to the proposed system and installation timeline. In this Installation Plan, the Contractor's Project Manager shall identify the necessary personnel, supplies, and task he will need performed. The Contractor's Project Manager shall be responsible for identifying the tasks that make up the critical path of each project and ensuring that the project goals are achieved.

3. **Plan Approval** - The Contractor's Project Manager shall submit the completed Installation Plan for approval to the County. All installation procedures shall be reviewed with and approved by the County's Project Manager prior to beginning the implementation phase.

4. **Project Kick Off** - Contractor's Project Manager shall conduct a Kick-Off Meeting and identify

the goals and constraints of the project to the Project Team. The Contractor's Project Manager shall ensure that all members of the team clearly understand their roles in the successful completion of the project.

5. Operating Guidelines and Communications - The Contractor's Project Manager shall establish the operating guidelines for the project, and a communications process and schedule to be followed.

6. Monitoring - The Contractor's Project Manager shall closely monitor the progress of the project to ensure successful completion of the project within the allotted time frame. Contractor's Project Manager shall provide the County with updates on the project progress.

D. Implementation Phase

Contractor shall start the Implementation Phase seven business days after the Project Planning Phase has been completed. Contractor shall:

1. Pre-installation - All new equipment and supplies needed for the installation shall be ordered, and a delivery is scheduled and agreed upon with the County's Project Manager.
2. Site Preparation - Upon approval of the implementation plan, Contractor will initiate Site Preparation. The site preparation will be determined by the results of the site survey and will include cabling, power, HVAC, and telephone room enhancements required to support the ICMv. All preparation work will be pre-approved by the County's Project Manager and will comply with industry standards and/or regulatory agency guidelines. Any electrical work will be coordinated through the County Sheriff-Coroner Research and Development Department.

During the site survey, Contractor's Project Manager will have identified the necessary circuits for the facility and for the administrative and investigative workstations. Delivery dates will be received and noted on the implementation plan. The County must allow the LEC (Local Exchange Carrier) access to the facility in order to install circuits. The circuits will be fully tested by the Contractor prior to installation of the ICMv.

In addition, the Contractor will test and check the following internal wiring at the facilities:

- Line quality between the phone station and the phone room. Any Intermediate Distribution Frame (IDF) and Main Distribution Frame (MDF) blocks will be checked for quality of connections.
- Cabling connections between the phone room and the locations designated for workstations will be tested for quality of connection.
- Labeling and configuration will be updated to ensure that Contractor has a correct inventory of all lines available and any additional lines that may be required.

Contractor proposes to utilize all cabling provided by the County selected contractor. Any installation of additional cabling will be pre-approved by the County's Project Manager and will comply with industry standards and/or regulatory agency guidelines. Cabling will traverse pre-existing conduit runs where available or routes determined during the site survey. All cabling will be labeled appropriately, and hidden and secured per industry standards. Any internal line quality issues identified by Contractor will be reported to the County at the end of each site survey for scheduling of appropriate repair or upgrades.

Equipment delivery and Installation - All ICMv hardware will be installed in the location determined and approved in the site survey and Contractor will utilize cabinets with racks to contain all hardware; and these will be securely mounted to meet the appropriate industry

standard and/or regulatory agency guidelines.

The equipment to be delivered will include, but not be limited to, the following:

3. **The Inmate Call Manager (ICMv) hardware** - The ICMv will be delivered in a stand-alone cabinet. The unit shall arrive fully tested and scaled for the requirements of each of the Orange County's correctional facilities. Each ICMv shall be run for 96 hours at the manufacturing center prior to shipping. Delivery will be to the Room designated by the County for the ITS use.

This system shall be delivered a maximum of 14 days prior to the system install date. The delivery of equipment shall be coordinated with the County's Project Manager to ensure the timely and orderly receipt of installation materials. Contractor shall schedule the delivery of equipment to coincide with the planned installation of the system. The Contractor installation staff shall remove all packing materials and return the work area to the pre-existing condition.
4. **The inmate telephone sets** – Any new telephones shall be delivered ready to mount and with additional accessories as required by the County. Quality testing shall be done at each inmate phone after installation.
5. **Administrative/Investigative workstations and laptops** - The required workstations and laptops shall be delivered to each of the facility prior to the system cutover date. They shall be delivered fully tested and with all the appropriate user manuals, accessories, and software fully loaded.
6. **TTY/TDD phones** - Any required TTY/TDD phones shall be delivered to the correctional facility prior to system cutover.
7. **Configuration/Customization** - During the installation process Contractor shall adjust the ICMv software to create and enable a wide range of custom features to meet the County's unique configuration requirements and preferences including, but not limited to, the setting up of PIN accounts for inmates; loading of the Special Telephone Number Table (for attorney numbers), establishing facility-specific call branding messages, configuring facility-wide default call restrictions, et cetera.

E. Installation Documentation

Following the installation of the ICMv Inmate Telephone System the following documents shall be presented to the County. Over the life of the contract several of these documents, such as station maps, facility and user lists are subject to revision. When revisions are made Contractor shall provide County the revised versions and/or updates within 7 working days of completion.

- Installation Checklists
- Inmate Telephone Station Map
- Inmate Telephone Trunk Map
- Facility User List
- Equipment List, Descriptions, and Locations
- Workstation List with IP and Location Information
- Support Line and Non-Trunk Analog Line List

- IT/Frame for Data and Voice Transmission Information
- Site Schedules
- Facility Block-Diagram
- Equipment Photos (if requested and approved)
- Service Incident Report
- Service Contact Information
- Service Escalation Procedures and Contracts
- ICMv User Manuals
- Any other documentation specifically required by the Orange County

F. Training on the Inmate Telephone System

Contractor's trainer shall be onsite the week of system installation to provide County with detailed introductory training on the inmate telephone system. This training shall occur within a few days of cutover to the new system, and it is intended for all County Sheriff Department approved staff, site administrators, and any other County staff who will be authorized to log into the system. Contractor shall also offer remote training via the Internet if requested by the County.

1. Introductory Training

Introductory Training on the Inmate Telephone System shall include:

- a. Contractor company information.
- b. Contractor contact information.
- c. Contractor escalation procedures.
- d. Contractor services and software.
- e. A live demonstration of the Inmate Calling Manager from County's dedicated login site including running basic administrative, usage, maintenance, investigative and financial reports. The trainer shall discuss call process, calling types and collect call restrictions, as well as trouble ticket procedures. Contractor shall also present the Contractor marketing materials that Contractor will leave behind for inmates and friends/families, and will take suggestions regarding the best display materials for County facilities going forward. The New Client Training shall conclude with a live demonstration of the Inmate Calling Manager (ICMv). Training shall be conducted just following system cutover. Training shall be live on the County system. Contractor shall tailor the training session to fit the County specific needs. Contractor will demonstrate how to log in to the customized system home page and show trainees how to navigate the ICMv user interface. This system overview shall include:
 1. How to read and run call detail reports and frequently dialed number reports.
 2. How to create customized reports and save them for future use.
 3. How to track inmate activity by PIN.

4. How to monitor both live and recorded calls.
5. How to conduct investigative searches by PIN or by called party.
6. How to use reverse look-up to track crime in progress.
7. How to forward a call to an investigator.
8. How to terminate a call when illegal activity is suspected.
9. How to add notes to a call recording and search those notes later.
10. How to archive call recordings and call detail records to CD or DVD.

2. Ongoing Training

Following post-installation instructional sessions, County personnel may contact Contractor's customer account representative or assigned technical support engineer with questions. Training and support shall be available to County personnel, at no additional cost, throughout the contract duration.

3. Advanced Training for Investigators and Administrators

Advanced system training sessions for investigative and/or administrative staff will be available to the County and can be scheduled and conducted on-site or via interactive Web-based sessions. Advanced system training sessions shall be custom designed to cover topics of special interest. While these topics shall be included in initial training, the focused advanced system training session shall focus on greater understanding and expertise.

**ATTACHMENT E
TRAINING PLAN
COUNTY STAFF TRAINING**

I. Inmate Calling Manager Training

- A. The Contractor Installation team shall provide training on the basic operation of the system and answer initial questions during the installation of the new system.
- B. The Contractor training team shall provide the County with the option of weekly web-based training to coincide with the various officer work shifts so that County staff has an opportunity for training regardless of their hours.
- C. After implementation of the new system is complete, Contractor certified trainers will provide on-site regionalized training so that County staff has the opportunity for instructor-led classroom training with hands on activities. County Users shall have the opportunity to ask questions and perform tasks in a real-time environment with feedback from Contractor certified trainers. The Contractor training team shall provide instructional aides such as user guides, cheat sheets, and phone dialing instructions.
- D. Within the first quarter after the implementation of service, the Contractor training team shall offer the County refresher training for any new hires or for users who want additional training on system features.
- E. The Contractor training team shall be available for additional training either via WebEx or onsite as needed.

II. Training Methodologies

The Contractor Training team shall use web-based and on-site training to meet the training needs of individual County Employees. Contractor Trainers shall use demonstration, question and answer, hands on activity, and process review to help County staff master the features and functionality of the system.

A. Web-Based Training

Contractor certified trainers shall lead web-based training that allows County users to view the system via a Web-EX meeting and interact with the trainers and other participants on a toll-free conference bridge. Contractor web-based training shall be tailored to the needs of a group of County Employees and can include groups of various sizes as needed.

B. On-Site Training

Onsite training shall be scheduled as needed at County facilities. The Contractor training team shall provide in-depth training on all aspects of the system. During

on-site training, the Contractor trainers shall lead a review of system features and functionality and instruct training via hands on activity in the system where applicable. The Contractor trainer will provide a training syllabus that outlines the topics to be covered and provide adequate training materials such as user guides, quick reference guides, and quick tip cards. On-site training sessions shall be general sessions to cover a wide variety of topics or tailored to meet the specific needs of users such as investigators.

III. Training Materials

A. Cheat Sheets

Contractor will provide to the County "cheat sheets" for quick system reference items and make any content modifications as needed.

IV. Training Topics For County Staff

A. ICMv System Overview

Topics include:

- Logging into and exiting the system
- Navigating the system using the ICMv's Dashboard options
- Getting help from the on-line User Guide

B. Call Detail Reporting

Topics include:

- Set Call Detail Report search parameters
- Generate and print the call detail report
- Use Reverse Lookup to see the name and address of a called number
- Use the PIN-link to access detailed information about an inmate
- Access and replay recordings
- Download recordings for in-depth review in Call Analyzer
- Download recordings for transfer to CD/DVD (or other portable media)
- Add investigative notes to calls
- Save and reuse report templates
- Select and use other Report Types (call frequency, et cetera)

- Use ICMv's Report Builder for custom reports

C. CD/DVD Utilities

Topics include:

- Burn recordings/call detail records to portable media (e.g. CD, DVD, USB Device, Thumb Drive)
- Email recordings and call records

D. Live Monitoring

Topics include:

- Select and listen to a live conversation
- Terminate a live call
- Forward a live call to a remote investigator
- Use Reverse Lookup to see the name and address of a called number

E. Inmate PIN Management

Topics include:

- Add inmates to the system (unless established via JMS interface)
- Add/edit PIN restrictions
- Add/edit PAN lists
- Suspend/Deactivate PINs
- Set alerts

F. Phone Management (System Controls)

Topics include:

- Shut down all phones
- Shut down individual phone or phones in one area
- Set phone usage parameters (e.g. service on/off schedule, free calls, local only, et cetera)

G. Number (BTN) Management**Topics include:**

- Add numbers and set restrictions/privileges for each
- Block/Unblock numbers
- Designate Private (Privileged) numbers
- When to use Restricted Playback
- Use Reverse Lookup to see a number's published name and address

H. Advanced Reports**Topics include:**

- Call statistics and revenue
- Debit system information
- Inmate information
- System diagnostics
- User audits – track user activities (exclusively for administrators)

I. ICMv User Management (Exclusively for administrators)**Topics include:**

- Add a new user and assign privileges
- Add a new role (a set of one or more privileges)
- Edit user privileges
- Edit roles

J. Reporting System Issues to Technical Support**Topics include:**

- How to Report a Problem to Technical Support
- Technical Support Procedures for Call Handling and Resolution
- GTL Technical Support Contact Information

V. INMATE TRAINING

Contractor shall provide a variety of instructional aides in English, Spanish, and Vietnamese to educate inmates on the procedures and processes necessary to use the ICMv controlled telephones at the facility. Braille is also provided. Instructional materials and methods include:

- Clear automated voice prompts every time an inmate makes a call ensures that all inmates, including those who cannot read written instructions, understand step-by-step what must be done in order to place a call.
- Laminated instruction cards posted on or next to every telephone
- Printed instructions on paper fliers that can be distributed by County staff
- At the County's request, a trainer will be available for inmate training on phone usage. The trainer shall provide a discussion and demonstration in each unit or pod of the facility with assistance from County staff. Topics include but are not limited to:
 - Use of PIN – safekeeping, using with the telephone system, how to add funds to their account.
 - Customer Service – Instruction on refunds, issue awareness, assistance, and filing complaints.
 - How the telephone system interfaces with the commissary and how orders may be placed
 - Calling Instruction – How to use the phone, follow the prompts, enter information, entering inmate name, PIN, warning of the use of three-way and recording, and speed dial use.
 - Topics and instruction shall be at the discretion of the County and Contractor shall provide trainers and services as Orange County requests them.

**ATTACHMENT F
ACCEPTANCE TESTING PLAN**

I. Testing

Once the system is fully installed, it shall be thoroughly tested for functionality. The system "burn-in" shall include but is not limited to:

- A. Test-calls from all inmate calling stations to check connectivity and audio quality.
- B. Testing of automatic call verification process.
- C. Onsite recording storage, archiving, retrieval and quality, CDR creation and backup process etc.

The County's Project Manager and County's facility management shall verify that the system is fully functional and meets County requirements.

II. Training

The Implementation Plan shall include the training of County staff and follow-up monitoring of the system. The Contractor Project Manager shall continue to closely monitor the performance of the ICMv for 30 days after cutover to ensure that all systems are functioning correctly and that the County continues to be fully satisfied.

After contract signature, Contractor's Project Manager will develop a list of all County staff with the help of the Inmate Services Division that will require training in the use of the new equipment and/or software. Training shall be done the day after the implementation and cutover of the call processing equipment. Training shall include a multimedia presentation, printed materials, and a question and answer session.

Inmate Calling Manager
Installation Testing Acceptance Check List

	Project Manager Duties	Date Tested or Confirmed	Yes/ No	Comments
1.0	Hardware Inventory			
1.1	Confirm delivery of hardware using the Equipment Checklist ("Delivered" column). Note any damage or other issues.			
2.0	Equipment Location and Security			
2.1	Is the floor and wall space sufficient for the hardware?			
2.2	Is there sufficient heating, cooling, and ventilation for the hardware?			
2.3	Is the equipment room clean and free from dirt and debris?			
2.4	Is there a dedicated grounded circuit for the hardware and have you tested the polarity and ground?			
2.5	Has the ITS rack or cabinet been properly grounded?			
2.6	Is the hardware installed in a secure location?			

2.7	Are there any special conditions to note (i.e. lightning protection, leaking pipes, etc.)? If so, enter details in the "Comments" section.			
3.0	Inmate Telephone System			
3.1	Did all of the hardware boot properly with no errors?			
3.2	Is Windows running and are the internal system boards sync'd?			
3.3	Is the IP address info properly configured on each ITS?			
3.4	Is the "AGM LAN" NIC plugged into the GTL network and do you have connectivity back to GTL?			
3.5	If using a dial-up solution for the WAN, is it working and connecting properly?			
3.6	If a modem is connected to the ITS (VAC/Radical) is it configured and working?			
4.0	Network (Data and Voice)			
4.1	Have all the circuits been properly identified, terminated, tested, and connected?			
4.2	Is local dialing 7 or 10-digit?			
4.3	Is caller ID being blocked on the local lines (i.e. POTS, Local T1s) or is it showing 888-288-9879?			
4.4	Have LD test calls been placed over the PIP using a channel bank and 66 block?			
4.5	Can reach ITS be pinged from the LA Office?			
4.6	Have the IP addresses been configured on all hardware that will be on the network and are they visible from LA (i.e. ITS, UPS, Channel Banks, Fiber Media, etc.)?			
4.7	Can you ping the LA colo from the ITS?			
4.8	Can you connect to https://email.teamGTL.com/exchange/ over the network?			
4.9	If firewalls have been installed are they properly configured and tested?			
4.10	Has the Network CoS setting been configured properly for simultaneous calls?			
4.11	Do the router timeslots and the connected trunks match in configuration?			
4.12	Has the CallManager Location Bandwidth been set correctly?			
5.0	Trunk Cards			
5.1	Analog Trunk Cards			
5.1.1	Do all of the analog circuits have dial tone and have they been labeled?			
5.1.2	Have the amphenol cables been properly routed, connected, and labeled?			
5.1.3	Do calls properly route out over the analog cards?			
5.2	Digital Trunk Cards (DTI)			

5.2.1	Have the DTI cables been properly routed, connected, and labeled?			
5.2.2	Are the DTI cards sync'd with no alarms?			
5.2.3	Has the framing been properly configured (i.e. ESF)?			
5.2.4	Has the line coding been properly configured (i.e. B8ZS)?			
5.2.5	Has the signaling been properly configured (i.e. E&M immediate)?			
5.2.6	Do calls properly route out over the DTI cards?			
6.0	Station Cards			
6.1	Are the station card power supplies properly installed and connected?			
6.2	Do you have prompts on every station port?			
6.3	Are all of the prompts, instructions, and recordings correct?			
6.4	Is the facility's name properly recorded?			
6.5	Does the call alert both parties that it is being monitored and recorded?			
6.6	Is end-user rate quoting turned on and tested?			
6.7	If applicable, are special stations setup properly (i.e. Booking, TTY, Attorney)?			
6.8	Is the voice quality on the calls acceptable? Rate 1-5 with 5 being crystal clear. Test both the inmate and end-user experience.			
7.0	ITS Configuration			
7.1	Is call progress being muted on the inmate side of the call?			
7.2	Is each bill type turned on and working properly?			
7.2.1	<i>Make Collect test calls from each ITS</i>		N/A	
7.3	Have the rates been loaded and verified with test calls (Local, LD, Int'l)?			
7.3.1	<i>Make Local, IntraLATA, InterLATA, InterState, and International test calls from each ITS</i>		N/A	
7.4	Has the local calling area been loaded and tested?			
7.5	Have the dialing rules been loaded and tested (if applicable)?			
7.6	Have call length limits been loaded and tested?			
7.7	Have on/off times been properly configured?			
7.8	Have the correct language prompts been loaded and tested?			
7.9	Have the correct fraud controls been enabled and tested (3-way and DTMF detect, end-user block)?			
7.10	Is positive call acceptance required and has it been turned on? (List the bill types and call types to which this applies)			
7.11	Can you search for and play back recordings?			
7.12	Is live monitoring working properly (listen, forward, terminate, etc.)?			

7.13	Is the alerting feature working properly?			
7.14	Is the name recording working properly?			
7.15	Are the speed dials setup and working (if applicable)?			
7.16	Have unused trunk ports been disabled?			
7.17	Is NTP properly configured and running?			
7.18	Is the ITS set to the proper time zone?			
7.19	Has someone from the Wilshire office completed a backdoor test call through the ITS?			
7.20	For VAC installs, have you tested CPP usage and balances?			
8.0	Polling and Validation			
8.1	Have you notified cutover_mgrs that the system is up and test calls have been made?			
8.2	Are calls validating properly (check with RA)?			
8.3	Can ITM and RA see the CDRs from the test calls (delete when finished)?			
8.4	Are the Courtesy calls routing properly?			
9.0	Data From the Incumbent Phone System Not used in this installation	N/A	N/A	N/A
9.1	Have you loaded and tested any required Free numbers?			
9.2	Have you loaded and tested any required Private (not recorded) numbers?			
9.3	Have you loaded and tested any required Blocked numbers?			
10.0	PINs (if required)			
10.1	Has a test account been created? List info in "Comments" section			
10.2	Does the test PIN work with the designated call types?			
10.3	If the facility has existing PIN data has it been loaded and tested?			
10.4	Will inmates select their PIN upon first use and is that feature setup and tested?			
10.5	Has the facility staff been trained on how to change a PIN and has a policy been established?			
11.0	Personal Allowed Numbers PANs			
11.1	Is the max number of allowed PANs properly setup?			
11.2	If the facility has existing PAN data has it been loaded and tested?			
12.0	Electronic Debit			
12.1	Can you manually add and delete funds on the test PIN?			
12.2	Can you make successful electronic debit calls via each call type (Local, Int'l, etc.)?			
13.0	Integrations			
13.1	IIR (Inmate Information Records)			
13.1.1	Has end-to-end testing been completed?			

13.1.2	Have the existing PINs been loaded from the incumbent's system (where applicable)?			
13.1.3	Is the file transfer cycle properly setup?			
13.2	IDM (Inmate Debit Monies)			
13.2.1	Has end-to-end testing been completed?			
13.2.2	Has the refund/release process been tested and verified?			
13.2.3	Is the file transfer cycle properly setup?			
13.3	PAN (Personal Allowed Numbers)			
13.3.1	Has end-to-end testing been completed?			
13.3.2	Have the existing PANs been loaded from the incumbent's system (where applicable)?			
13.3.3	Is the file transfer cycle properly setup?			
14.0	Debit Cards			
14.1	Can you make successful debit card calls via each call type (Local, Int'l, etc.)?			
14.2	Are the cards of the correct denomination?			
14.3	Have the debit card business rules been communicated to the business manager?			
15.0	Inmate Phones			
15.1	Has each phone been tested, identified (port #), and have the mini dialing instructions been installed in the viewing window for each phone?			
15.2	Have all phones been mounted and are they securely fastened?			
15.3	Have all pedestals, roll carts, backboards, and conduits been securely installed?			
15.4	Have the station port mappings been entered into the ITS?			
16.0	Visitation Phones (if applicable)			
16.1	Has each phone been tested, identified (port #), and labeled with the station id?			
16.2	Have all phones been mounted and are they securely fastened?			
16.3	Have the station port mappings been entered into the ITS?			
16.4	Are PINs required on the visitation phones and have they been tested?			
16.5	Are the visitation phones setup for monitoring and recording?			
17.0	TDD Phone			
17.1	Has the TDD phone (and modular jack, if applicable) been properly installed, mounted, and labeled? Is it a mobile unit or wall-mount?			

17.2	How will the TDD phone be used (through the ITS or an admin line) and has it been properly setup and tested?			
17.3	If the phone will run through the ITS, are the correct speed dials setup and have they been tested?			
17.4	Has each TDD phone been labeled with dialing instructions and a call recording/monitoring notice?			
18.0	Cutoff Switches			
18.1	Have the cutoff switches been connected to the house cabling?			
18.2	Has each switch been tested and labeled?			
19.0	Workstations			
19.1	Do the workstations have connectivity to the ITS and to LA?			
19.2	Have roles been created for each group of users (i.e. investigators)			
19.3	Has a login and password been setup for each user (both on the workstation and the ITS application)?			
19.4	Can you pull call records, recordings, and live monitor?			
19.5	Do all of the GUI features work properly?			
19.6	Have you tested the CD burning features on the workstation?			
19.7	Has a remote access application been loaded and does it work (verify with LA)?			
19.8	Has all of the correct software been loaded (complete software tracking spreadsheet)?			
19.9	If a printer was provided is it installed and working properly?			
19.10	If speakers or headphones were provided are they installed?			
19.11	Has all of the correct software been loaded and have the software licenses and product keys been documented in the software tracking spreadsheet?			
20.0	Monitoring			
20.1	Has ITM setup DNS routing for all network components?			
20.2	Has ITM added all network components to our monitoring tools?			
21.0	Labeling			
21.1	Are all of the Station and Trunk blocks clearly labeled (in the Demarc, MDF, and all IDFs)?			
21.2	Are all cables, cards, and hardware components clearly labeled?			
21.3	Are all 66 block covers, CAT5 cables, and cross-connect jumper wire installed per the GTL color code standards?			
21.4	Is all cabling neat and has the cabinet been dressed?			
22.0	Postings			

22.1	Have the dialing instructions been posted in the approved areas?			
22.2	Have the marketing materials been posted and has the Client Services rep introduced the material to the customer and reviewed it with them?			
22.3	Have the escalation procedures been explained and distributed?			
22.4	Have the inmate complaint forms been explained and distributed?			
23.0	Training			
23.1	Has the designated staff been trained on the ITS?			
23.2	Were the users given the opportunity to choose a secure login/password?			
23.3	Have the user manuals been distributed?			
24.0	Value Added Products (i.e. Kiosk)			
24.1	(Tests and checks will need to be listed by product)			
25.0	Closing			
25.1	Did you take photos of the phone room, cabling, hardware, phones, and all other pertinent areas?			
25.2	Have all IDFs and MDFs been cleaned up from the install?			
25.3	Has any unused hardware been securely packaged, insured (where necessary), and shipped back to GTL?			
25.4	Has the customer acceptance document been completed?			
25.5	Has the post-install survey been completed?			

**ATTACHMENT G
CURRENT EQUIPMENT LOCATIONS**

(THE TELEPHONE LOCATIONS MAY EXPAND OR RETRACT AND INCLUDE
DETAILS BASED ON THE TELEPHONE COUNT)

List of Equipment and Locations in Use			
Site Name	Asset Type	Additional Asset Description	Quantity
Orange County CA-Joplin Youth Center	Quintum Box		1
Orange County CA-Joplin Youth Center	UPS		1
Orange County CA-Joplin Youth Center	Inmate Telephones		9
Orange County CA-Youth Guidance Center	Quintum Box		1
Orange County CA-Youth Guidance Center	UPS		1
Orange County CA-Youth Guidance Center	Inmate Telephones		18
Orange County CA-Juvenile Hall	Quintum Box		4
Orange County CA-Juvenile Hall	Router		1
Orange County CA-Juvenile Hall	UPS		1
Orange County CA-Juvenile Hall /Youth Leadership Academy	Inmate Telephones		72
Orange County CA-James Musick Facility	Quintum Box		4
Orange County CA-James Musick Facility	Router	2800 Series	1
Orange County CA-James Musick Facility	UPS		1
Orange County CA-James Musick Facility	Inmate Telephones		80
Orange County CA-James Musick Facility	Workstation		1
Orange County CA-Theo Lacy Facility	Quintum Box		13
Orange County CA-Theo Lacy Facility	TTY		2
Orange County CA-Theo Lacy Facility	Router	2800 Series	1
Orange County CA-Theo Lacy Facility	Modem	V.92	1
Orange County CA-Theo Lacy Facility	UPS		1
Orange County CA-Theo Lacy Facility	Inmate Telephones		302
Orange County CA-Theo Lacy Facility	Workstation		2
Orange County CA-Central Jail Complex	Quintum Box		13
Orange County CA-Central Jail Complex	TTY		4

Orange County CA-Central Jail Complex	Router	2800 Series	1
Orange County CA-Central Jail Complex	Modem	V.92	1
Orange County CA-Central Jail Complex	Cisco Catalyst	Model 2950	1
Orange County CA-Central Jail Complex	UPS		1
Orange County CA-Central Jail Complex	Inmate Telephones		310
Orange County CA-Central Jail Complex	Workstations		2
Orange County CA-Central Jail Complex	Laptop		1

1. Central Jail Complex (311 Phones)

Station	Location
7148360001	K9-1
7148360002	DORM1-3
7148360003	K14-2
7148360004	DORM3-1
7148360005	N31-3
7148360006	DORM7-2
7148360007	M25-2
7148360008	I-10 Dayroom
7148360009	M26-4
7148360010	P13-1
7148360011	J-4-3
7148360012	DORM7-4
7148360013	J-7-3
7148360014	DORM5-4
7148360015	M22-1
7148360016	DORM5-1
7148360017	M24-2
7148360018	Bad Port
7148360019	F32-5
7148360020	D17-2
7148360021	N29-3
7148360022	D19-1
7148360023	L18-1
7148360024	D21-2
7148360025	K9-4
7148360026	F27-4
7148360027	N28-3
7148360028	E26-1
7148360029	PM12-1
7148360030	E26-2
7148360031	J1-2
7148360032	D21-4
7148360033	J2-3
7148360034	F27-1
7148360035	L15-4

7148360036	F30-1
7148360037	N32-4
7148360038	F32-3
7148360039	K10-4
7148360040	A1-1
7148360041	K14-3
7148360042	A1-3
7148360043	L19-2
7148360044	A-5-4
7148360045	M23-1
7148360046	A6-4
7148360047	L18-4
7148360048	A2-5
7148360049	L15-2
7148360050	B7-1
7148360051	E26-3
7148360052	B8-2
7148360053	J5-4
7148360054	C12-3
7148360055	C12-2
7148360056	C15-4
7148360057	C16-1
7148360058	C16-4
7148360059	C11-3
7148360060	F28-3
7148360061	N27-4
7148360062	WARD C-1
7148360063	DORM6-1
7148360064	DIS/ISO
7148360065	C11-1
7148360066	C16-2
7148360067	C15-3
7148360068	J2-4
7148360069	B8-1
7148360070	L18-3
7148360071	B9-2
7148360072	ROOF-1
7148360073	J5-1
7148360074	DORM1-4
7148360075	K14-1
7148360076	Tank H-4-2
7148360077	J7-2
7148360078	DORM7-1
7148360079	N28-4
7148360080	DORM11-1
7148360081	J2-2
7148360082	DORM1-1
7148360083	J5-2

7148360084	DORM8-3
7148360085	J8-1
7148360086	INFIRMARY
7148360087	M22-2
7148360088	DORM2-2
7148360089	M25-4
7148360090	ROOF-3
7148360091	N27-3
7148360092	D18-2
7148360093	N30-1
7148360094	D-18-5
7148360095	L18-2
7148360096	D21-1
7148360097	K9-3
7148360098	F27-3
7148360099	K12-2
7148360100	E25-2
7148360101	N29-2
7148360102	E25-4
7148360103	SOUTH ISO
7148360104	D21-3
7148360105	N31-1
7148360106	F28-1
7148360107	K ISO
7148360108	F32-1
7148360109	J DOOR
7148360110	A1-2
7148360111	M22-3
7148360112	A2-1
7148360113	M21-2
7148360114	A2-4
7148360115	L16-4
7148360116	A4-1
7148360117	M21-1
7148360118	A6-3
7148360119	K13-1
7148360120	B10-1
7148360121	K13-4
7148360122	DORM2-3
7148360123	J5-3
7148360124	DORM4-1
7148360125	M26-3
7148360126	DORM8-2
7148360127	J1-4
7148360128	DORM6-3
7148360129	J3 LEFT
7148360130	DORM4-4
7148360131	J6 LEFT

7148360132	DORM9-1
7148360133	J8-2
7148360134	DORM6-2
7148360135	M23-4
7148360136	DORM3-4
7148360137	M25-3
7148360138	ROOM SM-1
7148360139	N28-1
7148360140	D18-1
7148360141	N30-2
7148360142	D18-4
7148360143	L19-4
7148360144	WARD D-2
7148360145	K10-1
7148360146	E23-1
7148360147	K12-1
7148360148	E25-1
7148360149	PF3
7148360150	E24-2
7148360151	NORTH ISO
7148360152	Bad Port
7148360153	J4-1
7148360154	E26-4
7148360155	N31-2
7148360156	F31-5
7148360157	L17-1
7148360158	D22-4
7148360159	K9-2
7148360160	A1-5
7148360161	K11-2
7148360162	A2-3
7148360163	M25-1
7148360164	A3-1
7148360165	K14-4
7148360166	A6-2
7148360167	L20-4
7148360168	B8-4
7148360169	M23-2
7148360170	B9-1
7148360171	J BOOTH
7148360172	B7-2
7148360173	J4-2
7148360174	R205
7148360175	C15-2
7148360176	C15-5
7148360177	C12-4
7148360178	E- 23 - 2
7148360179	F28-4

7148360180	WARD D-1
7148360181	DOCK AREA
7148360182	N30-4
7148360183	J1-1
7148360184	C14-1
7148360185	B9-3
7148360186	E23-4
7148360187	K11-1
7148360188	C15-1
7148360189	2nd Guard Station
7148360190	B10-4
7148360191	J8-3
7148360192	C11-4
7148360193	L16-2
7148360194	DORM2-4
7148360195	L15-3
7148360196	DORM5-3
7148360197	N29-4
7148360198	DORM8-1
7148360199	J1-3
7148360200	DORM12-1
7148360201	J3 RIGHT
7148360202	DORM5-2
7148360203	J6 RIGHT
7148360204	G-2-1
7148360205	M21-4
7148360206	G 4-3
7148360207	M23-3
7148360208	DORM7-3
7148360209	M26-1
7148360210	D17-3
7148360211	N28-2
7148360212	D17-5
7148360213	N31-4
7148360214	D18-3
7148360215	L19-3
7148360216	Bad Port
7148360217	K10-2
7148360218	E24-4
7148360219	K11-3
7148360220	E24-1
7148360221	Bad Port
7148360222	E25-3
7148360223	L17-4
7148360224	F29-1
7148360225	K11-4
7148360226	F31-2
7148360227	N32-3

7148360228	F31-4
7148360229	N27-2
7148360230	F32-2
7148360231	K10-3
7148360232	A1-4
7148360233	K12-3
7148360234	A2-2
7148360235	L16-3
7148360236	A5-2
7148360237	M24-3
7148360238	A6-1
7148360239	M24-4
7148360240	B8-3
7148360241	K13-3
7148360242	DORM3-2
7148360243	N32-2
7148360244	DORM6-4
7148360245	N27-1
7148360246	P13-2
7148360247	J -2-1
7148360248	P14-2
7148360249	J4-4
7148360250	P14-1
7148360251	L17-2
7148360252	DORM3-3
7148360253	M21-3
7148360254	G -1 -2
7148360255	M24-1
7148360256	DORM8-4
7148360257	M26-2
7148360258	D17-1
7148360259	N30-3
7148360260	D17-4
7148360261	L16-1
7148360262	D22-1
7148360263	L20-1
7148360264	D22-2
7148360265	L20-3
7148360266	E24-3
7148360267	PM-2
7148360268	E23-3
7148360269	PM1
7148360270	C11-2
7148360271	L17-3
7148360272	F28-2
7148360273	N32-1
7148360274	F31-1
7148360275	J - 7- 4

7148360276	F32-4
7148360277	N29-1
7148360278	F27-2
7148360279	M22-4
7148360280	D22-3
7148360281	K12-4
7148360282	A5-3
7148360283	L20-2
7148360284	A5-1
7148360285	L19-1
7148360286	B7-4
7148360287	K -13 - 2
7148360288	B7-3
7148360289	L15-1
7148360290	B9-4
7148360291	J7-1
7148360292	B10-3
7148360293	J8-4
7148360294	C13-2
7148360295	C16-3
7148360296	C16-5
7148360297	R SINGLE
7148360298	D20-1
7148360299	R204
7148360300	ROOM SM-2
7148360301	C12-1
7148360302	B-10-2
7148360303	Women Roof
7148360304	SL Dayroom
7148360305	PM -12- 2
7148360306	PF-6
7148360307	PM-19
7148360308	PM-20
7148360309	PM-24
7148360310	PM-25
7148360311	PF-4
7148360312	Spare

2. James A. Musick (80 Phones)

Station	Location	ICE Phone
9494620033	Bad Port	
9494620077	Bad Port	
9494620078	E - D IN # 1	ICE Phone
9494620079	E - D IN # 2	ICE Phone
9494620080	E - D IN # 3	ICE Phone

9494620081	E - D IN # 4	ICE Phone
9494620082	E - D IN # 5	ICE Phone
9494620076	E - E IN # 4	ICE Phone
9494620083	E - E IN # 5	ICE Phone
9494620073	E - E IN # 1	ICE Phone
9494620074	E - E IN # 2	ICE Phone
9494620075	E - E IN # 3	ICE Phone
9494620043	E1	
9494620068	E11	
9494620031	E12	
9494620018	E13	
9494620009	E14	
9494620066	E2	
9494620008	E3	
9494620030	E4	
9494620067	E5	
9494620055	E6	
9494620021	E7	
9494620032	E8	
9494620007	E9	
9494620056	E-E-6	
9494620015	N-1	ICE Phone
9494620063	N10	ICE Phone
9494620014	N11	ICE Phone
9494620022	N12	ICE Phone
9494620012	N13	ICE Phone
9494620040	N14	ICE Phone
9494620011	N15	ICE Phone
9494620035	N16	ICE Phone
9494620060	N17	ICE Phone
9494620034	N18	ICE Phone
9494620020	N19	ICE Phone
9494620024	N2	ICE Phone
9494620059	N20	ICE Phone
9494620037	N3	ICE Phone
9494620064	N4	ICE Phone
9494620061	N5	ICE Phone
9494620013	N6	ICE Phone
9494620023	N7	ICE Phone
9494620052	N-8	ICE Phone
9494620036	N9	ICE Phone
9494620006	REL TK	
9494620047	S Rel Outside	
9494620072	SA- 1	ICE Phone
9494620010	SA-2	ICE Phone
9494620039	SA-3	ICE Phone
9494620017	SB-1	ICE Phone
9494620058	SB-2	ICE Phone

9494620019	SB-3	ICE Phone
9494620038	SC-1	
9494620057	SC-2	
9494620016	SC-3	
9494620084	SPARE	
9494620085	SPARE	
9494620086	SPARE	
9494620087	SPARE	
9494620088	SPARE	
9494620089	Spare	
9494620090	Spare	
9494620091	Spare	
9494620092	Spare	
9494620093	Spare	
9494620094	Spare	
9494620095	Spare	
9494620096	Spare	
9494620062	Spare Port	
9494620071	W- 19	
9494620049	W1	
9494620045	W10	
9494620065	W11	
9494620003	W12	
9494620051	W13	
9494620069	W14	
9494620027	W15	
9494620041	W16	
9494620004	W17	
9494620046	W18	
9494620001	W2	
9494620028	W20	
9494620005	W21	
9494620053	W22	
9494620070	W23	
9494620029	W24	
9494620044	W25	
9494620025	W3	
9494620048	W4	
9494620042	W5	
9494620002	W6	
9494620050	W7	
9494620026	W8	
9494620054	W-9	

3. Theo Lacy (292 Phones)

7149350091	A IN 1	ICE Phone
7149350044	A IN 2	ICE Phone
7149350043	A IN 3	ICE Phone

7149350067	A IN 3	ICE Phone
7149350115	A IN 4	ICE Phone
7149350019	A OUT 1	ICE Phone
7149350092	B IN 1	ICE Phone
7149350069	B IN 2	ICE Phone
7149350093	B IN 4	ICE Phone
7149350116	B OUT 1	ICE Phone
7149350021	B OUT 2	ICE Phone
7149350045	B OUT 2	ICE Phone
7149350051	Bad Port	
7149350160	Bad Port	
7149350193	Bad Port	
7149350223	Bad Port	
7149350257	Bad Port	
7149350094	C IN 1	ICE Phone
7149350117	C IN 2	ICE Phone
7149350046	C IN 3	ICE Phone
7149350023	C IN 4	ICE Phone
7149350022	C OUT 1	ICE Phone
7149350070	C OUT 2	ICE Phone
7149350274	COURT XFER 5	
7149350199	COURT XFER 7	
7149350072	D IN 1	ICE Phone
7149350024	D IN 2	ICE Phone
7149350048	D IN 3	ICE Phone
7149350096	D IN 4	ICE Phone
7149350118	D OUT 1	ICE Phone
7149350095	D OUT 2	ICE Phone
7149350119	E-1	ICE Phone
7149350145	E-2	ICE Phone
7149350125	F EAST 1	
7149350149	F EAST 2	
7149350173	F EAST 3	
7149350217	F EAST 4	
7149350120	F EAST 5	
7149350200	F EAST 6	
7149350180	F EAST 7	
7149350127	F EAST 8	
7149350218	F WEST 1	
7149350128	F WEST 2	
7149350175	F WEST 3	
7149350151	F WEST 4	
7149350197	F WEST 5	
7149350150	F WEST 7	
7149350174	F WEST 8	
7149350169	G East	
7149350196	G EAST 1	
7149350148	G EAST 2	

7149350219	G EAST 3	
7149350147	G EAST 4	
7149350122	G EAST 5	
7149350146	G EAST 6	
7149350307	G West # 1	
7149350220	G WEST 2	
7149350170	G WEST 3	
7149350163	G WEST 4	
7149350171	G WEST 5	
7149350124	G WEST 6	
7149350172	G WEST 7	
7149350296	H EAST 1	
7149350249	H EAST 2	
7149350259	H EAST 3	
7149350273	H EAST 4	
7149350297	H EAST 5	
7149350260	H EAST 6	
7149350221	H EAST 7	
7149350258	H -W Dayroom -7	
7149350272	H WEST 1	
7149350248	H WEST 2	
7149350211	H WEST 3	
7149350187	H WEST 4	
7149350139	H WEST 5	
7149350222	H WEST 6	
7149350210	H WEST 7	
7149350108	I-6 - 2	
7149350261	I-1-1	ICE Phone
7149350153	I-1-2	ICE Phone
7149350130	I-1-3	ICE Phone
7149350262	I-2-2	ICE Phone
7149350201	I-2-3	ICE Phone
7149350037	I-2-3	ICE Phone
7149350133	I-2-3 Phone # 3	ICE Phone
7149350157	I-3-1	ICE Phone
7149350263	I-3-2	ICE Phone
7149350178	I-3-3	ICE Phone
7149350264	I-4-1	
7149350155	I-4-2	
7149350181	I-4-3	
7149350224	I-5-1	
7149350203	I-5-2	
7149350179	I-5-3	
7149350132	I-6-1	
7149350156	I-6-2	
7149350225	I-6-3	
7149350168	ISO HALL	ICE Phone
7149350184	J - 8 - 2	

7149350161	J-10-1	
7149350276	J-10-2	
7149350135	J-10-3	
7149350159	J-11-1	
7149350209	J-11-2	
7149350228	J-11-3	
7149350138	J-12-1	
7149350186	J-12-2	
7149350229	J-12-3	
7149350275	J-7-1	
7149350136	J-7-2	
7149350207	J-7-3	
7149350304	J-8-1	
7149350226	J-8-3	
7149350227	J-9-1	
7149350137	J-9-2	
7149350208	J-9-3	
7149350126	K-13-3	
7149350230	K-13-1	
7149350246	K-13-2	
7149350270	K-13-3	
7149350294	K-13-4	
7149350292	K-14-1	
7149350231	K-14-2	
7149350245	K-14-3	
7149350256	K-14-4	
7149350290	K-15-1	
7149350232	K-15-2	
7149350142	K-15-3	
7149350164	K-15-4	
7149350295	K-16-1	
7149350306	K-16-2	
7149350167	K-16-3	
7149350143	K-16-4	
7149350233	K-17-1	
7149350247	K-17-2	
7149350188	K-17-3	
7149350267	K-17-4	
7149350234	K-18-1	
7149350289	K-18-2	
7149350141	K-18-3	
7149350212	K-18-4	
7149350191	L-19-1	
7149350265	L-19-2	
7149350235	L-19-3	
7149350214	L-19-4	
7149350236	L-20-1	
7149350165	L-20-3	

7149350129	L-20-4	
7149350189	L-21-1	
7149350237	L-21-2	
7149350244	L-21-3	
7149350213	L-21-4	
7149350238	L-22-1	
7149350144	L-22-2	
7149350291	L-22-3	
7149350215	L-22-4	
7149350251	L-23-1	
7149350266	L-23-2	
7149350239	L-23-3	
7149350253	L-23-4	
7149350240	L-24-1	
7149350243	L-24-2	
7149350166	L-24-3	
7149350252	L-24-4	
7149350001	M-25-1	
7149350025	M-25-2	
7149350049	M-25-3	
7149350277	M-25-4	
7149350278	M-26-1	
7149350026	M-26-2	
7149350050	M-26-3	
7149350074	M-26-4	
7149350003	M-27-1	
7149350027	M-27-2	
7149350305	M-27-3	
7149350279	M-27-4	
7149350280	M-28-1	
7149350028	M-28-2	
7149350052	M-28-3	
7149350076	M-28-4	
7149350005	M-29-1	
7149350281	M-29-2	
7149350053	M-29-3	
7149350077	M-29-4	
7149350006	M-30-1	
7149350030	M-30-2	
7149350282	M-30-3	
7149350078	M-30-4	
7149350283	N-31-1	
7149350007	N-31-2	
7149350055	N-31-3	
7149350079	N-31-4	
7149350008	N-32-1	
7149350032	N-32-2	
7149350056	N-32-3	

7149350284	N-32-4	
7149350009	N-33-1	
7149350033	N-33-2	
7149350285	N-33-3	
7149350081	N-33-4	
7149350286	N-34-1	
7149350034	N-34-2	
7149350058	N-34-3	
7149350082	N-34-4	
7149350011	N-35-1	
7149350035	N-35-2	
7149350287	N-35-3	
7149350083	N-35-4	
7149350012	N-36-1	
7149350036	N-36-2	
7149350288	N-36-3	
7149350084	N-36-4	
7149350299	O-37-1 DN	ICE Phone
7149350300	O-37-1 UP	ICE Phone
7149350085	O-37-2 UP	ICE Phone
7149350014	O-38-1	ICE Phone
7149350301	O-38-2	ICE Phone
7149350062	O-38-3	ICE Phone
7149350086	O-38-4	ICE Phone
7149350015	O-39-1	ICE Phone
7149350302	O-39-2	ICE Phone
7149350063	O-39-3	ICE Phone
7149350087	O-39-4	ICE Phone
7149350016	O-40-1	ICE Phone
7149350040	O-40-2	ICE Phone
7149350303	O-40-3	ICE Phone
7149350088	O-40-4	ICE Phone
7149350017	O-41-1	ICE Phone
7149350242	O-41-2	ICE Phone
7149350065	O-41-3	ICE Phone
7149350089	O-41-4	ICE Phone
7149350066	O-42-2	ICE Phone
7149350042	O-42-3	ICE Phone
7149350090	O-42-4	ICE Phone
7149350293	P-47-1	
7149350097	P-43-1	
7149350020	P-43-2	
7149350154	P-43-3	
7149350061	P-43-4	
7149350098	P-44-1	
7149350068	P-44-2	
7149350202	P-44-3	
7149350162	P-44-4	

7149350099	P-45-1	
7149350047	P-45-2	
7149350131	P-45-3	
7149350206	P-45-4	
7149350100	P-46-1	
7149350071	P-46-2	
7149350158	P-46-3	
7149350241	P-46-4	
7149350101	P-47-1	
7149350204	P-47-2	
7149350185	P-47-3	
7149350269	P-47-4	
7149350102	P-48-1	
7149350121	P-48-2	
7149350073	P-48-3	
7149350183	P-48-4	
7149350103	Q-49-1	
7149350198	Q-49-2	
7149350002	Q-49-3	
7149350271	Q-49-4	
7149350104	Q-50-1	
7149350176	Q-50-2	
7149350075	Q-50-3	
7149350038	Q-50-4	
7149350105	Q-51-1	
7149350152	Q-51-2	
7149350004	Q-51-3	
7149350190	Q-51-4	
7149350106	Q-52-1	
7149350195	Q-52-2	
7149350029	Q-52-3	
7149350192	Q-52-4	
7149350107	Q-53-1	
7149350194	Q-53-2	
7149350054	Q-53-3	
7149350039	Q-53-4	
7149350123	Q-54-2	
7149350031	Q-54-3	
7149350216	Q-54-4	
7149350109	R-55-1	
7149350250	R-55-2	
7149350080	R-55-3	
7149350064	R-55-4	
7149350110	R-56-1	
7149350140	R-56-2	
7149350057	R-56-3	
7149350255	R-56-4	
7149350111	R-57-1	

7149350298	R-57-2	
7149350010	R-57-3	
7149350041	R-57-4	
7149350112	R-58-1	
7149350205	R-58-2	
7149350059	R-58-3	
7149350018	R-58-4	
7149350113	R-59-1	
7149350134	R-59-2	
7149350060	R-59-3	
7149350254	R-59-4	
7149350114	R-60-1	
7149350182	R-60-2	
7149350013	R-60-3	
7149350268	R-60-4	
7149350177	Rec- 9	
7149350308	SPARE	
7149350309	SPARE	
7149350310	SPARE	
7149350311	SPARE	
7149350312	SPARE	

4. Youth Guidance Center (18 Phones)

7149730001	300 - 2
7149730002	600 - 1
7149730003	400 - 1
7149730004	Gym - 2
7149730005	400 - 2
7149730006	300 - 1
7149730007	200 - 1
7149730008	200 - 2
7149730009	500 - 2
7149730010	600 - 3
7149730011	Gym - 3
7149730012	400 - 3
7149730013	600 - 2
7149730014	200 - 3
7149730015	500 - 1
7149730016	500 - 3
7149730017	Gym - 1
7149730018	300 - 3
7149730019	Spare
7149730020	Spare
7149730021	Spare
7149730022	Spare
7149730023	Spare
7149730024	Spare

5. Juvenile Hall Annex (67 Phones)

7149370001	T-1
7149370002	T-3
7149370003	Z-3
7149370004	Q S DAYRM-2
7149370005	B-1
7149370006	Q S DAYRM-3
7149370007	O-1
7149370008	M-1
7149370009	O-3
7149370010	M-3
7149370011	B-2
7149370012	YLA2 E DAYRM-1
7149370013	Q N DAYRM-2
7149370014	A-3
7149370015	A-4
7149370016	A-1
7149370017	R-1
7149370018	S-3
7149370019	G-1
7149370020	G-3
7149370021	J-4
7149370022	H-4
7149370023	J-3
7149370024	K-4
7149370025	T-2
7149370026	T-4
7149370027	Q S DAYRM-1
7149370028	C-3
7149370029	YLA2W DAYRM-1
7149370030	Q N DAYRM-1
7149370031	M-2
7149370032	O-2
7149370033	O-4
7149370034	B-3
7149370035	C-2
7149370036	YLA1 E DAYRM-1
7149370037	C-1
7149370038	A-2
7149370039	I-1
7149370040	I-2
7149370041	R-2
7149370042	S-1
7149370043	S-2
7149370044	G-2
7149370045	G-4
7149370046	H-3
7149370047	K-3

7149370048	H-1
7149370049	J-2
7149370050	Bad Port
7149370051	K-1
7149370052	I-3
7149370053	YLA1 W DAYRM-1
7149370054	Z-4
7149370055	Y-4
7149370056	Y-3
7149370057	YLA1 E DAYRM-2
7149370058	YLA2 E DAYRM-3
7149370059	YLA2 W DAYRM-2
7149370060	YLA1 W DAYRM-3
7149370061	J-1
7149370062	SPARE PORT
7149370063	SPARE PORT
7149370064	SPARE PORT
7149370065	SPARE PORT
7149370066	SPARE PORT
7149370067	SPARE PORT
7149370068	SPARE PORT
7149370069	SPARE PORT
7149370070	SPARE PORT
7149370071	SPARE PORT
7149370072	SPARE PORT
7149370073	K-2
7149370074	H- 2
7149370075	Q N DAYRM-3
7149370076	R-3
7149370077	Y-2
7149370078	Z-1
7149370079	Y-1
7149370080	Z-2
7149370081	YLA2 E DAYRM-2
7149370082	YLA1 E DAYRM-3
7149370083	YLA1 W DAYRM-2
7149370084	YLA2 W DAYRM-3
7149370085	SPARE PORT
7149370086	SPARE PORT
7149370087	SPARE PORT
7149370088	SPARE PORT
7149370089	SPARE PORT
7149370090	SPARE PORT
7149370091	SPARE PORT
7149370092	SPARE PORT
7149370093	SPARE PORT
7149370094	SPARE PORT
7149370095	SPARE PORT

7149370096	SPARE PORT
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6. Joplin Youth Center (9)

9496350001	1 Dorm
9496350002	6 Dorm
9496350003	9 Dorm
9496350004	2 Dorm
9496350005	7 Dorm
9496350006	4 Dorm
9496350007	5 Fitness Center
9496350008	8 Fitness Center
9496350009	3 Rec Center

7. Western Medical Center (1)

Station	Location
7148178487	Med-1

**ATTACHMENT H
TOOL CONTROL POLICY**

Orange County Sheriff's Department

Tool Control Guidelines for Contractors Working in Correctional Facilities

The Orange County Sheriff's Department has implemented a Tool Control Program at the James A. Musick Facility, Intake Release Center, and Theo Lacy Facility. The purpose of the program is to increase the safety at the facilities by keeping dangerous tools out of the hands of inmates. All contractors entering one of these facilities will be required to comply with the program requirements. The security staff at these facilities will make every effort to minimize any inconvenience caused by this program. We are providing you these guidelines so you can prepare the necessary documentation in advance to minimize any delay entering the facility.

All contractors performing work inside the security area of the facilities will be required to have their tools inventoried upon entry to, and exit from the facility.

Instructions for persons entering the facility:

- Complete the attached inventory form listing all of the tools you will need to take inside (preferably prior to arrival at the facility). Limiting the number of tools needed will speed your entry and departure.
- Present the written inventory at the entrance to the facility at which you are working.
- A member of the security staff will compare the tools you are taking into the facility to your written inventory and return the form to you after signing it.
- A member of the security staff will repeat the inventory on your way out of the building to make sure you have not left any tools at the job site.
- The security staff will retain the original inventory, but will make you a copy if you need one.
- Contractors performing regular work at these facilities should prepare advance inventories for each toolbox with a few blank lines at the bottom and store the inventories on a computer. When you need to come to a facility, you can print the appropriate pages to take with you and handwrite any additional special tools at the bottom.
- If needed, you will be allowed entry to the facility to look at the work to be done prior to determining what tools you will need to minimize the number of tools subject to the inventory requirement.

Instructions for vehicles entering the facility:

- All vehicles entering the secured parking area of any correctional facility operated by the Orange County Sheriff's Department will be subject to search and will be logged in and out at the gate.
- Vehicles entering the Intake Release Center or Theo Lacy Facility will not need to have the tools inventoried. You will only need to inventory the tools to be carried inside the facility.
- Vehicles entering the James A. Musick Facility will need to be inventoried prior to entering and exiting the facility.

Contact Information if you have questions about this policy or need more information:

James A. Musick Facility • (949) 855-7777

Intake Release Center • (714) 647-6120

Theo Lacy Facility • (714) 935-6216

JOB TOOL INVENTORY LIST

Date: _____ Name: _____ WO# _____

*Security staff must initial and write down their badge number for both the in and out inventory.

<u>Tool / Id #</u>	<u>In</u>	<u>Out</u>
1)	<input type="checkbox"/>	<input type="checkbox"/>
2)	<input type="checkbox"/>	<input type="checkbox"/>
3)	<input type="checkbox"/>	<input type="checkbox"/>
4)	<input type="checkbox"/>	<input type="checkbox"/>
5)	<input type="checkbox"/>	<input type="checkbox"/>
6)	<input type="checkbox"/>	<input type="checkbox"/>
7)	<input type="checkbox"/>	<input type="checkbox"/>
8)	<input type="checkbox"/>	<input type="checkbox"/>
9)	<input type="checkbox"/>	<input type="checkbox"/>
10)	<input type="checkbox"/>	<input type="checkbox"/>
11)	<input type="checkbox"/>	<input type="checkbox"/>
12)	<input type="checkbox"/>	<input type="checkbox"/>
13)	<input type="checkbox"/>	<input type="checkbox"/>
14)	<input type="checkbox"/>	<input type="checkbox"/>
15)	<input type="checkbox"/>	<input type="checkbox"/>
16)	<input type="checkbox"/>	<input type="checkbox"/>
17)	<input type="checkbox"/>	<input type="checkbox"/>
18)	<input type="checkbox"/>	<input type="checkbox"/>
19)	<input type="checkbox"/>	<input type="checkbox"/>
20)	<input type="checkbox"/>	<input type="checkbox"/>
21)	<input type="checkbox"/>	<input type="checkbox"/>
22)	<input type="checkbox"/>	<input type="checkbox"/>
23)	<input type="checkbox"/>	<input type="checkbox"/>
24)	<input type="checkbox"/>	<input type="checkbox"/>
25)	<input type="checkbox"/>	<input type="checkbox"/>
26)	<input type="checkbox"/>	<input type="checkbox"/>
27)	<input type="checkbox"/>	<input type="checkbox"/>
28)	<input type="checkbox"/>	<input type="checkbox"/>

EXHIBIT I

**County of Orange Child Support Enforcement
Contract Certification**

INSTRUCTIONS:
UPON NOTIFICATION OF SELECTION FOR CONTRACT AWARD/REQUEST FOR RENEWAL, COMPLETE PART I AND PART II
RETURN COMPLETED FORM TO: OCSD Purchasing, 320 N. Flower Street, Santa Ana, CA92703.

PART I

A. In case of an individual contractor, provide:
His/her name, date of birth, Social Security number, and residence address:

B. In the case of contractor doing business in a form other than as an individual, provide:
The name, date of birth, Social Security number, and residence address of each individual who owns an interest of 10 percent or more in the contracting entity; OR

C. *If your firm is a non-profit entity please indicate: "N/A, Non-Profit Organization" OR if no single person owns an interest of 10 percent or more please state this fact below.

(Please note: Part II "Certification" must also be signed and returned)

1. **Name:** _____
D.O.B. _____
SSN No: _____
Residence Address: _____

2. **Name:** _____
D.O.B. _____
SSN No: _____
Residence Address: _____

PART II

CERTIFICATION (PART I MUST ALSO BE COMPLETED)

I certify that _____ is in full compliance with all applicable Federal and State reporting requirements regarding its employees and with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignments and will continue to be in compliance throughout the term of Contract Number: _____ with the County of Orange.
I understand that failure to comply shall constitute a material breach of the contract and the failure to cure such breach within 60 calendar days of notice from the County shall constitute grounds for termination of the contract.

AUTHORIZED SIGNATURE _____
PRINTED NAME _____
TITLE _____

**EXHIBIT II
SECURITY CLEARANCE**

Criteria		Proposer 1: GTL										
	Weight	Panel Member 1	Weighted Score	Panel Member 2	Weighted Score	Panel Member 3	Weighted Score	Panel Member 4	Weighted Score	Panel Member 5	Weighted Score	
Experience & Qualifications	5	4	20	4	20	4	20	4	20	4	20	
Costs	1	3	3	3	3	3	3	3	3	3	3	175
Revenue	7											
Imate Telephone Investigative Tools	2	3	6	3	6	3	6	3	6	3	6	
Ability to meet the requirements in the scope of work	2	5	10	5	10	5	10	5	10	5	10	
Degree of Compliance with Model Contract Terms & Conditions	1	4	4	4	4	4	4	4	4	4	4	
Understanding the Scope of Work	1	4	4	4	4	4	4	4	4	4	4	
Oral Presentations	1	3	3	3	3	3	3	3	3	3	3	TOTAL SCORE
	TOTAL		50		50		50		50		50	425

Criteria		Proposer 2: IC Solutions										
	Weight	Panel Member 1	Weighted Score	Panel Member 2	Weighted Score	Panel Member 3	Weighted Score	Panel Member 4	Weighted Score	Panel Member 5	Weighted Score	
Experience & Qualifications	5	4	20	4	20	4	20	4	20	4	20	
Costs	1	4	4	4	4	4	4	4	4	4	4	127
Revenue	7											
Imate Telephone Investigative Tools	2	3	6	3	6	3	6	3	6	3	6	
Ability to meet the requirements in the scope of work	2	2	4	2	4	2	4	2	4	2	4	
Degree of Compliance with Model Contract Terms & Conditions	1	4	4	4	4	4	4	4	4	4	4	
Understanding the Scope of Work	1	4	4	4	4	4	4	4	4	4	4	
Oral Presentations	1	1	1	1	1	1	1	1	1	1	1	TOTAL SCORE
	TOTAL		43		43		43		43		43	342

Criteria		Proposer 3: Legacy										
	Weight	Panel Member 1	Weighted Score	Panel Member 2	Weighted Score	Panel Member 3	Weighted Score	Panel Member 4	Weighted Score	Panel Member 5	Weighted Score	
Experience & Qualifications	5	2	10	2	10	2	10	2	10	2	10	
Costs	1	5	5	5	5	5	5	5	5	5	5	84
Revenue	7											
Imate Telephone Investigative Tools	2	2	4	2	4	2	4	2	4	2	4	
Ability to meet the requirements in the scope of work	2	2	4	2	4	2	4	2	4	2	4	
Degree of Compliance with Model Contract Terms & Conditions	1	4	4	4	4	4	4	4	4	4	4	
Understanding the Scope of Work	1	4	4	4	4	4	4	4	4	4	4	
Oral Presentations	1	1	1	1	1	1	1	1	1	1	1	TOTAL SCORE
	TOTAL		32		32		32		32		32	244

Criteria		Proposer 2: Telmate										
	Weight	Panel Member 1	Weighted Score	Panel Member 2	Weighted Score	Panel Member 3	Weighted Score	Panel Member 4	Weighted Score	Panel Member 5	Weighted Score	
Experience & Qualifications	5	2	10	2	10	2	10	2	10	2	10	
Costs	1	1	1	3	3	3	3	3	3	2	2	125
Revenue	7											
Imate Telephone Investigative Tools	2	2	4	2	4	2	4	2	4	2	4	
Ability to meet the requirements in the scope of work	2	2	4	2	4	2	4	2	4	2	4	
Degree of Compliance with Model Contract Terms & Conditions	1	1	1	1	1	1	1	1	1	1	1	
Understanding the Scope of Work	1	3	3	3	3	3	3	3	3	3	3	
Oral Presentations	1	4	4	4	4	4	4	4	4	4	4	TOTAL SCORE
	TOTAL		27		29		29		29		29	267

Criteria		Proposer 3: Securus										
	Weight	Panel Member 1	Weighted Score	Panel Member 2	Weighted Score	Panel Member 3	Weighted Score	Panel Member 4	Weighted Score	Panel Member 5	Weighted Score	
Experience & Qualifications	5	3	15	3	15	3	15	3	15	3	15	
Costs	1	2	2	2	2	2	2	2	2	2	2	130
Revenue	7											
Imate Telephone Investigative Tools	2	4	8	4	8	4	8	4	8	4	8	
Ability to meet the requirements in the scope of work	2	3	6	3	6	3	6	3	6	3	6	
Degree of Compliance with Model Contract Terms & Conditions	1	4	4	4	4	4	4	4	4	4	4	
Understanding the Scope of Work	1	4	4	4	4	4	4	4	4	4	4	
Oral Presentations	1	3	3	3	3	3	3	3	3	3	3	TOTAL SCORE
	TOTAL		42		42		42		42		42	340

Cost scored using the ratio method.

Attachment B - Scoring Summary
Page 2 of 2

Ratio Method Calculation

		Points Earned	points			
GTL						
Projected Commission	\$ 5,450,000.00		175	1	175	175
Legacy						
Projected Commission	\$ 3,150,000.00		101	0.4777	175	84
Securus						
Projected Commission	\$ 5,000,000.00		160	0.74415	175	130
IC Solutions						
Projected Commission	\$ 5,000,000.00		160	0.7266	175	127
Telmate						
Projected Commission	\$ 4,272,000.00		137	0.71285	175	125