

STATE OF CALIFORNIA
STANDARD AGREEMENT
 STD 213 (new 06/03)

[Redacted]

REGISTRATION NUMBER 1209904
AGREEMENT NUMBER OTP 11-126805

PURCHASING AUTHORITY NUMBER 9I-0712-CIO-HQ1

1. This Agreement is entered into between the State Agency and the Contractor named below

STATE AGENCY'S NAME

CALIFORNIA TECHNOLOGY AGENCY (HEREAFTER REFERRED TO AS THE "TECHNOLOGY AGENCY" OR THE "STATE")

CONTRACTOR'S NAME

Global Tel*Link Corporation (hereafter referred to as the "Contractor")

2 The term of this Six (6) years-Effective upon CTA approval or Agreement start Agreement is: date, whichever is later May 31, 2012 through May 30, 2018

3. The maximum of this Agreement is: **ANNUAL EXPECTED CONCESSIONS REVENUE \$17 MILLION**

4. The parties agree to comply with the terms and conditions of the following exhibits which are by this reference made a part of the Agreement:

Attachment 1 - Statement of Work, including IFB 11-126805 Section 5. Administrative Requirements and Section 6. Technical Requirements

Attachment 2 - General Provisions - Information Technology (GSPD-401IT) - 06/08/10
<http://www.documents.dgs.ca.gov/pd/modellang/GPIT060810.pdf>

Attachment 3 - State Model Information Technology Purchase Special Provisions
<http://www.documents.dgs.ca.gov/pd/modellang/Purchsespecial020807.pdf>

Attachment 4 - State Model Information Technology Maintenance Special Provisions
<http://www.documents.dgs.ca.gov/pd/modellang/maintenancespecial12103.pdf>

Attachment 5 - State Model Information Technology Software Special Provisions
<http://www.documents.dgs.ca.gov/pd/modellang/softwarepecial012103.pdf>

Attachment 6 - State Model Information Technology Personal Services Special Provisions
<http://www.documents.dgs.ca.gov/pd/modellang/PersonalServiceSpecial020807.pdf>

Attachment 7 - Cost Worksheets

Attachment 8 - Bidder's Response to Section 5. Administrative Requirements and Section 6. Technical Response

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		DGS Use Only
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) Global Tel*Link Corporation		
BY (Signature) 	DATE SIGNED 2/23/12	
PRINTED NAME AND TITLE OF PERSON SIGNING Jeffrey B. Haidinger, President-Services		
ADDRESS 12021 Sunset Hills Rd, Suite 100, Reston, VA 20190		
STATE OF CALIFORNIA		
AGENCY NAME California Technology Agency		<input checked="" type="checkbox"/> Exempt per PCC 12120
BY (Signature) 	DATE SIGNED 04/13/12	
PRINTED NAME AND TITLE OF PERSON SIGNING Adrian Farley, Chief Technology Officer		

**ATTACHMENT 1
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ATTACHMENT 1

STATEMENT OF WORK

1. PURPOSE

The purpose of this Statement of Work (SOW) is to define the tasks and responsibilities of the Prime Contractor and the State during the term of this Contract.

2. SERVICE AVAILABILITY

The services shall be provided 24-hours a day, seven (7) days a week. This requirement for service availability may only be constrained, on an individual location basis, where 24-hour access is restricted and where this access restriction is beyond the control of the Prime Contractor.

3. PERIOD OF PERFORMANCE CONTRACT TERM

The Contract Term shall be six (6) years with four (4) one-year optional extension years. The Prime Contractor shall not commence working until Contract execution.

4. ADMINISTRATION OF CONTRACT

The California Technology Agency (Technology Agency) will administer this Contract on behalf of the California Department of Corrections and Rehabilitation (CDCR). The Prime Contractor will work with the Technology Agency point of contact for issues such as Contract amendments. The Technology Agency will be the Contracts Manager.

State Agency: California Technology Agency	Prime Contractor: Global Tel*Link Corporation
Division/Unit: Statewide Telecommunications Network Division, (STND) Contracts Management Section	Unit/Department Western Region Account Manager
Attention: Scott Murray	Attention: Paul Turner
Address: P.O. Box 1810 Rancho Cordova, CA 95741-1810	Address: 2799 Morgan Drive Fl 2 San Ramon, CA 94583
Phone: (916) 657-9271	Phone: (925) 833-1002
Fax: (916) 463-9920	Fax: (925) 828-3967
Email: CIOSTNDCDCRContractAdminUnit@state.ca.gov	Email: pturner@gtl.net

The CDCR will provide a CDCR Operations Manager. The CDCR Operations Manager is the point of contact for the day-to-day activities, Transition-In and Transition-Out of services, moves, adds, and changes, coordination of gate clearances, as shown in SOW, Exhibit A, Gate Clearance Informational and Approval Sheet; SOW, Exhibit C, Primary Laws, Rules, and Regulations Regarding Conduct and Association with State Prison Inmates and all other responsibilities as described throughout this Contract.

State Agency: California Department of Corrections and Rehabilitation (CDCR)	Prime Contractor: Global Tel*Link Corporation
Division/Unit: Enterprise Information Services Infrastructure Services	Unit/Department Western Region Account Manager
Address: 1960 Birkmont Drive Rancho Cordova, CA 95742	Address: 2799 Morgan Drive Flr 2 San Ramon, CA 94583
Attention: Tammy Irwin - IWTS/MAS Operations Manager	Attention: Paul Turner
Phone: (916) 358-2551	Phone: (925) 833-1002
Fax: (916) 358-2619	Fax: (925) 828-3967
Email: tammy.irwin@cdcr.ca.gov	Email: pturner@gtl.net

5. NOTICES

All Notices required by or relating to this Contract shall be in writing and shall be sent to the State contact representatives described in SOW Section 4, Administration of Contract.

6. INMATE/WARD TELEPHONE SYSTEM SERVICES

The Inmate/Ward Telephone System (IWTS) services specified herein will provide the CDCR facilities with collect and prepaid local, IntraLATA, InterLATA, Interstate, and International telecommunications services for inmates and wards. The IWTS service will also provide CDCR with effective investigative tools and a method of tracking and reporting phone usage.

The Prime Contractor will be responsible for a complete and all-inclusive service offering at no cost to the State. The Prime Contractor’s revenue to support all the requirements in this Contract will be derived only from the one-time setup fee for prepaid accounts and the “per-conversation minute” rate billed to the called parties.

7. MANAGED ACCESS SYSTEM SERVICES

The Managed Access System (MAS) services will provide the CDCR with complete 24-hour, continuous blocking of all unauthorized cellular wireless communications within the defined scope of each facility. However, the MAS shall process all calls to 9-1-1 Emergency Telephone System (9-1-1 ETS). Concurrently, the MAS will allow full transmission functionality of authorized cellular devices operating in the same coverage areas. The Prime Contractor will be responsible for a complete and all inclusive service offering at no cost to the State.

8. CONTRACT ADMINISTRATION FEE

After completion of the Transition-In phase and for the remaining term of the Contract, an annual Contract Administration Fee of \$800,000 will be payable by the Prime Contractor, in monthly increments of \$66,666.66 due on the last day of each month in arrears via wire transfer to cover the State contract management responsibilities and services. The State will provide the Prime Contractor the name and account information for the purpose of receiving these funds.

Payments that are late by more than 30 calendar days without prior approval of the State representative will be subject to a financial penalty of one and one-half percent (1.5%) per month of the administration

fee payment balance due. Successive late payments or late submission of reports will be subject to service level agreement remedies as described in Section 6.12.4, IWTS Administrative Service Level Agreements.

During transition periods (in and out) of the Contract, a pro-rated portion of the \$800,000 Contract Administrative Fee will be assessed on a per-site basis. A pro-rated amount of the Contract Administration Fee will be applied to each site to determine the site’s portion of the annual fee. The pro-rated Contract Administration Fee will be calculated from the site total conversation minutes as a percentage of the total contract conversation minutes from the State fiscal year baseline 2010, as identified in Exhibit 6-L2, CDCR 2010 IWTS Call Volume by Facility. The Contract Administration Fee will be due within 30 calendar days of written acceptance, by the CDCR Operations Manager, after successful cutover of the site. This pro-rated Contract Administration Fee will be paid monthly, in arrears, until all CDCR IWTS facilities are successfully cutover.

The following example, including Table SOW-1 Contract Administration Fee Calculation – Site specific Pro-rated Fee, reflects the calculation of the Contract Administration Fee during transition phases.

Table SOW-1 Contract Administration Fee Calculation – Site specific Pro-rated Fee		Acronym
\$800,000	Total Contract Administration Fee	TCAF
5,276,444	2010 IWTS Call Volume Location Annual Total Minutes Example: Avenal State Prison (ASP)	LATM
99,666,347	2010 IWTS Statewide Annual Total Minutes	SATM
5.2941%	Site Percentage (for Avenal of 2010 Statewide Annual Total Minutes)	SP
\$42,352.80	Site Annual Fee Portion (of Annual \$800,000 Administrative Fee for ASP)	SAFP
\$3,529.40	Site Monthly Fee Portion (for ASP)	SMFP

- 1) Divide the 2010 IWTS Call Volume Location Annual Total Minutes (LATM) for ASP by the 2010 IWTS Statewide Annual Total Minutes (SATM), to determine the ASP Site Percentage (SP).

$$\text{LATM divided by SATM} = \text{SP}$$

- 2) Multiply the \$800,000 Total Contract Administration Fee (TCAF) by the SP to determine the Site’s Annual Fee Portion (SAFP) of the Contract Administration Fee.

$$\text{TCAF} \times \text{SP} = \text{SAFP}$$

- 3) Divide the SAFP by 12 to determine the Site’s Monthly Portion (SMFP) of the Contract Administration Fee.

$$\text{SAFP divided by 12} = \text{SMFP}$$

9. NONREIMBURSEMENT OF ADDITIONAL COSTS

The State will not pay the Prime Contractor any lump sum or other start-up expenses for services, nor for any expenses incurred in the preparation of a Bid, even though the Prime Contractor shall be obligated to begin some aspects of performance immediately after Contract award and before in-service/cutover, including preparation, implementation, coordination and reporting necessary to ensure that full IWTS/MAS services shall be ready by the required in-service cutover date. The State will not pay the Prime Contractor any lump sum or other expenses for close-down or termination costs at the time the Prime Contractor ceases to provide service under the Contract.

10. SERVICE LEVEL AGREEMENTS

Section 6.12, IWTS Service Level Agreements (SLAs), and Section 6.23, MAS Service Level Agreements, detail the benchmarks of service that the Prime Contractor is expected to maintain for the IWTS and MAS services throughout the term of the Contract and their appropriate remedies. The Prime Contractor's failure to meet the Service Levels may result in the lowering of the per-Conversation Minute rates as detailed in SOW Section 11, Annual Run Rate Cost Adjustments.

The State will perform a quarterly review of the SLA reports provided by the Prime Contractor.

11. ANNUAL RUN RATE COST ADJUSTMENTS

On an annual basis, the State will conduct an analysis of the previous year's Conversation Minutes (CM) and Service Level Agreement Rights and Remedies Minutes (SLARRM) to determine if reductions to established Adult per Conversation Minute Rates (ACMR) and Youth per Conversation Minute Rates (YCMR) should be applied.

The annual CM for any given period is defined as the IWTS Call Volume expressed in minutes.

The SLARRM for any given period is the total of the Rights and Remedies Minutes reflecting SLA violations for both IWTS (ISLARRM) and MAS (MSLARRM). The monthly SLA Summary Report reflects the "penalty minutes" assessed and applied toward the MSLARRM and ISLARRM totals. Rights and Remedy minutes must be reported within 60 calendar days from the last day of the month in which the SLA objective was missed.

The IWTS annual CM and ISLARRM will be totaled at the end of each calendar year commencing after acceptance of IWTS transition. The MAS MSLARRM will be totaled at the end of each calendar year commencing after the State's acceptance of MAS implementation at each site.

Rate reductions will be applied as a result of the IWTS/MAS Run Rate Method. The results of this method calculation will be applied to all Adult and Youth per-Conversation Minute Rates throughout the remaining term of the Contract. Upon written notification by the State, rate reductions must be implemented by the Prime Contractor within 60 calendar days.

11.1 IWTS/MAS Run Rate Method

On an annual basis, the Prime Contractor will reduce the ACMR and YCMR by five percent (5%) if the SLARRM exceeds the Threshold Percentage (TP) of 1 percent (1%) of the annual Conversation Minutes (CM) of the previous calendar year.

Table SOW-2 Rate Reduction Calculation Example.			
Run Rate Component	Acronym	Previous Year*	New Rates*
Annual Conversation Minutes	CM	105,000,000	
IWTS Service Level Agreement Rights and Remedies Minutes	ISLARRM	1,300,000	
MAS Service Level Agreement Rights and Remedies Minutes	MSLARRM	1,000,000	
Total	SLARRM	2,300,000	
Threshold Percentage of 1%	TP	1%	
Youth per Conversation Minute Rates (per 15-minute call) Local Call	YCMR	\$0.475	\$0.451
Adult per Conversation Minute Rates (per 15-minute call) Local Call	ACMR	\$1.450	\$1.378

*The totals and rates used in the table are for example purposes only.

Example:

Combine ISLARRM + MSLARRM = Annual SLARRM
 If SLARRM / CM > 1% (TP), then apply the rate reduction adjustment calculation.
 $1,300,000 + 1,000,000 = 2,300,000$
 $2,300,000 / 105,000,000 = 0.0219$
 $0.0219 > 0.01$

Calculate percent by multiplying the decimal by 100: $0.0219 \times 100 = 2.19\%$
 (2.19% is greater than 1%)

IF TP is greater than 1%; then calculate new YCMR and ACMR:
 YCMR = YCMR - 5%
 YCMR \$0.451 = \$0.475 - (\$0.475 X 0.05)
 New YCMR = \$0.451

ACMR = ACMR - 5%
 ACMR \$1.378 = \$1.450 - (\$1.450 X 0.05)
 New ACMR = \$1.378

12. DEFINITIONS

Definitions for the terms used in this Contract are provided in Appendix C, Glossary of Terms.

13. CDCR FACILITIES AND ANTICIPATED IWTS EQUIPMENT

The quantities of components that are anticipated to be deployed at each CDCR facility are detailed in Section 6 Exhibits that are specifically referenced in this section. The anticipated number of facilities and IWTS related equipment may increase or decrease within the term of the Contract based upon activation or deactivation of facilities to accommodate inmate population changes and/or changes in CDCR operations and programs.

13.1 Adult Facilities

- 1) Exhibit 6-C1, Adult Institution IWTS Locations, includes the CDCR facilities' names, addresses, and telephone numbers. Exhibit 6-C2, Adult Institutions' IWTS Anticipated Equipment, includes the detail of the quantities and types of IWTS equipment at the adult institutions.
- 2) Exhibit 6-D1, CDF/CDCR Adult Camp IWTS Locations, includes the camp names, addresses, and telephone numbers. Exhibit 6-D2, CDF/CDCR Adult Camps' IWTS Anticipated Equipment, includes the detail of the quantities and types of IWTS equipment at the adult camps.
- 3) Exhibit 6-E1, Additional Adult Facility IWTS Locations, includes the names, addresses, and telephone numbers of the Community Correctional Facilities (CCFs) and Female Offender Programs (FOPs) that are privately operated and have custody oversight for CDCR inmates. Exhibit 6-E2, Additional Adult Facilities' IWTS Anticipated Equipment, include the detail of the quantities and types of IWTS equipment installed at these locations.
- 4) Exhibit 6-F1, New Adult Facility IWTS Locations Anticipated, includes the names, addresses and telephone numbers of future locations that include CDCR facilities that are anticipated or in various design, construction, or conversion stages. Exhibit 6-F2, New Adult Facilities' IWTS Anticipated Equipment includes the detail of the quantities and types of IWTS equipment at these locations.

13.2 Youth Facilities

Exhibit 6-G1, Youth Facility IWTS Locations, includes the names, addresses, and telephone numbers of the youth facilities. Exhibit 6-G2, Youth Facilities' IWTS Anticipated Equipment, includes the detail of the quantities and type of IWTS equipment at the youth facilities. Youth facilities will record all calls and may monitor ward calls. This change may require IWTS workstations installed at some youth facilities.

13.3 CDCR Field Offices

CDCR Field Offices will not require on-site equipment. The CDCR Authorized staff will perform the IWTS Investigative Workstation Functionality and IWTS Tools and Reports by using a State computer to access the Prime Contractor hosted web-based IWTS application. The Prime Contractor shall provide support with access to the web-based IWTS application, as needed.

13.4 Replacement of All IWTS Equipment

All IWTS equipment (with the exception of the state-owned enclosures refer to Section 6.3.2.4, IWTS Telephone Enclosures that Include Booths, Wall and/or Pedestals) will be replaced with new equipment in the IWTS/MAS Contract. During Transition-In, the Prime Contractor will replace all of the IWTS equipment components that are described in the Exhibits in this section. The CDCR Operations Manager will verify that the IWTS equipment provided is consistent with the Section 6, Technical Requirements.

14. IWTS CALL CONTROL SYSTEM CATEGORIES

The IWTS shall provide the ability to create five (5) categories for Call Control. A description of each category is provided in Exhibit 6-J, IWTS Call Control System Categories. These categories are defined by their functionality, related equipment, and storage of recordings for the adult and youth facilities. The five (5) Call Control system categories include: Adult Institutions, Adult Camps, Adult CCF and FOP Locations, Youth Facilities, and Field Offices.

15. MAS LOCATIONS

The MAS shall be installed at the CDCR Adult Institutions and Youth Facilities. A listing of the current CDCR facilities is provided in Exhibit 6-O, Adult Institution MAS Locations. A listing of future CDCR facilities is provided in Exhibit 6-P, Future Adult Facility MAS Locations Anticipated.

16. IWTS COLLECT AND PREPAID RATES

The IWTS/MAS Contract, Attachment 7, Cost Worksheets, reflects the Prime Contractor's collect and prepaid rates for the term of this Contract including optional years. These rates will be posted on the State's web-site at <http://www.dts.ca.gov/stnd/calnet-inmate-ward.asp> and Prime Contractor's public portal web-site for the public to reference.

The CDCR call volume summaries are detailed in Exhibit 6-K1, CDCR 2008 IWTS Call Volume by Call Type, Exhibit 6-K2, CDCR 2009 IWTS Call Volume by Call Type, Exhibit 6-K3, CDCR 2010 IWTS Call Volume by Call Type, Exhibit 6-L1, CDCR 2009 IWTS Call Volume by Facility, and Exhibit 6-L2, CDCR 2010 IWTS Call Volume by Facility. Additionally, International call volume summaries are detailed in Exhibit 6-M1, CDCR 2009 IWTS International Call Volume by Country by Month, and Exhibit 6-M2, CDCR 2010 IWTS International Call Volume by Country by Month. The summary and quantities are included for historical purposes. The CDCR facilities may increase or decrease based upon operational changes which may impact changes to the call volume. Call volumes are not expected to differ appreciably in the future, but the Prime Contractor will accept full risk with respect to State required deployment requirements and billable call volumes. Dependent on the needs of the State and at the State's request, the Prime Contractor will provide additional (or less) services as defined in this Contract during the term of the IWTS/MAS Contract period, including optional years, without a change in rates.

17. STATE RESPONSIBILITIES

17.1 State Physical Plant Infrastructure

- 1) For IWTS services - The State retains sole responsibility for performing any changes to installed physical plant infrastructure components such as wiring and conduits.
- 2) For MAS services - The State shall have no responsibility for the physical plant infrastructure components such as wiring and conduits.

17.2 Implementation of New and Existing IWTS/MAS Services

The State reserves the right, at its sole discretion, to restrict, delay, halt or discontinue all or part of any implementation of new or existing IWTS/MAS services if a mandatory technical requirement included in Section 6, Technical Requirements, fails to function. If this occurs, within three (3) business days after the State is aware of the defect, the State will document and provide the Prime Contractor written notification of the specific requirement. The Prime Contractor will have three (3) business days to provide a response that would include identification of corrective action and a proposed timeline. Upon receipt, the State will review the Prime Contractor's response and schedule a meeting with the Prime Contractor to discuss and finalize the corrective action and timeline.

17.3 Coordination

The State will retain core technology management functions for strategic planning, quality assurance, and contract management. The State will retain authority over specific IWTS/MAS service functions.

17.4 Service Support and Maintenance Responsibilities

- 1) Provide access to Prime Contractor's equipment at CDCR facilities;
- 2) Coordinate one-time gate clearance(s), in SOW, Exhibit A, Gate Clearance Informational and Approval Sheet; SOW, Exhibit C, Primary Laws, Rules, and Regulations Regarding Conduct and Association with State Prison Inmates and all other responsibilities as described throughout this Contract, and annual CDCR identification badges for Prime Contractor's staff to access the CDCR facilities;
- 3) Provide Prime Contractor with a list of CDCR personnel authorized to call the Help Desk to report trouble tickets. This list shall be updated twice a year or as needed; and,
- 4) Provide the concrete pad for IWTS telephone enclosures or pedestals.

18. TECHNOLOGY UPGRADE AND MODIFICATION APPROVAL

The State retains the right to accept or reject any Prime Contractor proposed technology upgrade, modification, or enhancement plan that changes the IWTS/MAS serviced infrastructure.

19. FUTURE BUSINESS PROCESS REENGINEERING

It is anticipated that the Prime Contractor will propose, initiate, and conduct technology infrastructure changes that result in business process reengineering efforts at the State. The State will retain primary responsibility and authority over approving these efforts and ensuring that performance metrics (including before and after) are accurately and appropriately developed.

20. MOVES, ADDS, AND CHANGES OF THE IWTS/MAS EQUIPMENT

The CDCR Operations Manager will be responsible for coordination of all moves, adds, and changes of the IWTS/MAS equipment. The Prime Contractor will be required to perform a site survey and prepare a site survey report that includes digital photos of the existing locations to document changes, as well as identify the CDCR and Prime Contractor's Responsibilities. The CDCR Operations Manager will review and approve the site survey report before it is shared with the CDCR facility. Refer to SOW, Exhibit D, IWTS Work Authorization Process and Form and SOW, Exhibit E, MAS Work Authorization Process and Form. The CDCR Operations Manager will direct the Prime Contractor to install, relocate, and deactivate telephones at the State's discretion regardless of the call volume and usage. The timeframes for the coordination include:

- 1) New Activation - Prime Contractor will have 60 calendar days from the written notification received from CDCR Operations Manager to order circuits, procure equipment, and install a new facility;
- 2) Additional Equipment at an Existing Facility - Prime Contractor will have 45 calendar days from the written notification received from CDCR Operations Manager to procure equipment and install at an existing facility that will require additional IWTS equipment; and,
- 3) Relocation of Equipment at an Existing Facility - Prime Contractor will have 30 calendar days from the written notification received from CDCR Operations Manager to deactivate and remove equipment installed at an existing facility.

21. CHANGE REQUEST PROCESS

The Prime Contractor shall submit a written request to the CDCR Operations Manager using, SOW, Exhibit F, Inmate/Ward Telephone System/Managed Access System Contract Change Request when a change is being requested.

The Prime Contractor shall submit this form for any positive or negative impact to the scope of the project. The form shall be submitted with estimated scope impact or project time impact in an email to the CDCR Operations Manager. The Prime Contractor may proceed with the change request once CDCR approves and responds.

22. REQUEST FOR INFORMATION

If additional detailed site specific information is required for engineering the IWTS and MAS Services, the Prime Contractor shall submit a written request to the CDCR Operations Manager using SOW, Exhibit G, Request For Information California Department of Corrections and Rehabilitation Inmate/Ward Telephone System/Managed Access System. The CDCR Operations Manager will then evaluate the request to ensure that there is no risk to security before releasing the information.

Any request for CDCR Data/Information will require the submission of SOW, Exhibit H, Information Access and Security Agreement.

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23. EXHIBITS

SOW EXHIBIT-A GATE CLEARANCE INFORMATIONAL & APPROVAL SHEET

(STAFF ONLY)

Requestor: _____ Department: _____ Extension: _____

Division Head Authorization _____ Date: _____
(Print and Sign)

Purpose of Entry: _____

Date(s) _____ Time: _____ Duration _____

Escort: _____

Type of Authorization Requested (Check One): Gate Clearance State ID Card (Contract)

Name of Company: _____

Name _____
(Last) (First) (Middle)

Area Code and Phone Number Day: _____ Night: _____

Date of Birth: Month: _____ Day: _____ Year: _____ Gender: Female Male

Driver's License Number: _____ State: _____ Social Security Number: _____

I also have been known by these names: _____

I visit an inmate in a Correctional Institution: Yes No

I have been arrested and/or convicted of a crime: Yes (attach sheet if more than 2) No

Offense	Approximate Date	Disposition

Are you a former inmate? Yes No

NOTE THE FOLLOWING CONDITIONS/RESTRICTIONS

If you are on parole, probation or have been incarcerated, you must provide written consent from your supervising agency to enter these grounds. If you are under 18 years of age, you must have written, notarized consent provided by your parent or legal guardian and be accompanied by a responsible adult in order to enter these grounds. All questions must be answered! Any omission or falsification on this form shall be considered sufficient reason for denial of access.

The person listed above will only be allowed to enter the designated area(s) and only under employee escort unless otherwise authorized with an Identification Card. Law Enforcement Personnel will be given authorization to enter grounds upon showing appropriate identification and no security clearance is necessary. A previous clearance is not an automatic approval for future clearances. You must resubmit a request if any clearance has expired.

Signature of Applicant: _____ **Date:** _____

CI&I CLEARANCE

APPROVED DISAPPROVED SIGNATURE: _____ DATE: _____

INTENTIONALLY BLANK

SOW EXHIBIT-B DIGEST OF LAWS RELATING TO ASSOCIATION WITH INMATES (DELETED)

(INTENTIONALLY BLANK)

SOW EXHIBIT-C PRIMARY LAWS, RULES, AND REGULATIONS REGARDING CONDUCT AND ASSOCIATION WITH STATE PRISON INMATES

STATE OF CALIFORNIA

CDC 181 (Rev 5/98)

Individuals who are not employees of the California Department of Corrections and Rehabilitation (CDCR), but who are working in and around inmates who are incarcerated within California's institutions/facilities or camps, are to be apprised of the laws, rules and regulations governing conduct in associating with prison inmates. The following is a summation of pertinent information when non-departmental employees come in contact with prison inmates.

1. Persons who are not employed by CDC, but are engaged in work at any institution/facility or camp must observe and abide by all laws, rules and regulations governing the conduct of their behavior in associating with prison inmates. Failure to comply with these guidelines may lead to expulsion from CDC institutions/facilities or camps.
 SOURCE: California Penal Code (PC) Sections 5054 and 5058; California Code of Regulations (CCR), Title 15, Sections 3285 and 3415

2. CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, and employees shall be made aware of this.
 SOURCE: PC Sections 5054 and 5058; CCR, Title 15, Section 3304

3. All persons entering onto institution/facility or camp grounds consent to a search of their person, property or vehicle at any time. Refusal by individuals to submit to a search of their person, property or vehicle may be a cause for denial of access to the premises.
 SOURCE: PC Sections 2601, 5054 and 5058; CCR, Title 15, Sections 3173 and 3288

4. Persons normally permitted to enter an institution/ facility or camp may be barred, for cause, by the CDCR Director, Warden and/or Regional Parole Administrator.
 SOURCE: PC Sections 5054 and 5058; CCR, Title 15, Section 3176 (a)

5. It is illegal for an individual who has been previously convicted of a felony offense to enter into CDCR institutions/facilities or camps without the prior approval of the Warden. It is also illegal for an individual to enter onto these premises for unauthorized purposes or to refuse to leave said premises when requested to do so. Failure to comply with this provision could lead to prosecution.
 SOURCE: PC Sections 602, 4570.5 and 4571; CCR, Title 15, Sections 3173 and 3289

6. Encouraging and/or assisting prison inmates to escape is a crime. It is illegal to bring firearms, deadly weapons, explosives, tear gas, drugs or drug paraphernalia on CDCR institutions/facilities or camp premises. It is illegal to give prison inmates firearms, explosives, alcoholic beverages, narcotics, or any drug or drug paraphernalia, including cocaine or marijuana.
 SOURCE: PC Sections 2772, 2790, 4533, 4535, 4550, 4573, 4573.5, 4573.6 and 4574

7. It is illegal to give or take letters from prison inmates without the authorization of the Warden. It is also illegal to give or receive any type of gift and/or gratuities from prison inmates.
 SOURCE: PC Sections 2540, 2541 and 4570; CCR, Title 15, Sections 3010, 3399, 3401, 3424 and 3425

8. In an emergency situation the visiting program and other program activities may be suspended.
 SOURCE: PC Section 2601; CCR, Title 15, Section 3383

9. For security reasons, visitors must not wear clothing that in any way resembles state issued prison inmate clothing (blue denim shirts, blue denim pants).
 SOURCE: CCR, Title 15, Section 3171 (b) (3)

10. Interviews with SPECIFIC INMATES are not permitted. Conspiring with an inmate to circumvent policy and/or regulations constitutes a rule violation that may result in appropriate legal action.
 SOURCE: CCR, Title 15, Section 3261.5, 3315 (3) (W), and 3177.

I HEREBY CERTIFY AND ACKNOWLEDGE I HAVE READ THE ABOVE AND FULLY UNDERSTAND THE IMPLICATIONS REGARDING MY CONDUCT AND ASSOCIATION WITH PRISON INMATES. I ALSO UNDERSTAND VIOLATION OF ANY OF THE ABOVE COULD RESULT IN EXPULSION FROM A CDC INSTITUTION/FACILITY OR CAMP WITH THE POSSIBILITY OF CRIMINAL PROSECUTION.

VISITOR'S NAME AND TITLE (Print)	VISITOR'S SIGNATURE	DATE SIGNED
----------------------------------	---------------------	-------------

DISTRIBUTION: Original – Assistant Director, Communications Canary – Warden's Office Pink - Visitor

(INTENTIONALLY BLANK)

SOW EXHIBIT-D IWTS WORK AUTHORIZATION PROCESS AND FORM

Prime Contractor Process Guidelines

Approach: The Work Authorization Process is being used to submit Inmate/Ward Telephone System (IWTS) non-billable work orders to the Prime Contractor and track the work order progress. The non-billable work orders will be generated by the State for IWTS moves, adds, and changes. The California Department of Corrections and Rehabilitation (CDCR) Operations Manager or designee will coordinate and monitor work performance by the Prime Contractor.

Contacts:

<u>Role</u>	<u>Name</u>	<u>Email</u>	<u>Phone#</u>
CDCR Operations Manager	TBD	TBD	TBD
STND CMS CM	TBD	TBD	TBD
STND CMS POC	TBD	TBD	TBD
STND CMS Backup POC	TBD	TBD	TBD
STND CEU POC	TBD	TBD	TBD
Contractor POC	TBD	TBD	TBD

Process: If any issues develop during the IWTS Work Authorization Process, the Statewide Telecommunications and Network Division, Contract Management Section Point of Contact (STND CMS POC) immediately escalates the issue(s), via e-mail, to the STND CMS CM and copies the CDCR Operations Manager or designee, CMS Backup POC, and STND CALNET Engineering Unit (CEU) POC on all correspondence regarding these issues.

Contractor Review & Signature

A Work Authorization detailing the scope of work will be e-mailed to the Prime Contractor POC for approval of the Work Authorization Request. The approved Work Authorization Request is then scanned and e-mailed back to the CDCR Operations Manager or designee.

Work Coordination & Performance

The CDCR Operations Manager or designee and the Prime Contractor POC will work together to complete the scope of work described in the IWTS Work Authorization. In most cases, the CDCR Operations Manager or designee will be on site to confirm the work has been completed. In cases where the CDCR Operations Manager is not on site, the CDCR Operations Manager or designee will work with the CDCR site contact to verify work has been completed. The original Work Authorization Request is signed and mailed to STND CMS POC at the following address:

California Technology Agency/OTech
 STND-Contract Management Section
 Attention: Scott Murray
 P.O. Box 1810, MS Y-13
 Rancho Cordova, CA 95741-1810

SOW EXHIBIT-D IWTS WORK AUTHORIZATION PROCESS AND FORM (CONTINUED)

If additional work is identified as being needed after the IWTS Work Authorization Request has been signed and the Prime Contractor is on site, the CDCR Operations Manager or designee will provide a Change Request to Work Authorization, which has been signed by the Contractor on site, referencing the original Work Authorization Number (WA#) and additional work performed. This Change Request to Work Authorization will be scanned by the CDCR Operations Manager and e-mailed to the STND CMS POC. The Original will be mailed to STND CMS POC.

Work Authorization Close-out

Upon completion of the project, the STND CMS State CM signs the IWTS Work Authorization Request and the STND CMS POC e-mails the completed IWTS Work Authorization to Contractor POC.

SOW EXHIBIT-D IWTS WORK AUTHORIZATION PROCESS AND FORM (CONTINUED)

INMATE/WARD TELEPHONE SYSTEM (IWTS)
WORK AUTHORIZATION REQUEST

WA #:

PROJECT NAME:

Date:

SCOPE OF WORK:

SCHEDULED DATES:

Start Date:

Completion Date:

CDCR-HQ PROJECT MANAGER:

Name:

Email:

Phone:

CONTRACTOR POINT OF CONTACT:

Name:

Email:

Phone:

INITIATION OF PROJECT SIGNATURE APPROVALS:

STND Contract Manager Date

CDCR-HQ Project Manager Date

Contractor Project Manager Date (Clock starts)

COMPLETION OF PROJECT SIGNATURE APPROVALS:

These tasks were performed in accordance with this Work Authorization and the provisions of Contract OTP-11-126805.

CDCR-HQ Project Manager Date

Contractor Project Manager Date

STND Contract Manager Date

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SOW EXHIBIT-E MAS WORK AUTHORIZATION PROCESS AND FORM

PRIME CONTRACTOR PROCESS GUIDELINES

Approach: The Work Authorization Process is being used to submit Managed Access System (MAS) non-billable work orders to the Prime Contractor and track the work order progress. The non-billable work orders will be generated by the State for MAS moves, adds, and changes. The California Department of Corrections and Rehabilitation (CDCR) Operations Manager or designee will coordinate and monitor work performance by the Prime Contractor.

Contacts:

<u>Role</u>	<u>Name</u>	<u>Email</u>	<u>Phone#</u>
CDCR Operations Manager	TBD	TBD	TBD
STND CMS CM	TBD	TBD	TBD
STND CMS POC	TBD	TBD	TBD
STND CMS Backup POC	TBD	TBD	TBD
STND CEU POC	TBD	TBD	TBD
Contractor POC	TBD	TBD	TBD

Process: If any issues develop during the MAS Work Authorization Process, the Statewide Telecommunications and Network Division, Contract Management Section Point of Contact (STND CMS POC) immediately escalates the issue(s), via e-mail, to the STND CMS CM and copies the CDCR Operations Manager or designee, CMS Backup POC, and STND CALNET Engineering Unit (CEU) POC on all correspondence regarding these issues.

Contractor Review & Signature

A Work Authorization detailing the scope of work will be e-mailed to the Prime Contractor POC for approval of the Work Authorization Request. The approved Work Authorization Request is then scanned and e-mailed back to the CDCR Operations Manager or designee.

Work Coordination & Performance

The CDCR Operations Manager or designee and the Prime Contractor POC will work together to complete the scope of work described in the MAS Work Authorization. In most cases, the CDCR Operations Manager or designee will be on site to confirm the work has been completed. In cases where the CDCR Operations Manager is not on site, the CDCR Operations Manager or designee will work with the CDCR site contact to verify work has been completed. The original Work Authorization Request is signed and mailed to STND CMS POC at the following address:

California Technology Agency/OTECH
 STND-Contract Management Section
 Attention: Scott Murray
 P.O. Box 1810, MS Y-13
 Rancho Cordova, CA 95741-1810

If additional work is identified as being needed after the MAS Work Authorization Request has been signed and the Prime Contractor is on site, the CDCR Operations Manager or designee will provide a Change Request to Work Authorization, which has been signed by the Contractor on site, referencing the original Work Authorization Number (WA#) and additional work performed. This Change Request to Work Authorization will be scanned by the CDCR Operations Manager and e-mailed to the STND CMS POC. The Original will be mailed to STND CMS POC.

SOW EXHIBIT-E MAS WORK AUTHORIZATION PROCESS AND FORM (CONTINUED)

Work Authorization Close-out

Upon completion of the project, the STND CMS State CM signs the MAS Work Authorization Request and the STND CMS POC e-mails the completed MAS Work Authorization to Contractor POC.

SOW EXHIBIT-E MAS WORK AUTHORIZATION PROCESS AND FORM (CONTINUED)

MANAGED ACCESS SYSTEM (MAS)
NEW WORK AUTHORIZATION REQUEST

WA #:

PROJECT NAME:

Date:

SCOPE OF WORK:

SCHEDULED DATES:

Start Date:

Completion Date:

CDCR-HQ PROJECT MANAGER:

Name:

Email:

Phone:

CONTRACTOR POINT OF CONTACT:

Name:

Email:

Phone:

INITIATION OF PROJECT SIGNATURE APPROVALS:

STND Contract Manager Date

CDCR-HQ Project Manager Date Contractor Project Manager Date (Clock starts)

COMPLETION OF PROJECT SIGNATURE APPROVALS:

These tasks were performed in accordance with this Work Authorization and the provisions of Contract OTP 11-126805.

CDCR-HQ Project Manager Date Contractor Project Manager Date

STND Contract Manager Date

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SOW EXHIBIT-F INMATE/WARD TELEPHONE SYSTEM/MANAGED ACCESS SYSTEM
CONTRACT CHANGE REQUEST

STATE OF CALIFORNIA—YOUTH AND ADULT CORRECTIONAL AGENCY

Edmund G. Brown, Jr., Governor

DEPARTMENT OF CORRECTIONS AND REHABILITATION

Enterprise Information Services
P.O. Box 942883
Sacramento, CA 94283-0001



CDCR FACILITY:

DATE:

**CDCR IWTS/MAS
OPERATIONS MANAGER:**

NUMBER:

**Change
Description**

**Reason for
Change:**

Impacts:

- **Schedule:** _____
- **Design Intent:** _____
- **Other:** _____

	Initiated by:	Prime Contractor _____	Date	_____
<input type="checkbox"/>	Recommended		Date	_____
<input type="checkbox"/>	Not Recommended		Date	_____
<input type="checkbox"/>	Recommended		Date	_____
<input type="checkbox"/>	Not Recommended		Date	_____
<input type="checkbox"/>	Approved		Date	_____
<input type="checkbox"/>	Not Approved		Date	_____
<input type="checkbox"/>	Additional Departmental Review Required			

INTENTIONALLY BLANK

SOW EXHIBIT-G REQUEST FOR INFORMATION CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION INMATE/WARD TELEPHONE SYSTEM/MANAGED ACCESS SYSTEM

TO:

Facility Name	_____
Phase Number	_____

FROM:

SUBJECT: _____

BUILDING/ROOM: _____ DATE ISSUED: _____

DWG. REF. _____ SPEC REF. _____ DATE RESPONSE REQUIRED: _____

QUESTION/PROPOSED SOLUTION: _____ Attached Sheets: YES NO

POTENTIAL IMPACT
 SCHED LABOR MTR'L
 NO IMPACT OTHER

Contractor Rep. _____

Reviewed by CM: _____ Date: _____ Sent To: _____

REPLY: _____ Attached Sheets: YES NO

Responding Firm: _____ By: _____ Date: _____

Response Reviewed and Forwarded by CM: _____ Date: _____

INTENTIONALLY BLANK

SOW EXHIBIT-H INFORMATION ACCESS AND SECURITY AGREEMENT

The State Administrative Manual (SAM) Section 4841.2 requires that State agencies acquire written agreements with non-State entities (for example, vendors, consultants, researchers, federal and local government entities, or other state entities) before agencies allow access to State data. This agreement fulfills the requirement for query access requests from all non-CDCR entities, including non-State entities. Alternate agreements are required for all other access requests, including requests to transmit and store CDCR data. Refer to Department Operations Manual (DOM), §§ 49020.9 and 49020.10.

New Request Renewal Request

Requestor: _____ Company/Affiliation: _____
Title: _____ E-mail: _____
Telephone: _____ Fax No.: _____
Contract/Agreement No. (if applicable): _____

I agree to the following terms and conditions:

- I shall comply with all State policies and laws regarding use of State information resources and data.
• I agree not to store, distribute, or share information obtained through this agreement and access authorization in any way without prior written approval from California Department of Corrections and Rehabilitation (CDCR) and shall hold this information in strict confidence.
• I agree to use CDCR information and information access for authorized purposes only.
• I agree to exercise all precautions necessary to assure the protection of CDCR information in my care from unauthorized disclosure, access, modification, and destruction.
• I agree to use my user ID and password to access this system only while completing my assigned duties. I understand that my user ID and password may not be shared with or used by any other person.
• I agree to notify CDCR promptly if information obtained through this agreement is compromised, lost, or stolen. This includes unauthorized use of the CDCR-provided user ID and password.
• I understand that unauthorized access or disclosure of information provided to me by CDCR may be a public offense punishable under Section 502 of the California Penal Code.
• I understand that CDCR may monitor my access at any time, with or without notice, for the purpose of ensuring compliance with agreement.
• I also understand that this agreement must be renewed annually each year that I am provided access to CDCR information. I further acknowledge that I have received and reviewed a copy of the attached CDCR Information Security Policies.

Requestor's Signature:

(Name) (Date)

For CDCR Use Only
SYSTEM ACCESS AUTHORIZED BY: _____
SYSTEM TO BE ACCESSED: _____
ASSIGNED USER ID: _____
ACCESS ACCOUNT CREATED BY: _____
The data to be accessed contains confidential or personal information: Yes No

DISTRIBUTION: Original-File / Copy-Requestor

SECTION 5

ADMINISTRATIVE REQUIREMENTS

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SECTION 5

ADMINISTRATIVE REQUIREMENTS

5.1 INTRODUCTION

In addition to meeting all other requirements of this IFB, the Bidder must adhere to all of the mandatory administrative requirements of this section to be responsive. All requirements listed with an (M) are Mandatory and are pass/fail. A "Fail" will result in a Final Bid being deemed nonresponsive and, therefore, will be disqualified. Answering "No" to any of these requirements will result in a Final Bid being deemed nonresponsive and, therefore, will be disqualified. Section 9, Evaluation, contains the details for the evaluation methodology and criteria. Contractor shall provide all Mandatory requirements at no cost to the State. Section 5, Administrative Requirements, will be incorporated into the Contract.

5.2 BIDDER RESPONSIBILITY**5.2.1 BIDDER'S DOCUMENTATION REQUIREMENTS**

Bidder's response to specific IFB requirements shall include drawings, plans and diagrams where required that further describe the details of their response for each requirement in Section 5, Administrative Requirements.

"Yes" responses to requirements shall be specifically described within the "Description" portion of the response. Information shall be provided in accordance with the bid format described in Exhibit 8-A, Administrative Response Format Requirement.

5.2.2 BID COVER LETTER (M)

The Bidder must include a cover letter signed by an individual who is authorized to bind the Bidder contractually. The cover letter must state that the individual is so authorized and must identify the title or position that the individual holds in the Bidder's firm. An unsigned cover letter shall cause the Final Bid to be rejected.

The Cover Letter must contain the following information:

- 1) Signature of an individual authorized to bind the firm contractually, identifies the signer's title and stipulates the signature authority;
- 2) Statement that the Bid response is the Contractor's binding offer, good for 180 calendar days from Final Bid due date, as noted in Section 1.6, Key Action Dates;
- 3) Statement indicating that the Bidder has available staff with the appropriate skills to complete performance under the Contract for all services and will provide all deliverables as described in this IFB; and,
- 4) Statement accepting full Prime Contractor responsibility for coordinating, controlling, and delivering all aspects of the Contract and any Subcontractors on the team.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

5.2.3 EXECUTIVE SUMMARY OF RESPONSE (M)

Bidder’s response must contain an Executive Summary of their services, which includes the following information:

- 1) Summary of the solution;
- 2) List of the firms and individuals proposed as Subcontractors (if applicable), staff names, and the experience of the proposed team;
- 3) Summary of the technology proposed; and,
- 4) The degree to which the solution components are currently in use.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

5.2.4 FINANCIAL RESPONSIBILITY INFORMATION (M) (DELETED)

5.3 INSURANCE REQUIREMENTS (M)

5.3.1 WORKERS’ COMPENSATION (M)

The Prime Contractor shall maintain statutory workers’ compensation and employer’s liability coverage for all its employees who will be engaged in the performance of the Contract, and agree to furnish the State satisfactory evidence thereof at the time the State may so request. The Bidder shall provide evidence of Worker’s Compensation insurance with Bid submission and is required to sign Exhibit 5-A, Workers’ Compensation Certification, and submit with the Bid response.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.3.2 COMMERCIAL GENERAL LIABILITY (M)

The Prime Contractor shall maintain general liability with limits of not less than \$1,000,000 per occurrence for bodily injury and property damage liability combined. The policy shall include coverage for liabilities arising out of premises, operations, independent contractors, products, completed operations, personal and advertising injury, and liability assumed under an insured agreement. This insurance shall apply separately to each insured against whom a claim is made or suit is brought, subject to the Bidder's limit of liability. The Prime Contractor shall agree to furnish the State satisfactory evidence thereof within 10 calendar days of contract award.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.4 PAYEE DATA RECORD (STD 204) (M)

The Bidder must sign Exhibit 5-B, Payee Data Record, STD. 204, and submit with the Final Bid.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.5 DARFUR CONTRACTING ACT

Not Applicable

5.6 DISABLED VETERANS BUSINESS ENTERPRISE (DVBE) PROGRAM

5.6.1 DVBE INCENTIVE

DVBE incentives will be applied pursuant to CCR, Title 2, §§ 1896.99.100 and 1896.99.120. The incentive will be applied during the evaluation process, and will only be applied to responsive bids from responsible Bidders providing at least one percent (1%) DVBE participation. The incentive amount is based on a scale under which Bidders obtaining higher levels of participation qualify for greater incentive amounts, according to Table 5.1, below. The minimum incentive amount for this IFB is one percent (1%), with a maximum incentive amount of five percent (5%).

Table 5.1 – DVBE Incentive Point Scale	
Confirmed DVBE participation of:	DVBE Incentive:
5% or more	5%
4% up to 4.99%	4%
3% up to 3.99%	3%
2% up to 2.99%	2%
1% up to 1.99%	1%

The incentive will be applied by reducing the bid price by the amount of incentive as computed from the lowest responsive bid submitted by a responsible Bidder. The computation is for evaluation purposes only.

Application of the incentive shall not displace an award to a Small Business with a Non-Small Business. If the lowest responsive bid is from a responsible California certified Small Business, the only Bidders eligible for the incentive will be California certified Small Businesses.

THE INCENTIVE ADJUSTMENT CANNOT EXCEED FIVE PERCENT (5%) OR \$100,000, WHICHEVER IS LESS, OF THE LOWEST RESPONSIVE BID PRICE FROM A RESPONSIBLE BIDDER.

Bidders claiming DVBE incentive must complete both forms found via links in Exhibit 5-C, Bidder Declarations, GSPD-05-105 (REV 08/09), and Disabled Veteran Business Enterprise Declaration, State of California form STD. 843.

5.7 CONTRACTOR’S LICENSE (M)

Contractors and Subcontractors performing cable and/or wiring installation work or structural modifications for the State are required to have the appropriate State Contractor's License. THE COMPANY SUBMITTING THE BID MUST HAVE THE APPROPRIATE LICENSE AS WELL AS ANY SUBCONTRACTORS. The License must be in the name of the company or the name of the "qualifying individual" of the company. Bidders are to complete Exhibit 5-D, Contractor’s License Information.

The Contractor shall pay the rate of wages for regular, overtime, and holiday work plus employer payments for benefits generally prevailing in the locality in which the work is performed, for all crafts, classifications or types of workmen used on State premises at the point of delivery by the Contractor for the assembly and installation of material purchased under this Contract.

A Bid that does not contain the above information, or if the information is later proven false, shall be considered nonresponsive and will be rejected by the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes _____ No _____

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.8 PUBLIC WORKS REQUIREMENTS (M)

- 1) In accordance with the provisions of Section 1773 of the California Labor Code, the Contractor shall conform and stipulates to the general prevailing rate of wages, including employer benefits as defined in Section 1773.1 of the California Labor Code, applicable to the classes of labor to be used for public works such as at the delivery site for the assembly and installation of the equipment of materials purchased under the Contract.

Pursuant to Section 1770 of the California Labor Code, the Department of Industrial Relations has ascertained the general prevailing rate of wages in the county in which the work is to be done. Contractor will furnish a copy of the Department of Industrial Relations booklet entitled General Prevailing Wage Rates. The booklet is required to be posted at the job site. The Department of Industrial Relations, Prevailing Wage Unit may be contacted at www.dir.ca.gov (select Statistics and Research) or (415) 703-4774.

- 2) Prior to the commencement of performance, the Contractor must obtain and provide to the State, a payment bond, on STD 807 when the subcontract involves public works expenditure (labor/installation costs) in excess of \$25,000. Such bond shall be in a sum not less than one-half the subcontract price for the public works portion of the labor/installation costs. Forms will be made available to the Contractor.
- 3) Each participating Bidder shall complete Exhibit 5-E, List of Proposed Subcontractors (Public Works), or indicate that none are to be used. The State reserves the right to approve or object to the use of proposed Subcontractors on the list.
- 4) Each participating Bidder must certify that it is aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that Code, and will comply with such provisions before commencing with the performance of work of this Contract. A Workers' Compensation Certification must be completed and submitted with an original signature with the Bidder's Final Bid. See Section 5.3.1, Worker's Compensation and Exhibit 5-A, Worker's Compensation Certification.

5) Laws To Be Observed

a) Labor

Pursuant to Section 1775 of the California Labor Code, the Contractor shall, as a penalty to the State or political subdivision on whose behalf the Contract is made or awarded, forfeit not more than fifty dollars (\$50) for each calendar day, or portion thereof, for each worker paid by the Contractor, or its Subcontractor, less than the prevailing wage so stipulated; and in addition, the Contractor further agrees to pay to each worker the difference between the actual amount paid for each calendar day, or portion thereof, and the stipulated prevailing wage rate for the same. This provision shall not apply to properly registered apprentices.

Pursuant to Sections 1810-1815 of the California Labor Code, inclusive, it is further agreed that the maximum hours a worker is to be employed is limited to eight (8) hours a day and 40 hours a week and the Contractor shall forfeit, as a penalty to the State, \$25 for each worker employed in the execution of the Contract for each calendar day during which a worker is required or permitted to labor more than eight (8) hours in any calendar day or more than 40 hours in any calendar week, in violation of Sections 1810-1815 of the California Labor Code, inclusive.

b) Travel and Subsistence Payments

The Contractor shall pay the travel and subsistence of each worker needed to execute the work, as such travel and subsistence payments are defined in the applicable collective bargaining agreements filed in accordance with California Labor Code Section 1773.8.

c) Apprentices

Special attention is directed to Sections 1777.5, 1777.6, and 1777.7 of the California Labor Code and Title 8, California Code of Regulations Section 200 et seq. Each Contractor and/or Subcontractor must, prior to commencement of the public works Contract, contact the Division of Apprenticeship Standards, 525 Golden Gate Avenue, San Francisco, CA, or one of its branch offices to ensure compliance and complete understanding of the law regarding apprentices and specifically the required rationale there under. Responsibility for compliance with this section lies with the prime Contractor.

d) Payroll

The Contractor shall keep an accurate payroll record showing the name, address, Social Security Account Number, work classification and straight time and overtime hours worked by each employee. A certified copy of the employee's payroll record shall be made available for inspection as specified in Section 1776 of the California Labor Code.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

5.9 SMALL BUSINESS PREFERENCE

Sections 14835, *et seq.* of the Government Code requires that a five percent (5%) preference be given to Bidders who qualify as a Small Business or Bidders who qualify as a Non-Small Business claiming at least 25% California Certified Small Business Subcontractor participation. The rules and regulations of this law, including the definition of a Small Business, or qualifying Non-Small Business, are in California Code of Regulations, Title 2, Sections 1896, *et seq.* Small business nonprofit veteran service agency (SB/NVSA) prime Bidders that are California Small Business certified and meet the requirements under Military and Veterans Code sections 999.50, *et seq.* are eligible for the five percent (5%) Small Business Preference. More information regarding the Small Business Preference may be found at the following website: <http://www.dgs.ca.gov/pd/Programs/OSDS.aspx>

If a Bidder is claiming the Small Business Preference, they must complete and submit as part of the bid response, Exhibit 5-F, Small Business Preference.

Bidders claiming the Small Business Preference must also complete and submit as part of the bid response, Exhibit 5-C, Bidder Declaration, form GSPD-05-105 (REV 08/09), which can be found at the following website: <http://www.documents.dgs.ca.gov/pd/poliproc/MASTER-BidDeclar08-09.pdf>.

The Bidder awarded the Contract is contractually obligated to use the Subcontractors for the corresponding work identified unless the State agrees to a substitution and it is incorporated by amendment to the contract. (2 CCR § 1896.10.)

Certification applications and required support documents must be submitted to the Office of Small Business and DVBE Services (OSDS) no later than 5:00 p.m. on the bid due date; and the OSDS must be able to approve the application as submitted. Bidders may contact the OSDS for any information or questions concerning certification.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.10 COMMERCIALLY USEFUL FUNCTION (M)

All Bidders and Subcontractors identified in the bid response to fulfill the requirements for one or more of the socio-economic programs (e.g., DVBE, Small Business) must perform a commercially useful function (CUF) in the resulting contract. CUF is defined pursuant to Military and Veterans Code section 999(b)(5)(B) and Government Code section 14837(d)(4)(A) for the DVBE and Small Business programs, respectively.

Bidders must complete and submit as part of the bid response, Exhibit 5-G, Commercially Useful Function Certification.

Bidder(s) may be required to submit additional written clarifying information regarding CUF. Failure to submit the requested written information as specified may be grounds for bid rejection.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.11 CERTIFICATION OF USE TAX COLLECTION FOR SELLER’S PERMIT (M)

The Bidders are subject to all requirements set forth in Sections 6452, 6487, 7101 and 18510 of the Revenue and Taxation Code, and Section 10295 of the Public Contract Code, requiring suppliers to provide a copy of their retailer’s seller’s permit or certification of registration, and, if applicable, the permit or certification of all participating affiliates issued by the State of California’s Board of Equalization. Unless otherwise specified in this IFB, a copy of the retailer’s seller’s permit or certification of registration, and, if applicable, the permit or certification of all participating affiliates must be submitted with the Bidder’s Final Bid. Failure of the Bidder to comply by supplying the required documentation will cause the Bidder’s Bid to be considered nonresponsive and the Bid rejected. See Exhibit 5-H, Certificate of Use Tax Collection for Seller’s Permit.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.12 TARGET AREA CONTRACT PREFERENCE ACT (TACPA)

Preference will be granted to the California-based Bidders in accordance with Government Code section 4530 whenever agreements for goods and services are in excess of \$100,000 and the Bidder meets certain requirements, as defined in the California Code of Regulations (Title 2, section 1896.30), regarding labor needed to produce the goods or provide the services being procured. Bidders desiring to claim TACPA shall complete Std. Form 830, Target Area Contract Preference Act, Preference Request for Goods and Services, and submit it with the Final Bid. Refer to the following website link to obtain the appropriate form:

<http://www.documents.dgs.ca.gov/pd/poliproc/tacpaprocedure.pdf>

5.13 ENTERPRISE ZONE ACT (EZA)

Government Code section 7080, et. seq., provides that California based companies may be granted preferences when submitting Bids on State agreements in excess of \$100,000 for goods and services (excluding construction agreements), if the business site is located within designated "Enterprise Zones" (see Std. Form 831, Enterprise Zone Act Preference (EZA) Request for Goods and Services Solicitation). Bidders desiring to claim this preference must submit a fully executed copy of Std. Form 831 with their Final Bid. Bidders proposing to perform the Contract in a designated enterprise zone are required to identify such site(s) on the Std. Form 831. Failure to identify a site(s), which qualifies as an enterprise zone, will result in denial of the claimed preferences. Refer to the following website link to obtain the appropriate form:

<http://www.documents.dgs.ca.gov/pd/poliproc/ezapage.pdf>

A Bidder that has claimed an EZA preference, and is awarded the Contract based on such preference(s), will be obligated to perform the Contract in accordance with the Act. Bidders desiring to claim this preference must submit a fully executed copy of appropriate forms with the Final Bid.

5.14 LOCAL AGENCY MILITARY BASE RECOVERY AREA ACT (LAMBRA)

The LAMBRA bidding preference, for which you may qualify, is used for Bid solicitation purposes only, to a maximum of \$50,000. The preference does not alter the amount of the resulting Contract (Government Code, section 7118 et. seq., and California Code of Regulations, Title 2, Section 1896, 100 et. seq.). Bidders desiring to claim this preference must submit a fully executed copy of STD. Form 832, Local Agency Military Base Recovery Area Act for Goods and Services Solicitations, with the Final Bid. Refer to the following website link to obtain the appropriate form:

<http://www.documents.dgs.ca.gov/pd/poliproc/lambrapage.pdf>

5.15 OTHER ADMINISTRATIVE REQUIREMENTS

5.15.1 PRIMARY BIDDER (M)

The award, if made, will be to a single Bidder. The selected primary Bidder will be responsible for successful performance of all subcontractors and support services offered in response to this Bid. Furthermore, the State will consider the primary Bidder to be the sole point of contact regarding contractual matters for the term of the resulting contract. The Bidder shall not assign financial documents to a third-party without prior written approval by the State, and an amendment to the resulting contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.15.2 SUBCONTRACTOR (M)

Any Subcontractor that the Bidder chooses to use in fulfilling the requirements of this IFB, and which is expected to receive more than ten percent (10%) of the value of the contract, must also meet all Administrative and Technical Requirements of the IFB, as applicable, and must be approved, in advance, by the State.

Nothing contained in the resulting contract shall create any relationship between the State and any Subcontractors, and no subcontract shall relieve the Bidder of its responsibilities and obligations. The Bidder is fully responsible to the State for the acts and omissions of its Subcontractors and of persons either directly or indirectly employed by any of them.

The Contractor shall not change Subcontractor(s) and/or DVBE Subcontractor(s) if such changes conflict with the work to be performed under this contract. For DVBE Subcontractor changes, the Contractor shall utilize another DVBE Subcontractor. The State recognizes that changes to Subcontractor(s) may be necessary and in the best interests of the State, however, advance notification of a contemplated change and the reasons for such change must be made to the State no less than seven (7) business days prior to the existing Subcontractor's termination. If this should occur, the Contractor should be aware that the State contract administrator or designee must approve any changes to the subcontractor(s) prior to the termination of the existing Subcontractor(s). This also includes any changes made between submittal of the Final Bid and actual start of the contract.

The State will respond within 15 business days. The State will not compensate the Contractor for any of the Contractor's time or effort to educate or otherwise make the new Subcontractor(s) ready to begin work on the contract.

Prime Contractor is solely responsible for any payments to or claims made by subcontractors.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

5.15.3 AMENDMENT (M)

Any contract executed as a result of this IFB, may be amended, consistent with the terms and conditions of the original solicitation and by mutual consent of both parties, subject to approval by DGS under Public Contract Code 12100.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.15.4 EQUIPMENT (M)

All equipment offered must be new and the latest model in current production. USED, SHOPWORN, REFURBISHED, DEMONSTRATOR, PROTOTYPE OR DISCONTINUED MODELS ARE NOT ACCEPTABLE.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.15.5 BID REJECTION

A Final Bid may be rejected if it is conditional or incomplete, or if it contains any alterations of form or other irregularities, of any kind, in accordance with Section 2, Paragraph 2.3.7.4, Errors in the Final Bid. Deviation from terms and conditions previously approved for this IFB shall be cause for rejection of your Bid. **BIDDERS SUBMITTING CONDITIONAL BIDS MAY BE DISQUALIFIED.**

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.15.6 COMPLETED CONTRACT (M)

Bidders shall submit one (1) Standard Agreement (STD 213), one (1) Master, seven (7) hardcopies, and three (3) soft copies (CD) - **ORIGINAL SIGNATURE REQUIRED ON MASTER AND ALL COPIES.** The master copy must be signed by a person authorized to contractually bind the Bidder's company (final only). Bidders must also provide one (1) copy each of the additional documents provided as part of Appendix B, Contract and Attachments.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes_____No_____

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.16 EXHIBITS

EXHIBIT 5-A WORKERS' COMPENSATION CERTIFICATION

The undersigned in submitting this document hereby certifies the following:

I certify that I am aware of the provisions of Section 3700 of the California Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with such provisions, and will comply with such provisions, before commencing the performance of the work of this contract.

Signature

Date

Name and Title (Print or Type)

Street Address

Firm Name

City, State ZIP

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EXHIBIT 5-B PAYEE DATA RECORD (STD. 204)

Refer to the following website link to obtain the appropriate form.

<http://www.documents.dgs.ca.gov/osp/pdf/std204.pdf>

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EXHIBIT 5-C BIDDER DECLARATIONS

Bidder Declaration GSPD-05-105 (REV 08/09):

<http://www.documents.dgs.ca.gov/pd/poliproc/MASTER-BidDeclar08-09.pdf>.

Disabled Veteran Business Enterprise Declaration, State of California form STD. 843:

<http://www.documents.dgs.ca.gov/pd/poliproc/STD-843FillPrintFields.pdf>.

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EXHIBIT 5-D CONTRACTOR'S LICENSE INFORMATION

(Installation Services Only)

Bidder shall complete the applicable Contractor's license information below in accordance with the Contractor's State License Board, Department of Consumer Affairs. A Contractor's license of appropriate class, C10, is required before any Bidder can contract business (e.g. submit a bid) which includes the installation of cable and wiring, electrical modification. In addition, if structural modifications are required, a Class B license is required.

CONTRACTOR:

Class _____ License No: _____

Licensee: _____ Expiration Date: _____

Note: Bidder (Firm's Name or a Responsible Managing Employee) must be licensed in addition to all Subcontractor(s) performing under this Contract.

SUBCONTRACTOR 1

Class _____ License No: _____

Licensee: _____ Expiration Date: _____

Relationship of Licensee to Contractor: _____

SUBCONTRACTOR 2

Class _____ License No: _____

Licensee: _____ Expiration Date: _____

Relationship of Licensee to Contractor: _____

(Use additional sheets if necessary.)

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EXHIBIT 5-E LIST OF PROPOSED SUBCONTRACTORS (PUBLIC WORKS)

Listed hereinafter is the name and address of each Subcontractor who will be employed and the kind of work which each will perform if the Contract is awarded to the afore signed. I understand that under Government Code Section 4100 through 4113* (See Note Below) I must here clearly set forth the name and address of each Subcontractor who will perform work or labor or render service to me in or about the construction of the work in an amount in excess of one-half of one percent (1/2 of 1%) of my total bid and that as to any work in which I fail to do so, I agree to perform that portion myself or be subject to penalty under the act.

(NOTE: IF MORE THAN ONE SUBCONTRACTOR IS LISTED FOR THE SAME TYPE OF WORK, STATE THE PORTION OF THAT TYPE OF WORK THAT THE INDIVIDUAL SUBCONTRACTOR WILL BE PERFORMING. LIST THE SUBCONTRACTORS' APPLICABLE CONTRACTORS LICENSE NUMBER(S), IF AVAILABLE. VENDORS OR SUPPLIERS OF MATERIALS ONLY, NEED NOT BE LISTED.)

If additional space is required for the listing of proposed Subcontractors, reproduced additional sheets showing the required information, as indicated below, shall be attached hereto and made a part of the Final Bid.

<u>KIND OF WORK</u>	<u>SUBCONTRACTOR NAME AND ADDRESS</u>	<u>LICENSE NO.</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

NOTE: The above listing requirement will for purposes of this bid be construed in accordance with the provisions of the Subletting and Subcontracting Fair Practices Act ("The Act") as set forth in Government Code Sections 4100 through 4113. Also, for purposes of this bid and interpretation of The Act, a vendor will be considered to be a prime Contractor regardless of whether such vendor is or is not a licensed contractor.

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EXHIBIT 5-F SMALL BUSINESS PREFERENCE

Bidders desiring to claim the Small Business preference must complete this Exhibit and return it with the Final bid to be eligible for the Small Business Preference. Businesses must be certified by California.

1. Are you claiming preference as a California certified Small Business?

Yes No

2. If yes, complete the following:

Non-manufacturer Manufacturer

3. Are you a Non-Small Business claiming at least 25% Small Business Subcontractor Preference?

Yes No

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EXHIBIT 5-G COMMERCIALY USEFUL FUNCTION CERTIFICATION

Date: _____

Name of Bidder: _____

A business that is performing a commercially useful function is one that does all of the following:

- 1) Is responsible for the execution of a distinct element of the work of the Contract
- 2) Carries out its obligation by actually performing, managing or supervising the work involved
- 3) Performs work that is normal for its business, services and function
- 4) Is not further subcontracting a portion of the work that is greater than that expected to be subcontracted by normal industry practices.

The Bidder must provide a written statement below detailing the role, services and/or goods the Subcontractor(s) will provide to meet the Commercially Useful Function requirement.

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EXHIBIT 5-H CERTIFICATE OF USE TAX COLLECTION FOR SELLER'S PERMIT

Complete this form to describe the Bidder and any affiliate of the Bidder (person or entity that is controlled by, or is under common control of, the Bidder through stock ownership or other affiliation) that makes sales for delivery into California.

In the event that the Bidder or any such affiliate has registered for but has not yet been issued a Seller's Permit by the California State Board of Equalization:

- 1) Enter N/A in the "Seller's permit Number" Column, and
- 2) Attach to this form a copy of the Certificate of Registration issued by the State Board of Equalization.

BUSINESS ENTITY NAME	SELLER'S PERMIT NUMBER

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SECTION 6

TECHNICAL REQUIREMENTS

Section 6, Technical Requirements, describes the specific requirements of the Inmate/Ward Telephone System (IWTS) and Managed Access System (MAS) services. The Prime Contractor must provide complete and working IWTS/MAS services, including all hardware, software, administration, service, support, and maintenance at no cost to the State. The items detailed in Section 6, Technical Requirements, describe the MINIMUM requirements that the Prime Contractor must provide. Bidders are admonished to carefully read the entire Invitation for Bid (IFB). Section 6, Technical Requirements, will be incorporated into the Contract.

The IWTS and MAS service requirements differ and therefore will be referred to separately throughout the IFB Sections and Exhibits. Not all CDCR facilities will use the MAS services.

Section 6, Technical Requirements, is arranged into sections that describe the specific requirements associated with the IWTS services and MAS services to be provided by the Prime Contractor.

Section 6.1, Introduction for Inmate/Ward Telephone System Services

Provides an overview of the IWTS services technical and operational requirements.

Section 6.2, IWTS General System Requirements

Describes the requirements that apply to all aspects of the IWTS services.

Section 6.3, IWTS Services' Telephone System

Details the requirements of the IWTS services' telephone system configuration, operation, installation, capacities and facilities.

Section 6.4, IWTS Live Monitoring Terminals

Describes the IWTS physical and functional requirements that are to be provided to the CDCR staff for monitoring IWTS inmate/ward calls.

Section 6.5, CDCR IWTS Investigative System

Describes the IWTS physical and functional requirements that are to be provided to the CDCR staff for monitoring and investigating IWTS inmate/ward calls.

Section 6.6, CDCR IWTS Administrative Control

Describes the requirements associated with provisioning the tools and functionality necessary for CDCR staff to properly monitor inmate/ward calls, investigate the use of the system, and manage the IWTS services from an administrative perspective.

Section 6.7, IWTS Data Management

Describes the requirements for IWTS database management and control.

Section 6.8, IWTS Service, Support, and Maintenance

Describes the requirements associated with training, documentation, preventive maintenance, and ongoing maintenance for all IWTS software and hardware provided by the Prime Contractor.

Section 6.9, IWTS Tools and Reports

Describes the various types of IWTS tools and reporting requirements including program management reports, call detail reports, summary reports, service reports, and others.

Section 6.10, IWTS Financial Reports

Describes the specific reports that the Prime Contractor shall provide the State regarding billing and revenue during the Contract term.

Section 6.11, IWTS Web Site Portals

Describes the requirements associated with the public and private web portals to be provided by the Prime Contractor.

Section 6.12, IWTS Service Level Agreements

Identifies and explains the required Service Level Agreements (SLAs) for the business and systems requirements.

Section 6.13, IWTS Business Plan Requirements

Describes the IWTS services' administration process billing requirements, Business Plan elements, and Project Management commitments.

Section 6.14, IWTS Billing Requirements

Describes the IWTS billing options and processes to be provided by the Prime Contractor for the IWTS services.

Section 6.15, IWTS Transition Requirements

Describes transition plans including the IWTS Transition-In, Transition-Out, and termination of the Contract.

Section 6.16, Introduction for Managed Access System Services

Provides an overview of the MAS services technical and operational requirements.

Section 6.17, MAS General Requirements

Describes the requirements that apply to the general aspects of the Managed Access System.

Section 6.18, MAS Functional Requirements

Describes the requirements associated with provisioning the tools and functionality necessary for CDCR staff to properly monitor and manage the MAS from an administrative perspective.

Section 6.19, MAS Security

Describes requirements for the continuous security of the MAS services, including all data, and provide data security procedures.

Section 6.20, MAS Data Management

Describes requirements for database management and control.

Section 6.21, MAS Service, Support and Maintenance

Describes requirements for service, support, and maintenance of the MAS services.

Section 6.22, CDCR MAS Administrative Control

Describes the requirements associated with training, documentation, preventive maintenance, and ongoing maintenance for all software and hardware provided by the Prime Contractor.

Section 6.23, MAS Service Level Agreements

Details the Service Level Agreements (SLAs) that the Prime Contractor will need to maintain while the Contract is in effect.

Section 6.24, MAS Business Plan Requirements

Describes the MAS services' Administration Process, Business Plan Elements, Project Management Commitments, and Acceptance Testing Plan.

Section 6.25, EXHIBITS

Contains all Section 6 Exhibits.

6.1 INTRODUCTION FOR INMATE/WARD TELEPHONE SYSTEM SERVICES

The California Department of Corrections and Rehabilitation (CDCR) is the primary user of the IWTS/MAS Contract and has various types of correctional facilities and field offices located throughout the State of California. Exhibit 6-C1, Adult Institution IWTS Locations through Exhibit 6-I, New CDCR Field Office IWTS Locations and Anticipated Equipment, includes the current and anticipated CDCR locations, addresses, and telephone numbers in addition to the quantities of IWTS equipment that are anticipated to be deployed at each facility.

IWTS call volumes by call types are included in Exhibit 6-K1, CDCR 2008 IWTS Call Volume by Call Type, Exhibit 6-K2, CDCR 2009 IWTS Call Volume by Call Type and Exhibit 6-K3, CDCR 2010 IWTS Call Volume by Call Type. Additionally, Exhibit 6-L1, CDCR 2009 IWTS Call Volume by Facility and Exhibit 6-L2 CDCR 2010 IWTS Call Volume by Facility provide a historical view, by CDCR facility, of the number of calls and billable minutes during calendar years 2009 and 2010. IWTS international call volumes by country are included in Exhibit 6-M1, CDCR 2009 IWTS International Call Volume by Country by Month, and Exhibit 6-M2, CDCR 2010, IWTS International Call Volume by Country by Month. The Prime Contractor will accept full risk with respect to State required deployment requirements and billable call volumes.

The State seeks a Prime Contractor maintained telephone calling system. This system will allow for multiple calling options, multiple payment options, and associated investigative, live monitoring and control systems. The Prime Contractor's installation of fully functioning IWTS services shall be completed no more than 12 months following Contract award. The IWTS services shall minimize the demands of State personnel through innovative use of technology and streamlined processes. The responsibilities of the State are outlined in Attachment 1, Statement of Work (SOW). The responsibilities of the Prime Contractor are described in Section 6.8.1.1, Responsibilities of the Prime Contractor for IWTS.

The Prime Contractor shall engineer, furnish, install, test, and maintain all equipment, software, and cabling to interconnect devices required for the proper functionality of the IWTS. The Prime Contractor shall transfer ownership of all telephones, enclosures, associated cabling, and cut-off switches to the State at the end of the Contract under terms and conditions of Section 6.13.9.2, IWTS Transition-Out Plan.

The Prime Contractor shall plan and implement a phased integration of the new IWTS without impacting the normal daily operation of the existing IWTS. The CDCR Operations Manager and the Prime Contractor will work together before finalizing installation and transition schedules. The Prime Contractor shall be responsible for all costs associated with implementation of the IWTS services, including Transition-In costs associated with the new installation or conversion of telephone instruments, associated equipment and/or software, and telephone enclosures.

The IWTS services will be deployed in institutions within a custodial environment; therefore certain security requirements are enforced. Site access and rules associated with working in a custodial environment are described in Exhibit 6-A, Special Correctional Environment.

The current IWTS services will remain operational until transition and acceptance of the IWTS services at each CDCR facility. The Prime Contractor will make every effort to ensure a smooth, safe, and timely transition.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.1.1 IWTS REQUIREMENTS OVERVIEW

6.1.1.1 IWTS Designation of Requirements Overview

All requirements in this Section 6 are Mandatory and are pass/fail. A "Fail" will result in a Final Bid being deemed nonresponsive and, therefore, will be disqualified. Answering "No" to any of the Mandatory requirements will result in a Final Bid being deemed nonresponsive and, therefore, will be disqualified.

The Prime Contractor shall provide all Mandatory requirements at no cost to the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.1.1.2 IWTS Bidder's Documentation Requirements

Bidder's response to specific IFB requirements shall include drawings, plans and diagrams where required that further describe the details of their response for each technical requirement in Section 6, Technical Requirements.

"Yes" responses to technical requirements shall be specifically described within the "Description" portion of the response. Additional information may be provided in accordance with the bid format described in Exhibit 8-B, Technical Response Format Requirement. Manufacturer's literature is only acceptable when it is specific to the Bidder's response.

Requirements that state the "Bidder shall provide" mean that the Bidder must fulfill the specific requirements and submit with the response. Requirements that state the "Prime Contractor shall provide" mean that the responsibility to fulfill the requirements are the responsibility of the Prime Contractor after Contract award.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.1.1.3 Pacific Time

Requirements to time shall be displayed in Pacific Time (PT).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.1.1.4 Special Correctional Environment

By their nature, correctional facilities require a high level of security 24-hours a day, seven (7) days a week. Because of this need to maintain security, all potential Bidders must be aware of the regulations regarding access to install or maintain equipment at the institutions. The rules and procedures associated with access and performance in this special environment are provided in Exhibit 6-A, Special Correctional Environment. Access and project schedules are subject to change without notice that may be a result of lockdowns or other access limitations at one (1) or more correctional facilities.

The Prime Contractor will be responsible for implementing services that will operate in the existing environment. The CDCR provides no guarantee that the current institutional environments will remain the same.

CDCR reserves the right to do other work on or near the transition or installation of the IWTS services. The Prime Contractor and any Subcontractor(s) shall cooperate with other contractors and suppliers. The Prime Contractor shall schedule, conduct, adjust, correct, and coordinate work so as to facilitate work by others and prevent delays.

The State or public agency shall be responsible for the remediation of any asbestos and/or lead-based paint that may be discovered. If the Prime Contractor or any Subcontractors find any presence of asbestos and/or lead paint, they are to notify the CDCR Operations Manager immediately.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2 IWTS GENERAL SYSTEM REQUIREMENTS

These requirements apply to support and functionality of the IWTS services.

6.2.1 CONTRACT ADMINISTRATION FEE

After completion of the Transition-In phase and for the remaining term of the Contract, an annual Contract Administration Fee of \$800,000 will be payable by the Prime Contractor, in monthly increments of \$66,666.66 due on the last day of each month in arrears via wire transfer to cover the State contract management responsibilities and services. The State will provide the Prime Contractor the name and account information for the purpose of receiving these funds.

Payments that are late by more than 30 calendar days without prior approval by the State representative will be subject to a financial penalty of one and one-half percent (1.5%) per

month of the administration fee payment balance due. Successive late payments or late submission of reports will be subject to service level agreement remedies as described in Section 6.12.4, IWTS Administrative Service Level Agreements.

During transition periods (in and out) of the Contract, a pro-rated portion of the \$800,000 Contract Administrative Fee will be assessed on a per-site basis. A pro-rated amount of the Contract Administration Fee will be applied to each site to determine the site’s portion of the annual fee. The pro-rated Contract Administration Fee will be calculated from the site total conversation minutes as a percentage of the total contract conversation minutes from the State fiscal year baseline 2010, as identified in Exhibit 6-L2, CDCR 2010 IWTS Call Volume by Facility. The Contract Administration Fee will be due within 30 calendar days of written acceptance, by the CDCR Operations Manager, after successful cutover of the site. This pro-rated Contract Administration Fee will be paid monthly, in arrears, until all CDCR IWTS facilities are successfully cutover.

The following example, including Table SOW-1 Contract Administration Fee Calculation – Site specific Pro-rated Fee, reflects the calculation of the Contract Administration Fee during transition phases.

Table SOW-1 Contract Administration Fee Calculation – Site specific Pro-rated Fee		Acronym
\$800,000	Total Contract Administration Fee	TCAF
5,276,444	2010 IWTS Call Volume Location Annual Total Minutes Example: Avenal State Prison (ASP)	LATM
99,666,347	2010 IWTS Statewide Annual Total Minutes	SATM
5.2941%	Site Percentage (for Avenal of 2010 Statewide Annual Total Minutes)	SP
\$42,352.80	Site Annual Fee Portion (of Annual \$800,000 Administrative Fee for ASP)	SAFP
\$3,529.40	Site Monthly Fee Portion (for ASP)	SMFP

- 1) Divide the 2010 IWTS Call Volume Location Annual Total Minutes (LATM) for ASP by the 2010 IWTS Statewide Annual Total Minutes (SATM), to determine the ASP Site Percentage (SP).

$$\text{LATM divided by SATM} = \text{SP}$$

- 2) Multiply the \$800,000 Total Contract Administration Fee (TCAF) by the SP to determine the Site’s Annual Fee Portion (SAFP) of the Contract Administration Fee.

$$\text{TCAF} \times \text{SP} = \text{SAFP}$$

- 3) Divide the SAFP by 12 to determine the Site’s Monthly Portion (SMFP) of the Contract Administration Fee.

$$\text{SAFP divided by 12} = \text{SMFP}$$

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.2 IWTS CUSTOMER REFERENCES

The Bidder shall provide five (5) IWTS Customer References from paying IWTS customers external to the Bidder’s organization that have received services similar to the requirements of this IFB for 12 consecutive months within the last three (3) years. At least two (2) of the customer references must be from federal or state department of corrections’ facilities. “Similar services” for the purposes of customer references for this solicitation means that the services provided to a site must have included at least 40 inmate/ward telephones. Each Bidder’s reference must complete Exhibit 6-B, IWTS Customer Reference Form, return to the State as indicated and include a contact name, phone number, and e-mail address.

The purpose of the Customer References is to provide the State with the ability to verify claims made in the response by the Bidder, and to ensure that the Bidder has a proven track record of providing the desired services in a satisfactory manner.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.3 IWTS COMPLIANCE

The IWTS services shall comply with all regulatory requirements imposed by local, state, and federal regulatory agencies and any legislative requirements imposed throughout the term of this Contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.3.1 IWTS Local, State, and Federal Statutory and Regulatory Compliance

The Prime Contractor shall comply with all statutory and regulatory requirements imposed by local, state, and federal regulatory agencies for all systems and services provided throughout the term of this Contract. The Prime Contractor shall work with the State to implement any changes within 12 months of the regulation effective date or as dictated by the statute at no cost to the State and no increase in rates to the called parties.

The Prime Contractor shall make all system modifications necessary to allow inmates/wards to place telephone calls as industry dialing requirements change.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.3.2 IWTS Legislative Compliance

The Prime Contractor shall comply with all legislative requirements imposed by the State for all systems and services provided throughout the term of this Contract. The Prime Contractor shall work with the State to implement any changes within 12 months of the legislation’s effective date or as dictated by the statute.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.4 IWTS HARDWARE ENGINEERING DOCUMENTATION

The Prime Contractor shall provide engineering specifications for all major hardware components used to meet the requirements of this Contract. These engineering specifications shall provide an explanation of each component's capability to adequately perform the IWTS requirements. Any future changes to the hardware or a component's configuration shall be documented and provided to the State for approval prior to implementation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.4.1 IWTS HARDWARE ENGINEERING DOCUMENTATION

If the Bidders or Prime Contractor require additional site specific information, the Bidder shall submit a written request to the procurement official using Exhibit 1-H, Request for Information. The Prime Contractor shall submit a written request to the CDCR Operations Manager using SOW Exhibit G, Request for Information. The State will evaluate the request to ensure there is no risk to security before releasing the information.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.5 IWTS IN-USE REQUIREMENTS

All IWTS components shall meet the State’s IWTS In-Use Requirements, as described in this section, by the Final Bid due date as stated in Section 1.6, Key Action Dates.

6.2.5.1 IWTS Hardware

All IWTS hardware components installed by the Prime Contractor must have been installed, in productive use, and in a substantially similar proposed configuration by a paying customer external to the Prime Contractor’s organization, for a minimum of six (6) months prior to the Final Bid due date. Additionally, all hardware proposed after Contract award shall meet the same In-Use Requirements.

All IWTS proposed hardware must be new and the latest model in current production and meet customer functional requirements. Used, shopworn, refurbished, demonstrator, prototype or discontinued models are not acceptable for installation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.5.2 IWTS Software

IWTS software proposed by the Bidder must have been installed and in productive use, in substantially the proposed configuration and size by a customer external to the Bidder’s organization, for a minimum of six (6) months prior to the Final Bid due date. Additionally, all software proposed by the Prime Contractor after Contract award shall meet the same In-Use Requirements.

The only exception to this requirement is report software, which may require development for the express purpose of providing reports specific to this Contract. However, report software similar to that required shall be evaluated using the six (6) month In-Use Requirement.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.5.2.1 IWTS Software Licenses

The Prime Contractor shall possess and document all software licenses necessary to legally operate the IWTS. The Prime Contractor shall own and maintain all software for the term of the Contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.6 IWTS DOCUMENTATION REQUIREMENTS

6.2.6.1 IWTS Documentation

The Prime Contractor shall provide hard and soft copies of all documentation. All written documentation shall be provided in Microsoft Office Word 2003 or newer and Adobe Acrobat 7.0 Professional or newer. Electronic drawings shall be provided in Adobe Acrobat (.pdf) format or AutoCAD Reader 2010 version 18 release 24 or newer as specified by the CDCR Operations Manager. The Prime Contractor shall validate with the CDCR Operations Manager prior to the delivery as to the acceptable software versions.

The Prime Contractor shall ensure all documentation is indexed, searchable, and available on the hosted web-based application.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.6.2 IWTS Types of Pre-Installation Documentation

Unless otherwise stated, the following drawings and/or diagrams shall be delivered to CDCR at least 30 calendar days prior to installation at each CDCR facility.

The Prime Contractor shall provide hard and electronic copies of the drawings to include one (1) half size, one (1) full size, and/or diagrams to the CDCR Operations Manager prior to the beginning of work at each installation site. These drawings and/or diagrams shall be subject to approval by CDCR prior to the commencement of work. Such approval does not relieve the Prime Contractor from the responsibility of meeting all requirements of the Contract. All drawings and/or diagrams that contain special symbols either of a product or technically specific nature shall contain legends denoting the meaning of the symbols.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.6.3 IWTS As-Built Documentation Requirements

In instances where the actual installation deviates from the model system drawings and diagrams, the Prime Contractor shall notify the CDCR Operations Manager of the deviation and provide drawings and diagrams appropriate to the installation (as-builts), one (1) full size, one (1) half size, and one (1) electronic.

The delivered drawings and diagrams must reflect all changes made during the installation. The Prime Contractor shall identify the changes by "clouding" the original design to show both the original design and the alterations made.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.6.4 IWTS Documentation Availability

The Prime Contractor shall develop and maintain current hard copy and secure web-based documentation of each manual necessary for the IWTS and make the documentation available to CDCR Operations Manager upon request. The Prime Contractor shall explicitly define how the IWTS web-based documentation functionality will be delivered.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.6.5 Quantity of Documentation

Unless otherwise specified, three (3) copies of all written documentation shall be provided to the CDCR Operations Manager.

Three (3) copies of electronic drawings shall be in AutoCAD Reader 2010 Version 18 release 24 or newer (.dwg), and Adobe Acrobat (.pdf) will be delivered on CDs to the CDCR Operations Manager.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.6.6 State Property

Upon delivery, all documentation shall become the property of the State. The Prime Contractor must include a copyright release specifically allowing authorized State staff assigned to the IWTS to reproduce copyrighted documentation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.7 IWTS ACCURATE TIME AND DATE

The IWTS service shall maintain accurate Pacific Time (PT) and date stamping in a consistent manner for all CDCR IWTS sites. The accurate PT and date shall be distributed to all IWTS network nodes using or displaying the date and time of day. The system shall use a single standardized time source such as the Official U.S. time and update to that source at least once per day as well as upon power up conditions. All date and time elements in all reports, records, and data components generated by the IWTS shall reference PT. Date and time elements shall not vary more than one (1) second from any one (1) source to any other source across any local or wide area network component.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.8 IWTS DAYLIGHT SAVING TIME

Software shall automatically adjust for California daylight saving time changes that occur twice a year. These changes shall be accomplished without causing interruption to IWTS service operations and shall be done automatically at the exact time of change.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.9 IWTS CABLE AND WIRING

All CDCR institutions have a minimum of Category 3 (CAT3) cabling for the IWTS. All cabling is buried, located in institutional walls, or mounted 20 feet above ground in hardened walled conduit. For security reasons, the State retains sole responsibility for performing any changes to installed physical plant infrastructure components such as wiring and conduits as described herein. The Prime Contractor shall be allowed the use of existing cabling at IWTS facilities where available throughout the term of the Contract. The Prime Contractor will coordinate with the outgoing IWTS contractor for reuse of existing horizontal or distribution cabling to meet transition requirements.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.9.1 IWTS CAT3 Horizontal Wiring Compatibility Requirement

The CDCR provided wiring will be rated at a minimum CAT3. The Bidder's proposed IWTS service shall be capable of providing all data and voice services over the existing State provided CAT3 wiring.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.9.2 IWTS Signal Amplification Requirements

The Prime Contractor shall provide all signal amplification equipment necessary to send and receive signals across IWTS facilities provided wiring.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.9.3 IWTS Special Cabling Requirements

The Prime Contractor shall furnish and install any additional cabling that requires a rating higher than that provided by the existing cabling. This shall include any distribution, riser or station cabling.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.9.4 Connecting Equipment for IWTS

The Prime Contractor shall provide all wiring and cabling necessary to interconnect the equipment to the jacks, distribution blocks, and Minimum Point of Entry (MPOE) in the designated telecommunications rooms and designated termination points. All other distribution and campus wiring will be provided by CDCR.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.9.5 IWTS Industry Standards

All Prime Contractor installed wiring and cabling infrastructures for the IWTS shall meet current Building Industry Consulting Services, International (BICSI International Cabling Standard) best practices. All IWTS wiring and cabling shall be concealed, to the extent possible, from plain view. All cables, wires and equipment shall be firmly held in place. Fastenings and supports shall be adequate to support the loads with ample safety factors based upon such factors as seismic zone. For specialized installation areas where security is a consideration, the Prime Contractor shall meet CDCR’s cabling requirements (located in Bidder’s Library) to ensure a secure installation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.10 IWTS POWER REQUIREMENTS

The IWTS shall be capable of recovering from a power outage automatically or remotely once power is restored.

The Prime Contractor is advised that the CDCR facilities perform tests of the backup generators at least once per month. During this testing the power will be temporarily disabled throughout the correctional facility, including the telecommunications room.

The Prime Contractor shall provide all equipment necessary to maintain 100% functionality for the IWTS for a minimum of 30 minutes. Outages resulting from backup generator testing will not be considered a stop clock condition in calculating Service Level Agreements (SLAs).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.10.1 IWTS Conditioning Equipment

The Prime Contractor shall provide electrical conditioning and protection, such as Uninterruptable Power Supply (UPS) and surge protection strips to protect all IWTS equipment against electrical surges, reduced voltages, and/or poor electrical qualities provided from the correctional facility. Any changes to the physical structure of a correctional facility, required for the installation of conditioning and protection devices, must first be approved by and coordinated with the CDCR Operations Manager. The Prime Contractor shall submit SOW, Exhibit F, IWTS/MAS Contract Change Request.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.11 IWTS COMMUNICATION LINKS TO PUBLIC NETWORKS

Communication links that utilize public networks, if any, shall be protected. All necessary security functions shall be enabled to protect sensitive information while being processed or transferred.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.12 IWTS CALLING CARDS AND DEBIT CALLING

The Bidder shall provide an IWTS service that does not require the use of calling cards or debit accounts for inmates/wards to place outgoing calls on the IWTS.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes_____No_____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.13 IWTS CALL CONTROL SYSTEM CATEGORIES

The IWTS service shall provide five (5) categories for Call Control. A description of each category is provided in Exhibit 6-J, IWTS Call Control System Categories. The IWTS Call Control System Categories are defined by their functionality, related equipment and storage of recordings for the adult and youth facilities. The five (5) Call Control system categories include:

1) Adult Institutions

This IWTS service for Adult Institutions also includes the CDF/DCR Fire Camps that are located on institution grounds (i.e., Cuesta Camp at the California Men's Colony, and Antelope Camp at the California Correctional Center).

- a) The Call Control equipment, Call Detail Records (CDR), and inmate call recordings shall be stored off-site at the Prime Contractor's Primary Database Storage Facility.
- b) The archived CDR and inmate call recordings shall be stored at the Prime Contractor's California Database Storage Facility for the Contract term.
- c) The IWTS Investigative System Functionality and IWTS Tools and Reports will be performed by using a State computer to access the Prime Contractor hosted web-based IWTS application.
- d) The Live Monitoring Terminals and IWTS Live Monitoring Terminal Network will be provided by the Prime Contractor.
- e) Cut-off switches shall be installed at Adult Institutions.

2) Adult and Youth Camps

- a) This IWTS service for Adult and Youth Camps shall have the Call Control equipment, CDRs, and inmate/ward call recordings stored off-site at the Prime Contractor's Primary Database Storage Facility.
- b) A copy of the current CDR and inmate/ward call recordings shall be stored on-site for 60 calendar days.

- c) The archived CDR and inmate/ward call recordings shall be stored at the Prime Contractor's California Database Storage Facility for the Contract term.
 - d) The Adult and Youth Camps will use an IWTS Investigative Workstation provided by the Prime Contractor to perform the IWTS Investigative Functionality and IWTS Tools and Reports.
 - e) Cut-off switches shall be installed at Adult and Youth Camps.
- 3) Community Correctional Facilities (CCF) and Female Offender Program (FOP)
- a) The archived CDR and inmate call recordings shall be stored at the Prime Contractor's California Database Storage Facility for the Contract term.
 - b) The IWTS service for Community Correctional Facility (CCF) and Female Offender Program (FOP) Locations shall have the Call Control equipment, CDRs, and inmate call recordings stored off-site at the Prime Contractor's Primary Database Storage Facility.
 - c) The CDCR staff will perform the IWTS Investigative System Functionality and IWTS Tools and Reports by using a State computer to access the Prime Contractor hosted web-based IWTS application.
 - d) The CCF and FOP Contracted staff will use an IWTS Investigative Workstation provided by the Prime Contractor to perform the Investigative Functionality.
 - e) Cut-off switches shall be installed at CCF and FOP locations.
- 4) Youth Facilities
- a) This IWTS service for Youth Facilities shall have the Call Control equipment, CDRs, and ward call recordings stored off-site at the Prime Contractor's Primary Database Storage Facility.
 - b) The archived CDR and ward call recordings shall be stored at the Prime Contractor's California Database Storage facility for the Contract term.
 - c) The CDCR staff will perform the IWTS Investigative System Functionality and IWTS Tools and Reports by using a State computer to access the Prime Contractor hosted web-based IWTS application.
 - d) Cut-off switches shall be installed at Youth Facilities.
- 5) Field Offices
- a) The IWTS service for Field Offices will not require on-site equipment.
 - b) The CDCR Authorized staff will perform the IWTS Investigative Workstation Functionality and IWTS Tools and Reports by using a State

computer to access the Prime Contractor hosted web-based IWTS application.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.14 IWTS NON-CONFIDENTIAL CALLS

All calls made from the IWTS telephones shall be recorded and monitored by default. This applies to calls made to attorneys, public defenders and similar type offices. The CDCR Operations Manager reserves the right to allow non-recorded calls from IWTS handsets to specific phone numbers.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.2.15 INMATE PERSONAL IDENTIFICATION NUMBERS (PINs)

The IWTS service shall have the capability to enable the PIN functionality if the State elects to use PINs during the term of the Contract. The Bidder shall provide an IWTS service that does not require the use of inmate/ward Personal Identification Numbers (PINs) to use the system.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3 IWTS SERVICES' TELEPHONE SYSTEM

“End-User” refers to the inmate, ward, family or friends who make or receive calls and includes both the calling and called party.

The Prime Contractor shall provide an IWTS services’ telephone system by which inmates/wards may place calls to Intrastate (Local, InterLATA, IntraLATA), Interstate and International locations. The IWTS Telephone System shall include a standard dialing method and pattern at all correctional facilities throughout the state and not allow calls to 800, 976, special service numbers or any other numbers defined by CDCR Operations Manager. Inmates/Wards shall not have the ability to use calling cards to place calls on the IWTS.

The Prime Contractor will comply with all CDCR policies and regulations that can be found in the CDCR Department Operations Manual and California Code of Regulations, Title 15 at http://www.cdcr.ca.gov/Regulations/Adult_Operations/index.html. These policies include rules specific to the use of telephones by inmates.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1 IWTS TELEPHONE SYSTEM NETWORK REQUIREMENTS

If additional detailed site specific information is required for engineering the IWTS Telephone System Network, the Prime Contractor shall submit a written request to the CDCR Operations Manager using SOW, Exhibit G, Request for Information. The CDCR Operations Manager will then evaluate the request to ensure that there is no risk to security before releasing the information.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1.1 IWTS Voice Network Design Requirements

The Prime Contractor shall design and install a network that provides connectivity to all correctional facilities and supports the capability for statewide CDCR IWTS management and control functions.

The Prime Contractor shall install and test all IWTS local and network equipment, circuits, hardware, security, software and any other components required for a fully operational system.

Bidders shall provide a description of all network components that support the IWTS requirements that include:

- 1) Telephony system;
- 2) Recording storage system (local and remote);
- 3) Administrative data storage and associated transport (local and remote);
- 4) Active monitoring system, if applicable; and,
- 5) Remote access system.

Bidders shall provide one (1) master and seven (7) hard, and three (3) soft copies of the drawings with the Bid response. Electronic drawings shall be in AutoCAD Reader 2010 version 18 release 24 or newer (.dwg) and Adobe Acrobat 7.0 Professional, or newer. Hard copy drawings shall be provided in Standard E-size.

Drawings shall include both topology (including redundancy) and logical representations of all critical elements to include the following:

- 1) Premise equipment type and installation requirements (physical);
- 2) Type and capacity of equipment at each off-site location including any backup systems;
- 3) Circuit size/ bandwidth;
- 4) Circuit type;
- 5) Time Division Multiplexing (TDM) call processing components if applicable;
- 6) Internet Protocol (IP) call processing components if applicable; and,
- 7) Each Call Control system category as described in Section 6.2.13, IWTS Call Control System Categories, and Exhibit 6-J, IWTS Call Control System Categories.

Bidders shall provide a written description of the various forms of protocols used by the system such as T1/E1, IP, Ethernet and Asynchronous Transfer Mode (ATM) and any applicable Quality of Service (QoS).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1.2 IWTS Voice Network Performance Requirements

The IWTS voice network shall provide audio quality that meets or exceeds the International Telecommunication Union, Telecommunication Standardization Sector (ITU-T) or Telcordia industry standards enacted by appropriate standards organizations for transmitted and received levels, noise, crosstalk and frequency range.

The voice network shall meet the performance requirements listed below:

- 1) Dial Tone – Activation not to exceed two (2) seconds for any call;
- 2) Echo Cancellation - Embedded echo cancellation to published ITU-T recommendations; and,
- 3) Grade of Service - P.01.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.3 IWTS Voice Network Congestion Control Methodology

Bidders shall provide a description of the methodology to address congestion.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.4 IWTS Voice Network Latency Control Methodology

Bidders shall provide a description of the methodology to address network latency.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1.5 IWTS Voice Network Operations Center

Primary monitoring status and control for the IWTS voice network and all sites shall be at the Prime Contractor's Network Operations Center (NOC). The NOC shall provide the following network management functions:

- 1) Monitor the status and performance of the network and all network nodes and circuits;
- 2) View equipment alarms and software errors;
- 3) Monitor the performance of the Live Monitoring Terminals, IWTS Investigative Workstations and servers if applicable; and,
- 4) Troubleshoot the network, Live Monitoring Terminals, IWTS Investigative Workstations, and servers.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1.6 IWTS Voice Network Ubiquity

The IWTS voice network shall have the ability to provide functionality throughout the state. Bidders shall accurately describe the processes, network design and equipment necessary to fulfill this requirement.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1.7 IWTS Voice Network Scalability

The IWTS voice network shall have the ability to increase delivery of services in number and/or size. Bidders shall accurately describe the processes, network design and equipment necessary to fulfill this requirement.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1.8 IWTS Voice Network Survivability

The IWTS voice network shall not have a single point of failure which could adversely affect the entire network. Bidders shall accurately describe the voice network design and equipment necessary to fulfill this requirement identifying all redundancy and diversity.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1.9 IWTS Voice Network Security

The Prime Contractor shall provide security and intrusion protection for the IWTS and components connected to the public switched telephone network.

Describe in detail the security measures and standards that apply to the Bidder's system that demonstrates the full extent of voice network security the Bidder is committing to provide.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.10 IWTS Fraud Protection

Due to the confidential and sensitive nature of the data to be transmitted, the Prime Contractor's system will include stringent security standards that will protect against fraud or disruption of services if either the physical network or transmitted data are compromised.

Bidders shall describe in detail how they will protect against unauthorized and fraudulent use of the State's systems and networks.

Bidders shall describe the strategy, including methodologies, network management, and maintenance applications and tools that will be implemented for fraud protection.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.11 IWTS Fraud Detection

The IWTS shall provide features and reports, which allow the CDCR authorized users to maximize their efforts to detect and prevent fraudulent, illicit, or unauthorized activity attempted by inmate/wards. The Prime Contractor may propose reports and features in addition to those required, which will contribute to identifying fraudulent, illicit, or unauthorized activity.

The IWTS shall provide sufficient security safeguards to preclude fraudulent use of the system. Such safeguards shall include measures to prevent incoming calls, as well as the detection and rejection of outgoing calls to unauthorized numbers, attempts to initiate Three-Way Calling, Call Forwarding, and/or calls to blocked numbers.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.11.1 IWTS Fraud Detection Features

Each detection feature shall allow the CDCR Authorized Users the option of:

- 1) Enabling or disabling the feature;
- 2) Reporting or not reporting detected activity;
- 3) Enabling or disabling real-time notification of detected activity; or,
- 4) Terminating or not terminating ongoing telephone calls.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.11.2 IWTS Technical Approach

As part of the technical approach of the Bid response, Bidders shall list and fully describe all the detection and prevention capabilities related to fraudulent, illicit, or unauthorized activity, on the proposed system.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1.12 IWTS State Requested Fraud Detection Capabilities

Bidders shall identify the specific fraudulent activities the system’s capable of detecting and/or preventing. Bidders shall also identify possible methods inmates/wards may use to circumvent these capabilities.

The Bidders shall provide the following capabilities within the IWTS to detect fraudulent or illicit activity.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1.12.1 IWTS Extra Dialed Digits

The IWTS shall detect extra dialed digits from either the called party or the inmate/ward telephone.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1.12.2 IWTS Reports of Detected Attempts

The IWTS shall provide a report of all calls, which the IWTS detected with extra dialed digits. This report will provide the State with information needed to locate the detected attempt on a recording.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1.12.3 IWTS Detection of Unusual or Suspicious Dialing

The IWTS shall detect unusual or suspicious number sequences dialed or dialing patterns which the system identifies as possible attempts to commit fraud. Bidders shall provide the State with a list of the types of activities detected and how this information will be reported.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1.13 IWTS Disaster Recovery Plans

The Prime Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all California Public Utilities Commission (CPUC) and FCC Requirements.

Bidders shall provide contingency and disaster recovery plans to restore system operations in case of a disaster at the Prime Contractor provided Operations Facilities and for each installed State location. These plans shall include a description of how the Prime Contractor will restore system operations in case of a disaster at the Prime Contractor’s NOC and at each installed IWTS location. The plans shall address all events of total or partial cessation of operations and shall include procedures for both automated and manual recovery of system functionality.

The Prime Contractor shall be required to adhere to these plans in case of a system disaster. These plans shall be updated by the Prime Contractor and provided to the CDCR Operations Manager annually on the Contract anniversary date. These plans will be reviewed for adequacy and approval by CDCR Operations Manager.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2 IWTS TELEPHONE HARDWARE AND ENCLOSURE REQUIREMENTS

The Prime Contractor shall provide and install all the inmate/ward telephone equipment at each correctional facility and location covered by this Contract at no cost to the State. Telephone sets will be used by inmates and wards to place calls via the IWTS. Exhibit 6-C1, Adult Institution IWTS Locations, through Exhibit 6-G1, Youth Facility IWTS Locations, provides statistics regarding the current and anticipated number of inmate/ward telephones, telecommunications devices for the deaf (TDD/TTY) and enclosures at each correctional facility. The Prime Contractor shall be responsible for all modifications to existing enclosures necessary to mount the proposed telephone set. The Prime Contractor shall install additional inmate/ward telephones and related hardware over the term of the Contract, as required by the State, at no cost to the State, and no increase to the calling rates.

Bidders shall clearly describe how the system will satisfy the telephone equipment requirements listed below, including detailed specifications.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.1 Inmate/Ward Telephones

The IWTS telephones shall be capable of mounting to concrete walls, stainless steel shrouded columns, mobile carts, or internal/external enclosures and constructed as follows:

- 1) 14-gauge (or heavier) steel case with dimensions that do not exceed those that allow for proper mounting within a 14" H x 7" W surface area. Exception: outside telephones may have a larger surface area dimension;
- 2) Stainless steel (colored phones are not acceptable);

- 3) Heavy chrome metal keypad bezel, buttons, and hook switch lever;
- 4) Security screws having a head design requiring a special tool of controlled availability for removal (i.e., pinned "Allen" or "Torx" head socket fasteners);
- 5) Bonded handset;
- 6) Armored cord as described in Section 6.3.2.1.6, Armored Handset Cord;
- 7) Cannot be disassembled and used as weapons; and,
- 8) No removable parts, including receiver ear and mouthpieces, and the window for dialing instructions.

The Bidder shall include the specifications and photo of the telephone. The State will compare the specifications with the proposed telephone prior to installation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.1.1 Non-programmable IWTS Telephones

Inmate/Ward telephones installed at correctional facilities shall not be programmable. Telephones shall not be capable of being used to program any feature of the IWTS.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.1.2 Surface Mounting

Where applicable, the inmate/ward telephones must be surface-mounted with no access to the back of the telephone.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.1.3 Telephone Identifiers (Telephone ID)

All telephones shall use unique identifiers, provided by the CDCR Operations Manager, that will be referenced in all database files.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.1.4 Volume and Noise Control

All of the inmate/ward telephones shall be equipped with volume controls which allow inmate/wards to amplify the called party's voice. Inmate/Ward telephones shall reduce background noise through the use of confidencers or directional microphones in the handset.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.1.5 No Coin Slots/Card Slots

The inmate/ward telephones shall be manufactured without any coin/card slots. The covering of existing coin slots is not in compliance with this requirement. The inmate/ward telephones shall not use physical items such as smart cards or magnetic swipe cards.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.1.6 Armored Handset Cord

The armored handset cords for the inmate/ward telephone handsets shall be equipped with a steel lanyard securely fastened into the handset and not terminated at the entrance to the handset. The armored handset cords shall be designed to withstand 1,000 pounds of pull strength. The length of the cord may vary from 12 to 36 inches. The CDCR Operations Manager shall determine the cord length design based on conditions at each site.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.1.7 Mobile Carts

Inmate telephones are installed on mobile carts at selected CDCR facilities. The Prime Contractor shall mount the inmate telephone to the face of the mobile cart. The mobile carts are the property of CDCR. CDCR shall provide the mobile carts, telephone cable and connector (i.e., marine plug).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.2 IWTS Outdoor Telephones

The Prime Contractor shall provide "all-weather" telephones to be used as required by the State. This applies to all outside inmate/ward telephones required throughout the State. The inmate/ward telephones must be weather and spray resistant (Bellcore TR-TSY-000456, NEMA 3R, or similar) as they may be exposed to extreme weather conditions. These telephones shall meet the requirements stated in Section 6.3.2.1, Inmate/Ward Telephones, but will be used outdoors.

Bidders shall include detailed drawings and clearly describe how the outdoor telephones will meet this requirement.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.2.3 IWTS Telecommunications Devices for the Deaf/Teletypewriter Telephones (TDD/TTY)

The IWTS vendor will provide all portable TDD/TTY telephones. The anticipated TDD/TTY quantities are included in Exhibit 6-C1, Adult Institution IWTS Locations, through Exhibit 6-G1, Youth Facility IWTS Locations. The quantities vary by facility and may increase or decrease based upon changes to facility inmate/ward population and operations. The TDD/TTY telephones shall be portable and have the following features:

- 1) Acoustic coupler accepts both circular and square telephone handsets;
- 2) Turbo Code and Auto ID;
- 3) Tone or pulse dial;
- 4) Direct connect (with two (2) jacks) to standard analog telephone line;
- 5) Sticky key feature (for single-handed typing); and,
- 6) Built-in, 24-character printer.

The Bidder shall include the specifications and photo of the portable TDD/TTY telephone. The State will compare the IFB specifications with the Bidder's proposed portable TDD/TTY telephone to ensure requirements are met.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.4 IWTS Telephone Enclosures that Include Booths, Wall and/or Pedestals

Telephone enclosures shall be constructed in such a fashion that the enclosure parts may not be removed or have space where contraband could be stored. Security fasteners will be used to secure the enclosure to the wall and/or floor. The use of plastic, Plexiglas or similar material is prohibited. The State will provide the concrete pads for all IWTS telephone booths and pedestals.

The existing telephone enclosures that include all booths, wall, and pedestals, will become property of CDCR upon the expiration of the current IWTS contract. The Prime Contractor will be responsible for providing all additional or replacement telephone enclosures (booths, wall and/or pedestals), as requested by the State.

Bidders shall clearly describe how they will meet the enclosure requirements listed below, including detailed drawings and photos of each type.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.4.1 Telephone Enclosure with Optional Pedestal Design

The Prime Contractor shall provide telephone enclosures for inmate/ward telephones installed inside or outside; mounted on a wall, or have the option to be attached to a pedestal. The telephone enclosures shall provide privacy for the inmate/ward, but allow the inmate/ward to be visually accessible by CDCR staff. Prior to installation, CDCR will inspect all enclosures, shelves, pedestals, and other mounting apparatus to ensure requirements are met. The telephone enclosure design shall be constructed as follows:

- 1) Dimensions include: 29.5" H x 14.5" W x 9.75" D, with an allowable variance of ten percent (10%) plus or minus;

- 2) Rugged steady beaded welded aluminum construction that is weather-resistant;
- 3) Powder coated finish that is stainless steel;
- 4) Shall not have removable parts, glass, sharp edges, or Plexiglas or similar material;
- 5) Pedestals, when required, shall be bolted to the ground; and,
- 6) Tamper proof fasteners shall be corrosion-resistant, hardened, high-strength, plated or stainless steel metal fasteners of size and type best suited for intended application, having head design requiring special tool of controlled availability for removal. Authorized removable fasteners include: McGard "Intimidator" fasteners including screws, bolts, and nuts; and pinned "Allen" or "Torx" head socket fasteners. Spanner Head Screws or one-way removable screws are not permitted.

Bidders shall provide documentation that describes the physical characteristics of the telephone enclosures with the optional pedestal, including hardware specifications and pictures.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes_____No_____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.2.4.2 Telephone Booth Enclosure Design

The Prime Contractor shall provide telephone booth enclosures for inmate/ward telephones installed inside or outside. The inmate/ward telephone booth shall not have any holes or cracks in which contraband can be hidden. The telephone booth dimensions are provided as general guidelines and do not negate Section 6.3.2.4.5, Americans with Disabilities Act (ADA) Requirements. The telephone booth enclosure design shall be constructed as follows:

- 1) Approximate dimensions include: 85" H x 40" W x 36 "D with no variance greater than 15%;
- 2) 14-gauge steel;
- 3) Security screws having a head design requiring a special tool of controlled availability for removal (i.e., pinned "Allen" or "Torx" head socket fasteners);

- 4) Tempered glass panels without wire in the glass; and,
- 5) No removable parts.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.4.3 Booth Enclosure Door Option

In most locations, the Prime Contractor shall provide booth enclosures without doors. In limited locations, the Prime Contractor shall provide a standard bi-fold door without locking mechanism in each enclosure. The door shall be constructed in such a fashion that it is vandal resistant and have no removable parts.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.4.4 Telephone Enclosure Finish

Telephone enclosures shall be non-rusting and non-reflecting, with matte finish.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.4.5 Americans with Disabilities Act (ADA) Requirements

Enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3 IWTS TELEPHONE SYSTEM FUNCTIONALITY

A call detail record data string shall be generated for all calls which include incomplete and completed calls.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.1 Domestic Calls from an Inmate/Ward Telephone

Domestic calls made on the IWTS will allow the called party the option to receive collect or prepaid calls. All collect and prepaid calls shall require ten-digit dialing and human operators may not be used in placing the calls. IWTS dialing for prepaid calls shall not differ from collect calls.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.2 International Calls from an Inmate/Ward Telephone

International calls made on the IWTS will be prepaid by the called party (no collect International Calls). Human operators may not be used in placing International Calls.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.3 IWTS Call Processing Information

All call processing and call rating information shall be captured, stored and kept current by the Prime Contractor. Call rating information includes, Local, InterLATA, IntraLATA, Interstate, International country codes, and any other information necessary to accurately process and rate calls.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.4 IWTS Voice Prompts

The IWTS shall be capable of accepting dual-tone multi-frequency (DTMF) keypad input as a means of input for answering all system provided questions or prompts from the inmate/ward and called party.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.5 IWTS Voice Responses

The IWTS shall provide sufficient voice storage and response capability to support the voice message and inmate/ward interaction requirements pertaining to all calling services, and as described in Section 6.3.3.12, IWTS Call Control Features. Under no circumstances shall an inmate/ward or the called party experience a delay in placing an IWTS call due to insufficient voice messaging and response resources.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.6 IWTS Inmate/Ward Outbound Call System Process

6.3.3.6.1 Call Flow Charts

The Bidder shall provide flow chart(s) of the call flow process from the point of the inmate/ward going off-hook through all possibilities of call completion. A separate flow chart shall be provided for all Interactive Voice Response (IVR) menu selections and for each IVR application (e.g., inmate/ward call processing, Customer Service). Flow chart(s) shall be maintained current throughout the term of the Contract and provided to the CDCR Operations Manager for approval prior to any changes.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.6.2 Call Validation

All calls shall be validated against all databases (IWTS, Prime Contractor, Local Exchange Carrier (LEC), wireless and any other applicable database) on a real time basis to restrict access to blocked numbers, payphones, pagers or other devices.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.6.3 Call Denial and Identification

The IWTS shall provide select call completion denial information and playback to the inmate/ward. When a call cannot be completed, the system shall play one of the following announcements to the inmate/ward explaining why the call could not be completed in these circumstances:

- 1) Line is out of service;
- 2) Line is busy;
- 3) No answer;
- 4) Number is blocked (includes blockage by LEC, called party, CDCR facility or other reason for being blocked);
- 5) Dialed number is not a valid number; or,
- 6) Prepaid account does not have sufficient funds for a three (3) minute call.

Bidders shall describe how the system will detect and announce the conditions above and share any other announcement options the system generates for a non-completed call. The system shall allow for modification of any announcement as determined by the CDCR Operations Manager.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.6.4 Designated CDCR Hot Lines – Calls Recorded

The IWTS shall allow inmates/wards to dial a fictitious site-specific ten-digit telephone number that emulates standard dialing options and connects calls to a designated CDCR hot line at the respective CDCR facility. These site specific calls will not have to be processed over the Prime Contractor’s network, therefore these calls will not be charged. These calls will be processed and stored on the IWTS where the investigative user can retrieve the call.

The hot line calls shall be recorded, and Call Detail Records (CDR) data strings shall be generated. The duration of the designated hot line calls may be set between five (5) minutes and 15 minutes. The hot line calls shall not be monitored by any means including Live Monitoring Terminals, Hardwired Monitoring, and Investigative Workstations. The CDCR Operations Manager will determine the final configuration for these hot lines.

Select authorized CDCR Investigative staff for the respective site shall have access to the designated hot line’s recorded calls as configured through their user profile to allow the respective Investigative staff to play back calls and copy recorded calls.

Bidders shall describe how they will satisfy these requirements.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.6.5 Designated CDCR Hot Lines – Calls Not Recorded

The IWTS shall allow inmates/wards to dial a specific ten-digit telephone number that emulates standard dialing options and connects calls to a designated CDCR hot line that may be at a CDCR facility or a CDCR regional field office. If the designated hot line calls have to be processed over the Prime Contractor’s network, then the calls will be charged the applicable IWTS rate. If the hot line calls do not have to be processed over the Prime Contractor’s network, then the calls will not be charged. These calls will be processed and stored on the IWTS where the investigative user can retrieve the call.

The hot line calls shall not be recorded, but CDR data strings shall be generated. The duration of the designated hot line calls may be set between five (5) minutes and 15 minutes. The hot line calls shall not be monitored by any means including Live Monitoring Terminals, Hardwired Monitoring, and Investigative Workstations. The CDCR Operations Manager will determine the final configuration for these hot lines.

Bidders shall describe how they will satisfy these requirements.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.6.6 Calls to Other State Agencies' Hot Lines

The IWTS shall allow inmates/wards to dial a specific ten-digit telephone number and connects calls to other State agencies' hot lines. The CDCR Operations Manager will determine how these calls will be configured (i.e., recorded, live monitored, duration of call, and other settings). These calls will be charged to the respective State agency. The CDCR Operations Manager will determine the final configuration for these hot lines. Bidders shall describe how they will satisfy these requirements.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.6.7 Call Control Feature Parameter Verification

The IWTS shall verify that the destination number can be processed based upon Section 6.3.3.12, IWTS Call Control Features, that have been set for the IWTS telephone set and the CDCR facility.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes_____No_____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.6.8 Outbound Call Process for Domestic Calls

The IWTS shall be configured such that an inmate/ward will be led through a series of commands to initiate a call.

- 1) The inmate/ward lifts receiver and within two (2) seconds they will hear a voice prompt “press one (1) for English or Marque dos para Espanol” (press two (2) for Spanish) “to continue the call initiation process.”
- 2) If one (1) is pressed, the prompts and the scripting throughout the duration of the call are in English. If two (2) is pressed, the prompts and scripting throughout the duration of the call are in Spanish.
- 3) The inmate/ward will be instructed (in English or Spanish, as they have chosen) to enter the area code and seven (7)-digit telephone number of the party they wish to contact.
- 4) Once the telephone number has been entered, the telephone keypad will be disabled for the remainder of the call. The CDCR Operations Manager may elect to allow extra digits dialed as stated in Section 6.3.3.12.4, IWTS Extra Dialed Digits Prevention.
- 5) After the inmate/ward has entered the ten-digit telephone number to call, the IWTS will validate the number before processing the call.
- 6) If the called number passes the validation process, then the call process will continue.
- 7) If the called number is valid and identified as an Alert Number as described in Section 6.5.4.20, IWTS Alert Number Notification, the IWTS will process the call according to instructions in Section 6.5.4.19, IWTS Facility Phone List, which may require the IWTS to notify the appropriate CDCR Authorized Staff.

- 8) The inmate/ward will be prompted to state their name for playback with the call setup branding message as described in Section 6.3.3.8.1, Call Setup Branding. The inmate/ward will be required to state their name before call processing will proceed. If nothing is spoken, the prompt will repeat three (3) times. If after three (3) prompts nothing is stated, then the call will be terminated.
- 9) After the inmate/ward has stated their name, they will hear nothing more until the call is connected to the called party.

Bidder shall describe how outbound domestic calls will be processed.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes_____No_____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.6.9 Outbound Call Process for International Calls

The IWTS shall be configured such that an inmate/ward will be led through a series of commands to initiate a call:

- 1) The inmate/ward lifts receiver and within two (2) seconds they will hear a voice prompt “press one (1) for English or Marque dos para Espanol” (press two (2) for Spanish) “to continue the call initiation process.”
- 2) If one (1) is pressed, the prompts and scripting throughout the duration of the call are in English. If two (2) is pressed, the prompts and scripting throughout the duration of the call are in Spanish.
- 3) The inmate/ward will be instructed (in English or Spanish as they have chosen) to enter the international telephone number.
- 4) The IWTS will be configured to allow for the input of enough digits to accommodate 01 + Country Code + City Code+ Telephone Number.
- 5) Once the telephone number has been entered, the telephone keypad will be disabled for the remainder of the call. The CDCR Operations Manager may elect to allow extra digits dialed as stated in Section 6.3.3.12.4, IWTS Extra Dialed Digits Prevention.

- 6) After the inmate/ward has entered the international number to call, the IWTS will validate the number before processing the call.
- 7) If the called number passes the validation process, then the call process will continue.
- 8) If the called number is valid and identified as described in Section 6.5.4.20, IWTS Alert Number Notification, the IWTS will process the call according to instructions in Section 6.5.4.19, IWTS Facility Phone List, which may require the IWTS to notify the appropriate CDCR Authorized Staff.
- 9) The inmate/ward will be prompted to state their name for play back as described in Section 6.3.3.8.1, Call Setup Branding. The inmate/ward will be required to state their name before call processing will proceed. If nothing is spoken the prompt will repeat three (3) times, if after three (3) prompts nothing is stated, then the call will be terminated.
- 10) After the inmate/ward has stated their name, they will hear nothing more until the call is connected to the called party.

Bidder shall describe how outbound international calls will be processed.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.7 Accepting and Receiving IWTS Calls

6.3.3.7.1 Accepting Calls from Inmates or Wards

The branding message for all calls described in Section 6.3.3.8.1, Call Setup Branding, shall require the called party to accept a call by inputting a single digit on the keypad. Call acceptance shall be by a keypad input.

The Bidder shall identify the single digit that will be used to meet this requirement.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.7.2 IWTS Rating by Call Type Option

The called party will be given the option to request the rate for all domestic calls (Local, IntraLATA, InterLATA and Interstate) by inputting any single digit on the keypad.

The Bidder shall identify the single digit that will be used to meet this requirement.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.7.3 IWTS Call Blocking by Called Party

The IWTS shall provide Call Blocking. The branding message shall provide the option for the called party to block a call by inputting any single digit on the keypad. When the digit is pressed, the called party will hear a recording that provides the Prime Contractor's Customer Service contact telephone number or gives the called party the option to be directly connected to the Prime Contractor's Customer Service Representative. The called party will have the option to block calls from specific CDCR facilities or from all CDCR facilities.

The Bidder shall identify the single digit that will be used to meet this requirement.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.7.4 Receiving a Prepaid Call from an Inmate/Ward

The IWTS shall have the ability to allow called parties to accept or deny prepaid calls from an inmate or ward by inputting any single digit on the keypad. The branding message shall provide the called party with an option to establish a prepaid account with the Prime Contractor, if an account is not already in place. The Bidder shall identify the digit the called party will press to hear the toll free number to contact the Prime Contractor's Customer Service to obtain information about an existing prepaid call account or receive information on how to set up a prepaid account.

The Bidder shall identify the single digit that will be used to meet this requirement and how the system will process prepaid calls.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes _____ No _____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.7.5 Passive Acceptance

"Passive Acceptance" is identified as the ability to connect IWTS telephone calls to a destination number without the called party pressing a keypad number or voice response. Calls to numbers on a Passive Acceptance list shall be assumed to be accepted if the called party does not disconnect from the call within three (3) seconds. The acceptance time shall be adjustable by the CDCR Operations Manager between one (1) and nine (9) seconds. A unique branding message may be provided for calls to a Passive Acceptance number. The verbiage for the Passive Acceptance message will be provided to the Prime Contractor by the CDCR Operations Manager prior to the first IWTS site implementation.

The IWTS shall include the ability for CDCR Operations Manager and authorized staff to assign passive acceptance to specified telephone numbers. Not all users will be able to set passive acceptance. In addition, the CDCR Operations Manager will have the ability to determine whether or not to play a Branding message or bypass the Branding message for specific telephone numbers. The Prime Contractor's staff shall not set passive acceptance. The user identifier of the authorized staff that sets or modifies the passive acceptance shall be stored and available for a custom report.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.8 IWTS Recorded Messages Played to Called Party

The IWTS shall play recorded messages after the called party answers the telephone, randomly throughout the telephone call, and before the call is terminated. The messages will be played to the called party in English or Spanish which will be based upon the language chosen by the inmate or ward when they began their call. The system shall be capable of controlling the volume of the messages to allow the recorded messages to be audible but not intrusive. These messages may be different for adult and youth facilities. The CDCR Operations Manager will have the authority to turn the recorded messages on or off and modify the branding message for each facility, when needed. These actions will be coordinated with the Prime Contractor.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.8.1 Call Setup Branding

Call Setup Branding is defined as the first recorded message played to the called party when they answer the telephone. The Call Setup Branding message shall advise the called party that the call is coming from a California correctional facility that will be site specific and playback the inmate or ward's name that was stated in the outbound call process in Section 6.3.3.6.8, Outbound Call Process for Domestic Calls.

The message shall play in its entirety unless interrupted by pressing a State defined keypad number or voice prompt. The CDCR Operations Manager shall have the ability to define at what point in the message and which keypad numbers, or voice prompt, will allow the call to be processed or connected. The system shall block all conversation until the Call Setup message has been played and the called party has accepted the call.

Example of a Call Setup Branding message:

"This is [Prime Contractor's Name]. This call and your telephone number will be recorded and monitored. You have a collect call from <inmate name> or <ward's name>, an inmate [or ward] at <facility name>, in <city> in California. To accept, dial or say "five" (5) now. <PAUSE> To refuse, hang up now or stay on the line for additional options. [The Setup Branding message shall be played up to this point before the call can be connected.] To hear the billing rate for this call, dial or say "nine" (9) now. PAUSE> For customer assistance, complaints and billing inquiries, hang up and dial [Prime Contractor's Customer Service Help Desk Number]. If you wish to block any future calls of this nature, dial or say "seven"(7) for further information now. <PAUSE>

If "nine" (9) is pressed, the system shall provide a prompt such as:

"The cost of this call is [xx] cents per minute, including all fees and surcharges."

The per-minute rates that will be quoted in this message will depend on the inmate/ward's status (adult or youth), the type of network connection necessary for the particular call (Intrastate, Interstate, or International), and the called party's account status (prepaid or collect). Billing rates are detailed in Section 7, Cost.

The IWTS shall announce the per minute rates or if a prepaid call, after called party selection, account balance of time and/or funds amount remaining in account to the called party prior to call acceptance.

If "seven" (7) is pressed, the system shall provide a prompt such as:

"To have your number blocked from receiving calls from California correctional institutions, dial [Prime Contractor's Customer Service Help Desk Number]." Call blocking capability by the called party is detailed in 6.3.3.7.3, IWTS Call Blocking by Called Party.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.8.2 Overlay Message

Overlay is defined as the message that is played randomly throughout the call. The IWTS shall provide Overlay messages at periodic intervals throughout the course of the call. The Overlay messages shall advise the caller and the called party that the call was originated by an inmate/ward at a California correctional facility and that the call is being recorded and monitored. Overlay Branding shall be played in a manner that allows both parties to continue a conversation.

The IWTS will provide the CDCR Operations Manager with the capability to set the exact wording for the overlay message and frequency that overlay messages will be played during each IWTS telephone call.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.8.3 Call Termination Message

The IWTS shall provide call termination messages to notify the inmate/ward and called party the call will end due to the expiration time or prepaid account balance. Prior to terminating a call, the inmate/ward and called party shall be informed 60 seconds and 30 seconds prior to the expiration. The IWTS shall provide the CDCR Operations Manager with the capability of changing the intervals when the call termination messages shall be played.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.9 Call Detail Records (CDR) for IWTS

The IWTS shall generate Call Detail Records (CDR). All calls shall generate call records, which shall be accessible and available for reporting, analysis, or viewing, immediately upon the termination of a call. CDRs will be viewable by IWTS Authorized Users. Any process requiring a delay in making call records available (for example, on a daily basis or through a download process) is unacceptable.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.9.1 IWTS Call Detail Record Content

The following information shall be captured and stored for all calls attempted:

- 1) Correctional facility from which call was placed;
- 2) Telephone Location;
- 3) Telephone Station Number;
- 4) Start date and time (mm:ss);
- 5) End date and time (mm:ss);
- 6) Call duration (mm:ss);
- 7) Call completion status (complete or incomplete call);
- 8) Sequential identification number;
- 9) Destination Number (dialed digits);
- 10) Destination Number's city and state, or city and country for International Calls;

- 11) Billing Number Address (address, name and telephone number – “BNA”);
- 12) Start Code (Method in which the call was accepted or denied);
- 13) Reason for call not completed (i.e. call blocked, station off), if applicable;
- 14) Type of call (Local, IntraLATA, InterLATA, Interstate, International);
- 15) Duration from acceptance to termination (Conversation Minutes);
- 16) Alert (whether an alert was issued for the call);
- 17) Type of alert (e.g., Three-Way Calling, Hot List Number);
- 18) Filename of recording;
- 19) End Code (Method of Termination); and,
- 20) Collect or prepaid call (Method of Payment).

Bidders shall provide a sample of the CDR data string that will be provided with the IWTS.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.10 IWTS Call Termination

6.3.3.10.1 Software Controlled Manual Termination

The IWTS shall include the ability for authorized CDCR staff to manually terminate calls for a single or group of inmate/ward telephone(s) from either IWTS Live Monitoring Terminals, IWTS Investigative Workstations, and/or from the Prime Contractor hosted web-based IWTS application.

The IWTS shall provide the CDCR investigative users with the ability to manually terminate calls with a Soft Switch. IWTS Live Monitoring Terminals shall be able to terminate:

- 1) Individual calls;
- 2) All Calls (within Span of Control);
- 3) Individual Telephones; and,

- 4) All Telephones (within profile Span of Control) by:
 - a) Telephone ID;
 - b) Bank or group of IWTS telephone sets;
 - c) CDCR Facility building/section;
 - d) CDCR Facility;
 - e) Statewide Adult;
 - f) Statewide Youth; and,
 - g) Statewide CDCR Facilities.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.10.2 Hardwired Switch Manual Termination

The IWTS shall provide the CDCR Authorized Users with the ability to manually terminate calls with a physical cut-off switch. There are three (3) cut-off switch configurations that operate independent from the IWTS Live Monitoring Terminal Network:

- 1) Cut-off switches hard wired to individual IWTS telephones with one (1) external monitoring speaker that has a volume control;
- 2) Cut-off switches hard wired to individual IWTS telephones without a monitoring speaker; and,
- 3) Cut-off switches hard wired to individual IWTS telephones at a location different than the IWTS Live Monitoring Terminal.

Locations are identified in the Exhibit 6-C2, Adult Institutions' IWTS Anticipated Equipment, through Exhibit 6-G2, Youth Facilities' IWTS Anticipated Equipment.

Authorized staff shall be able to terminate:

- 1) Individual Telephones (within Span of Control); and,
- 2) All Telephones (within Span of Control).

Bidders shall provide documentation that describes topology and physical device drawings of the various cut-off switch options they are proposing and how they will function with the State's existing cabling.

Bidders shall describe how the IWTS shall provide the required functionality of the manual termination switches. The description shall also address how the system will:

- 1) Interface with the existing cabling;
- 2) Not require electrical AC power; and,
- 3) Support distances between the devices and the telephones up to 1,000 feet.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.11 IWTS Outbound Calling Restrictions

6.3.3.11.1 IWTS Outbound Only Calls

The IWTS shall allow inmates/wards to process only outbound calls. The Prime Contractor shall configure the IWTS so that in no case shall inbound calls be processed.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.11.2 Secondary Dial Tone

The IWTS shall allow inmates/wards to reach the called party dialed, and will prohibit the inmate/ward from obtaining a secondary dial tone. Inmates/wards will not be able to reach an additional party without hanging up the receiver first, which will prevent Three-Way Calling and Call Forwarding.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.11.3 Calling Other CDCR Facilities

The IWTS shall prohibit calls to any other California correctional facility. Bidders shall describe how the IWTS will prohibit outbound calls from being placed to another CDCR facility.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.11.4 Maximum Ring Time

The IWTS shall include a maximum ring time for all calls prior to disconnecting a call. IWTS calls will automatically disconnect once the maximum ring time is reached. The amount of ring time shall have a default value of one (1) minute and shall be adjustable by the CDCR Operations Manager in one (1) second increments.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.12 IWTS Call Control Features

The IWTS shall include the Call Control Features described below. Each of the Call Control Features shall include variable control parameters described in this section. The IWTS shall provide the CDCR Operations Manager with a means of setting and changing the parameters for the Call Control Features through the Administrative Control Interface.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.12.1 IWTS Calling Schedules

The IWTS shall be capable of being configured to set IWTS Calling Schedules. These schedules will control when IWTS telephones are turned on or off during the day within a correctional facility.

Calling schedule variable parameters:

- 1) Time of day;
- 2) Day, week or month; or,
- 3) Correctional facility.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.12.2 IWTS Time Between Completed Calls

The IWTS shall be capable of being configured to control the amount of time between calls made on the inmate/ward telephone. The State shall be capable of enabling or disabling this feature. The time between completed calls limitation shall be set by minutes and shall range from zero (0) to 99 minutes.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.12.3 IWTS Call Duration

Call duration is the total amount of minutes an inmate/ward may converse with the called party on an IWTS call. The State shall be capable of enabling or disabling this feature. The call duration limitation shall range from zero (0) to 99 minutes.

Call Duration variable parameters:

- 1) Zero (0) to 99 minutes per call for a IWTS telephone;
- 2) Zero (0) to 99 minutes per call for a group of IWTS telephones; or,
- 3) Zero (0) to 99 minutes per call for all IWTS telephones at an entire correctional facility.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.12.4 IWTS Extra Dialed Digits Prevention

The IWTS shall be capable of preventing the processing of additional digits from an inmate/ward after all call processes have been completed for an authorized IWTS call. The CDCR Operations Manager shall be provided the capability to allow extra dialed digits dialed to access features of the system as a result of system prompts to the inmate/ward.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.12.5 IWTS Blocked Calls by CDCR Authorized Staff

The IWTS shall provide the CDCR authorized staff with a method to block all IWTS calls to a specific telephone number. The IWTS will include the ability to block specific telephone numbers on a statewide basis and others on a case-by-case basis. Calls blocked for an Institution/Facility shall not block calls from other inmates/wards in another institution wishing to call that same number. Calls blocked using this method shall be identified separately in all IWTS tables as blocked by an End-User. Under no circumstances shall the Prime Contractor alter or interfere with the ability of the called party to receive other collect calls originating from non-State correctional facilities. The ability for a CDCR authorized user to block a call shall be based upon the user’s profile.

Called Party Blocking variable parameters:

- 1) Block IWTS calls to a specific telephone number from a correctional facility; or,
- 2) Statewide.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.12.6 Blocking Specific Types of Telephone Numbers by IWTS

The IWTS shall block all calls that include:

- 1) Toll free access numbers (e.g., 800, 866, 877);
- 2) Special service numbers (e.g., 711, 9-1-1);
- 3) Numbers that provide live operator access;

- 4) Telephone numbers that incur charges (e.g., 972-, 976-); and,
- 5) Long distance carrier access numbers (e.g., 10333, 10288).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.13 IWTS Detection of Unusual or Suspicious Dialing

The IWTS shall provide a means of detecting unusual or suspicious number sequences dialed or dialing patterns, which the system identifies as possible attempts to commit fraud. Bidders shall provide the State with a list of the types of activities detected and how this information will be reported.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.14 IWTS Detection of Three-Way Calls

The IWTS shall provide the capability of detecting suspected and confirmed Three-Way Calls. The system shall be configured to automatically allow, terminate, and/or report detected Three-Way Calls. The IWTS shall reflect Three-Way Calls in a different color when suspected or detected. The CDCR Operations Manager shall have the ability to configure this functionality on a facility or individual called number basis.

Bidders shall explain in detail the various types of Three-Way Calling the system is capable of detecting as listed below.

Bidders shall indicate which of the following types of Three-Way Calls the system is capable of detecting:

- 1) Calls to telephone numbers, which "hook flash," dial another number and complete the Three-Way Call; and/or,

- 2) Conference calls facilitated through customer provided switching equipment.

Detection of Three-Way Calls shall be capable of being configured by the State to either automatically terminate suspected calls, report the suspected calls, or both.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.15 IWTS Detection of Call Forwarding

The IWTS shall provide the capability of detecting suspected and confirmed Call Forwarding attempts. The system shall be configured to automatically allow, terminate, and/or report Call Forwarding. The CDCR Operations Manager shall have the ability to configure this functionality on a facility or individual called number basis.

The IWTS shall include the capability to terminate, monitor, barge-in or flag, at the CDCR Operations Manager's discretion, any detected Call Forwarding.

Bidders shall explain in detail how each type of industry accepted Call Forwarding will be detected by the system. Bidder shall indicate which of the following types of Call Forwarding the system is capable of detecting.

- 1) Calls to telephone numbers, which have been automatically forwarded to another telephone number by the local telephone company also known as remote Call Forwarding;
- 2) Calls to telephone numbers, which have been automatically forwarded by called parties through the use of feature groups provided by the local telephone company also known as Call Forwarding; and/or,
- 3) Calls to "follow me" numbers.

Detection of Call Forwarding shall be capable of being configured by the State to either automatically terminate suspected calls, report the suspected calls, or both.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.16 IWTS Third-Party Call Flag, Warn, or Disconnect

The IWTS shall include the capability to terminate, monitor, barge-in and flag, at the CDCR Operations Manager’s discretion, any detected Three-Way call.

The IWTS shall include the capability to monitor, flag, warn, barge-in and terminate, at the CDCR Operations Manager’s discretion, any Three-Way Calling detected. The system shall provide the ability to configure and identify individual called numbers for automatic and manual disconnect or permissive Three-Way Calling exceptions. Bidders shall provide the State with a detailed description of how the system provides this capability.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.17 Additional Detection Capability by IWTS

Bidders shall describe any additional third-party call completion detection methods provided by the system.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.17.1 Automated System Malfunction Notification

The IWTS shall possess the capability to automatically notify both the Prime Contractor and selected CDCR Authorized Staff in the event of an IWTS Live Monitoring Terminal malfunction of the Call Control system, the recording system, the IWTS Investigative Workstations, the Prime Contractor hosted web-based IWTS application or any other major system component. The notification may be sent to one or more individuals' cell phone or other telecommunications device.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.18 IWTS User Group Configuration

A group of IWTS Call Control Features with the same variable parameter settings is known as an IWTS User Group Configuration. The IWTS shall provide the CDCR Operations Manager with the capability of configuring the parameters for each feature for a specific User Group. Each IWTS User Group Configuration shall be assignable as a default configuration for each IWTS telephone group.

The IWTS shall provide the CDCR Operations Manager with the capability of maintaining at least 15 multiple IWTS User Group Configurations. These User Group Configurations will be derived from various combinations of IWTS Call Control Features detailed in Section 6.3.3.12, IWTS Call Control Features.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.19 IWTS Telephone System Quality Requirements

6.3.3.19.1 Industry Standards

All equipment shall meet or exceed all applicable codes and industry standards for installation. All equipment must be UL approved and FCC compliant.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.19.2 Voice Quality

The quality of voice connections provided by the IWTS shall meet or exceed industry standards in use in the United States and enacted by appropriate standards organizations (Bellcore or Telcordia, IEEE, ANSI, NIST, FIPS) for transmitted and received levels, noise, cross-talk, and frequency range. The Prime Contractor shall detail the standard to which the IWTS will adhere in the response to this requirement. This voice quality shall be provided for all telephone services at all stages of a call and shall not be affected by any other IWTS feature, function, or capability.

Voice quality shall be provided with a Mean Opinion Score (MOS) ITU P.800 - 3.7 or above (or equivalent industry standard measurement).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.20 IWTS TDD/TTY CALL PROCESSING REQUIREMENTS

The calls made from a TDD/TTY will be processed through the IWTS network and will be recorded. TDD/TTY calls will not be live monitored. The functionality of branding, overlays and blocked telephone numbers applies to TDD/TTY calls. Bidders shall describe within the respective subsection of this requirement how the IWTS will process the specified TDD/TTY calls as well as how the functionality will be applied.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.20.1 Use of Turbo Coding

The IWTS shall support Turbo Coding functionality to improve TTY communication performance.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.20.2 Interface with California Relay Service (CRS) Call Centers

The California Public Utilities Commission has established the CRS with multiple relay providers for TDD/TTY telephone relay service. The CRS vendors bill the State of California for the relay services and bill either the calling party or the called party for the network services associated with each relayed call. The CRS shall bill all IWTS calls to the called party.

Bidders shall provide a description of the process the system will employ to route TDD/TTY calls through the CRS vendors so that the CRS call center can process the calls to the desired called party. Additionally, Bidders shall provide a description of the process the system will employ to ensure that the called party is not billed by the Prime Contractor for the CRS calls.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.20.3 Speed Dial Number for CRS

TDD/TTY devices shall be preprogrammed with multiple 10-digit speed dial telephone numbers capable of calling the CRS providers. CDCR prohibits IWTS dialing 7-1-1, '800', or special service numbers. The CDCR Operations Manager will provide the Prime Contractor with the allowed CRS provider's 10-digit telephone numbers.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.20.4 IWTS TDD/TTY Call Recording Functionality

The IWTS shall include the ability to record calls using the Prime Contractor provided TDD/TTY devices. Recording shall include both the typed text (transmitted as Baudot, ASCII or Turbo Code) and any voice portions of calls using Voice Carry Over (VCO) or Hearing Carry Over(HCO). The text portion of the call shall be accessible from all investigative applications in the same manner as voice recordings and shall not require further processing by the CDCR authorized staff once the text or voice file is opened or played.

Bidders shall describe in detail the methodology they will use to develop and provide transcripts of each TDD/TTY call.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.21 TDD/TTY Telephone Calls through IWTS

Bidders shall describe how the IWTS accommodates TDD/TTY call scenarios as described below. Bidders are encouraged to contact the California Deaf and Disabled Telecommunications Program (DDTP) regarding interfacing with the CRS at:

DDTP CRS Manager for the DDTP
Voice (510) 302-1105
TTY (510) 302-1100 x105

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.21.1 Direct Dialing from an IWTS Voice Line to a TDD/TTY

The IWTS shall include the ability for hearing capable inmates/wards to complete calls to friends and family that communicate via TDD/TTY devices. These calls shall be completed with the assistance of CRS.

Bidders shall describe and include detailed drawings on how the IWTS service will satisfy the requirement to include the functionality of branding, overlays and blocked telephone numbers.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.21.2 Direct Dialing from an IWTS TDD/TTY to a TDD/TTY Device

The IWTS shall include the ability to complete calls from an IWTS TDD/TTY directly to a called party's TDD/TTY in the same manner a voice call is connected and accepted.

Bidders shall describe and include detailed drawings on how the IWTS service will satisfy the requirement to include the functionality of branding, overlays and blocked telephone numbers.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.21.3 IWTS TDD/TTY Device to a Hearing Capable Called Party through CRS

The IWTS shall include the ability to complete calls from an IWTS TDD/TTY to a hearing capable called party through CRS.

Bidders shall describe and include detailed drawings on how the IWTS service will satisfy the requirement to include the functionality of branding, overlays and blocked telephone numbers.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.4 IWTS TELEPHONE SYSTEM DATABASES

6.3.4.1 IWTS Blocked Number Database

The IWTS shall provide a Blocked Number Database. The IWTS will check this database before completing any calls and not allow any calls to blocked numbers. CDCR Operations Manager, authorized staff and Prime Contractor’s Customer Service representatives will have the ability to add or delete blocked telephone numbers. When this occurs, a user identifier will be captured and stored to track who performed the change. A note field will be available to input notes reflecting the reason for the change. The deleted telephone numbers shall be stored, but not viewable in the Facility Phone List.

The IWTS will allow CDCR Authorized Staff to archive blocked numbers in a separate file and move them from the blocked number file in order to save file space.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.4.2 IWTS Prepaid Accounts Database

The Prime Contractor shall maintain a Prepaid Accounts Database with a record of all called party prepaid activity for each prepaid account. The information shall include; time/date of activity, amount prepaid, method of payment, billing disputes, phone number, name of account owner, billing address, and type of account (cell phone, VoIP, CLEC, and others).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.4.3 IWTS Facility Phone List Database

The Prime Contractor will provide a Facility Phone List Database that can be accessed using the IWTS Investigative Workstation or Prime Contractor hosted web-based IWTS application. This database will store specific telephone numbers that are being monitored by CDCR Authorized Staff.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.4.4 IWTS Billing Number Address (BNA) Database

The Prime Contractor will provide a Billing Number Address (BNA) Database that will have fields that include the end user's: name, telephone number, billing address, and mailing address. The BNA will populate in the field within the Call Detail Report.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.5 IWTS TELEPHONE SYSTEM DOCUMENTATION REQUIREMENTS

The Prime Contractor shall provide supporting documentation as described below. The Prime Contractor shall include access to appropriate documentation on the Prime Contractor's public and private portals as described in Section 6.11.1, IWTS Public Web Site, and Section 6.11.2, IWTS Private Web Site.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.5.1 IWTS User Guide for the Called Party

The Prime Contractor shall prepare and provide an IWTS User Guide for the Called Party that provides instructions in English and Spanish to the CDCR Operations Manager for review and approval. The guide will include instructions and contact information for establishing accounts, receiving calls, blocking calls, prepaying calls, frequently asked questions (FAQs), and clarification of all other issues that a called party may be concerned with. This User Guide will be made available on the IWTS Public Web site. Pamphlets will be mailed to customers by the Prime Contractor with the initial billing and upon request. Soft copies in .pdf and .doc will be provided to CDCR and available on the IWTS Private Portal. The Prime Contractor shall input updates to the User Guide provided by the CDCR Operations Manager or as required.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.6 IWTS END-USER CUSTOMER SERVICE REQUIREMENTS

The IWTS End-User’s positive perception of their calling experience is of primary concern to the State. Bidders shall detail how they plan to provide exceptional Customer Service and shall address:

- 1) Billing Services (Collect, Prepaid and Direct Billing);
- 2) Complaint Tracking and Reporting System;
- 3) Complaint Resolution Processes;
- 4) Complaint Escalation Processes; and,
- 5) Root-Cause Analysis Procedure.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.6.1 Customer Service Hours of Operation for IWTS

The Prime Contractor’s End-User Customer Service Hours of Operation shall be provided by a live operator seven (7) days a week during the hours of 5:00 a.m. to 9:00 p.m. PT. In addition to the toll free numbers, Customer Service shall be accessible by mail, e-mail, web site, fax, and TTY. The addresses and telephone numbers for each of these communication methods shall be published on all billings, customer solicitations, IWTS Public Web Site, and customer correspondence. The Prime Contractor’s Customer Service shall be operated within the United States.

CDCR Authorized Staff shall have access through the IWTS Private Web Portal to the Prime Contractor’s Complaint Tracking and Reporting System.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.6.2 IWTS Toll Free Customer Service Access Number

The Prime Contractor shall provide a Toll Free Customer Service Access Number dedicated to the IWTS/MAS Contract for all domestic Customer Service functions as well as TTY callers. The domestic IWTS Customer Service numbers must be accessible from anywhere in the United States, and Puerto Rico.

Bidders shall list the toll free Customer Service numbers for all International locations that are available.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.6.3 Supported Languages

The Prime Contractor's Customer Service shall be provided in both English and Spanish.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.6.4 IWTS Complaint Resolution and Escalation Plan

The Prime Contractor shall process End-User issues quickly with a single contact to the Customer Service. The Prime Contractor shall provide a complaint resolution team. Complaints that do not have a specific resolution plan within 24-hours of receipt by the Prime Contractor shall be identified, reported, tracked and managed by the Complaint Resolution Team.

Bidders shall describe the Complaint Resolution and Escalation Plan process, including standard target times for resolution, as part of the Escalation Plan requirement in Section 6.13.3, IWTS Escalation Plan.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.6.5 IWTS Service and Support Resources

End-User support materials, User Guides, public portal support options (including FAQs and e-mail) and an IVR based help system shall be provided and actively promoted by the Prime Contractor. Customer Service calls that are directed to an IVR must have all prompts and recordings provided in the same language associated with the number that was used to contact the Customer Service. The two (2) language options shall be English or Spanish.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.6.6 Customer Service Average Speed of Answer (ASA) for IWTS

The Average Speed of Answer (ASA) is defined as the time from which a call is presented to the Customer Service system until it is answered by a live operator who is capable of servicing the caller. An operator who answers the call but is not trained to handle customer complaints and must transfer the caller does not meet this requirement, such that the ASA time will continue until answered by a qualified Customer Service Representative. All Customer Service access numbers must be captured and reported as part of the ASA report. The daily ASA of all IWTS Customer Service calls shall not be less than 80% of the calls answered within 60 seconds. If Spanish callers and the category of all other non-English callers comprise more than 10 percent (10%) of the total volume, then the minimum daily ASA requirement of 80% of the calls answered within 60 seconds shall separately apply for that language group. When a call is answered by an IVR system or its equivalent, the ASA time shall not include the time in the IVR if:

- 1) The initial prompt and all additional prompts shall offer the caller the option of speaking with a live operator by dialing zero (0) at any time. No user input after five (5) seconds of a prompt will be assumed to be a request for an English speaking live operator, preferably someone who is bilingual;
- 2) The menu selections are no deeper than five (5) levels at any point from the top level (initial greeting);
- 3) The State shall have final approval of all prompts, greetings and recordings;

- 4) No single menu shall offer more than four (4) selections in addition to zero (0) for a live operator and asterisk (*) or pound sign (#) to return to the previous menu;
- 5) The IVR shall not for any reason automatically disconnect the caller; or,
- 6) Menu Usage and Time in the System reports shall be available as part of the IVR System and made available upon request by the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4 IWTS LIVE MONITORING TERMINALS

The Prime Contractor shall provide IWTS Live Monitor Terminals installed in multiple locations that include control booths in buildings, such as housing units, observation towers, gyms, and hospitals. IWTS Live Monitoring Terminals shall allow custody staff to listen in real-time to inmate telephone conversations and scan, barge-in, and terminate calls. This equipment shall have the capability of turning on and off the phones within the officer’s span of control. This section specifically describes the requirements for the IWTS Live Monitoring Terminals. The IWTS Live Monitoring Terminal configuration differs from the live monitoring used on the Prime Contractor hosted web-based application and the IWTS Investigative Workstations described in Section 6.5, CDCR IWTS Investigative System.

The Prime Contractor shall provide as many IWTS Live Monitoring Terminals as are required at each CDCR facility found in Exhibit 6-C2, Adult Institutions’ IWTS Anticipated Equipment and 6-G2, Youth Facilities’ IWTS Anticipated Equipment. Additional IWTS Live Monitoring Terminals may be requested by the State in the future and shall be provided at no cost to the State and without an increase in call rates or fees.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.1 IWTS LIVE MONITORING TERMINAL NETWORK

The IWTS Live Monitoring Terminal network shall be a fully standalone system operating on the Prime Contractor’s network independent of any CDCR equipment or network infrastructure with the exception of the State provided cabling.

Bidders shall identify and describe the network and infrastructure to be utilized for IWTS Live Monitoring Terminal operation. Bidders shall provide all of the information for the IWTS Telephone System Network as described in Section 6.3.1.1, IWTS Voice Network Design Requirements.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2 IWTS LIVE MONITORING TERMINALS

The IWTS shall provide CDCR with the ability to selectively monitor call activity within their Span of Control in real time, and initiate appropriate action as necessary. The IWTS Live Monitoring Terminals will be utilized by authorized staff to monitor inmate/ward telephone calls as they occur.

The IWTS Live Monitoring Terminals shall provide multiple authorization level Log-Ins. IWTS Live Monitoring Terminal displays shall be configurable only with various authorization levels that allow or deny modification of terminal display or settings. A default setting template shall be provided for all IWTS Live Monitoring Terminals.

In addition to the IWTS Live Monitoring Terminals described in this section, Prime Contractor shall provide specific monitoring locations with additional hardware that shall include a speaker and/or a manual cut-off switch(es) as described in Section 6.3.3.10.2, Hardwired Switch Manual Termination, that will be used by CDCR staff to monitor active IWTS conversations. The anticipated speaker box deployments are provided in Exhibit 6-D2, CDF/CDCR Adult Camps’ IWTS Anticipated Equipment, through Exhibit 6-G2, Youth Facilities’ IWTS Anticipated Equipment.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.1 IWTS Live Monitoring Terminal Deployments

The number of IWTS Live Monitoring Terminals deployed at each institution ranges from one (1) to 33 terminals. The maximum number of IWTS Live Monitoring Terminals could increase based upon the change in facility operations and need for additional live monitoring areas. Additional IWTS Live Monitoring Terminals shall be provided by the Prime Contractor at no cost to the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.2 IWTS Live Monitoring System

The IWTS shall have the capability of monitoring the inmate/ward telephone calls in progress over the IWTS Live Monitoring Terminals within their Span of Control. The IWTS Live Monitoring system shall be expandable to monitor new telephones without requiring additional cable.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.3 IWTS Graphical User Interface (GUI)

The IWTS Live Monitoring Terminals shall employ an industry standard GUI that includes intuitive command standards for desktop, screen and window behavior.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.4 IWTS Live Monitoring Terminal Identification

The IWTS Live Monitoring Terminals shall be automatically identified within the system, preferably through a hardware-generated identifier such as the network interface card node address or controller port address. The CDCR Operations Manager will provide a unique identification schema for cross-reference purposes to be integrated with applicable databases.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.5 IWTS Live Monitoring Terminal Display Content Requirements

The IWTS Live Monitoring Terminals shall provide authorized staff with access to view the following information that will appear in a font size of 12 or larger:

- 1) IWTS station number (within the vendor's network) for each telephone;
- 2) Location and telephone identification number of IWTS telephones being monitored that will be provided by CDCR;
- 3) Current date and time;
- 4) Incremental call duration timer (mm:ss) for each call;
- 5) One (1) to 30 telephones shall be displayed simultaneously on a single terminal screen;
- 6) Indicators for each telephone that is off-hook;
- 7) Indicator for call currently listened to when in scan mode;
- 8) Indicator for call currently listened to when in park mode;
- 9) An indicator to reflect the equipment is communicating with the network;
- 10) An indicator for the key to press for the help screen; and,
- 11) An indicator (blinking cursor) that reflects the navigational position on the screen.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.6 IWTS Log-In Screen

Upon log-in, the IWTS shall:

- 1) Display an approved system use notification message or banner before granting access to the IWTS that provides privacy and security notices consistent with applicable federal laws, Executive Orders, directives, policies, regulations, standards, and guidance states:
 - a) Users are accessing an official State of California information system;
 - b) System usage may be monitored, recorded, and subject to audit;
 - c) Unauthorized use is prohibited and subject to criminal and civil penalties; and,
 - d) Use of the system indicates consent to monitoring and recording.

- 2) Retain the notification message or banner on the screen until users take explicit actions to log on to or further access the information system.

The Prime Contractor shall modify the notice at the CDCR Operations Manager's request.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.7 IWTS Live Monitoring Terminal Functionality Requirements

The IWTS shall provide the following functionality requirement for each IWTS Live Monitoring Terminal for the inmate/ward telephones with their designated Span of Control:

- 1) Scan and monitor active calls (individual and all telephones within Span of Control). Scan mode shall be programmable and set to scan in intervals approved by CDCR Operations Manager;
- 2) Park and listen to an active call;
- 3) Monitor in a hands-free manner;
- 4) Terminate active calls;
- 5) Barge-in to active calls and talk;
- 6) Access a "Help" menu with one (1) keystroke;
- 7) Turn phones on or reactivate a phone (individual and all telephones within Span of Control);
- 8) Turn phones off or disconnect a call (individual and all telephones within Span of Control); and,
- 9) A text field shall display on the monitoring screen, of at least 250 characters, to allow authorized staff to input notes.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.8 IWTS Scan and Live Monitoring of Multiple Calls

The IWTS Live Monitoring Terminals shall have the capability to scan and monitor a selected number of calls in progress. The number of simultaneously scanned conversations from a single IWTS Live Monitoring Terminal shall not exceed the total amount of monitored telephones that appear on the monitoring screen. The system shall indicate which telephone is currently being monitored.

Authorized monitoring staff shall have the ability to scan the ongoing calls in user definable intervals of one (1) to 30 seconds for each call in progress. Authorized monitoring staff shall have the ability to manually stop and start the scanning to monitor any call in progress.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.8.1 Park and Listen To Calls

The IWTS Live Monitoring Terminal shall have the capability to park and listen to an active call. The system shall indicate which inmate/ward telephone is being monitored at any given time and show the status of each inmate/ward telephone, in-use or idle.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.8.2 Hands-Free Monitoring

The IWTS Live Monitoring Terminal shall have the capability to listen to an active call hands-free through an integrated speaker. The authorized user shall have the ability to increase or decrease the volume using a dial or a single keystroke.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.8.3 Termination of Active Calls

The Live Monitoring Terminal shall be able to manually terminate calls for a single or group of inmate/ward telephones within the Span of Control. Each Live Monitoring Terminal shall have a defined list of telephones that it can control through the Call Termination function. All manually terminated calls shall be flagged as a hard kill in the end code column of the Call Detail Report.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.9 IWTS Barge-In To Active Calls

The IWTS Live Monitoring Terminal shall have the capability for the authorized staff monitoring calls to interrupt or barge in and talk on selected inmate/ward telephone calls. After the barge in is complete, the system shall have the ability to resume the call or disconnect the call.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.10 IWTS Access a “Help” Menu

The IWTS Live Monitoring Terminal shall have the capability to access a “Help” menu with one (1) keystroke that allows the authorized user to view the description of the specific IWTS Live Monitor Terminal key functionality on the screen. The designated keystroke shall have the ability to toggle in and out of this menu. Functionality other than the IWTS Live Monitor Terminal shall be excluded from the “Help” menu.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.11 IWTS Live Monitoring Terminal Display of Active Call

The time between the first possible detection of a call in progress within the Span of Control of the IWTS Live Monitoring Terminal shall not exceed two (2) seconds before the active call appears on the display screen.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.12 IWTS Live Monitoring Terminal Stealth

The IWTS shall provide the capability to monitor calls in progress without the inmate/ward or called party's awareness through attenuation of volume or other audible sound(s) to suggest that the conversation is being monitored.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.13 IWTS Live Monitoring Terminal Volume

The audible volume of the call shall remain the same when the call is monitored. The volume shall not be impacted if one (1) or more authorized users are listening to a call.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.14 Multiple Users Monitoring a Live Call with IWTS

The IWTS shall allow up to three (3) simultaneous live monitoring authorized users on the same IWTS telephone call at the same time from different locations or access methods.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.15 IWTS Live Monitoring Terminal Physical Restrictions

The space available for IWTS Live Monitoring Terminals is extremely limited - two (2) feet wide by two (2) feet deep. Live Monitoring Terminals cannot be mounted to CDCR equipment. Live Monitoring Terminals shall be configured with the following characteristics:

- 1) External dimensions no greater than 14.0 inches wide x 12.0 inches deep x 12.0 inches high;
- 2) Minimum 14 inch diagonal screen size;
- 3) Non-glare, high intensity screen suitable for brightly lit areas (glare is problematic for Live Monitoring Terminals in Towers);
- 4) Stereo 3.5 mm headphone jack;
- 5) Integrated microphone;
- 6) Integrated speaker, volume controls, 102Hz to 18KHz frequency range;
- 7) Function keys to operate the functions described in Section 6.4.2.7, IWTS Live Monitoring Terminal Functionality Requirements, shall be visibly marked for ease of use by the authorized monitoring staff;
- 8) No access to the workstation configuration or the ability to modify characters displayed on the screen shall be allowed. These functions shall be password protected and only used by authorized Prime Contractor staff;
- 9) Disable: USB ports, access to internal operating software, and camera or other standard integrated hardware/software features that would conflict with the intended use of the standalone terminal described within Section 6.4.2, IWTS Live Monitoring Terminals;
- 10) No access to the internet;
- 11) No games, music or other entertainment features shall be available: and,
- 12) No use of a mouse due to limited space.

Bidders shall provide documentation that describes the physical characteristics of the IWTS Live Monitoring Terminals including hardware specifications and pictures.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.16 IWTS Live Monitoring Terminal Physical Security

The Prime Contractor shall provide a means for the IWTS Live Monitoring Terminals to be physically secured to a desktop, or other designated surface to prevent the IWTS Live Monitoring Terminal from being moved or relocated by non-authorized Prime Contractor personnel. The Prime Contractor shall employ stranded cable and a lock, of sufficient size and strength, or equivalent as agreed to by the State.

The Prime Contractor’s staff shall retain a master key to unlock the IWTS Live Monitoring Terminal in the event repair, removal, relocation or other reason.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.17 IWTS Extended Distances of Live Monitoring Terminals

The IWTS Live Monitoring Terminals shall be capable of operating extended distances from the inmate/ward telephone(s) that are being monitored. The Prime Contractor shall provide LAN extenders to ensure signal strength meets quality standards for the extended distances.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.18 IWTS User Guide for IWTS Live Monitoring Terminals

The Prime Contractor shall prepare and provide an IWTS User Guide for IWTS Live Monitoring Terminals that provides instructions that will describe primary features, functionality and commands in an abridged user-friendly format. This User Guide shall be made available on the Prime Contractor’s Private Web Site and shall be specific to the IWTS. Hardcopies shall be laminated and posted at each IWTS Live Monitoring Terminal. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the IWTS Private Portal. The Prime Contractor shall modify the User Guide as directed by the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.19 IWTS Live Monitoring Terminal Limited Authority

The IWTS Live Monitoring Terminal interface shall be configured to prevent any modifications to the IWTS Live Monitoring Terminal configuration (i.e., changing the identifiers of the inmate phones being monitored) by authorized staff operating the terminal.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.20 IWTS Live Monitoring Terminal Manual Notification

From the IWTS Live Monitoring Terminal, the IWTS shall allow an authorized user to manually notify CDCR Authorized Staff of a call that requires attention. The notification shall allow the authorized user to include notes. The CDCR Authorized Staff would retrieve the notes by generating a report from the Prime Contractor hosted web-based IWTS application by using the "Note" search field.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5 CDCR IWTS INVESTIGATIVE SYSTEM

The IWTS Investigative System shall have the capability of live monitoring calls and performing investigative functions. The live monitoring functionality is different from the requirements described in Section 6.4, IWTS Live Monitoring Terminals. The IWTS Investigative System functionality shall be available to authorized users from the Prime Contractor’s hosted web-based IWTS application as well as the Prime Contractor provided IWTS Investigative Workstations. The Prime Contractor shall provide as many IWTS Investigative Workstations as are required as described in Exhibit 6-D2, CDF/CDCR Adult Camps’ IWTS Anticipated Equipment, Exhibit 6-E2, Additional Adult Facilities’ Anticipated Equipment, Exhibit 6-G2, Youth Facilities’ IWS Anticipated Equipment . Additional IWTS Investigative Workstations may be requested by the State in the future and will be provided at no cost to the State and without an increase in call rates or fees.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.1 CDCR IWTS LIVE MONITORING AND MANAGEMENT CAPABILITIES OVERVIEW

The Prime Contractor shall provide the hardware, software, features and functionality necessary for CDCR staff to live monitor ongoing IWTS calls and to use the IWTS Investigative System. The IWTS Investigative Workstations will be capable of terminating IWTS telephone calls. The system shall record all calls, complete and incomplete, and Prime Contractor shall make those recordings available to CDCR for the term of the Contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.2 CDCR IWTS INVESTIGATIVE SYSTEM NETWORK REQUIREMENTS

The IWTS shall be a fully stand-alone system operating on the Prime Contractor’s network independent of any CDCR equipment or network infrastructure for Adult and Youth Camps, Community Correctional Facilities, and Female Offender Programs, with the exception of the State-provided cabling.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes_____No_____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2.1 IWTS Investigative System Network Architecture

The Prime Contractor shall design and install a network to provide connectivity between CDCR correctional facilities and to support the capability for statewide administrative operations and functions.

Bidders shall submit in their Bid response a description of all network components, hardware and software that will support the IWTS requirements.

Bidders shall provide statewide network designs and typical diagrams that incorporate the systems listed in this section and include the two (2) Call Control categories (Adult and Youth Camps, and Community Correctional Facilities/Female Offender Programs) that will use this functionality as described in Exhibit 6-J, IWTS Call Control System Categories. Detailed drawings of components shall include dimensions, floor, rack and backboard mounting requirements:

- 1) CDCR Investigative Workstation System;
- 2) Data Storage, including voice recordings; and,
- 3) Live Monitoring System.

Bidders shall provide one (1) master and seven (7) hardcopies and three (3) soft copies with the Bid response. Electronic drawings shall be in AutoCAD Reader 2010 version 18 release 24 or newer (.dwg) and, Microsoft Visio 2003 or newer (.vsd). Hard copy drawings shall be provided in Standard E-size.

Drawings shall include both topology (including redundancy) and logical representations of all critical elements to include the following:

- 1) Premise Equipment Type and Installation Requirements (physical);
- 2) Layer two (2) and three (3) protocols and Quality of Service (QoS) when applicable;
- 3) Type and capacity of Equipment at each off-site location including any backup systems and data storage;
- 4) Circuit size/ bandwidth; and,
- 5) Circuit type.

In addition, Bidders shall provide a written description for the following:

- 1) Various forms of protocols used by the system such as T1/E1, IP, Ethernet and ATM;
- 2) Security Standards that apply to the system;
- 3) Encryption Standards supported and provided; and,
- 4) The CDCR facility premise power requirements.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.2.2 IWTS Investigative System Network Functionality

The Prime Contractor shall be responsible for installing and testing all IWTS Investigative System network equipment, circuits, hardware, security, software and any other components for a fully operational system. The network shall be configured in such a manner to support the following minimum measurements:

- 1) Jitter (delay variance) -- Less than 15ms;
- 2) Packet Loss -- Maximum 0.5 percent (.5%); and,
- 3) Latency/Delay – 120ms one way.

In addition, Bidders shall provide a description of the methodology to address the following Data Network Backbone issues:

- 1) Congestion; and,
- 2) Latency.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.2.3 IWTS Investigative System Network Ubiquity

The IWTS Investigative System network shall have the ability to provide functionality throughout the state. Bidders shall accurately describe the processes, network design and equipment necessary to fulfill this requirement.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2.4 IWTS Investigative System Network Scalability

The IWTS Investigative System network shall have the ability to increase delivery of services in number and/or size within a reasonable timeframe. Bidders shall accurately describe the processes, network design, and equipment necessary to fulfill this requirement.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2.5 IWTS Investigative System Network Survivability

The IWTS Investigative System network shall not have a single point of failure which could adversely affect the entire Network. Bidders shall accurately describe the network design and equipment necessary to fulfill this requirement identifying all redundancy and diversity.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2.6 IWTS Investigative System Network Points of Failure

The IWTS Investigative System network shall not have a single point of failure that could adversely affect the entire Network. Bidders shall accurately describe the network design and equipment necessary to fulfill this requirement identifying all redundancy and diversity.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2.7 IWTS Investigative System Data Storage Center

The IWTS Investigative System shall be networked to a central site(s) system for the purpose of database edits, management, monitoring status, report generation and control. Bidders shall submit details identifying the topology of the network and its interoperation with the Data Storage Center.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2.8 IWTS Data Transmission Encryption

The IWTS shall encrypt any transmissions of data containing confidential information with an industry-recognized encryption standard that is in compliance to the FIPS Standard 140-2.

Electronic Transmission to include:

- 1) File Transfers;
- 2) Remote access to the network or application; and,
- 3) System and network monitoring traffic.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes_____No_____

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.2.9 IWTS Investigative System Network Security

The State expects stringent security standards, based upon the transmission of confidential or sensitive data. The Prime Contractor shall provide security and intrusion protection for the IWTS and components. The network design shall protect against network outages or loss of network management systems. Communication of information across the local and wide area network shall use an industry accepted encryption method for data transfer.

The Prime Contractor shall commit to the following:

- 1) Security Administration;
- 2) Support all current and future United States encryption Standards; and,
- 3) Physical site security.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes_____No_____

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.2.10 IWTS Investigative System Network Operations Center (NOC)

Primary monitoring status and control for the IWTS Investigative System network and all sites shall be at the Prime Contractor's Network Operations Center (NOC). The NOC shall provide the following network management functions:

- 1) Monitor the status and performance of the network and all network nodes;
- 2) View equipment alarms and software errors;
- 3) Monitor the performance of the servers; and,

4) Troubleshoot the network and servers.

Bidders shall accurately describe the proposed NOC and Network Management Systems (NMS) that support network startup, maintenance, monitoring, and operations. Bidders shall submit details regarding the topology of the network and how they will provide control of all of the IWTS sites from the NOC, including redundancy. Bidders shall provide plans that will show the redundancy of the major network equipment and databases to provide non-stop operations to the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2.11 IWTS Disaster Recovery Plans

Bidders shall provide contingency and disaster recovery plans to restore IWTS operations in case of a disaster at the Prime Contractor provided Central Operations Facility and for each installed CDCR facility location. These plans shall include a description of how the Prime Contractor will restore system operations in case of a disaster at the Prime Contractor's NOC and at each installed IWTS location. The plans shall address all events of total or partial cessation of operations or destruction of the database or physical facility and shall include procedures for both automated and manual recovery of system functionality.

The Prime Contractor shall adhere to these plans in case of a system failure due to a disaster. These plans shall be updated by the Prime Contractor annually. These plans will be reviewed by the CDCR Operations Manager on the anniversary of the Contract term's date for adequacy and approval by the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.3 IWTS INVESTIGATIVE WORKSTATIONS

The IWTS Investigative Workstations shall be provided by the Prime Contractor for Adult and Youth Camps, Community Correctional Facilities, and Female Offender Programs to be utilized by CDCR Authorized Staff to perform monitoring and investigative functions. The IWTS Investigative Workstation functionality includes all of the functionality provided for IWTS Live Monitoring Terminals, unless noted, as well as the investigative tools described below.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.3.1 IWTS Functional Integration

A single platform for the IWTS Investigative Workstations shall be provided to include live monitoring, call detail reports, playback recordings, retrieval of recordings and reports to compact disc (CD) or cassette recorder. Additionally, the IWTS Investigative Workstations shall be available to CDCR Authorized Staff to access and analyze all databases and reports.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.3.2 IWTS Investigative Workstation Hardware Configuration

The IWTS Investigative Workstation shall be configured with the minimum characteristics described in this section:

- 1) The IWTS Investigative Workstation shall be sized with adequate memory and processor(s) that allows for completion of all tasks performed. If connectivity to the Prime Contractor’s network via the IWTS is not available, the Investigative Workstation shall be able to access all recordings and CDR data through an alternative method such as dial back-up. Bidder shall describe the proposed alternative methods to meet this requirement;
- 2) Full size keyboard;

- 3) External mouse;
- 4) 17" flat panel color monitor, with a non-glare screen;
- 5) 24x CD-RW / 8x DVD ROM;
- 6) Sound card;
- 7) Network interface card (NIC) RJ45 10-100-1000 connectivity;
- 8) Audio: mini-phone stereo 3.5 mm;
- 9) Input: mini-phone stereo 3.5 mm;
- 10) USB ports;
- 11) Security lock slot for cable lock;
- 12) External boom type microphone;
- 13) Wired headset with volume control;
- 14) External speakers with volume controls;
- 15) Color printer with 8.5" x 11" paper capable of printing a minimum of 15 pages per minute with a footprint no larger than 20 inches by 20 inches; and,
- 16) Cassette recorder or Compact Disc (CD) player to play back recorded calls to this media, as needed.

Bidders shall provide documentation that describes the physical characteristics of the IWTS Investigative Workstations, including hardware specifications and pictures that meet the requirements.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes _____ No _____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.3.3 IWTS Investigative Workstation Software Security

The IWTS input/output devices shall be protected from the introduction of viruses or other malware that will in any way affect the security or operation of the system. Virus scanning software patches and software shall be updated by the Prime Contractor as required by the virus scanning software manufacturer.

Bidders shall describe how they will meet this requirement.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.3.4 IWTS Investigative Workstation Identification

The IWTS Investigative Workstations shall be automatically identified within the system, preferably through a hardware-generated identifier such as the network interface card node address or controller port address. The CDCR Operations Manager will provide a unique identification schema for cross reference purposes to be integrated with applicable databases.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.3.5 IWTS Investigative Workstation Independent Operation

All of the IWTS Investigative Workstations shall operate independently of other workstations in the same correctional facility even when accessing the same stored data.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.3.6 IWTS Extended Distances of IWTS Investigative Workstations

The Prime Contractor will provide LAN extenders to ensure signal strength meets quality standards for IWTS Investigative Workstations.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4 IWTS INVESTIGATIVE WORKSTATION FUNCTIONALITY

The IWTS Investigative Workstations will be installed at the Adult and Youth Camps, and CCF and FOP locations. A copy of the current CDR and inmate call recordings shall be stored on-site for 60 calendar days at the Adult and Youth Camps. The IWTS Investigative Workstation shall have the capability to record the content of all complete and incomplete telephone call connections. Recordings must be selectable by telephone instrument, group of telephone instruments, bank of telephones, facility, or called number. The IWTS Investigative Workstation shall include the capability to transfer the recorded calls to removable media.

The Prime Contractor shall provide an IWTS Investigative Workstation that allows authorized staff to perform all of the investigative functions described below. Bidders shall clearly describe how they will provide the investigative functionality as follows:

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.1 IWTS Investigative Workstation Search Functionality

The authorized staff shall have ability to search the IWTS CDR database and search on any fields, or combination of fields, within the database. The retrieval location (on-site or off-site) of the stored recording shall be transparent to the authorized staff.

The IWTS shall include the ability to query more than 10 fields by selecting predefined data fields within a single screen. Upon initiating the search, all data fields will appear in a single display screen report. Investigative staff shall be able to save, file, and retrieve custom queries for future use.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.2 IWTS Investigative Workstation Limited Authority

The Investigative Workstation interface shall NOT have the ability to modify any workstation configuration or Call Control parameter.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.3 IWTS Password Protected Log-In

All Investigative Workstations will require an authorized user identification code, issued by a CDCR Operations Manager, to be entered in order to gain access to the investigative tools. The Investigative Workstation shall be password protected, if directed by the CDCR Operations Manager.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.4 IWTS Malicious Code Prevention

The Prime Contractor shall be responsible for keeping all IWTS Investigative Workstations and other IWTS equipment free from viruses, spyware or any other malicious code. Bidders shall describe their system and associated processes for the prevention of viruses, spyware or any other malicious code.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.5 IWTS Investigative Workstation Capacity

All IWTS Investigative Workstations shall have a sufficient Hard Drive Space to accommodate the required workstation's operating system, application(s) software, user data, if required, and at a minimum, 30% spare capacity. The spare capacity shall be maintained at a 30% level in lieu of any software upgrades/modifications that may be required for the workstation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.6 IWTS Remote Software Updates

All required software applications, patches, updates, and operating systems shall be installed remotely and will be pushed out to the Investigative Workstations by the Prime Contractor in conjunction with CDCR coordination of update notification to CDCR users.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.7 IWTS Remote Access Capability

The IWTS shall provide capability to authorized staff to remotely access the IWTS Investigative System through the Prime Contractor’s hosted web-based IWTS application from a State computer with the uniform look, feel and capabilities of on-site access. This remote capability shall require a system log-on procedure, and all data transmissions shall be fully encrypted. Remote Access shall include multi-user access with multiple levels of authorization.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.8 IWTS Investigative Workstation Screens/Icons

The IWTS Investigative Workstation shall include the following screens/icons that will be seen at all times somewhere on the screen. The icons shall be user friendly and easy to navigate in and out of by authorized users.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.8.1 IWTS Log-In Screen

Upon log-in, the IWTS shall:

- 1) Display an approved system use notification message or banner before granting access to the IWTS that provides privacy and security notices consistent with applicable federal laws, Executive Orders, directives, policies, regulations, standards, and guidance, and states that:
 - a) Users are accessing an official State of California information system;
 - b) System usage may be monitored, recorded, and subject to audit;

- c) Unauthorized use is prohibited and subject to criminal and civil penalties; and,
 - d) Use of the system indicates consent to monitoring and recording.
- 2) Retain the notification message or banner on the screen until users take explicit actions to log on to or further access the information system.
- a) The Prime Contractor shall modify the notice at the CDCR Operations Manager's request.
 - b) Authorized users will be required to enter a User Name and Password to Log in to the IWTS.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.8.2 IWTS Welcome Screen

Once authorized users sign-in, the IWTS will automatically direct users to the Welcome Screen that may include notices that apply to all users. All notices shall be approved by the CDCR Operations Manager before Prime Contractor places them on the screen.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.8.3 IWTS Log-Out Screen

The Log-Out icon will be used when authorized users log out of the Investigative Workstation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.8.4 IWTS Live Monitoring Screen

The IWTS shall be capable of real-time monitoring of all inmate/ward telephone active calls from an Investigative Workstation or remotely by authorized remote users. The real-time monitoring by each authorized user shall be user definable, and the restriction criteria shall be assigned to the authorized user's profile.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.8.5 IWTS Reports Screen

This screen will include drop down menus for authorized staff to generate and print Statewide or Facility specific reports described herein.

The system shall display any user-defined combination of the fields contained in a Completed Call record.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.8.6 IWTS Facility Phone List Screen Content

Access to this screen will be limited to authorized users' profile settings. The Facility Phone List is described in detail in Section 6.5.4.19, IWTS Facility Phone List.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.8.7 IWTS On-Line Manual

This icon will be used to access an on-line manual specific for the IWTS. Authorized users will be able to search and find operating instructions for specific functionality.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.8.8 IWTS User Guide for IWTS Investigative Workstations

The Prime Contractor shall prepare and provide a User Guide for IWTS Investigative Workstations that provides instructions that will describe primary features, functionality and commands in an abridged user-friendly format. This User Guide will be made available on the Prime Contractor's IWTS Private Web site and shall be specific to the IWTS. Hard copies will be posted at each IWTS Investigative Workstation and will be printed in a reproducible size, font and format. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the IWTS Private Web site. The Prime Contractor shall modify the User Guide as directed by the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.9 IWTS Investigative Workstation Live Monitoring Display

Authorized staff shall have real-time access to information on all calls in progress at every CDCR facility based upon user profile. All fields shall be capable of being sorted in ascending or descending order. This feature will give authorized staff the capability to see in real time the information described in Section 6.4.2, IWTS Live Monitoring Terminals, as well as the following:

- 1) Destination Number;
- 2) Called Party Billing Name and address (BNA) Information;
- 3) Alert Number flag;
- 4) Three-Way Call flag (suspected or confirmed);
- 5) TDD/TTY telephone flag;
- 6) Payment method (prepaid or collect);
- 7) Call denial reason;
- 8) Call termination reason;
- 9) Recording identification number; and,
- 10) A text field on the monitoring screen to allow a user to input notes. Notes shall allow a minimum of 250 characters.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.10 IWTS Live Monitoring Manual Notification

From the Live Monitoring screen, the IWTS shall allow an authorized user to manually notify specified CDCR Authorized Staff of a call that requires immediate attention. The notification shall be via a telephone call, e-mail, or a visual notification on the Investigative Workstation. The alarm type(s) will be user definable by the CDCR Operations Manager.

Notification shall include the ability for an authorized user to forward a call in progress to another authorized user’s telephone or mobile phone. Before the authorized user receiving the call is connected to the call, the user will be required to enter a unique numeric code before having the capability to live monitor the call in progress.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.11 IWTS Live Monitoring Multiple Locations

The system shall have the capability to allow a single authorized user to Live Monitor multiple inmate/ward telephone calls from more than one (1) CDCR Facility simultaneously. The Live Monitoring location may be local or remote to the institution originating the call. Live Monitoring shall be in real-time.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.12 IWTS Monitoring Telephone Station/Location Status

The IWTS shall provide authorized staff with the ability to determine if any particular IWTS telephone station/location is activated, deactivated, in standby mode, or in use.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.13 IWTS Call Termination Control from an Investigative Workstation

The IWTS shall provide the authorized users with the ability to manually terminate calls in the "Live Monitoring" screen. All manually terminated calls shall be flagged with a unique identifier in the end code column of the CDR. The Bidder shall identify the unique identifier that will be used to meet this requirement.

Additionally, the User ID of the CDCR Authorized Staff that terminated the call(s) shall be identified. The capabilities of performing any of the options below will be based upon the CDCR authorized staff's profiles as described in Section 6.3.3.18, IWTS User Group Configuration.

Authorized staff shall be able to terminate:

- 1) Individual calls;
- 2) All calls at a facility (within Span of Control);
- 3) Individual Telephones; and,
- 4) All Telephones by:
 - a) Telephone ID;
 - b) Bank or group of IWTS telephone sets;
 - c) CDCR Facility building/section;
 - d) CDCR Facility;
 - e) Statewide Adult;
 - f) Statewide Youth; and,
 - g) Statewide CDCR Facilities.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.14 IWTS Simultaneous Replay

The IWTS shall allow the capability for multiple recorded conversations to be played back simultaneously at the same or other IWTS Investigative Workstation location(s). Playback or download of recorded calls must not interrupt any other on-going calls being recorded or other IWTS Investigative Workstation functionality.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.15 Forwarding a Recorded Call File on the IWTS

The IWTS shall allow an authorized user to send a recorded IWTS conversation to another authorized user's telephone or mobile phone for playback. Before the authorized user receiving the forwarded call is connected to the call, the user will be required to enter a unique numeric code before having the capability to listen to the recorded call.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.16 IWTS Search Criteria for Call Recording

The recording system shall have the capability to search (locate/sort) call recordings based upon the any of the following CDR fields:

- a) CDCR Facility;
- b) Telephone Location;
- c) Start date/time;
- d) Destination number called;
- e) Telephone Station number;
- f) End date/time;

- g) Duration of call; and,
- h) Complete or Incomplete call.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.17 IWTS Voice Recording Access

After a CDR search, by any combination of the CDR fields, the Voice Recordings shall be linked to and available from the identified CDR record.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.18 IWTS Voice Recording Playback Capability

Authorized users shall have the ability to access the Voice Recording Database via Soft Switches to play, rewind, pause, fast-forward, designate a specific area to loop back within the recording and vary speed of playback. The IWTS shall be able to go to a specified call duration location within the call without the playback of the entire call.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.19 IWTS Facility Phone List

The telephone numbers in the IWTS Facility Phone List shall be capable of being deleted by authorized users when the number is no longer needed. The deleted telephone numbers will be capable of being archived and not viewed in the Facility Phone List. There will be no limit to the amount of telephone numbers stored in this database. Using the Facility Phone List shall be easily accessible through shortcuts, hyperlinks, or one click buttons negating the navigation of multiple screens for activating, deactivating, and deleting specific alert numbers or groups.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.19.1 IWTS Facility Phone List Screen Details

The Facility Phone List Screen shall include the following fields to be populated by the authorized users:

- 1) Specific Facility or Statewide (All CDCR Facilities);
- 2) Destination Number;
- 3) Called Party's Billing Information (Name, Address, City, State, Zip);
- 4) Alert Groups; and,
- 5) Notes (minimum of 250 characters).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.19.2 IWTS Facility Phone List Search Criteria

Searching for a specific number shall include the following drop down options either populated by the Prime Contractor or the authorized user:

- 1) Filter by CDCR Facility (all CDCR Facilities);

- 2) Destination Number (all numbers included in Facility Phone List under this field);
- 3) Called Party's Name (all names included in Facility Phone List under this field);
- 4) Alert Group (all names included in Facility Phone List under this field); and,
- 5) Number of Records (selected in increments of 50, 100, 150, 200 or all).

Searching for a specific number shall include the option of direct input into a search field.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.19.3 IWTS Alert Group Creation and Activation

An authorized user shall be able to create a unique "alert" name for a group that may be activated or deactivated only by the authorized user or CDCR Operations Manager. The alert name may be set for one (1) or more specific telephone numbers that are being monitored. Once the "alert" has been activated, the authorized user shall be capable of entering up to two (2) telephone numbers and up to two (2) e-mail addresses that would all be alerted anytime the specific number is dialed.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.19.4 IWTS Alert Group Functionality

When a call is made to a specific number activated in an alert group the following IWTS functionality will occur:

- 1) A minimum of two (2) different telephone numbers will be dialed and the CDCR Authorized User receiving the alert on their telephone or mobile phone will be required to enter a unique numeric code before the authorized user is connected to the call. If the unique numeric code is not entered or entered incorrectly, then the Authorized User will not be connected to the call.
- 2) If the alerted call is not answered by the CDCR Authorized User, then the alert functionality will end. However, the call between the inmate/ward and the called party will not be adversely impacted.
- 3) If the alerted call is answered by the CDCR Authorized User, then the called party's telephone number will appear on the Authorized User's telephone. The Authorized User will have the capability of pressing codes on the telephone to barge-in on the active call and/or terminate the active call.

If the call is terminated, then the call shall be flagged with a unique identifier in the end code of the CDR. The Bidder shall identify the unique identifier that will be used to meet this requirement. Additionally, the User ID of the authorized staff that terminated the call(s) shall be identified. The capabilities of performing the alert functionality shall be based upon the authorized staff's profiles.
- 4) A minimum of two (2) e-mail addresses will receive a notification that will include the specific number dialed, the date, time, and CDCR facility.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.19.5 IWTS Alert Group Deactivation

An alert group can only be deactivated by the CDCR Authorized User who originally set the alert group or by a CDCR Operations Manager.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.19.6 Deleting an Alert Group or Telephone Number from IWTS

An alert group or specific telephone number can only be deleted by the authorized user who originally set the alert group or by a CDCR Operations Manager.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.20 IWTS Alert Number Notification

The IWTS shall instantly notify the CDCR authorized staff of the destination number if a call is placed to a destination number in the Facility Phone List. The notification shall be via a paging signal, telephone call, e-mail, audible alarm, or a visual notification on the Investigative Workstation. The alarm type(s) will be user definable by the CDCR Operations Manager.

These methodologies shall allow multiple destinations of notification and include a time-of-day scheduling capability.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.5 CDCR IWTS ACCOUNT ADMINISTRATION REQUIREMENTS

6.5.5.1 IWTS Instructional Brochures

Instructional brochures shall be available on-line to inmate/ward families explaining the branding, monitoring, and recording requirements for all inmate/ward calls (where applicable). Upon request, the Prime Contractor shall provide soft copies of the brochures to the CDCR Operations Manager.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.5.2 IWTS Systems Manuals

The Prime Contractor shall provide operating manual(s) explaining in detail the features of the IWTS Live Monitoring Terminals, IWTS Investigative Workstations and call management-related equipment. The Systems Manuals will be stored by the CDCR Operations Manager.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.5.3 IWTS System Administration Manuals

The Prime Contractor shall develop and provide to the CDCR Operations Manager a user manual that describes the administration of the global system operation and configuration, whether network based or localized on-site.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.5.4 IWTS Investigative Workstation Guide

The Prime Contractor shall prepare and provide a guide that includes instructions in English for CDCR approval. The guide will include instructions and contact information for log-in and operation of the IWTS Investigative Workstation. This guide will be in a printed format and available at the workstation. Additionally, a soft copy shall be available on each Investigative Workstation. The Prime Contractor shall provide a soft copy of the guide to CDCR via .pdf and .doc format and available on the Private Portal. The guide will be updated by the Prime Contractor annually or as needed.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.6 CDCR IWTS ADMINISTRATIVE CONTROL

6.6.1 IWTS ADMINISTRATIVE CONTROL

The Prime Contractor shall provide CDCR with IWTS Administrative Control functionality to generate user profiles and access fields within the IWTS that will be limited to the CDCR Operations Manager and authorized staff. This functionality will be accessed from a State computer using the Prime Contractor's hosted web-based IWTS application. IWTS Administrative Control functionality shall include live monitoring and investigative capabilities as well as tools to oversee and administer statewide operations and service, compile data on inmate/ward use of the system, reconcile financial activities, view trouble tickets, facilitate training of CDCR staff on IWTS operation and capabilities, and perform system tests.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.6.2 SITE VISITS TO IWTS STORAGE FACILITIES

The State shall have the right to perform site visits to the Prime Contractor's California Operations Facilities and Primary Database Storage Facility with 24-hour notice to the Prime Contractor.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes_____No_____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.3 IWTS INVESTIGATIVE WORKSTATION ACCESS (DELETED)

6.6.4 IWTS REMOTE ACCESS CAPABILITY (DELETED)

6.6.5 IWTS MOBILE ADMINISTRATIVE USER (DELETED)

6.6.6 CDCR HEADQUARTERS IWTS ADMINISTRATIVE TESTING/TRAINING SYSTEM (DELETED)

6.6.7 USER GUIDE FOR IWTS ADMINISTRATIVE WORKSTATIONS (DELETED)

6.6.8 SINGLE USER IWTS MAPPING VERIFICATION

The IWTS shall include the ability for a single State IWTS administrative user to pick up an inmate/ward phone and verify that the Telephone ID and physical location match the IWTS service database description of the telephone location. This function shall be performed by the Prime Contractor's staff putting the IWTS in a "mapping" mode that would prevent outgoing calls from being made by inmates or wards while mapping verification is performed.

The Bidder shall describe how this requirement will be met.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.6.9 IWTS NO BILL TEST NUMBERS

The Prime Contractor shall provide test numbers for testing purposes to verify functionality for each Call Type (Local, IntraLATA, InterLATA, Interstate, and International). The test number shall provide for a connect condition that is long enough to verify all branding and other functionality. The Prime Contractor will not bill any parties for these test calls.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.6.10 IWTS ACCEPTANCE TEST PLANS

All software and equipment modifications shall follow a CDCR approved plan prior to implementation in any production environment. The Prime Contractor shall submit plans to the CDCR Operations Manager for approval at least 30 calendar days prior to any planned implementation.

This requirement applies to all components of the IWTS including enterprise wide network and data center software and hardware. For data center software and hardware this requirement is limited to new software releases and major hardware upgrades. For the enterprise wide network software and hardware this requirement applies to the network elements within the Prime Contractor’s control and is limited to new software releases and major hardware upgrades.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.6.10.1 IWTS Acceptance Test Plan

Bidders shall provide an IWTS Acceptance Test Plan detailing the scope, approach, resources, and schedule of intended activities that will be used to verify and ensure that IWTS meets all requirements. The Plan shall reference functional requirements, any risks requiring contingency planning, and include acceptance criteria in a traceability matrix. Test Plan shall include the following deliverables: test procedures, cases, results, test logs, and the summary test report.

A final Acceptance Test Plan shall be provided within 30 calendar days of contract award. Final Acceptance Test Plan shall be reviewed and approved by the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.10.2 IWTS Acceptance Testing

Acceptance testing is performed by the Prime Contractor.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.10.3 IWTS Acceptance Testing Evaluation

Test results will be evaluated as pass/fail. Any non-conforming test results will trigger the Prime Contractor's submission of a corrective action plan, reviewed and approved by the State, to be executed prior to acceptance of an individual IWTS site transition.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.10.4 IWTS Acceptance Testing Deliverables

Test deliverables shall include, but not be limited to, test procedures, cases, results, test logs, and the summary test report.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.6.11 CDCR IWTS ROLE-BASED USER PROFILES

The IWTS shall provide for role-based user profiles, allowing specific functions and features unique to each role. The Prime Contractor shall be responsible for the System Administrator User activities. The CDCR Operations Manager will be responsible for the Operations Administrator, Live Monitoring Terminal User, Investigative User, Contracted Staff User, and State Contract Manager User. Each IWTS User shall have unique identification credentials and be verified for identity through two-factor authentication.

The IWTS Users shall be able to access the IWTS services in one of the following roles:

1) System Administrator

- a) Create and manage System Administrator User accounts;
- b) Maintain database of all role-based profiles;
- c) Update system software;
- d) Troubleshoot application programming and code;
- e) Repair system software;
- f) Generate system health status reports;
- g) Generate Ad Hoc Reports requested by State;
- h) Provide back-up and recovery of stored data; and
- i) Other functions identified by the Prime Contractor.

2) Operations Administrator

- a) Create and manage Live Monitoring Terminal User, Investigative User, Contracted Staff User, and State Contract Manager User accounts;

- b) Request and maintain updated list of System Administrator User accounts as needed;
 - c) Set and reset user authentication credentials;
 - d) View IWTS configuration of facilities;
 - e) Generate audit reports that include but are not limited to alarms, usage, and Service Level Agreement reports;
 - f) Generate operational reports for executive consumption;
 - g) Request maintenance and operations assistance from System Administrators;
 - h) Generate system health status reports; and,
 - i) Generate customer service/trouble ticket reports.
- 3) Live Monitoring Terminal User**
- a) Perform IWTS Live Monitoring Terminal functionality;
 - b) Change own password; and,
 - c) Input notes on IWTS Live Monitoring Terminal.
- 4) Investigative User**
- a) Perform IWTS Investigative functionality;
 - b) Change own password;
 - c) Request data file delivery via Secure File Transport Protocol (SFTP), and,
 - d) Activate and Deactivate Alert Groups.
- 5) Contracted Staff User**
- a) Perform limited functionality based upon authorized access assigned by the Operations Administrator; and,
 - b) Change own password.
- 6) State Contract Manager User**
- a) View and Generate authorized IWTS Reports; and,
 - b) View Service Level Agreement report.

The IWTS service shall provide a distinct display screen for each role-based profile type. The distinct display screen shall only display the unique abilities and accesses for the role based profile type being accessed. All other fields will be disabled.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.6.11.1 CDCR IWTS USER PROFILE UNIQUE NUMERIC CODE

The IWTS shall generate a unique numeric code for each new user ID account created. The numeric code will be used for IWTS Investigative Functionality.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.6.12 IWTS DAILY CALL DETAIL RECORDS RETRIEVAL

The Prime Contractor will provide CDCR with the ability to securely download a daily CDR file in a delimited text format that contains the inmate/ward call attempts from the CDCR facilities. The CDR retrieval shall be available to the CDCR Operations Manager using a Secure File Transfer Protocol (SFTP) client application to connect to the Prime Contractor’s server and download the previous calendar day’s CDR files.

Each daily CDR generated will be labeled as *yyyymmdd.CDR* (ex. September 30, 2009 would be named 20090930.CDR)

The Prime Contractor will provide the daily CDR files in a pipe (|) delimited format as described in Table 6-2, Daily Call Detail Record Format:

TABLE 6-2, Daily Call Detail Record Format		
Field position	Order of Information	Description of information contained in field
1	Facility	CDCR Facility
2	Date	YYMMDD – date of call
3	Time	HHMMSS – time of call
4	MinDur	Total # of Seconds - Duration of call
5	TNI	Dialed number
6	Telephone ID	IWTS Telephone ID
7	Call Type	Call Type Values
8	Call Record	Filename of Recording

Example: (| delimited)

1	2	3	4	5	6	7	8
CA34 040221 060623 0000 5076852508 0080 D 6TOJ4M.V08							

The CDCR Operations Manager will meet with the Prime Contractor prior to finalizing the fields in the format above. The CDCR Operations Manager will delete the daily CDR file from the Prime Contractor’s SFTP server after it has been downloaded. The Prime Contractor will have a file clean up set after 90 calendar days where the CDR files will be deleted off the Prime Contractor’s server and no longer accessible by the CDCR Operations Manager.

Bidders shall describe the configuration and methods they are proposing to satisfy this requirement, including proposed Call Type values.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.6.13 TRACKING IWTS ACCESS

The IWTS shall provide a method for tracking live monitoring and investigative activities and transactions conducted on the IWTS for each authorized user.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.6.13.1 Tracking Prime Contractor Personnel IWTS Access

The IWTS shall track activity of Prime Contractor personnel, including any Subcontractors, that log-in to the IWTS for any purpose, including viewing or editing data, systems administration and support, or other technical reasons.

The Prime Contractor shall, upon request, provide to CDCR additional explanations and/or supporting details related to Prime Contractor personnel activities.

The Prime Contractor personnel user accounts shall be assigned by the System Administrator at the individual level, without the use of "generic" or "multi-user" accounts.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.13.2 Tracking System and Operations Administrator's User Profile IWTS Access

The IWTS shall track all System and Operations Administrator's user activities, including modifications to system configuration, user privileges, data records, or other functions.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.13.3 Non-Tracking User Class

The IWTS shall have the ability to assign users who are not tracked or visible in the audit process. Non-Tracked users shall only be authorized by the CDCR Operations Manager.

This audit trail shall be available only to CDCR authorized staff and shall include failed access attempts, accessed or copied data, log-on duration, or other search criteria.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.13.4 Tracking All Other IWTS User Profiles

The IWTS shall track all other IWTS user profiles that include: Live Monitoring Terminal User, Investigative User, Contracted Staff User, and State Contract Manager User activities related to authorized user access and functionality.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.14 CDCR IWTS AUTHORIZED USER PROFILE FUNCTIONALITY

Authorized CDCR users will have access to the IWTS to perform specific activities in support of their functions at each location as identified in their profiles.

This functionality shall include the assignment of report capabilities, menu functions, data input capability, query capability, screen view capability, menu functionality assignment, and other system administrative functions.

The CDCR Operations Manager shall have the ability to create, update and delete CDCR staff profiles to include:

- 1) CDCR staff name;
- 2) IWTS log-on information;
- 3) Reset assigned password (eight (8) to 14 characters, letters and numbers);
- 4) Access classification (monitoring, management and/or investigative);
- 5) Access to reports;
- 6) Access to Blocked Number database;
- 7) Access to specific Hot Line Recordings;

- 8) Access to Recorded calls database;
- 9) Access to Trouble ticket log;
- 10) Span of Control;
- 11) Ability to enter notes;
- 12) Ability to read notes;
- 13) Ability to view calls played; and
- 14) Ability to view calls copied.

CDCR staff CDR database access by:

- 1) Telephone ID;
- 2) Bank or group of IWTS telephone sets;
- 3) CDCR Facility Yard and Building;
- 4) CDCR Facility;
- 5) Statewide Adult Facilities;
- 6) Statewide Youth Facilities;
- 7) Statewide CDCR Facilities; and,
- 8) CDCR staff access permissions.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.15 IWTS CALL CONTROL FEATURE PACKAGE PARAMETER SETTINGS

The CDCR Operations Manager shall have the ability to create, update and delete Call Control Feature parameters, including Feature Package assignments for:

- 1) Section 6.3.3.12.1, IWTS Calling Schedules;
- 2) Section 6.3.3.12.2, Time Between Completed IWTS Calls;
- 3) Section 6.3.3.12.3, IWTS Call Duration; and,
- 4) Section 6.3.3.12.4, IWTS Extra Dialed Digits Prevention.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.16 IWTS BLOCKED NUMBER ADMINISTRATION

The CDCR Operations Manager shall have the ability to create, update and delete numbers that are blocked for IWTS telephones by:

- 1) Bank or group of IWTS telephone sets;
- 2) CDCR Facility building/section;
- 3) CDCR Facility;
- 4) Statewide Adult Facilities;
- 5) Statewide Youth Facilities; and,
- 6) Statewide CDCR Facilities.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.17 IWTS ADMINISTRATIVE WORKSTATION FUNCTIONALITY (DELETED, REVISED, & MOVED)

(Requirement revised and moved to 6.6.11, CDCR IWTS Authorized User Profiles)

6.6.18 CDCR IWTS USER ACCESS TO SPECIFIC CDCR FACILITIES

The Prime Contractor shall ensure that CDCR Operations Manager has the ability to create, update, and delete the list of specific facilities that each CDCR IWTS authorized user can access.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.19 MONITORING THE IWTS NETWORK (DELETED, REVISED, & MOVED)

(Requirement revised and moved to 6.6.11, CDCR IWTS Authorized User Profiles)

6.7 IWTS DATA MANAGEMENT

The Prime Contractor shall store, maintain and secure the data stored in all the IWTS databases and shall be responsible for the management and administration of all the databases associated with IWTS. The data stored in the databases is confidential and the property of CDCR. Data is defined as information or content specific to call recording, investigative tools (notes, CDR data, and IWTS databases), and reports. This does not include real-time voice packets or configuration files associated with voice network control systems.

Bidders shall submit a description of how they will comply with the data management requirements described below.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.1 IWTS INFORMATION SECURITY

The Prime Contractor shall implement a methodology for maintaining the security and confidentiality of all information in accordance with applicable Federal and State laws and regulations. The Prime Contractor shall comply with State of California regulations related to information security and data privacy, as defined by the State Administrative Manual and as directed by the California Office of Information Security and Privacy Protection (OISPP).

The Prime Contractor shall not use or access any CDCR data other than for the specific use of meeting the technical requirements. The Prime Contractor shall comply with applicable State policies, regulations and standards regarding information, information systems, personal, physical, and technical security. The Prime Contractor shall employ an industry standard encryption method for all data in transit, including Call Detail Records (CDR) and voice call recordings.

Bidders shall describe in detail the proposed methodology to ensure the security and confidentiality of data and information that is State owned or subject to special statutory protection.

The Prime Contractor will be fully and solely responsible for security of all services and all systems. Bidders shall explain what steps will be necessary to detect and prevent all types of unauthorized access or abuse of the system. Bidders shall describe how the system will address each vulnerability.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.1.1 IWTS Data Media Disposal Requirements

The Prime Contractor shall properly dispose of media resulting from this Contract. The minimum measures, which shall be taken by the Prime Contractor to ensure this data remains secure include:

- 1) Degaussing or wiping of hard disk prior to being used in any other system;
- 2) Degaussing or wiping of hard disk prior to being shipped to any outside vendor;
- 3) Shredding reports prior to disposal; and,
- 4) Physically destroying optical media (burn, melt, or securely shred) or overwritten multiple times with random data patterns.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.1.2 IWTS Internet Access Protection

The IWTS shall be protected from unauthorized access from the Internet. Bidders shall describe the total protection scheme and identify any possible risk of unauthorized access to the IWTS or the data contained within the system.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.2 IWTS DATABASE MAINTENANCE

Following the Contract award, the Prime Contractor shall provide a database maintenance schedule annually to CDCR Operations Manager for approval.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.3 IWTS DATA PARTITIONING (DELETED)

6.7.4 IWTS DATABASE UPDATE FUNCTIONALITY

The IWTS shall broadcast database updates to all appropriate IWTS locations on the network concurrently and without operator intervention. Bidders shall describe the proposed scheme.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.5 IWTS DATA ARCHIVING

The IWTS shall provide hardware and software capable of archiving all IWTS data. All archived data shall be maintained for the term of the Contract and shall reside at the Prime Contractor’s California Database Storage Facility within the geographic confines of the state of California. Archived data shall be capable of being viewed, queried, and reported on by authorized CDCR Staff in the same manner as the IWTS real time operations without disrupting ongoing operations. CDCR is the custodian of call recordings and call detail records. CDCR may visit the Prime Contractor’s California Database Storage Facility to audit how the data is being stored. CDCR will provide a 24-hour notice before visiting the Prime Contractor’s California Database Storage Facility.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.5.1 IWTS Archived Data Access

The IWTS shall support the full administrative query and reporting functions on archived data that were possible on the data at the time it was generated and before it was archived.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.5.2 IWTS Automatic Archiving

Automatic archiving of the database files shall be accomplished without requiring manual intervention or degradation to the use of the IWTS. The archiving function will be used to comply with the redundancy requirement as described in Section 6.7.7.1.4, IWTS Database Redundancy.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.5.3 IWTS Storage of Recordings On-Site

The Prime Contractor shall provide sufficient storage capacity to store a copy of the current CDR and inmate/ward call recordings on-site for 60 calendar days. This requirement applies to the Adult and Youth Camps included on Exhibit 6-D1, CDF/CDCR Adult Camp IWTS Locations and 6-G1, Youth Facility IWTS Locations. This requirement does not apply to Antelope and Cuesta Adult Camps. The storage media shall not require regular operator intervention to change or replace. Tape media is not acceptable. This database shall include recordings of all incomplete and completed calls.

Bidder shall describe and provide documentation of the topology of the on-site storage of the copied CDR and inmate/ward call recordings.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.6 IWTS DATABASE ACCESS BY AUTHORIZED STAFF

The IWTS shall provide secure, multilevel database access control configurations and definable staff levels as described in Section 6.6.11, CDCR IWTS Role-Based User Profiles. The IWTS access software shall allow creation of access levels and assignment of multiple users to those access levels. Additional access levels may be created throughout the term of the Contract.

Database access shall be provided in a hierarchical fashion, beginning with the CDCR Operations Manager also defined as Operations Administrator in Section 6.6.11, CDCR IWTS Role-Based User Profiles. All lower level access shall be defined by the Operations Administrator. The Prime Contractor will create and manage System Administrator User accounts for the Prime Contractor’s authorized personnel.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.6.1 Multiple IWTS Database Access

The IWTS databases shall allow records access by multiple users from multiple locations while maintaining data integrity. Bidders shall describe how they propose to ensure data integrity while allowing multiple accesses to the same CDCR recording.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.6.2 Multiple IWTS Log-Ons

System software shall allow the CDCR Operations Manager to configure the IWTS to allow either multiple or single instance Log-Ons for CDCR IWTS Authorized User accounts. CDCR IWTS Authorized Users shall have the ability to have single or multiple Log-Ons simultaneously.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.6.3 IWTS Password Requirements

All access to IWTS databases will require a unique log-on and a password that is created by the authorized user upon initial sign-on to the IWTS. The Prime Contractor shall access the IWTS databases in the same manner with the same restrictions. The CDCR Operations Manager shall have the ability to monitor and control Prime Contractor staff access to IWTS data.

The IWTS shall require passwords and password change reminders for the IWTS environment consistent with the following rules:

- 1) Passwords are not to be shared;
- 2) Length range: eight (8) to 14 characters;
- 3) Password must be composed of characters from at least three (3) of the following four groups from the standard keyboard:
 - a) Uppercase letters (A-Z);
 - b) Lowercase letters (a-z);
 - c) Arabic numerals (0-9); and,
 - d) Non-alphanumeric characters (punctuation symbols);
- 4) Must not be a dictionary word;
- 5) Must not be stored in clear text;
- 6) Must be hashed using industry accepted MD5 or better;
- 7) Passwords lock out after five (5) failed attempts;
- 8) Ownership: individual;
- 9) Storage: encrypted passwords; and,
- 10) Entry: Password shall not be readable when entered.

Password resets will be controlled by the CDCR Operations Manager as an Administrative function.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.6.4 IWTS Database Search Capability

All databases shall be searchable on all fields. Search results shall be printable.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.6.5 IWTS Multi-Facility Database Search Capability

The IWTS shall allow search and retrieval of all data as defined in the user profile, regardless of location.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.6.6 Export IWTS Data Format

At any time upon request, the Prime Contractor shall fulfill the State’s request for IWTS data, including current and archived Call Detail Records (CDR), inmate/ward recordings, and information contained within the Facility Phone list database. The export data formats and storage media type will be defined by the State at the time of request. The data exports shall be:

- 1) Formatted in a pipe (|) or comma (,) delimited formatted file and must be compatible with Microsoft Windows or Linux operating systems;
- 2) Supplied electronically in a secure format or on DVD optical media using the DVD-+RW standards, to be determined by CDCR Operations Manager at time of request; and,
- 3) Clearly noted data fields including the database schema.

Additional requirements for export/transfer of data during Transition-Out from the Contract to the future IWTS contract are described in Section 6.13.9.2IWTS Transition-Out Plan.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.7 IWTS DATABASE RECOVERY

The Prime Contractor shall provide in-service recovery of the databases during a failure. In-service recovery will allow the system to continue to operate while a failed portion is recovered. Bidders shall describe how they will provide in-service recovery.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.7.1 IWTS Data Backup and Recovery

The Prime Contractor shall provide all backup and archival hardware, supplies, and recovery procedures, which will ensure that no data or recordings will be lost.

The following are the minimum requirements for this capability.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.7.1.1 System Failures

The backup shall protect against loss of data at any CDCR correctional facility.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.7.1.2 IWTS Full Recovery

The IWTS shall be capable of recovering all data and recordings, to the point of full system operation, using an IWTS service backup.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.7.1.3 IWTS Data Backup Requirements

All data shall be stored at the Prime Contractor's Primary Database Storage Facility and backed up and archived at the Prime Contractor's California Database Storage Facility. The Prime Contractor's Primary Database Storage Facility will be the primary location for the storage of IWTS call recordings and call detail records.

The Prime Contractor's California Database Storage Facility shall be capable of performing backups concurrently with ongoing full operation of the database with no readily apparent effect on any applications running concurrently with the backup activity.

The Bidder shall provide in detail a description of how they will backup all databases associated with IWTS.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.7.1.4 IWTS Database Redundancy

All data shall be initially stored at the Prime Contractor's Primary Database Storage Facility and then backed up and stored at the Prime Contractor's California Database Storage Facility. This data shall be accessible by the system immediately in the event of a failure at the Prime Contractor's Primary Database Storage Facility.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.8 IWTS RECORDING REQUIREMENTS

A recording shall be generated for all calls, call attempts that were never connected, calls that reach an answering machine, and completed calls where the call was accepted. The CDCR Operations Manager shall identify any exceptions to this requirement.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.8.1 Start of Recording

The IWTS shall begin recording inmate/ward conversations when the inmate/ward lifts the phone off hook. The recording shall capture the system prompts, required recorded messages and when the inmate/ward states their name.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.8.2 IWTS “Do Not Record” Numbers

The recording system shall have the ability to not record specific telephone numbers authorized by the CDCR Operations Manager. The Prime Contractor’s staff shall not set a “do not record” number without the written consent by the CDCR Operations Manager.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.8.3 IWTS On-Site Recording Storage Capacity

The Prime Contractor’s recording system shall have sufficient storage capacity to locally (on-site) retain a copy of recorded calls and call detail records for 60 calendar days. This requirement applies to the Adult and Youth Camps included on Exhibit 6-D1, CDF/CDCR Adult Camp IWTS Locations, and Exhibit 6-G1, Youth Facility IWTS Locations. This requirement does not apply to Antelope and Cuesta Adult Camps. After 60 calendar days of local storage, the files shall be deleted from the local database automatically. The storage media shall not require regular operator intervention to change or replace. Tape media is not acceptable. This database shall include recordings of all incomplete and completed calls.

Bidders shall provide documentation of the topology, including redundancy, of the proposed recording system.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.8.4 IWTS Playback, Download, Save, and Transfer Rate

Recordings shall stream immediately and begin playback within five (5) seconds. Download or transfer of file shall operate concurrently with streaming connection at a rate no greater than two (2) minutes for each 15 minutes of recorded conversation. This downloaded file shall have the option

to be saved locally once the download is completed. The transfer rate applies to the Adult and Youth Camp during the 60 day on-site recordings.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.8.5 IWTS Recording Database Scalability

The recording database must accommodate the inmate/ward call volume as stated in Exhibit 6-L2, CDCR 2010 Call Volume by Facility for the Contract term, plus 30% additional space to accommodate growth. The manner of system growth shall be scalable to provide for the addition of computing power, recording storage, or other system components without the necessity of manually replacing the existing database(s) or forcing the shut-down of the IWTS and shall be done at no cost to the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.8.6 IWTS Playback of Recording on Other Types of Media

The IWTS shall have the ability to playback on other types of media besides the IWTS workstation. The CDCR Authorized Staff shall be able to download the recording(s) and software file onto a computer disc, flash drive or other media and be played back on a computer.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.8.7 IWTS Proof of Authenticity

Recordings shall be electronically stamped with a tamper-resistant proof of authenticity or security envelope to technically ensure certainty of the authenticity and integrity of the recorded conversation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.8.8 IWTS Audible Beep Tones

The IWTS must be capable of producing a 1260 to 1540 Hertz beep tone, lasting 170 to 250 milliseconds, and broadcast for both parties to hear every 12 to 15 seconds when recording is taking place to indicate that the conversation is being recorded. The system must allow this function to be engaged or not engaged at the State's discretion.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8 IWTS SERVICE, SUPPORT, AND MAINTENANCE

The Prime Contractor shall provide support and maintenance as described below. Bidder shall thoroughly describe the methodology they will provide to support the IWTS service requirements.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.1 IWTS SERVICE, SUPPORT, AND MAINTENANCE RESPONSIBILITIES

6.8.1.1 Responsibilities of the Prime Contractor for IWTS

The Prime Contractor shall be responsible for the following:

- 1) Providing prior notification of major on-site changes and modifications of equipment installed. Such changes are subject to CDCR Operations Manager prior approval. The Prime Contractor shall use the best commercially reasonable efforts to effect such modification with minimal disruption to the CDCR's operating schedule.
- 2) Complying with the Trouble Ticket response times listed in Table 6.8.2.3, IWTS Trouble Ticket Priority Definitions and Responses.
- 3) Participating in monthly meetings with the CDCR Operations Manager and staff and/or State staff for the purpose of presenting IWTS prior month's maintenance reports and discussing resolution to program issues and concerns. These meetings may be scheduled less frequently at the discretion of the State. The site for the meetings shall be determined by the State. Travel may be required to various State sites or the Prime Contractor's site. The Prime Contractor shall provide representatives for each of its Subcontractors, if any, at these meetings as requested by the CDCR Operations Manager or the State staff. The Prime Contractor will be responsible for travel costs.
- 4) Coordinating with CDCR Operations Manager and any Subcontractor staff for access to CDCR facilities. All personnel who will need one-time or ongoing access to a CDCR facility will be required by CDCR to complete SOW Exhibit A, Gate Clearance Information and Approval Sheet, and SOW Exhibit C, Primary Laws, Rules, and Regulations Regarding Conduct and Association with State Prison Inmates. The CDCR gate clearance forms may differ slightly by facility, but the general information required by the Prime Contractor is the same. CDCR reserves the right to deny the Prime Contractor's employee(s) the right to enter a CDCR facility. All Prime Contractor's employee(s) who require access to a facility and do not receive clearance will not be allowed to work on the Contract.
- 5) Providing skilled technicians who are properly trained and certified to work on the Prime Contractor-provided equipment and software.
- 6) Performing site surveys for all moves, adds, and changes as well as new facility activations. The site surveys will require written documentation that will incorporate digital photos and other diagrams as needed to document the CDCR facility and Prime Contractor's action items. CDCR Operations Manager will provide a sample format of the minimum requirements of the site survey. Site survey reports shall be submitted within seven (7) calendar days from the date of the survey.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.2 IWTS SERVICE AND SUPPORT REQUIREMENTS

6.8.2.1 IWTS Help Desk for CDCR

The Prime Contractor shall establish a dedicated Help Desk for the exclusive use of the CDCR Authorized Staff to report, troubleshoot, track, escalate and resolve service-related issues, receive user support.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.2.1.1 IWTS Help Desk Access

The Prime Contractor shall provide a single IWTS toll free number and web-based access to the Help Desk for CDCR Authorized Users. In addition to the toll free number and web-based access, the Help Desk shall be accessible by telephone, mail, e-mail, fax, and TTY. The addresses and toll free telephone numbers for each of these communication methods shall be published on all correspondence.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.2.1.2 IWTS Help Desk Hours of Operation

The Prime Contractor's Help Desk shall be available 24-hours a day, seven (7) days per week. Help Desk calls shall only be handled by live Customer Service Representatives. Automated trouble ticket systems are not acceptable. IVR and secure web-based trouble ticket tracking systems may be used to provide status information but will not replace the need for a live operator. The Help Desk shall be operated within the United States.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.2.1.3 IWTS Help Desk Procedures Manual

The Prime Contractor shall develop, provide, and maintain written Help Desk troubleshooting procedures specific to the IWTS service and environment for use by the Prime Contractor's organization. The Procedures will be submitted to CDCR for approval prior to IWTS transition and upon modification.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.2.2 IWTS Trouble Ticket Reporting and Tracking System

The Prime Contractor will provide an IWTS Trouble Ticket Reporting and Tracking System as described in this section:

- 1) The CDCR Operations Manager shall have real-time access to all the information in the Trouble Ticket Reporting and Tracking System through the IWTS Private Web Portal;
- 2) CDCR Authorized Staff shall have the ability to open trouble tickets by calling the toll free Help Desk number available 24-hours a day, seven (7) days a week;

- 3) A trouble ticket shall be opened for all identified IWTS issues;
- 4) A trouble ticket number will be provided to the reporting party when the ticket is opened;
- 5) The Trouble Ticket system shall provide an e-mail notification with all trouble ticket information to designated CDCR Authorized Staff after each trouble ticket has been opened and each time the Trouble Ticket has been modified or updated;
- 6) Trouble tickets are to be closed upon successful resolution and only with CDCR's approval by the person that originally opened the trouble ticket or by the CDCR Operations Manager or their designated representative;
- 7) The Trouble Ticket System shall document and track all impacted components by their unique inventory identifier via drop down list as described in Section 6.9.4.1, Current IWTS Inventory Report (Monthly);
- 8) The CDCR Operations Manager shall have online access to the complete ticket data for the term of the Contract;
- 9) Distribution of trouble tickets notifications shall be configurable for automatic e-mail distribution of updates. E-mailed trouble ticket notifications will include a URL link that allows the CDCR Operations Manager to click on and immediately connect to the on-line trouble ticket system. A log of all e-mail notifications will be automatically generated and contained in the body of the ticket; and,
- 10) The Trouble Ticket System shall provide search capability on any and all fields detailed in the Trouble Ticket Content in this section.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.2.2.1 IWTS Trouble Ticket Content

The following fields will be permanently fixed in a drop-down list or automatically generated fields. These fields shall be searchable and/or queried for generation of ad hoc reports as defined in Section 6.9.6, Ad Hoc Reports.

Minimum requirements for each ticket shall include:

- 1) Trouble ticket number;

- 2) Date and time trouble reported (separate fields);
- 3) Date and time trouble resolved (separate fields);
- 4) Total time to repair;
- 5) Name of person reporting trouble, call back telephone number and e-mail address;
- 6) CDCR facility name where trouble was reported;
- 7) Component(s) affected (Examples: Telephones, Monitoring Terminals, Investigative Workstations, house wiring, Prime Contractor wiring, network equipment, network transmission, power, software, programming/ configuration) including the Equipment Identification as described in Section 6.9.4.1, Current IWTS Inventory Report (Monthly);
- 8) Priority assigned to trouble per Table 6.8.2.3, IWTS Trouble Ticket Priority Definitions and Responses;
- 9) Trouble Ticket Creator (Prime Contractor’s Staff);
- 10) Reported description of trouble;
- 11) Name of Prime Contractor’s technician assigned;
- 12) Date and time technician was dispatched;
- 13) Date and time technician arrived on-site;
- 14) Actual description of trouble;
- 15) Description of resolution;
- 16) Whether the issue had been previously reported but not resolved completely. Disposition of the previous trouble ticket;
- 17) Updates with date and time; and,
- 18) Notes Section.

The ticketing system shall provide for periodic updates and contain a “note” field for detailed documentation of events. The periodic updates shall contain a date and time stamp of update;

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes_____No_____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.2.3 IWTS Trouble Ticket Priority Definitions and Responses Table

Priority	Criteria	Response Target	Resolution Target
Critical	Impact: Either the CDCR Management and Control System Prime Contractor's hosted web-based IWTS application, or the IWTS telephone functionality is 'down' at multiple sites simultaneously.	15 minutes	Issue will be continuously worked, 24x7x365, until closure or stabilization. Status updates are provided in as real-time as possible. Usually CDCR is in constant contact with the Help Desk.
Major	Impact: Either the CDCR Management and Control System or the IWTS telephone functionality is 'down' at one site or one (1) housing unit. A down system includes the inability to record individual calls, the inability to monitor individual telephones or the inability to control the usage of any telephone.	30 minutes	Issue will be continuously worked, during the hours of 6:00 am to 7:00 pm PT until closure or stabilization, which would result in the issue being downgraded to minor. Status updates are provided every four (4) hours or sooner if developments occur.
Minor	Impact: The issue is considered to have a noticeable, yet minimal and manageable impact of CDCR operations. Issues that affect End-User calls is of a nature that is not impacting call completion but still requires attention in order to meet Contract requirements. This includes any individual End-User complaint regarding service.	Two (2) hours	Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PT, Monday – Friday, except California state holidays). Status updates will be provided at the end of the business day or sooner as developments occur.
Informational Requests	Requests for information, equipment change requests and general information	Four (4) hours	Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PT, Monday – Friday, except California state holidays). Status updates will be provided at the end of the business day or sooner as developments occur.

Note: CDCR will work with the Prime Contractor to properly identify the severity of an issue when the issue is first reported. However, CDCR reserves the right to escalate the status of any issue to a higher severity at any time.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.3 IWTS MAINTENANCE REQUIREMENTS

The Prime Contractor shall provide preventive maintenance as required by the equipment manufacturer and as necessary to maintain the IWTS service. Preventive maintenance shall be provided on a schedule which is mutually acceptable to the CDCR Operations Manager and the Prime Contractor.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.3.1 IWTS Routine and Preventative Maintenance Requirements

The Prime Contractor shall configure IWTS in such a manner that it will not require on-site support under normal conditions.

The IWTS equipment shall not require on-site routine and preventative maintenance more than once per month for any site. IWTS software must be kept up to date as required to satisfy the manufacturer’s recommended update intervals and will be the sole responsibility of the Prime Contractor.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.3.1.1 Scheduling IWTS Remote and Network Routine Maintenance

The Prime Contractor shall perform any remote, network, routine, or scheduled maintenance during the off-peak hours of 10:00 p.m. to 6:00 a.m. PT. The Prime Contractor shall provide the CDCR Operations Manager, with a two-week notice, prior to scheduling this type of maintenance.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.3.1.2 IWTS Maintenance Procedures and Scheduling Plans

Bidders shall describe, in detail, IWTS Maintenance Procedures and Scheduling Plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components that includes all IWTS hardware with the frequency of required routine and preventative maintenance.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.3.1.3 Facility-Specific IWTS Maintenance Schedules

The Prime Contractor shall work with CDCR Operations Manager to develop a schedule for each facility at the discretion of CDCR. The Prime Contractor shall submit the Schedule of Required Regular IWTS Maintenance for the equipment and software installed at each facility for CDCR Operations Manager final approval prior to installation at each facility.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.3.2 IWTS Remedial Maintenance Requirements

Remedial maintenance shall be provided 24-hours a day, seven (7) days a week.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.3.2.1 IWTS Remedial Maintenance Response Times

Contractor will respond to trouble ticket issues within the time frames detailed in Table 6.8.2.3, IWTS Trouble Ticket Priority Definitions and Responses, including dispatching appropriate resources to the affected facilities.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.3.2.2 IWTS Diagnostic Assistance

The Prime Contractor shall respond to all troubles reported on the IWTS. If the Prime Contractor determines that a malfunction exists due to equipment or services provided by the CDCR Facility, the Prime Contractor shall notify the CDCR Operations Manager of the malfunction and shall assist the CDCR Facility or CDCR's Contractor(s) as necessary.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.3.3 IWTS Software Maintenance Requirements

The Prime Contractor shall maintain the following system software elements:

- 1) Standard configuration (software settings, releases, customization);
- 2) Maintenance and administration;
- 3) Upgrades (i.e., version releases, patches, and hot fixes); and,
- 4) Procedures and documentation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.3.4 On-site Administrator

The IWTS shall not require the use of an On-site Administrator to fulfill the maintenance or any other requirements of this Contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.4 IWTS TRAINING REQUIREMENTS

6.8.4.1 General IWTS Training Requirements

The Prime Contractor shall provide a customized training plan as described in Section 6.8.4.1.2, IWTS Training Plan. The Prime Contractor will use Certified Trainers as described in Section 6.8.4.1.1, Trainer Certification by CDCR. The Training Plan shall employ an on-site, hands-on, classroom and train-the-trainer approach at the CDCR Operations Manager office location.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.4.1.1 Trainer Certification by CDCR

The Prime Contractor shall conduct a training class for the CDCR Operations Manager (or designated representative) prior to training at any of the CDCR facilities. This test class shall allow CDCR to direct modification of the training syllabus to match the actual CDCR environment and configuration, as well as to standardize the training format, materials and terms. Each of the Prime Contractor's trainers must obtain certification from the CDCR Operations Manager that the trainer has the skills and knowledge to effectively train the CDCR staff on the IWTS. The Prime Contractor shall provide a Training Plan at least two (2) weeks prior to the first CDCR Trainer Certification presentation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.4.1.2 IWTS Training Plan

The IWTS Training Plan shall contain a complete syllabus of how CDCR Authorized staff will be effectively taught to use the IWTS. The Training Plan shall include the goals, objectives, timelines, and benchmarks associated with each training component. The IWTS Training Plan shall also identify each piece of training material included in the lesson plan, (i.e., a MS Power Point presentation or quick reference guide, or 'wiki' type links) as well as their intended use and method(s) of distribution. This IWTS Training Plan shall be subject to approval by CDCR Operations Manager and modifications as directed. The IWTS Training Plan shall be kept current by the Prime Contractor and take into account any modification of features and functionality.

The Prime Contractor will provide post-installation training/support materials that may be used as refresher training including customized help menus provided in each application, web-based FAQs, Help Desk support and self-contained training programs (e.g., DVD, web-based).

Bidders shall describe the additional methods of training they intend to provide for IWTS. These training materials and modification shall be subject to approval by CDCR Operations.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.4.2 Methods of Training for IWTS

The Prime Contractor shall provide training for the following:

6.8.4.2.1 IWTS Investigative Workstation Training

The Prime Contractor shall provide Investigative Workstation Training on-site in a hands-on environment following initial installation at each facility. Each site will require one (1) training session during normal business hours with an estimate of five (5) personnel per active workstation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.4.2.2 IWTS Live Monitoring Terminal Training

The Prime Contractor shall provide Live Monitoring Terminal train-the-trainer training on-site in a hands-on environment to the CDCR Operations Managers or on limited occasions on-site and hands-on as requested by the CDCR Operations Managers.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.4.2.3 IWTS Administration Training

The Prime Contractor shall provide IWTS Administration Training to the CDCR Operations staff prior to IWTS transition and implementation and as needed throughout the term of the Contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.5 IWTS USER MANUALS FOR CDCR AUTHORIZED STAFF

The Prime Contractor shall provide and maintain current IWTS User Manuals for CDCR Authorized Staff.

- 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the IWTS functionality. There shall be no references to any features or functionalities that are not provided in the IWTS environment.
- 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the IWTS and software.
- 3) CDCR user manuals shall be provided prior to the installation at the first correctional facility and subject to CDCR approval.
- 4) CDCR user manuals shall be updated at each site as software version updates and system configuration changes are made.
- 5) The CDCR user manuals may be copied by the State.
- 6) The Prime Contractor shall develop and maintain current hard-copy and online documentation of each CDCR user manual necessary for the IWTS and make the documentation available to CDCR upon request.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9 IWTS TOOLS AND REPORTS

This section describes the IWTS Tools and Reports to be provided by the Prime Contractor as management and oversight tools that the State will use throughout the Contract term.

Each tool and report template will be subject to State approval of report layout, detail and formatting. The Prime Contractor shall implement modifications to the reports during the term of the Contract at the State’s request at no additional cost.

Within 45 calendar days after Contract award, the State and Prime Contractor will meet to discuss the timelines and due dates for the implementation and delivery of the tools and reports in this section. If the Prime Contractor fails to meet the agreed upon implementation and delivery dates, the State will apply IWTS Service Level Agreements (SLA) to the applicable Tools and Reports described in Section 6.12.4, IWTS Administrative Service Level Agreements.

All monthly reports shall be provided on a calendar month basis and electronic copies shall be delivered in Excel file format by the tenth (10th) business day following the end of the reporting period month and posted to the IWTS Private Web Site.

Bid response shall include samples of each report listed in this section.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1 IWTS INVESTIGATIVE TOOLS AND REPORTS

The IWTS shall be capable of generating the following Reports from the IWTS Investigative Workstations and the Prime Contractor hosted web-based IWTS application.

Investigative Reports shall be available on demand rather than generated on a regular basis. Authorized staff shall be able to define the sort parameters and report content for each report. The ability to generate Investigative Reports will be dependent upon the CDCR Authorized Staff’s user profile.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.1 IWTS Investigative Report Format

All IWTS Investigative Reports shall be capable of saving in either Excel or Adobe format. Specific format requirements include:

- 1) The cover page shall include the name of the report, date/time report was generated, the search criteria as described in Section 6.9.1.2, Investigative Report Fields, and total number of calls listed in the report; and,
- 2) All subsequent pages shall include:
 - a) A header with titles of the respective report field columns,
 - b) The footer shall include the page number and total number of pages (i.e., 2 of 5), date/time report was generated, the authorized user ID and investigative workstation identifier (when applicable) that the report was generated from; and,
 - c) Sequential numbering in the first column that corresponds with the individual calls listed on the report.

All reported time and date information shall reflect Pacific Time. The time and date information shall be synchronized with the same time source that provides the CDR at each facility.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.2 IWTS Investigative Report Fields

Each report shall provide the following information on each IWTS call, with the capability of sorting data by each field:

- 1) Link to Call Recording with indicator if call was recorded or not;
- 2) BNA;
- 3) Notes Field;

- 4) Indicator of Played Calls including User ID, Date and Time;
- 5) Indicator of Copied Calls including User ID, Date and Time;
- 6) IWTS Station Identifier;
- 7) CDCR Facility;
- 8) IWTS Station Location within the CDCR facility;
- 9) Destination Number (with partial field search capability using a wild card);
- 10) Date and Time of IWTS Call;
- 11) Call Duration (mm:ss);
- 12) Cost of IWTS Call;
- 13) Unique File Identifier of Recording;
- 14) Start Code (drop down list of options provided by the system);
- 15) End Code (drop down list of options provided by the system);
- 16) TTY Calls;
- 17) Alert Group;
- 18) Rate Type;
- 19) Call Type;
- 20) Three-Way calling flag; and,
- 21) Termination to a Cell Phone flag.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes_____No_____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.3 IWTS Investigative Reports

The IWTS shall include the Investigative Reports listed in this section.

6.9.1.3.1 IWTS Call Detail Reports

The Call Detail Report shall provide the results of specific search criteria during a specific time period including a list of all the IWTS calls that meet the user defined search criteria in a logical presentation and not as a data string. This report shall include all of the elements of the Call Detail Record described in Section 6.3.3.9.1, IWTS Call Detail Record Content.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.3.2 IWTS Custom Query

Custom Queries provide CDCR Authorized Staff the ability to define specific search criteria and save the unique settings with a unique report name for future use by logged in user. The unique report will be tied to the CDCR Authorized Staff's user ID.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.3.3 IWTS Frequency by Origination Report

The Frequency by Origination Report shall list the IWTS calls from a specific IWTS Telephone and shall include each destination number called and the quantity of completed and attempted calls during a specified period.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.3.4 IWTS Frequency by Destination Report

The Frequency by Destination Report shall list all of the destination numbers called during a specified period and the quantity of times the IWTS calls that were made to each destination number.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.3.5 IWTS Alert Group by Destination Report

The IWTS Alert Group by Destination Report shall list all of the calls that were made during a designated time period to any destination numbers that have been designated in the Facility Phone List as an active Alert Group.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.3.6 IWTS Alert Group by CDCR Authorized User Report

The IWTS Alert Group by CDCR IWTS Authorized User Report shall list all of the destination numbers that have been designated in the IWTS Facility Phone List as an active Alert Group by a specific CDCR Authorized User.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.3.7 IWTS Shared Destination Report

The IWTS Shared Destination Report lists destination numbers that have received calls from multiple CDCR Facilities within the specified time period.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.3.8 IWTS Station Configuration Report

The IWTS Station Configuration Report lists the unique telephone station number for each IWTS Telephone within the designated facility(s). This report shall list the IWTS Station Identifier, the telephone location and the last time the station configuration record was updated.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.4 Search Fields Available for IWTS Ad Hoc Reports

The Investigative Workstation tool will include user friendly filters and sort criteria to customize the Investigative reports. The CDCR Operations Manager shall request from the Prime Contractor IWTS Customer Service Ad Hoc Reports that may include a compilation of information from the other reports described in Section 6.9.1, IWTS Investigative Tools and Reports. This ad hoc capability will include the ability to request reports by the search parameters listed in the various reports' database fields:

- 1) Report Type;
- 2) CDCR Facility(s);
- 3) Start Date/Time;
- 4) End Date/Time;
- 5) Sort Order (dropdown of all report fields);
- 6) BNA;
- 7) IWTS Telephone Type;
- 8) IWTS Station Identifier;

- 9) Station Location;
- 10) Destination Number (with partial field search capability);
- 11) Authorized CDCR Staff User ID;
- 12) Custom Definable Field;
- 13) Completed Calls;
- 14) Incomplete Calls;
- 15) Recorded Calls;
- 16) Played Calls (including user ID date/time);
- 17) Three-Way calls;
- 18) Copied Calls (including user ID date/time);
- 19) Calls with Notes (including user ID date/time);
- 20) Call Duration (with definable field to select a range in mm:ss);
- 21) Start Code (with drop down list);
- 22) End Code (with drop down list);
- 23) Alert Group;
- 24) Rate Type (with drop down list); and,
- 25) Call Category (with drop down list).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.5 CDCR IWTS Administrative Reports

6.9.1.5.1 IWTS User ID Creation Report

The IWTS User ID Creation Report shall reflect the activity of User ID accounts created/activated during a specific reporting period. This Report shall indicate the name of the CDCR Operations Manager or Prime Contractor’s Authorized Staff who created/activated the account with the date and timestamp. This report shall detail the CDCR Operations Manager or IWTS Authorized Staff’s user ID, the user profiles created/activated, the date the profile was deactivated, the unique numeric code generated when a user profile is created, last time logged in, and all updates to the profile.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.5.2 IWTS Audit Log Report

The Audit Log Report shall contain the IWTS Investigative User logged-in time and activities (files accessed, calls copied, calls played back, and notes input) during a specific reporting period.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.5.3 IWTS Live Monitoring Terminal Activity Report

The Live Monitoring Terminal Activity Report shall provide a report of the ON/OFF status of the IWTS Live Monitoring Terminals during a specific reporting period. This report shall include the identification of the IWTS Live Monitoring Terminal, and the times that each Terminal was turned on or off. (Refer to 6.4.2.4, IWTS Live Monitoring Terminal Identification), all authorized user's log-on and log-off time,)

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.5.4 IWTS Passive Acceptance Report

The Passive Acceptance Report details the destination numbers that have been set for passive acceptance, including the unique IWTS user identifier of the CDCR Operations Manager that entered or modified the passive acceptance status. This report will include the date/time stamp of status changes to each destination number.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.5.5 IWTS Blocked Number Report

The IWTS Blocked Number Report details the telephone numbers that have been identified as unauthorized to receive IWTS calls. The IWTS Blocked Number Report will include the unique user identifier of the personnel that entered or modified the Blocked Number status as well as the dates of status changes to each number.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.5.6 IWTS Do Not Record Report

The IWTS Do Not Record Report details the telephone numbers that have been set to not be recorded. The Do Not Record Report shall include the unique user identifier of IWTS personnel that entered or modified the "do not record" status as well as the dates of status changes to each number.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.5.7 IWTS Data Backup Validation Report

The Prime Contractor shall provide IWTS Data Backup Validation Reports of the data backups to the CDCR Operations Manager on a monthly basis. These reports shall include confirmation of all file backups. Complications or problems associated with backup processes shall also be identified in these monthly reports.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.2 FORMAT OF MONTHLY IWTS REPORTS

The header of each report (to appear centered on each page) shall have the name of the report and the reporting period (month and year). The footer shall include the page number and number of pages and "Date Printed: mm/dd/yyyy".

All reported time and date information shall reflect PT. The time and date information shall be synchronized with the same time source that provides the CDR at each facility.

Monthly reports shall include daily totals and a summary of all data at the bottom of the report.

Summary reports shall be provided for all monthly reports detailing the summary detail from the monthly reports on a cumulative basis. Summary reports shall begin with the first month of the Contract and continue with updates for each month throughout the term of the Contract with annual subtotals. Unless otherwise requested by the State, annual reports will be based on the calendar year.

Working with the CDCR Operations Manager, the Prime Contractor shall identify components of the reports that will benefit from conditional formatting to highlight exception (above, below or otherwise outside of excepted ranges) detail. Use of color on reports for titles, conditional formatting and other report elements shall be limited to shades that will remain readable when printed in black and white.

Reports shall not be password protected and shall not be copyrighted or classified as proprietary.

Prior to delivery of the first report set, the State will determine whether the reports shall be delivered as separate and unique files and/or as sheets within a single Excel file.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes_____No_____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.3 IWTS CUSTOMER SERVICE REPORTS

The Prime Contractor shall provide monthly customer service reports as described.

6.9.3.1 IWTS Trouble Ticket Report

IWTS Trouble Ticket Report shall be provided on a calendar month basis and electronic copies shall be delivered in Excel file format by the tenth (10th) calendar day following the end of the reporting period month.

The IWTS Trouble Ticket Report tracks the status and activity of trouble ticket activity each month. The IWTS Trouble Ticket Report shall be provided in Excel format so that CDCR can sort the report on any of the Report fields. Fields to be included in the IWTS Trouble Ticket Report are as follows:

- 1) IWTS Trouble Ticket Number;
- 2) Date and Time Trouble was Reported;
- 3) Time and Date Trouble was Closed;
- 4) CDCR Facility Name;
- 5) Severity of Service Issue (as reported);
- 6) Type of Service Reported;
- 7) Description of Service Issue;

- 8) Issue Resolution;
- 9) Follow-up Required; and,
- 10) The sum of trouble tickets shall be listed at the bottom of the report, tallying the number of closed tickets and tickets remaining open. The summary of the trouble ticket information shall be carried forward to the IWTS Trouble Ticket Summary Report.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.3.2 IWTS Daily Average Speed of Answer Reports (Monthly and Summary)

The IWTS Average Speed of Answer (ASA) Report tracks how quickly initial answering is provided to callers as one of the methods of measuring and tracking the quality of service provided. The ASA information shall be presented in daily measurements and not as an average of averages. The report shall detail the number of Calls Presented, Call Answered, Calls Abandoned, ASA and Talk Time for each day of the month (show date and day of the week). Talk Time is the time that a caller is connected to a Customer Service Representative (CSR) and does not include the time while connected to the IVR system.

All ASA data shall be provided separately for calls routed to both English and Spanish speaking IWTS Customer Support personnel. This information shall be summarized at the bottom of the report and carried forward to the IWTS Daily ASA Summary Report.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.3.3 IWTS Customer Service Call Volume Reports (Monthly and Summary)

The IWTS Customer Service Call Volume Report measures and tracks the quantities of each type of Customer Service contact by type of contact. Types of contacts include calls listed by each published IWTS Customer Service Number (English, Spanish, TTY, International and others), contacts by letter, e-mail and fax. The information shall be summarized at the bottom of the report and carried forward to the Call Volume Summary Report.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.3.4 IWTS Customer Service Issues by Type Reports (Monthly and Summary)

The IWTS Customer Service Issues by Type Report measures and tracks the different types of complaints, issues and compliments. Working with the CDCR Operations Manager, the Prime Contractor shall identify the unique categories that describe the type of complaints, issues and compliments being received by IWTS Customer Service. The report shall summarize each of the categories into the quantity of items received, cleared on first contact, cleared in 24-hours, cleared since last reporting period and still open. Each of these periods shall be summarized at the bottom of the report and carried forward to the IWTS Customer Service Issues Summary Report.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.3.5 IWTS Customer Service Ad Hoc Report Capability

The CDCR Operations Manager shall request from the Prime Contractor Customer Service Ad Hoc Reports that may include a compilation of information from the other Customer Service Reports described in Section 6.9.3, IWTS Customer Service Reports. This ad hoc capability will include the ability to request reports by time frames, called party's telephone number, type of issue and any other database field.

Bidders shall describe the ad hoc capability they will provide for IWTS, including fields that will be provided and any search restrictions.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.4 IWTS SERVICE, SUPPORT, AND MAINTENANCE REPORTS

The IWTS Service, Support, and Maintenance Reports shall be provided on a calendar month basis and electronic copies shall be delivered in Excel file format by the tenth (10th) calendar day following the end of the reporting period month. Information included in the reports shall only be related to IWTS activities.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.4.1 Current IWTS Inventory Report (Monthly)

The Current IWTS Inventory Report provides the CDCR Operations Manager with a complete accounting of the equipment located at CDCR facilities and connected to the IWTS (whether the Prime Contractor installed or State owned). The Current IWTS Inventory Report shall include a separate listing of all equipment at each CDCR facility and a summary of the total inventory at each facility, by Category of Facility (as defined below) and statewide totals.

The following fields shall be included for each facility:

- 1) Category of Facility (Adult Institution, Adult Camp, Community Correctional Facility, Female Offender Program, Youth Facility, Youth Camp, CDCR Field Offices);
- 2) Name of the Facility;
- 3) Physical Address;
- 4) Name of the serving LEC;

- 5) Size of Rack space available (where applicable);
- 6) The following elements shall be included for each piece of equipment;
 - a) Type of hardware equipment:
 - i. IWTS Telephone Set;
 - ii. Live Monitoring Terminal;
 - iii. Live Monitoring Station with Hardwired Cut-Off Switch;
 - iv. Investigative Workstation;
 - v. Router;
 - vi. Modem;
 - vii. Uninterruptible Power Supply;
 - viii. LAN;
 - ix. Controller; or,
 - x. Any other type of hardware associated with the IWTS.
 - b) Equipment Identification Number;
 - c) Equipment Location:
 - i. Housing Unit;
 - ii. Yard Location; or,
 - iii. Building Location.
 - d) Type of telephone:
 - i. Standard IWTS telephone; or
 - ii. TDD/TTY telephone (portable or fixed).
 - e) Type of Telephone Environment:
 - i. Indoor; or
 - ii. Outdoor.
 - f) Type of Telephone Enclosure:
 - i. Wall enclosure;
 - ii. Booth with doors;
 - iii. Booth without doors; or
 - iv. Holding cell.
 - g) Type of Telephone Mounting:
 - i. Wall Mount;
 - ii. Pedestal Mount;
 - iii. Cart Mount;
 - iv. TDD/TTY Portable Mounting; and,

v. TDD/TTY Fixed Mount.

A summary total of each element shall be provided at the bottom of the report for each individual CDCR facility, for each Category of Facility, and summary for all CDCR facilities.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.4.2 IWTS Network Performance Reports

The IWTS Network Performance Reports will be identified by the State on an as-needed basis to support network oversight and SLA compliance. These reports may be a modification of existing report sets or a unique combination of other measuring and tracking elements. The Prime Contractor shall work cooperatively with the State in developing these reports. The State may request that the report template become a standard monthly report to be included with other monthly reports.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.5 IWTS CALL VOLUME AND REVENUE REPORTS (MONTHLY AND SUMMARY)

The purpose of IWTS Call Volume and Revenue Reports is to measure and track IWTS Call Volume and the associated Revenue. Reports of IWTS Telephone System Call Volume shall be provided on a calendar month basis and delivered in electronic format in Microsoft Excel file format and posted on the IWTS Private Web Portal by the tenth (10th) calendar day following the end of the reporting period month. These reports will present the Call Volume from several perspectives as described in this section.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.5.1 IWTS Call Volume by Facility Report (Monthly and Summary)

The IWTS Call Volume by Facility Report will list separately the Call Elements for each CDCR facility. Call Elements include Call Attempts, Call Completions, Call Conversation Minutes and Call Revenue as columns. Separate rows will subdivide the Call Volume by Local, IntraLATA, InterLATA, Interstate and International Call Volume with a row for the total of all call traffic. Youth Facilities shall be listed first with a separate subtotal for all of these facilities. The Adult Facilities will also have a separate subtotal. A summary row for each facility will be included and a Summary Table detailing the summation of each call destination (Local, IntraLATA, InterLATA, Interstate and International) by Call Element of all facilities will be provided at the end of the report. The Summary Table for each month will be carried forward to the cumulative IWTS Call Volume Summary Report.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.5.2 IWTS Call Volume by Category of Call Type Report (Monthly and Summary)

The IWTS Call Volume by Category of Call Type Report will list separately, as columns, each of the Call Categories with sub-columns of Completed Calls, Conversation Minutes and Revenue with columnar totals and totaled by row with each of the Call Type (Local, IntraLATA, InterLATA, Interstate and International). Each of these Call Categories (with their sub-columnar elements) shall be summarized at the bottom of the report and carried forward to the Call Volume by Type of Call Summary Report. The report shall also list the total number of unique destination numbers called during the report period on a separate row.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.5.3 IWTS Daily Call Volume by Call Type Report

The IWTS Daily Call Volume by Call Type Report will provide a daily view of the Call Volume listing the Local, IntraLATA, InterLATA, Interstate and International Call Volume in columns with sub-columnar listings of calls, minutes and revenue for each of the destination types. Rows will list each day of the month with the date and day of the week with a summary row at the bottom of the report.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.5.4 IWTS Daily Call Volume for International Calls Report

The IWTS Daily Call Volume for International Calls Report will provide a daily view of the Call Volume listing the countries in columns with sub-columnar listings of calls, minutes and revenue for each of the countries. Rows will list each day of the month with the date and day of the week with a summary row at the bottom of the report.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.5.5 IWTS Data File

Upon the request of the State, the Prime Contractor shall produce a comma delimited (*.CSV) text file of all call records and call record elements for a given timeframe. The request may be on an Ad Hoc or on a reoccurring monthly basis. Delivery of the file shall be within five (5) calendar days of the request. There shall be no limit to the time period of the requested data, from the beginning of the Contract period to the date of the request. The State may request that the data be filtered or sorted on any of the data elements.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.6 IWTS AD HOC REPORTS

IWTS Ad Hoc Reports will be identified by the State on an as-needed basis. These reports may be a modification of existing report sets or a unique combination of other measuring and tracking elements. The Prime Contractor shall work cooperatively with the State in developing the IWTS Ad Hoc Reports. There shall be no limit to the number of ad hoc report requests. Upon identifying a report template, the Prime Contractor will deliver the report within ten (10) calendar days. The State may request that the report template become a standard monthly report to be included with other monthly reports.

The IWTS Ad Hoc Reports shall allow the State to generate reports from any element in the database that may be useful in performing trending, statistical analysis or other State obligatory requests.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.10 IWTS FINANCIAL REPORTS

The Prime Contractor shall provide recurring monthly revenue reports to the State Contract Manager identified in SOW, Section 4, Administration of Contract, by the tenth (10th) calendar

day of each month. These reports are separate from the monthly reporting process described in Section 6.9, IWTS Tools and Reports.

The report shall have header and footer appear on each page with the name of the report and reporting period centered on the header of each page. The footer shall include the page number and number of pages and "Date Printed: mm/dd/yyyy".

The Prime Contractor shall provide these reports on a calendar month basis and deliver in electronic format in Microsoft Excel and posted to the IWTS Private Web Portal. All revenue figures shall be calculated and displayed in U.S. dollars and cents.

For purposes of these reports, Call Categories are defined as follows (other call categories shall be added as necessary):

- 1) Collect Local;
- 2) Collect IntraLATA;
- 3) Collect InterLATA;
- 4) Collect Interstate;
- 5) Prepaid Local;
- 6) Prepaid IntraLATA;
- 7) Prepaid InterLATA;
- 8) Prepaid Interstate;
- 9) Prepaid International (per country); and,
- 10) Prepaid cellular.

The Prime Contractor will provide each of the Financial Reports described for CDCR facilities identified in Exhibit 6-C1, Adult Institution IWTS Locations, through 6-G1, Youth IWTS Facility Locations, by facility to the Statewide Telecommunications Network Division, Contracts Management Section as identified in SOW, Section 4, Administration of Contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.10.1 IWTS SUMMARY MINUTES BY CALL CATEGORY REPORT

The Prime Contractor shall provide as part of the monthly revenue reports an IWTS Summary Minutes by Call Category Report, which shall include the following:

- 1) Report period (month);

- 2) Local, IntraLATA, InterLATA, Interstate, International grouping;
- 3) Number of calls (by each Call Category);
- 4) Minutes of calls (by each Call Category);
- 5) Gross billable call revenue (by each Call Category);
- 6) Totals calculated and displayed for total calls for each correctional facility;
- 7) Totals calculated and displayed for total minutes for each correctional facility;
- 8) Totals calculated and displayed for gross billable call revenue for each correctional facility; and,
- 9) Totals calculated and displayed for each Call Category, total calls, total minutes, and total revenue across all correctional facilities and shall include subtotals and totals for each of the categories.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes _____ No _____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.10.2 MONTHLY IWTS DISTRIBUTION OF REVENUES BY CALL CATEGORY SUMMARY

The Prime Contractor shall provide as part of the monthly revenue reports a Monthly IWTS Distribution of Revenues by Call Category Summary. This report shall be the summation of all calls placed through IWTS for the entire State and supporting documentation from each individual correctional facility. The following information shall be included for each Call Category:

- 1) Report period (month);
- 2) Local, IntraLATA, InterLATA, Interstate and International grouping;
- 3) Call party by location;
- 4) Total calls by Call Category;
- 5) Percentage of total calls;
- 6) Average minutes per call by Call Category;
- 7) Minutes of calls by Call Category;
- 8) Rate per minute by Call Category;
- 9) Percentage of total minutes by Call Category;
- 10) Per minute revenue by Call Category;
- 11) Gross billable tax revenue by Call Category;
- 12) Gross billable revenue by Call Category;

- 13) Percentage of gross billable revenue by Call Category;
- 14) Gross billable prepaid account setup fee revenue; and,
- 15) Grand totals calculated and displayed for each Call Category, total calls, total average minutes per call, total minutes, total per minute revenue, total gross billable tax revenue, and total gross billable revenue across all CDCR facilities. These shall include subtotals and totals for each of the categories.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.10.3 IWTS CORRECTIONAL FACILITY SUMMARY REPORT

The Prime Contractor shall provide, as part of the monthly revenue reports, an IWTS Correctional Facility Summary Report which shall include the following:

- 1) Report period (month);
- 2) Correctional facility name;
- 3) Number of calls;
- 4) Minutes of calls;
- 5) Gross billable revenue including unique calls and international calls;
- 6) Totals calculated and displayed for total calls for each correctional facility;
- 7) Totals calculated and displayed for total minutes for each correctional facility;
- 8) Totals calculated and displayed for gross billable revenue for each correctional facility;
- 9) Totals calculated and displayed for the number of unique called numbers for entire Contract; and,
- 10) Totals calculated and displayed for the total number of International calls for the entire Contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.10.4 MONTHLY IWTS REVENUE ANALYSIS REPORT

The Prime Contractor shall provide a Monthly IWTS Revenue Analysis Report which shall include:

- 1) Report period (month);
- 2) Correctional facility name;
- 3) Local, IntraLATA, InterLATA, Interstate and International grouping;
- 4) Gross billable revenue (by call type) for each month in current State fiscal year (July through June);
- 5) Total gross billable revenue across all collect call types per month in State fiscal year;
- 6) Subtotals for each Call Category for a correctional facility across the State fiscal year (to date); and,
- 7) Grand totals of all subtotals of each of the categories calculated and displayed.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes _____ No _____

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.10.5 CUMULATIVE IWTS USAGE FOR STATE FISCAL YEAR AND CALENDAR YEAR REPORTS

The Prime Contractor shall provide as part of the monthly revenue reports Cumulative IWTS Usage for Fiscal Year and Calendar Year reports. The Cumulative IWTS Usage for Fiscal Year report shall include a summary for all months in a State fiscal year (July through June). The Cumulative IWTS Usage for Calendar Year shall include a summary for all months in a calendar year (January through December). Reports shall include:

- 1) Report period (month);
- 2) Local, IntraLATA, InterLATA, Interstate and International grouping;
- 3) Called party by location;
- 4) Total calls by Call Category;
- 5) Percentage of total calls;
- 6) Average minutes per call by Call Category;
- 7) Minutes of calls by Call Category;
- 8) Rate per minute by Call Category;
- 9) Percentage of total minutes by Call Category;

- 10) Per minute revenue by Call Category;
- 11) Gross billable tax revenue by Call Category;
- 12) Gross billable revenue by Call Category;
- 13) Percentage of gross billable revenue by Call Category;
- 14) Grand totals for each month calculated and displayed for each Call Category, total calls, total average minutes per call, total minutes, total gross billable tax revenue, and total gross billable revenue for each month. These shall include subtotals and totals for each of the categories; and,
- 15) Cumulative grand totals for the year (both State fiscal and calendar) calculated and displayed for total Local, IntraLATA, InterLATA,, Interstate, and International calls, total average minutes per call, total minutes, total per minute revenue, total gross billable tax revenue, and total gross billable revenue.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.10.6 MONTHLY IWTS TRACKING REPORT

The Prime Contractor shall provide as part of the monthly revenue reports a Monthly IWTS Tracking Report. The Monthly IWTS Tracking Report shall include a summary for all months in a State fiscal year (July through June) and in a calendar year (January through December). The report shall track total Contract minutes for each month and include:

- 1) Month;
- 2) Total minutes; and,
- 3) Cumulative grand totals for the year (both State fiscal and calendar) shall be calculated and displayed for total minutes.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.10.7 CUMULATIVE MONTHLY IWTS ADMINISTRATIVE FEES REPORT

The Prime Contractor shall provide a Cumulative Monthly Administrative Fees Report to the State which shall include:

- 1) State fiscal year;
- 2) Monthly;
- 3) Wired date;
- 4) Wired amount;
- 5) Total cumulative wired amount to date;
- 6) Wired transaction number; and,
- 7) Contact phone number.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.11 IWTS WEB SITE PORTALS

The Prime Contractor shall provide an IWTS public and private web portals. The public web portal shall address the needs of called parties. The private web portal will address the needs of the State staff required for the administration and oversight of the IWTS as well as the Authorized Investigative Users. The portals shall be accessible using the latest versions of industry standard browsers for both PC and Apple platforms. At the State’s request, the Prime Contractor shall make system changes at no additional cost or increase to billing rates.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.11.1 IWTS PUBLIC WEB SITE

The Prime Contractor shall provide and maintain an IWTS Public Web Site that shall be updated weekly. All information, data and forms must be approved by CDCR Operations Manager before posting to this web site. The web site shall include the following:

- 1) A list of all products and services with descriptions and product codes, including product and service features;
- 2) Product and service rates;
- 3) Contract language and amendments;
- 4) Customer’s Frequently Asked Questions (FAQs);
- 5) Customer ordering instructions;
- 6) End-User Escalation Process;
- 7) URL to the IWTS on-line User Guide;
- 8) URL to State and/or CDCR web site;
- 9) Description of payment options;
- 10) Customer Service toll free numbers for Domestic and International calls;
- 11) A current list of International Countries serviced;
- 12) Customer service trouble reporting contact information (Intrastate, Interstate and International); and,
- 13) Access to End-User account and URL to payment services as described in Section 6.14, IWTS Billing Requirements.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes _____ No _____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.11.2 IWTS PRIVATE WEB SITE

The Prime Contractor shall provide and maintain an IWTS Private Web Site that shall be updated weekly. The Prime Contractor shall use the IWTS Private Web Site to provide the State with access to administrative tools, Investigative capability, service level agreement reports, fiscal management reports, training and other tools and reports as requested by CDCR and the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.11.3 PRIME CONTRACTOR HOSTED WEB-BASED IWTS APPLICATION

The Prime Contractor shall host a web-based IWTS application with two-factor authentication accessible to authorized users through specific networks designated by the CDCR Operations Manager. The web-based application shall provide the State with access to administrative tools, investigative capability, data search capabilities, service level agreement reports, training and other tools and reports as requested by the State.

The web-based IWTS application shall be compatible with Microsoft Internet Explorer 7 and newer.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ___ No ___

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.11.3.1 System Use Notification/IWTS Log-In Screen

Upon log-in, the web-based IWTS application shall:

- 1) Display an approved system use notification message or banner before granting access to the IWTS service that provides privacy and security notices consistent with applicable federal laws, Executive Orders, directives, policies, regulations, standards, and guidance, and state that:
 - a) Users are accessing an official State of California information system;
 - b) System usage may be monitored, recorded, and subject to audit; and,
 - c) Unauthorized use is prohibited and subject to criminal and civil penalties.
- 2) Retain the notification message or banner on the screen until users take explicit actions to log on to or further access the information system.