

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:

6.11.3.2 IWTS Log-Out Screen

The Log-Out icon will be used when authorized users log out of the 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:

6.11.3.3 IWTS Concurrent Session Control

The application shall limit the number of concurrent sessions for each system account to a single session.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.11.3.4 IWTS Application Session Expiration

The application shall time out user session after 15-minutes of inactivity and prevent further access to the system.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12 IWTS SERVICE LEVEL AGREEMENTS

The intent of this section is to provide the End Users, CDCR Authorized Staff and Prime Contractor with requirements that define and assist in the management of the IWTS Service Level Agreements (SLAs). This section identifies and explains the required SLAs for the business and systems requirements. The Prime Contractor's services include everything from the planning and installation of the on-site IWTS to the 'back-end' systems that manage, control and support each of the components that make up the complete IWTS.

This section defines performance objectives, measurement processes, and Rights and Remedies.

General Requirements:

The Prime Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Affiliates, subsidiaries, any Subcontractors, or resellers under this Contract.

All SLAs will be applied 24 hours a day, seven (7) days a week.

All SLAs shall be classified as either Technical or Administrative.

Unless otherwise stated in the SLA, all technical SLAs shall be applied to all systems and components.

- 1) The Prime Contractor shall monitor all service levels and identify when the service has failed to meet the SLA objective identified in Sections 6.12.3, IWTS Technical Service Level Agreements, and 6.12.4, IWTS Administrative Service Level Agreements. The Prime Contractor will apply rights and remedies in accordance with SOW Section 11, Annual Run Rate Cost Adjustments. The Prime Contractor will apply and report all SLA occurrences to the State on a monthly basis in accordance to Section 6.12.5, IWTS Service Level Agreement Reports.
- 2) The State will perform periodic SLA audits to ensure the Prime Contractor is accurately identifying, reporting and applying remedies for all SLAs. There is no expiration for applying Rights and Remedies. The State may elect to recalculate any previous years' Conversation Minutes (CM) or IWTS Service Level Agreement Rights and Remedies Minutes (ISLARRM) as defined in SOW, Section 11, Annual Run Rate Cost Adjustment,

as a result of a revised monthly SLA report. The Prime Contractor shall correct all errors within 30 calendar days of written notification from the State.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.1 IWTS RIGHTS AND REMEDIES

If an outage/performance event fails to meet one (1) or more of the IWTS SLA objectives, only the SLA with the largest ISLARRM will be applied.

To the extent that Prime Contractor offers additional or more advantageous rights and/or remedies to customers for similar services offered through other on-line service guides or other programs, the State shall be entitled to exercise the rights and/or remedies therein.

Rights and Remedies will apply to each SLA in which the SLA objective was missed. The Rights and Remedies compensation for missed SLA objectives may require the Prime Contractor to apply "penalty minutes" to the ISLARRM totals every month as described in SOW, Section 11, Annual Run Rate Cost Adjustments.

The Prime Contractor will apply the Rights and Remedies for each device, circuit/phone number, and application impacted by the service failure.

The Prime Contractor will automatically calculate, report, and apply all Rights and Remedies.

Rights and Remedies shall be assessed monthly and applied toward the ISLARRM totals within 60 calendar days from the last day of the month in which the SLA objective was missed.

In addition, Rights and Remedies for all SLAs will allow the option for the State to invoke the escalation process described 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:

6.12.2 IWTS TROUBLE TICKET STOP CLOCK CONDITIONS

The IWTS Trouble Ticket Stop Clock Conditions will allow the Prime Contractor to adjust the SLA outage durations based on the criteria described below.

Stop Clock criteria include:

- 1) Periods when a restoration or testing effort is delayed at the specific request of the CDCR authorized staff. The Stop Clock condition shall exist during the period the Prime Contractor was delayed, provided that reasonable and documented efforts are made to contact the CDCR authorized staff during the applicable Stop Clock period.
- 2) Time after a service has been restored, but CDCR authorized staff request that the ticket be kept open for observation. If the service is later determined by the CDCR authorized staff to not have been restored, the Stop Clock shall continue until the time the CDCR authorized staff notifies the Prime Contractor that the service has not been restored.
- 3) Time after a service has been restored, but CDCR authorized staff are not available to verify that the service is working. If the service is later determined by the CDCR authorized staff to not have been restored, the Stop Clock shall apply only for the time period between The Prime Contractor's attempt to notify the CDCR authorized staff that Prime Contractor believes the service has been restored and the time the CDCR authorized staff notifies the Prime Contractor that the service has not been restored.
- 4) Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Prime Contractor.
- 5) Failures occurring as a result of a power problem, outside the control of the Prime Contractor, which exceeds 30 minutes. Stop Clocks will apply after the initial 30 minutes as required in Section 6.2.10, IWTS Power Requirements. Power outages resulting from a backup generator test will not be considered a Stop Clock condition. Power outages as a result of the Prime Contractor will not be considered a Stop Clock condition.
- 6) Lack of building entrance wiring facilities or conduit structure that are the CDCR authorized staff's responsibility to provide.
- 7) The following contact/access problems, provided that Prime Contractor makes specific efforts to contact the appropriate CDCR staff for site access during the applicable Stop Clock period:
 - a) Access necessary to correct the problem is not available because access has not been arranged by appropriate site contact or CDCR Authorized Staff representative;
 - b) Site access is not granted to a technician who displays proper identification;
 - c) Site has limited hours of access that directly impacts the Prime Contractor's

ability to resolve the problem;

- d) If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply;
 - e) Any problem or delay documented on the trouble ticket to the extent caused by CDCR authorized staff that prevents or delays the Prime Contractor's resolution of the problem. In such event, the Prime Contractor shall make a reasonable request to CDCR authorized staff to correct the problem or delay; or,
 - f) Delays in the process of admittance to the CDCR facility.
- 8) Failure of the trouble ticket originator or responsible CDCR authorized staff to return a call from Prime Contractor's technician for on-line close-out of trouble tickets after the service has been restored as long as the Prime Contractor can provide documentation substantiating message.
 - 9) An outage directly related to any properly performed scheduled maintenance or upgrade by the Prime Contractor. Any such Stop Clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to this Stop Clock criteria.
 - 10) Any problem or delay caused by a third party not under the control of the Prime Contractor, not reasonably preventable by the Prime Contractor, including cable cuts not caused by the Prime Contractor. The Prime Contractor's affiliates, subsidiaries, or Sub Contractors shall be deemed to be under the control of Prime Contractor with respect to the equipment, services, or facilities to be provided under this Contract.
 - 11) Force Majeure events, as defined in Attachment 2, General Provisions – Information Technology (GSPD-401IT, 06/08/10) 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:

6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Availability Voice	The monthly availability percentage equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month multiplied by 100. This SLA is applied at the individual component level.	The monthly Availability percentage shall be based on the accumulative total of all trouble ticket outage durations per circuit/phone number, device and/or application, per calendar month. Scheduled uptime is based on 24 x 7x number of days in the month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from this monthly accumulative total.	Minimum: 99.5%	50% of the total monthly down time will be added to the ISLARRM per device, circuit/phone number, application.
Availability Data IWTS Call Detail Records IWTS Voice Recordings	The monthly availability percentage equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month multiplied by 100. This SLA is applied at the individual component level.	The monthly Availability percentage shall be based on the accumulative total of all trouble ticket outage durations per circuit, device and/or application, per calendar month. Scheduled uptime is based on 24x 7x number of days in the month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from this monthly accumulative total.	DS0 >99.2% DS1 >99.5% DS3 >99.8% OCX >99.8%	50% of the total monthly down time will be added to the ISLARRM per device, circuit/phone number, application.
Time to Repair - Major	Any failure or security breach of the IWTS that results in the total shut down of the IWTS at any single CDCR facility for more than four (4) hours.	The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a CDCR Authorized Staff, whichever occurs first. The Prime Contractor shall open a trouble ticket and compile a list for each application/device/ service affected by the common cause. Each service, device, and/or application is out of service from the first notification until the Prime Contractor determines the service is restored. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.	Minimum: Less than four (4) hours to repair.	100% of the total down time will be added to the ISLARRM per device, circuit/phone number, application, per outage event. The State has option to request an IWTS Executive Outage Summary 6.12.5.4.

6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Excessive Outage	An Excessive Outage shall be defined as a trouble ticket that remains open with the Prime Contractor on an IWTS service, device, and /or application for more than 12 hours.	The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, device, and/or application, minus Stop Clock conditions. Any service reported by CDCR Authorized Staff as not having been restored shall have the outage time adjusted to the actual restoration time.	Minimum: Less than 12 hours to repair.	100% of the total down time will be added to the ISLARRM per device, circuit/phone number, application, per outage event.
Round Trip Transmission Delay/Latency IWTS Investigative Work Stations IWTS Administrative Control System IWTS Live Monitoring Terminals IWTS Voice Network IWTS Investigative Tool Network	Average round trip transmission delay measured from the customer edge device to Prime Contractor's Centralized Data Storage Facility back to the customer edge device.	The CDCR Authorized Staff is responsible for opening a trouble ticket with the Prime Contractor's Help Desk when the delay exceeds the monthly objective. The problem requires timely verification, consistent with industry standards by the Prime Contractor. The trouble ticket shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in Availability or Time to Repair measurements unless and until the CDCR authorized staff reports service as unusable for its intended uses.	Cannot exceed one (1) of the following objectives for three (3) consecutive months: 64 byte ping<60ms Minimum: 1000 byte ping <120ms.	Increase bandwidth within the network by 25%. The Prime Contractor provides verification of bandwidth increase.

6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
<p>Jitter IWTS Telephone System</p>	<p>Variations in transfer delay measured from the customer edge device to the Prime Contractor's Centralized Data Storage Facility.</p>	<p>The CDCR Authorized Staff is responsible for opening a trouble ticket with the Prime Contractor Help Desk when the jitter exceeds the monthly objective. The problem requires verification consistent with industry standards (calculations defined in: IETF RFC 3550 RTP, RFC 3611 RTP), by the Prime Contractor. Trouble shall be tracked as a QoS problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the CDCR Authorized Staff reports service as unusable for its intended uses.</p>	<p>Minimum: Less than 15ms for three (3) consecutive months.</p>	<p>25% of the time (in minutes) users are experiencing poor voice quality shall be added to the ISLARRM, per event.</p>
<p>Packet Loss IWTS Telephone System</p>	<p>Packets lost between the customer edge device and the Prime Contractors Centralized data Storage facility.</p>	<p>The CDCR Authorized Staff is responsible for opening a trouble ticket with the Prime Contractor Help Desk when packet loss occurs. The problem requires timely verification, consistent with industry standards (e.g., protocol analyzer), by the Prime Contractor. Trouble shall be tracked as a QoS problem using a special disposition code on the trouble ticket. QoS tickets shall not count in Availability or Time to Repair measurements unless and until the CDCR Authorized Staff reports service as unusable for its intended uses.</p>	<p>Minimum: 0.5 percent (0.5%) maximum packet loss for three (3) consecutive months.</p>	<p>25% of the time (minutes) users are experiencing poor voice quality shall be added to the ISLARRM, per event.</p>

6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
<p>Catastrophic Outage (CAT)</p>	<p>Total voice failure to five (5) or more CDCR facilities. Or If the centralized database is not accessible from remote workstations or the internet for more than two (2) hours.</p>	<p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by CDCR, whichever occurs first. Outage duration shall be measured on an individual service outage basis from information recorded from the network equipment or trouble ticket. The Prime Contractor shall open a trouble ticket and compile a list for each application, device, and/or service affected by the common cause. Each application, device, and/or service is considered out of service from the first notification until the Prime Contractor determines the application, device, and/or service is restored. Any application, device, and/or service reported by the CDCR authorized staff as not having been restored shall have the outage time adjusted to the actual restoration time.</p>	<p>Less than two (2) hours to repair.</p>	<p>Voice 200% of the total voice failure down time will be added to the ISLARRM, per device, circuit/phone number, application, per outage event. Data 500 Minutes per hour of down time, per event. The State has the option to request Executive Outage Summary.</p>
<p>Call Detail Record (CDR) and Voice Recording Information Loss</p>	<p>The loss or damage to the CDRs or voice recordings.</p>	<p>CDCR Authorized Staff shall report information loss (including reduced audible quality) to the Prime Contractor by opening a trouble ticket. All instances of missing data shall be reported on a per record basis (CDR or Voice Recording) for each trouble ticket.</p>	<p>100% of data</p>	<p>500 minutes will be added to the ISLARRM, per lost or damaged CDR or voice recording. The State has the option to request Executive Outage Summary identifying all instances in which the data cannot be restored.</p>

6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Download Interval IWTS Voice Recording	The number of minutes between the command to download the voice recording and the completion of the file download.	CDCR Authorized Staff shall report any instance exceeding the monthly objective by opening a trouble ticket. This SLA is applied per occurrence.	Minimum: Download shall not exceed two (2) minutes for every 15 minutes of voice recordings for three (3) consecutive months.	Increase bandwidth within the network by 25% The Prime Contractor provides network diagram of bandwidth increase.
Individual Facility Excessive Download Interval IWTS Voice Recording	The number of days in a rolling 90 day window in which an individual CDCR Facility download interval exceed two (2) minutes for every 15 minutes of voice recordings.	The number of days is derived from the Prime Contractor trouble ticket system. CDCR Authorized Staff shall report any instance exceeding the SLA download interval by opening a trouble ticket. For every 24-hours a trouble ticket is opened "one day" will be applied to the SLA measurement. Stop clocks will apply. This SLA is accumulative over a 90 day rolling period and shall be reported monthly.	The number of days in a rolling 90 day window shall not exceed six (6) days.	The Prime Contractor will upgrade the system to achieve SLA compliance within 60 calendar days of the monthly SLA report. The Prime Contractor will also apply 10,000 minutes per month to the ISLARRM, for each consecutive month the site fails to meet this SLA objective.
Provisioning	Provisioning is defined as, moves, adds, changes, and deletes completed by the Contractor on or before the negotiated due dates.	Install intervals are based on CDCR and Prime Contractor negotiated due dates identified in the IWTS Work Authorization	Service provisioned on or before the due date per install order.	500 minutes will be added to the ISLARRM, per device, circuit/phone number, application.

6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Transition-In	The Prime Contractor shall meet its obligation to "Transition-In" in accordance to Section 6.15, IWTS Transition Requirements, with acceptance by CDCR for each CDCR facility.	The Prime Contractor must receive approval from CDCR that each CDCR facility transition has been completed in accordance with the approved transition plan identified in Section 6.15, IWTS Transition Requirements.	100% transitioned on or before the scheduled due date, per CDCR facility.	2,880 minutes a day, per facility, not completed will be added to the ISLARRM,.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.4 IWTS ADMINISTRATIVE SERVICE LEVEL AGREEMENTS

SERVICE LEVEL	DEFINITION	MEASUREMENT	OBJECTIVE	SEVERITY
<p>Reporting</p> <p>IWTS Reports of Detected Attempts 6.3.1.12.2</p> <p>IWTS Investigative Reports 6.9.1.3</p> <p>CDCR IWTS Administrative Reports 6.9.1.5</p> <p>IWTS Customer Service Reports 6.9.3</p> <p>IWTS Service Support and Maintenance Reports 6.9.4</p> <p>IWTS Financial Reports 6.10</p> <p>IWTS Service Level Agreement Reports 6.12.5</p>	<p>All reports shall meet the requirements, be fully functional, and delivered in accordance with the timelines required in Section 6.9, IWTS Tools and Reports.</p>	<p>See the Objective</p>	<p>Deliver all reports within three (3) business days of the Prime Contractor and State mutually agreed delivery dates from Section 6.9, IWTS Tools and Reports.</p>	<p>500 minutes per report, per month will be added to the ISLARRM.</p>
<p>On-time Administration Fee Payment</p>	<p>The Prime Contractor shall pay the monthly Administration Fee to Technology Agency each month as agreed in Section 6.2.1, Contract Administration Fee.</p>	<p>See Objective</p>	<p>Technology Agency receipt of the electronic fund transfer on or prior to the due date.</p>	<p>10,000 minutes per day will be added to the ISLARRM until receipt, of Administration Fee.</p>

6.12.4 IWTS ADMINISTRATIVE SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	OBJECTIVE	SEVERITY
<p>Tools and Report Implementation</p> <p>Monthly IWTS Trouble Ticket Report 6.12.5.1</p> <p>IWTS Public Web Site 6.11.1</p> <p>IWTS Private Web Site 6.11.2</p> <p>On-Line Payment for IWTS Prepaid Accounts 6.14.6.4</p> <p>IWTS Reports of Detected Attempts 6.3.1.12.2</p> <p>IWTS investigative Reports 6.9.1.3</p> <p>IWTS Customer Service Reports 6.9.3</p> <p>IWTS Service Support and Maintenance Reports 6.9.4</p> <p>IWTS Financial Reports 6.10</p> <p>IWTS Service Level Agreement Reports 6.12.5</p>	<p>All Contactor provided tools and reports shall be functioning and accepted by the State based on the implementation timeline.</p>	<p>Within 45 business days after Contract award, the Prime Contractor and the State shall agree to the implementation timeline dates for the tools and reports listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed six (6) months following the Contract award date.</p>	<p>All tools and reports shall meet the requirements, be fully functional, accepted by the State and delivered in accordance with the timelines.</p> <p>Additional or replacement tools and reports shall be fully functional and accepted by the State by mutually agreed dates.</p>	<p>250 minutes per report/tool per week, until implemented, will be added to the ISLARRM.</p>
<p>Tool Availability</p> <p>IWTS Trouble Ticket Reporting and Tracking System 6.8.2.2</p> <p>IWTS Public Web Site 6.11.1</p> <p>IWTS Private Web Site 6.11.2</p> <p>On-Line Payment for IWTS Prepaid Accounts 6.14.6.4</p> <p>IWTS Help Desk for CDCR 6.8.2.1</p>	<p>The monthly availability percentage for each tool equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month multiplied by 100 per tool. Scheduled uptime is based on 24 x 7 x number of days in the month.</p>	<p>CDCR shall report any failure or problem to the CDCR Help Desk and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is open until restoration of the tool. Stop clocks in Section 6.12.2, IWTS Trouble Ticket Stop Clock Conditions, shall apply.</p> <p>The Availability percent shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.</p>	<p>100% functional 99% of the time for each tool, measured on a monthly basis.</p>	<p>500 minutes per tool will be added to the ISLARRM.</p>

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.5 IWTS SERVICE LEVEL AGREEMENT REPORTS

The IWTS Monthly Service Level Agreement Reports shall be posted to the Prime Contractor's private web site. The report(s) must be loaded onto the web site and available to CDCR Operations Manager and California Technology Agency (Technology Agency) in a data extractable application. The Prime Contractor shall provide the reports 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:

6.12.5.1 Monthly IWTS Trouble Ticket Report

All trouble tickets must appear in a SLA report within 60 calendar days of the trouble ticket service restoration time stamp. The report shall list all trouble tickets with a service restoration time stamp occurring within the reported month, including tickets not qualifying for Rights and Remedies. This report shall show which SLA Rights and Remedies were applied to each ticket number, when applicable.

The Monthly IWTS Trouble Ticket Report shall include the following detail:

- 1) Report period;
- 2) Prime Contractor's trouble ticket number;
- 3) Circuit number/service ID/phone number/device ID;
- 4) Service type;
- 5) Brief trouble symptom;
- 6) Brief restoration description;
- 7) Name of CDCR facility;
- 8) Service address of reported trouble. Separate fields and no abbreviations for each;
 - a) Street;
 - b) Suite,
 - c) City; and,
 - d) Zip Code.
- 9) Ticket open date;
- 10) Open time;

- 11) Problem restoration date;
- 12) Problem restoration time stamp;
- 13) Problem restoration duration;
- 14) Total stop clock duration;
- 15) Outage duration;
- 16) Yes/No if qualified for SLA;
- 17) QoS disposition code;
- 18) Type of SLA applied; and,
- 19) Rights and Remedies applied to each ticket (minute amounts/bandwidth increase), when applicable.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.5.2 IWTS Catastrophic (CAT) Outage SLA Report

CAT outages shall be reported independently on a per occurrence basis. An IWTS Catastrophic (CAT) Outage SLA Report shall be provided to CDCR within 60 calendar days of the restoration date. CAT reports shall include the following information: reporting period, date and time of occurrence, circuit number/service ID/phone number(s)/device ID, product type, transport type (e.g., DS0, DS1) (if applicable), CDCR facility name, ticket open date, ticket open time, problem restoration time stamp, problem restoration time, total stop clock duration, outage duration, and Rights and Remedies.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.5.3 Monthly IWTS SLA Summary Report

The Prime Contractor shall provide a Monthly IWTS SLA Summary Report that includes the total number of tickets opened, number of tickets with remedies applied, total number of tickets with remedies applied per SLA type (includes CAT Outages), total remedies/minutes/bandwidth subtotaled per SLA type, and grand total remedies/minutes/bandwidth applied for the month.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.5.4 IWTS Executive Outage Summary Report

An IWTS Executive Outage Summary Report may be requested by the CDCR Operations Manager for any significant network outage or critical service failure. An IWTS Executive Outage Summary Report shall include the following information:

- 1) Outage description;
- 2) Date and time of outage began;
- 3) Date and time of resolution;
- 4) Resolution description;
- 5) Prime Contractor trouble ticket number;
- 6) Service location;
- 7) "Impact to the State" (number of users affected/locations/service types);
- 8) Chronology of Prime Contractor steps to resolve the problem; and,
- 9) "Path Forward" (steps taken to mitigate future outages).

The Prime Contractor shall provide an initial report within 24-hours of recorded incident to be followed with a comprehensive report delivered within 30 calendar days.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.12.5.5 Annual IWTS SLA Trouble Ticket Summary Report

The Prime Contractor shall provide an Annual IWTS SLA Trouble Ticket Summary Report displaying the grand total number of trouble tickets, number of trouble tickets with remedies per SLA type, total remedies/minutes/bandwidth per SLA type, grand total number of tickets with remedies/minutes/bandwidth and grand total of remedies/minutes/bandwidth (includes CAT Outages).

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.12.5.6 Annual IWTS SLA Trouble Ticket Summary by CDCR Facility Report

The Prime Contractor shall provide an Annual IWTS SLA Trouble Ticket Summary by CDCR Facility Report containing the total number of trouble tickets per CDCR facility. For each facility, provide total number of trouble tickets by SLA type and remedies applied for each SLA type.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13 IWTS BUSINESS PLAN REQUIREMENTS

Given the size and complexity of the IWTS, the State seeks to confirm that the selected Prime Contractor will have both the size and sophistication to effectively implement and support the Contract. Bidders shall provide plans that identify the Bidder’s approach to various aspects of supporting the IWTS as described in this section. These plans will be used as a foundation for the development of final comprehensive plans as directed by the CDCR Operations Manager. The Prime Contractor shall meet with the CDCR Operations Manager to finalize the plans. All plans will be submitted within 60 calendar days following Contract award and will become part of the Contract upon approval by the CDCR Operations Manager.

CDCR Operations Manager will approve or reject submitted plans within 10 business days. Plans rejected under CDCR review must be resubmitted within 15 calendar days.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.1 PRIME CONTRACTOR IWTS BUSINESS PLAN

The Prime Contractor IWTS Business Plan shall detail and demonstrate that the Bidder has the qualified staff and sufficient resources to support the business and contractual requirements of the Contract.

The Prime Contractor IWTS Business Plan as described in this section, shall be provided to the state within 30 days of Contract award and annually thereafter.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.1.1 IWTS Staffing and Resource Requirements

Bidders shall identify and describe the appropriate staff resources to be assigned upon award of the Contract as listed in this section:

- 1) A list of personnel classifications assigned with required skills defined for each classification.
- 2) An organization chart of personnel assigned to the Contract.
- 3) Brief resume statements and percentage of time key personnel will be dedicated to implementation and ongoing Contract responsibilities, including the following:
 - a) Executive Officers;
 - b) Dedicated Contract Program Manager;
 - c) Project Manager (Transition/Migration/Transfer, as appropriate);
 - d) Service Operations Manager; and,
 - e) Training Manager.
- 4) Executive level personnel available to meet and confer with the State on Contract-related issues at the CDCR Operations Manager office location.
- 5) Other key personnel available to work in California.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.1.2 IWTS Staffing and Resource Background Check Requirement

California Public Utilities Code Section 7910, subdivision (b), requires that all independent Prime Contractors or vendors of a telephone corporation and their respective employees have a background check performed. CDCR requires that a LiveScan background check be conducted prior to implementation and throughout the Contract. The Prime Contractor and any Subcontractors will be required to complete the CDCR forms that include providing personal information described in SOW Exhibit A, Gate Clearance Information and Approval Sheet. Prime Contractor or any Subcontractor employees who do not pass the required background screening criteria cannot be assigned to any work area with access to IWTS data or systems.

Gate Clearances by a CDCR facility may take up to two (2) weeks. Issuance of a Statewide CDCR identification badge from CDCR Headquarters may take up to 60 business days.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.1.3 IWTS General Business Requirements

Bidders shall describe in detail the business and Contract management processes.

Bidders shall describe in detail their ongoing processes and commitment to providing quality service.

Bidders shall describe in detail their business processes for the IWTS Transition-In and IWTS Transition-Out of the Contract.

Bidders shall describe in detail the business processes for initiating service orders, procurement of IWTS equipment, tracking of trouble reports and adherence to Contract terms and conditions.

Bidders shall describe in detail the processes for installing, servicing and maintaining the various components 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:

6.13.2 IWTS PROJECT MANAGEMENT PLAN

Bidders shall submit a proposed IWTS Project Management Plan that details and demonstrates an understanding of the project management requirements and the need for properly qualified staff for effectively installing multiple systems, in short time frames, across a wide geographical area and in tight coordination with the State Subcontractors, local LECs, and other vendors. The Project Management Plan shall address installation of all required equipment and services no later than 12 months following Contract award. The IWTS Project Management Plan shall address transition and the on-going management of the IWTS/MAS Contract components.

The Prime Contractor will meet with the State to finalize the IWTS Project Management Plan within 30 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:

6.13.2.1 Project Management Methodology

Bidders shall describe how they will use a formal Project Management Methodology to manage the entire project (e.g. based on IEEE, PMBOK, or comparable).

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.2.2 IWTS Project Schedule

Bidders shall provide an example of a MS Project Schedule (2003 or newer) for the IWTS transition and describe how they will keep the project on schedule. The Project Schedule shall include tasks, durations, deliverables, responsible parties, dependencies, start and end dates, schedule variances, and completion status.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.2.3 IWTS Site Specific Information Requests

The Bidder’s project plan shall describe how IWTS Site Specific Information Requests that may include materials and decisions from CDCR Operations Manager for implementation will be communicated prior to the start of each phase of work proposed by the Bidder and how such information shall be requested in writing.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.2.4 Project Manager Certification for IWTS

The Prime Contractor's proposed Project Manager must be certified by a recognized project management organization (e.g. University certifications or PMI) and must have a minimum of five (5) years’ experience managing similar large scale telecommunications implementations.

Bidders shall describe the certification of the Project Manager that will be assigned to the IWTS project.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.2.5 Project Teams for IWTS

The Project Management Plan shall clearly detail (by name) staff and any Subcontractors who will be responsible for each phase of the project transition and separately detail the core team that will be responsible for all maintenance and operations.

The Project Management Plan shall state how many support technicians will be allocated to this Contract and identify where they will be located in order to meet the response time requirements.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.3 IWTS ESCALATION PLAN

The Bidder shall provide an Escalation Plan which details procedures, processes, and personnel for use during an IWTS failure.

The IWTS escalation procedures shall be subject to State approval and all Prime Contractor staff identified in the escalation plan shall be capable of being contacted by the authorized State staff.

The Prime Contractor shall provide three (3) escalation levels from the organization to address unanticipated difficulties like installation concerns, system downtime, and degradation of services.

The Prime Contractor shall also provide additional escalation policies and points of contact, including contact numbers (office telephone, mobile telephone, facsimile, e-mail), titles, and chain of command, for use in case the Prime Contractor's efforts by the single point of contact are insufficient in resolving a particular situation.

If the primary contact point is not the IWTS Project Manager, the Prime Contractor shall clarify the relationship of the Project Manager in the escalation process.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.4 IWTS CHANGE MANAGEMENT PLAN

The State's telecommunications and IWTS operations, and infrastructure must constantly evolve and adapt to the changing environment in order to continually improve the delivery of services. The State seeks a Bidder that will implement procedures to accommodate changes to services, applications, and systems.

The Prime Contractor is to establish IWTS Change Management Plan processes jointly with the CDCR Operations Manager that are compatible with the State's change management processes as found in Bidder's Library. The Prime Contractor shall also maintain and administer electronic change management Processes that communicate, assess, monitor, and control all changes to system resources and processes. The Prime Contractor shall manage changes so that a stable IWTS telecommunications environment is maintained during all change activities.

All changes shall have the appropriate vendor and CDCR management level approvals before implementing the change into production. CDCR Operations Manager will detail the change with the Prime Contractor when a change becomes necessary.

The Prime Contractor shall ensure that all software modifications and upgrades are deployed using the configuration management, documentation, integration, and transition requirements of this Contract during the maintenance period.

Bidders shall provide an IWTS Change Management Plan that addresses changes to system hardware, software and documentation using standardized methods, processes and procedures in order to minimize the number and impact of any related incidents upon service. The IWTS Change Management Plan shall include details of how requirements are defined, changes are planned (including roll-back planning), tested, verified, documented and how version control is handled. The Bidder shall provide a proposed plan of resources and schedule for software design, development, testing, and deployment of all application modifications and upgrade requests as defined by the CDCR Operations Manager.

The IWTS Change Management Plan shall describe the implementation approach in order to manage the State's evolving and changing requirements during the course of the Contract.

The IWTS Change Management Plan shall describe how the change control process will ensure that:

- 1) All changes to the IWTS environment are managed;
- 2) Changes will be implemented with minimal impact on the State;
- 3) All changes will be tested and accepted by CDCR prior to implementation;
and,
- 4) The State will be given timely notification of pending changes.

The IWTS Change Management Plan shall also describe the review and reporting process the Bidder proposes to track the effect of implemented changes.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.5 IWTS CONFIGURATION MANAGEMENT PLAN

The IWTS Configuration Management Plan focuses on establishing and maintaining consistency of a system's performance and the functional and physical attributes with the requirements, design, and operational information throughout the term of the Contract. The Bidder shall describe the plan to keep the IWTS hardware and software, along with the documentation, consistent and current.

The Configuration Management Plan shall be updated and shared with CDCR Operations Manager when the following components are modified:

- 1) Hardware installed or upgraded; and,
- 2) Software/firmware installed or upgraded.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.6 IWTS SECURITY MANAGEMENT PLAN

Bidders shall provide an IWTS Security Management Plan that details and demonstrates the physical and data security requirements for both the IWTS and the Bidder's facilities and processes. This plan shall address the requirements detailed in the following Sections:

- 1) Section 6.3.1.9, IWTS Voice Network Security;
- 2) Section 6.4.2.16, IWTS Live Monitoring Terminal Physical Security;
- 3) Section 6.5.2.9, IWTS Investigative System Network Security;

- 4) Section 6.5.3.3, IWTS Investigative Workstation Software Security;
- 5) Section 6.7, IWTS Data Management; and
- 6) Section 6.7.1, IWTS Information Security.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.7 IWTS CUSTOMER SERVICE PLAN

The Bidder shall provide a Customer Service Plan that describes the processes to be used to support the “End-User’s” calling experience related to call setup, billing, and support services. The Bidder shall detail the processes that they have in place to support the requirements as described in Section 6.3.6, End-User Customer Service Requirements.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.8 IWTS SERVICE, SUPPORT, AND MAINTENANCE PLAN

The Bidder shall provide a IWTS Service, Support, and Maintenance Plan that describes the processes and procedures to provide service to the State in support of the IWTS services as detailed in Section 6.8, IWTS Service, Support, and Maintenance. A Help Desk shall be provided for service, support, and maintenance functions.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.9 IWTS TRANSITION PLANS

Bidders shall provide IWTS Transition Plans to assure effective and efficient Transition-In and Transition-Out requirements as described in Section 6.15, IWTS Transition Requirements. Exhibit 6-N, IWTS Transition of Facilities includes the CDCR Facilities listed with two teams that would transition the IWTS services concurrently. In addition to installing all new hardware and supporting IWTS data systems, the Prime Contractor will be importing some of the IWTS contract (Transition-In) call records/recordings and exporting all of the accumulated call records/recordings to the future IWTS contractor (Transition-Out).

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.9.1 IWTS Transition-In Plan

Bidders shall submit an IWTS Transition-In Plan based upon the Exhibit 6-N, IWTS Transition of Facilities, that shall include the following:

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.9.1.1 CDCR and End-User Impact

Bidders shall describe in detail how the process will minimize CDCR operations and End-User impact during transition.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.9.1.2 IWTS Transition-In Planning and Scheduling

Bidder shall describe in detail the Transition-In Planning and Scheduling that ensures timely transition of all contracted services. Include planning and scheduling consideration for:

- 1) Quantities and complexities of required equipment;
- 2) Ordering required circuits from LECs;
- 3) Facility access restrictions;
- 4) Facilities' infrastructure and cabling use;
- 5) IWTS Training for all Users;
- 6) Public Safety considerations;
- 7) Impact from limited State resources; and,
- 8) Establishing End-User accounts.

The Transition-In timeframe shall occur within a 12 month period. The Transition-In period will begin upon the award of the Contract and will end upon the successful installation and fully operational at 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:

6.13.9.1.3 Local Exchange Carriers (LECs) Agreements for IWTS

Detail the strategy for establishing agreements with LECs necessary to ensure continuity of statewide end-to-end services that include ordering circuits for each IWTS location as well as end-user customer billing. All agreements shall be in effect prior to transition of services.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.9.1.4 Working with IWTS Incumbent Contractor

Bidders shall detail the strategy to create implementation processes and procedures necessary for the transition of the IWTS incumbent contractor services to the newly acquired IWTS services.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.9.1.5 IWTS Cut-Over Process

The IWTS Cut-over Process includes planning, site preparation, inventory verification, disconnect/new order processes and emergency procedures.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.9.1.6 IWTS Data Transition-In Planning

The Prime Contractor shall import all voice recordings, associated CDR, and information contained within the IWTS Facility Phone list database (i.e., blocked numbers, etc.) from the outgoing IWTS contract.

The Prime Contractor shall provide a fully functional data server, to be referred to as the "Transition-In data server," to be used for the transfer of IWTS data. The Transition-In data server shall allow for secure remote connection by the State, outgoing IWTS Contractor, or other parties identified by the State. The Prime Contractor shall be responsible for data integrity and system availability, including redundancy and/or backup, of data transferred to the Transition-In data server.

The volume and retention of the data for each specific data category will be determined based upon the specific data that will be transitioned during the planning of the Transition-In between the IWTS contractor, IWTS/MAS Prime Contractor, and the State.

Data transitioned-in shall be fully integrated into the IWTS and made available for program usage as described.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.9.1.7 IWTS System Configuration

The Prime Contractor shall configure the IWTS, including user profiles and privileges, tracking/auditing features, and other system functionality, as 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:

6.13.9.2 IWTS Transition-Out Plan

During the Contract term, the State will engage in a competitive bid process to award replacement services to be in effect at the conclusion of the Contract. The replacement services may replicate or be similar to IWTS services or may include new strategies for providing inmate and ward telephone services.

The State acknowledges the level of difficulty in anticipating future transition requirements without knowledge of future systems; however, it is critical the Prime Contractor declares and commits to responsibility and participation in transition of services, and to the extent possible, demonstrates a plan and conduct the transition of the services to a new contractor.

To ensure that the CDCR business objectives are met, the CDCR Operations Manager shall have final approval authority of the IWTS Transition-Out Plans.

The Bidder will submit a Transition-Out Plan for the following:

6.13.9.2.1 Transition of IWTS Equipment

In order to facilitate a coordinated and timely transition of the IWTS equipment during the Transition-Out process, the Prime Contractor shall agree to relinquish to CDCR all claims of ownership of the IWTS equipment identified in Section 6.15, IWTS Transition Requirements. The transition of ownership of the equipment shall occur in accordance with the IWTS Transition-Out Plan as approved 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:

6.13.9.2.2 State, CDCR, and End-User Impact

Describe in detail how the Prime Contractor will minimize the State, CDCR and End-User impact during the IWTS Transition-Out process.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.2.3 IWTS Transition-Out Planning and Scheduling

Bidder shall describe in detail the IWTS Transition-Out Planning and Schedule that ensures timely transition of all contracted services. Include in the planning and scheduling consideration for the following:

- 1) Timely removal of all existing CDCR IWTS equipment without disruption of services, with the exception of the equipment identified in Section 6.15.2, Transfer of IWTS Equipment Ownership;
- 2) Facility access restrictions;
- 3) Public Safety considerations;
- 4) Impact on State resources; and,
- 5) Closing End-User accounts.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.2.4 Working with Future IWTS Contractor

Bidders shall describe in detail the commitment to continue to provide IWTS services and resources under the terms and conditions of the Contract during Transition-Out and/or identify any restrictions and limitations.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.13.9.2.5 IWTS Data Transition-Out Planning

Bidders shall describe the Data IWTS Transition-Out Planning tasks, including dependencies on CDCR and/or Prime Contractor data and resources. Bidders shall provide a data schema to detail which data elements will be available. Bidders shall identify preferred export file formats, time frames for delivery of data, and quality assurance procedures to verify completeness and accuracy of data transition.

The Prime Contractor shall export all data, including current and archived inmate/ward recordings, CDRs, and information contained within the IWTS Facility Phone list database (i.e., blocked numbers, etc.) to the awarded future IWTS Contractor.

The State reserves the authority to define export data formats, storage media type, locations to which data is to be delivered, and other special criteria deemed necessary for successful transition.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.14 IWTS BILLING REQUIREMENTS

The Prime Contractor’s reimbursement for the services provided by this Contract shall be limited to the rates described in Appendix B, Attachment 7, Cost Worksheets. The Prime Contractor shall bill End-Users only for the Conversation Minutes of completed calls at the contracted rates.

There shall be no charges for any functions associated with the Prime Contractor’s Customer Service or billing, including the application of IWTS Conversation Minutes in support of any IWTS Customer Service or billing function.

The Prime Contractor shall not impose any restrictions on the number of authorized telephone numbers that can be called through IWTS to the same billing address.

The Prime Contractor agrees to provide a URL to the Prime Contractor's payment web site as described in 6.11.1, IWTS Public Web Site.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.14.1 IWTS CONVERSATION MINUTES

For the purposes of billing under this Contract, IWTS Conversation Minutes shall include the actual time that the parties are able to converse through the IWTS. The calculation of IWTS Conversation Minutes will begin when the parties can communicate following acceptance of the call by the called party and will end when either party hangs up or the call is otherwise terminated. Duration of the IWTS Conversation Minutes will be rounded to nearest one (1) minute. Billing for IWTS Conversation Minutes will be rounded to the nearest one cent (\$0.01). IWTS Conversation Minutes will be billed in increments of a one (1) minute initial increment and one (1) minute subsequent increments.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.14.2 IWTS COLLECT CALL BILLING SERVICES

The Prime Contractor shall provide all services associated with IWTS Collect Call Billing Services such as billing, out-clearing, and line information database (LIDB) verification. The Prime Contractor shall assume all responsibility for billing and collecting payments from called parties that receive IWTS collect calls.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.2.1 IWTS Collect Call Processing

When an inmate/ward places a call on the IWTS, the Prime Contractor’s system shall be able to make a determination and handle the call as follows:

- 1) If there is a mechanism in place for the Prime Contractor to bill the called party for a collect call (i.e., agreement with the Local Exchange Carrier, direct billing), then the call will be processed to the called party’s number for collect call acceptance;
- 2) If the called party’s number is determined to not qualify for collect call charges or collect calling, then the inmate/ward will hear a recorded message stating “calls to this number cannot be completed.”
- 3) The IWTS must have a method of automatically and immediately contacting the called party at the telephone number dialed by the inmate. Notification will be given that an inmate or ward is attempting to call, and the message will provide guidance on how to establish a billing account or to remove any call blocking the customer may have in place with their local telephone company. The IWTS shall make a secondary notification call to the called party if the called party hangs up on the first attempt.

Bidders shall describe the specific process the system will employ to qualifying collect calls.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.2.2 Monthly IWTS Collect Call Charge Limits

The IWTS may include monthly Maximum Collect Call Charge Limits to a telephone number. Once the threshold is reached, the called party will be required to make a payment towards the balance otherwise their telephone number will be blocked. The maximum collect call charge limit (if any) shall be no less than \$100 per month. The Prime Contractor shall provide a means for customers, with a record of regular full payment paid by the statement's due date, to increase their monthly limit by \$50.00 increments up to a minimum of \$300.00 per month or greater by mutual agreement between the Prime Contractor and the State. The Prime Contractor shall establish a means of notifying customers anytime they are approaching an established maximum collect call charge limit. There may be call limit exceptions to offices that provide legal services and receive a large volume of calls within a month.

Bidders shall describe the business practice they will employ to establish:

1. A monthly maximum limit on collect call charges (if any);
2. The methods they will use to advise customers when they are approaching the monthly maximum limit; and,
3. The policy they will employ for customers, with good payment records, to raise the monthly maximum limit.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.14.3 IWTS PREPAID BILLING SERVICES

The Prime Contractor shall provide all services associated with Prepaid Billing Services to the called party such as billing, arrangements for the collection of funds and administering account balance information.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.14.3.1 IWTS Prepaid Call Processing

When an inmate/ward places a call on the IWTS, the IWTS shall be able to make a determination and handle the call as follows:

- 1) If the called party has a prepaid account and there is a balance with enough funds to make a three (3) minute call, then the call will be processed to the called party's number and the called party will hear the balance of their account before being given the opportunity for call acceptance. The system will include a time-out warning to the called party and inmate/ward when funds are depleted and when the call is about to be terminated.

- 2) If the called party's number is determined to not qualify for prepaid call charges when the prepaid account does not have sufficient funds, then the inmate/ward will hear a recorded message stating "calls to this number cannot be completed at this time." The called party will be notified and given the option to establish a mechanism to allow calls to be billed to this number.

The IWTS must have a method of automatically and immediately contacting the called party at the telephone number dialed by the inmate or ward. Notification will be given that an inmate is attempting to call, and the message will provide guidance on how to contact a Customer Service Representative about their prepaid account. The IWTS shall make a secondary notification call to the called party if the called party hangs up on the first attempt.

Bidders shall describe the specific process their system will employ to qualifying prepaid calls.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.3.2 IWTS Prepaid Account Payment Methods

Prepaid Account Payment Methods may include checks, credit cards, bank debit cards, money orders, certified check, Western Union or through some other third party means.

The Prime Contractor shall accept the following types of payment for prepaid calling:

- a) Western Union [3rd party payment];
- b) Certified check;
- c) Via the Internet;
- d) Credit card;
- e) Bank debit card; and,
- f) Money order.

Bidders shall describe the process for establishing and administering prepaid accounts, including all methods by which a prepaid account may be paid.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.14.3.3 IWTS Unused Prepaid Account

Unused Prepaid Accounts that have no IWTS call activity for 90 calendar days may indicate that there is no longer a need for the account. The Prime Contractor shall notify the account holder of any such circumstance in writing within two (2) weeks following the 90-day period of no IWTS activity. The written notification will include detailed instructions that describe the Prime Contractor's processes for closing the account and the End-User receiving the unused balance of funds that are in the account.

The Prime Contractor shall not automatically close any prepaid account due to lack of use for any period of time. The Prime Contractor shall only close a prepaid account at the customer's direction or under the following condition: Prime Contractor must provide a written notification to the customer of intent to close an account. This written notification must be sent via United States Postal Service (USPS) mail. If there is no response from the customer by any means after 180 calendar days from the posting of the written attempt, Prime Contractor may then close the prepaid account.

Bidders shall describe the process they will employ to identify unused prepaid accounts, the notification process in the event of 90 calendar days of inactivity, and the Bidder's policy regarding timely return of unused funds.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.4 IWTS PROCESSING OF CALLS TO CELL PHONES

The IWTS will process inmate/ward calls to cell phones that have an established direct bill account with the Prime Contractor in accordance with the following terms. The end user will provide the Prime Contractor:

- 1) Proof of a subscription cell phone service that includes their name on the monthly bill and reflects their primary billing address;
- 2) Their mailing address, if different from the billing address; and,
- 3) Name of their wireless service provider.

All calls to cell phones will require the end-user to set up a direct bill account with the Prime Contractor and shall have the option of being collect or prepaid.

The Prime Contractor will not establish accounts where no documentation is provided or where the documentation provided:

- 1) Does not include the end user’s name and primary billing address on the monthly bill,
- 2) Has a mailing address that is different from billing address, and
- 3) Identifies a service, service provider, or cell phone associated with a pay-as-you go or disposable cell phone.

Bidders shall describe the process they will employ to differentiate between cell phones that are qualified to receive calls and those that are not. Describe how often the databases that are used for cell phone providers are updated.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.5 IWTS BACK BILLING OF CHARGES

Bills for calls that have not been presented to the appropriate collection service, Credit Card Company or direct billed party within 90 calendar days shall be considered non-chargeable and no longer collectable by the Prime Contractor. The Prime Contractor shall have the burden of proof regarding collection or payment disputes.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.14.6 IWTS MONTHLY CUSTOMER STATEMENTS

The Prime Contractor shall provide the called party with IWTS Monthly Customer Statements. The Prime Contractor will provide billing details for all calls including collect calls and prepaid calls.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.14.6.1 IWTS Monthly Customer Billing Statement Content

The IWTS Monthly Customer Billing Statement Content for collect and prepaid calls shall include:

- 1) Statement billing period;
- 2) Customer number or other reference number (if applicable);
- 3) Prime Contractor's toll free Customer Service telephone number regarding billing;
- 4) A detail of each call, including:

- a) Date and time of call (PT);
 - b) Originating CDCR facility;
 - c) Telephone number called;
 - d) Conversation Minutes (to the nearest minute);
 - e) Rate per-Conversation Minute;
 - f) Applicable federal universal fees and other related taxes; and,
 - g) Total call cost.
- 5) Call billing format (collect call or prepaid call):
- a) The beginning account balance and ending account balance;
 - b) An explanation of how total Conversation Minutes are rounded to the nearest one (1) minute and total billed to the nearest one cent (\$0.01);
 - c) A note of how IWTS Conversation Minutes will be billed in increments of a one (1) minute initial increment and one (1) minute subsequent increments.
 - d) A description of the applied federal universal fees and other related taxes;
 - e) A description of the rates for Local, IntraLATA, InterLATA, and Interstate Calls as well as information on where to find the rates for International Calls; and,
 - f) An explanation of where to find information on how to request a refund of any unused prepaid account balance.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.6.2 IWTS Delivery of Monthly Billing Statements

The Prime Contractor shall give the customer the option of receiving on-line or hard copy billing statements. If hard copy is selected, a hard copy of the Monthly Billing Statements will be mailed to the called party no more than ten (10) business days following the billing month at no additional charge to either the State or to the customer. The Prime Contractor shall inform the customer when setting up a prepaid account that Monthly Billing Statements are available at no extra charge and that statements of usage for any of the last six (6) months can be requested at any time at no charge. Monthly Billing Statements shall be for one (1) calendar month starting with the first of each month.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.14.6.3 IWTS Monthly Customer Billing Statements On-Line

The Prime Contractor shall provide the ability to view IWTS Monthly Customer Billing Statements On-Line through the Public Web Portal. Customers shall be provided the opportunity to view the current Monthly Billing Statement and six (6) most current Monthly Billing Statements through the Public Web Site at no charge to the customer.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.14.6.4 On-Line Payment for IWTS Prepaid Accounts

The Prime Contractor shall provide customers the ability to make on-line payments for IWTS charges detailed on the Monthly Billing Statements regarding their prepaid account.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.7 DELINQUENT ACCOUNTS

The Prime Contractor shall provide customers with written notification if a payment is not received. The Prime Contractor shall establish a deadline for payment, after which the account may be blocked until payment is received.

Bidders shall describe the practices they will use throughout the term of the Contract in dealing with Delinquent Accounts, including a description of what constitutes delinquency, how notification of Delinquent Accounts will be made to customers, and the Bidder's policy for reinstating customers' accounts once payments are current.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.15 IWTS TRANSITION REQUIREMENTS

The implementation of an IWTS services involves a great deal of coordination and cooperative effort between CDCR and the incoming and the outgoing Prime Contractors. This section details some of the requirements necessary for an effective transition process. It is impractical to detail all of the Transition Requirements that must occur for a smooth transition from one contract to another and in fact, it is each party's cooperative effort that will have the greatest effect on the process. At the end of the Contract, during the transition process to the future IWTS contract, the State will take ownership of the IWTS telephone equipment including all telephones, enclosures, and cut-off switches located at CDCR facilities. The Prime Contractor will continue to maintain ownership and responsibility for all live monitoring, investigative and administrative components along with the appropriate transition and removal of that equipment.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.15.1 PRIME CONTRACTOR COOPERATION

The Prime Contractor shall cooperate fully with the State in planning, coordinating and implementing both required transition phases. For both the Transition-In (IWTS/MAS Contract) and Transition-Out (future IWTS/MAS contract) phases, the Bidder will provide a plan that will assure the State that all services will be transitioned in a timely and efficient manner as described in Section 6.13.9, IWTS Transition Plans.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.15.2 TRANSFER OF IWTS EQUIPMENT OWNERSHIP

The Prime Contractor shall abandon in place, at no cost to the state, all telephones, enclosures, cut-off switches and associated cabling as part of the Transition-Out process to the future IWTS/MAS contract. The Prime Contractor shall continue to maintain all equipment until the Transition-Out process has been completed and accepted by the CDCR Operations Manager. Major milestones dates shall be identified by CDCR Operations Manager in the approved 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:

6.15.3 IWTS TRANSITION PLANNING

The purpose of the IWTS Transition Planning is to assure that the State and the End-Users experience a near uninterrupted Transition-In and Transition-Out of the contracted services.

Within ten (10) business days after the Contract award, the State will contact the Prime Contractor to schedule a meeting that will include the State and Prime Contractor staff to discuss transition details that include: planning, coordination, and implementation. The State recognizes the complexities and risks involved in a transition project of this size and magnitude. The State reserves the right to modify the Transition In/Out Plans.

The Prime Contractor is expected, as part of the required IWTS Transition-In planning, to coordinate with the incumbent provider(s) on all actions required to facilitate timely and orderly transition of services. The Prime Contractor shall participate in two (2) transition phases: the IWTS Transition-In phase is the transition from the incumbent Contractor services to the new Contract services and the IWTS Transition-Out phase occurs at the end of the Contract term or cancellation of the Contract, whichever occurs first.

For both IWTS Transition-In and IWTS Transition-Out, the entire transition process must be transparent and take place at no additional cost to the State.

Coordination and development of an installation plan will be organized between the Prime Contractor, CDCR Operations Manager, the incumbent IWTS contractor and the facility's staff.

To ensure that the CDCR business objectives are met, the CDCR Operations Manager shall have final approval authority for both IWTS Transition-In and IWTS Transition-Out Plans.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.15.4 IWTS STRATEGIC AND OPERATIONAL PLANNING

The Prime Contractor will work with the State for technology planning and is expected to assist in:

- 1) Development of goals and objectives;
- 2) Assessment of the current environment; and,

- 3) Development and analysis of recommended strategies, solutions, and alternatives.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.16 INTRODUCTION FOR THE MANAGED ACCESS SYSTEM SERVICES

CDCR is the primary user of the IWTS/MAS Contract. Exhibit 6-O, Adult Institution MAS Locations and Exhibit 6-P, Future Adult Facility MAS Locations Anticipated includes the CDCR locations, addresses, and telephone numbers in addition to the anticipated CDCR locations that may use the MAS services.

The State seeks a Prime Contractor maintained Managed Access System. The MAS will provide CDCR with complete 24-hour continuous blocking of all unauthorized cellular wireless communications within the scope of the facility with the exception of 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 MAS implementation shall be completed within 36 months following Contract award. The State has identified a phased approach, Exhibit 6-S Managed Access System Implementation of Facilities, that includes: Phase 0, one (1) facility to be completed within 5 months of contract award; Phase I, 17 facilities to be completed within 18 months of contract award; Phase II, 19 facilities to be completed within 36 months of contract award. Future Phases/Sites currently in the design, construction and/or planning stages shall be completed within 6 months of the States request to Prime Contractor. The CDCR Operations Manager and the Prime Contractor will collaborate to finalize the implementation schedule. The Prime Contractor shall not begin implementation of Phases I, II, and Future Phases/Sites without CDCR acceptance of Phase 0 test results. The Prime Contractor shall be responsible for all costs associated with implementation of the MAS services, including costs associated with new installation of MAS equipment and services.

The MAS services shall minimize the demands of State personnel through innovative use of technology and streamlined processes. The responsibilities of the State Contractor are outlined in Attachment 1, Statement of Work (SOW). The responsibilities of the Prime Contractor for the MAS services are outlined in Section 6.21.1.1, MAS Responsibilities of the Prime Contractor.

The MAS services will be deployed at CDCR facilities 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 Prime Contractor shall engineer, furnish, install, test, and maintain all equipment, software, and cabling to interconnect devices required for the proper functionality of the MAS.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.16.1 MAS REQUIREMENTS OVERVIEW

6.16.1.1 MAS 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:

6.16.1.2 MAS Bidder's Documentation Requirements

Bidder's response to specific IFB requirement 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.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.16.1.3 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:

6.16.1.4 Special Correctional Environment

By their nature, correctional facilities require a high level of security twenty-four 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 or more correctional facilities.

The Prime Contractor will be responsible for implementing services that will operate in the existing environment. 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 MAS 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 Subcontractor(s) 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:

6.17 MAS GENERAL REQUIREMENTS

These requirements apply to support and functionality of the entire Managed Access System (MAS) services.

6.17.1 MAS COMPLIANCE

The MAS 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:

6.17.1.1 MAS Local, State, and Federal Statutory and Regulatory Compliance

The MAS services 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 as dictated by the statute or regulation.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.17.1.2 MAS 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, including all options. The Prime Contractor shall work with the State to implement any changes 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:

6.17.1.3 MAS 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 MAS 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:

6.17.2 MAS SOFTWARE LICENSING

The Prime Contractor shall possess and document all software licenses necessary to legally operate the MAS. 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:

6.17.3 MAS DOCUMENTATION REQUIREMENTS

6.17.3.1 MAS Documentation

The Prime Contractor shall provide hard and electronic copies of all documentation. All written documentation and drawings shall be provided in Microsoft Office 2003 or newer, Adobe Acrobat 7.0 Professional or newer. Electronic drawings shall be in AutoCAD Reader 2010 version 18 release 24 or newer (.dwg) and Microsoft Visio 2003 or newer (.vsd) as specified by the CDCR Operations Manager. Hard copy drawings shall be provided in Standard E-size.

The Prime Contractor shall validate with the State prior to the delivery as to the acceptable software versions.

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.17.3.2 Types of Pre-Installation Documentation for MAS

Unless otherwise stated, the following documentation shall be delivered to CDCR 30 calendar days prior to MAS 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:

6.17.3.3 MAS As-Built Documentation Requirements

In instances where the actual installation deviates from the model MAS service 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:

6.17.3.4 MAS Documentation Availability

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

The Prime Contractor must include, at no cost to the State, a copyright release specifically allowing authorized State staff to reproduce copyrighted documentation for government purpose rights.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.17.3.5 State Property (DELETED)

6.17.4 MAS ACCURATE TIME AND DATE

The Prime Contractor’s MAS service shall maintain accurate Pacific Time (PT) and date stamping in a consistent manner for all CDCR MAS sites. The accurate PT and date shall be distributed to all network nodes using or displaying the date and time of day. The MAS service 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 MAS shall reference PT. Date and time elements shall not vary more than one (1) second from any one 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:

6.17.4.1 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 MAS 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:

6.17.5 MAS LOCATION CATEGORIES

The MAS shall be installed at CDCR adult institutions as specified in Exhibit 6-S, Managed Access System Implementation of 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. CDCR locations may be modified, added, or deleted over the term of the Contract as CDCR facilities are modified, activated, and/or deactivated.

Exhibit 6-R, CDCR Facility Topography identifies the CDCR facilities by related categories: co-located, rural or urban, varied terrain, non-contiguous facilities, and Minimum Security Facilities (MSF) located outside the secured perimeter.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.6 DESIGNING AND ENGINEERING THE MAS AT CDCR FACILITIES

The Prime Contractor shall design and engineer the MAS for each site. If additional detailed site specific information is required for engineering the MAS, 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.

The Prime Contractor shall be responsible for all public works and design and engineering configurations. All final plans and specifications shall be approved by CDCR and the State Public Safety Communications Office (PSCO) 30 business days 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:

6.17.7 MAS CABLE AND WIRING

6.17.7.1 Connecting MAS Equipment

The Prime Contractor shall provide all necessary cable and wiring in support of the MAS. The MAS service must be installed independent of the CDCR network infrastructure and shall have no dependencies on any cable or wiring not installed 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:

6.17.7.2 MAS Industry Standards

All Prime Contractor installed wiring and cabling infrastructures for the MAS shall meet current Building Industry Consulting Services, International (BICSI International Cabling Standard) best practices. All MAS 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 their 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 and Public Safety Communications Office (PSCO) cabling requirements to ensure a secure installation (located in Bidder's Library).

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.17.8 MAS POWER REQUIREMENTS

The MAS shall be capable of fully 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 MAS for a minimum of 30 minutes. Outages resulting from CDCR Facility backup generator testing will not be considered a stop clock condition in calculating MAS 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:

6.17.8.1 MAS Conditioning Equipment

The Prime Contractor shall provide electrical conditioning and protection, such as, Uninterruptable Power Source (UPS) and surge protection strips, to protect all MAS components against electrical surges, reduced voltages, and/or poor electrical qualities 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 a written request to the CDCR Operations Manager using SOW, Exhibit F IWTS/MAS Contract Change Request when a change is being requested.

The Prime Contractor shall submit this form for any positive or negative impact scope of the project. The form shall be submitted with estimated

scope impact or project time impact in an e-mail to the CDCR Operations Manager. The Prime Contractor may proceed with the Change Request once CDCR approves and responds.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.17.9 MAS SYSTEM ARCHITECTURE

6.17.9.1 MAS Service Ubiquity

The MAS service shall have the ability to provide functionality throughout the State. Bidders shall accurately describe the processes, 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:

6.17.9.2 MAS Service Scalability

The MAS service shall have the ability to increase delivery of services in number and/or size. Bidders shall accurately describe the processes, 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:

6.18 MAS FUNCTIONAL REQUIREMENTS

6.18.1 MAS FUNCTIONALITY

The Prime Contractor shall provide all software and hardware system requirements for complete 24-hour continuous blocking of all unauthorized cellular wireless communications within the scope of the facility with the exception of calls to 9-1-1 Emergency Telephone System (9-1-1 ETS). Authentication shall be based on a combination of cellular wireless device hardware and associated phone number, and shall accommodate connectivity for all cellular wireless device types in North America. Cellular wireless devices authorized by CDCR Operations Manager shall have full functionality. This requirement shall be maintained 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:

6.18.1.1 MAS Facility Coverage

The MAS services shall block all unauthorized cellular wireless communications within the following designated areas to the extent that these areas are covered without impacting cellular service in CDCR facility public parking lots, on-grounds staff housing, and all areas outside the state property line as defined in Exhibit 6-T, MAS Coverage by Facility:

- 1) The secured perimeter of CDCR facilities;
- 2) Inmate/Ward Minimum Security Facilities (MSF); and,
- 3) Inmate/Ward work assignment areas that include the warehouse, firehouse, Prison Industry Authority, Inmate/Ward Labor, Joint-Venture Program, Recycling and Salvage Program (RASP), and Motor Pool.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.18.2 MAS PLACEMENT AND INSTALLATION

The Prime Contractor shall collaborate with the CDCR Operations Manager to identify site specific placement and installation. Equipment placement installation shall comply with all safety and security requirements per the CDCR Design Criteria Guidelines (included in Bidder's Library). The CDCR Office of Design Standards and Services shall review and approve all plans for equipment placement and installation prior to commencing any work.

Bidders shall describe the MAS space, electrical, environmental, and network connectivity.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.3 MAS COVERAGE OF DEVICES AND RADIO FREQUENCY BANDS

The MAS shall have the capability to cover the following devices and associated radio frequency (RF) bands:

- 1) Cellular – 824-849/869-894 MHz;
- 2) PCS – 1850-1990 MHz;
- 3) iDEN – 806-824/851-869 MHz;
- 4) AWS – 1710-1755/2110-2170 MHz; and,
- 5) Other spectrum bands in use for cellular communications during MAS deployment.

Prime Contractor is responsible for maintaining coverage of the most current cellular communication technologies in use at all accepted sites until full deployment of MAS is complete.

All MAS 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:

6.18.4 MAS AFFECTS ON CURRENT RADIO SYSTEM

Currently, CDCR uses 800 MHz radio systems for communications within the CDCR facilities.

6.18.4.1 Radio Frequency Interference

The MAS shall operate without causing more than 1 dB of interference to the equipment of other legitimate users of the radio spectrum. This includes use within and beyond the boundaries of a correctional facility.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.18.4.2 Degradation of Fixed Radio Receivers

The MAS shall operate without causing more than 1dB of degradation to the fixed station radio receivers associated with the 800 MHz radio systems.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.18.4.3 Degradation to Subscriber Units

The MAS shall operate without causing more than 1dB of degradation to the subscriber units associated with the 800 MHz radio systems where the public safety radio users are reasonably expected to be performing their duties.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.18.5 HOSTED WEB-BASED MAS APPLICATION

The Prime Contractor shall host a web-based MAS application with two-factor authentication accessible to authorized users through networks designated by the CDCR Operations Manager. The web-based application shall provide the State with access to administrative tools, data search capabilities, service level agreement reports, training and other tools and reports as requested by the State.

The web-based MAS 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:

6.18.5.1 System Use Notification/Log-In Screen for MAS

Upon log-in, the web-based MAS application shall:

- 1) Display an approved system use notification message or banner before granting access to the MAS service 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; 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.

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:

6.18.5.2 MAS Log-Out Screen

The Log-Out icon will be used when authorized users log out of the web-based MAS application.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.5.3 MAS Concurrent Session Control

The application shall limit the number of concurrent sessions for each system account to a single session.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.18.5.4 MAS Application Session Expiration

The application shall time out user session after 15-minutes of inactivity and prevent further access to the system.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.18.6 MAS CELLULAR WIRELESS COMMUNICATION PROCESSING

6.18.6.1 MAS Processing of 9-1-1 ETS Calls

The MAS shall permit processing of 9-1-1 ETS calls from all cellular wireless communication devices.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.18.6.2 MAS Real-Time Monitoring of Blocked Cellular Wireless Communications

The MAS shall provide the ability to monitor blocked cellular wireless attempted communications in real-time. Real-time monitoring shall only be accessible to authorized CDCR users upon issuance of a warrant.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.18.6.3 MAS Blocked Call Message

The MAS service shall provide a voice recorded message to the calling party that the attempted call is being blocked. The CDCR Operations Manager will work with the Prime Contractor to determine the message content.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.18.6.4 Text and Email Notification for MAS

The MAS service shall provide a text message response to unauthorized cellular wireless devices in response to attempted text message or e-mail transmissions. Text message reply shall be transmitted to the unauthorized cellular wireless device attempting the transmission within 60 seconds of the attempt. The CDCR Operations Manager will work with the Prime Contractor to determine the message content.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.18.6.5 MAS Blocked Communication Database

The Prime Contractor shall retain a Blocked Communication Database of the electronic identification number and telephone number of unauthorized cellular devices and the called party number, date, time, and Institution/Facility of the attempted transmission for each blocked attempt. The MAS shall have the ability for CDCR Authorized staff, upon issuance of a warrant, to retrieve data stored in the Blocked Communication Database.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.7 ROLE-BASED MAS USER PROFILES

The MAS 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, Device Authorizer, Device Activator, Forensic Investigator, and State Contract Manager User activities. Each MAS User shall have unique identification credentials and be verified for identity through two-factor authentication.

The MAS Users shall be able to access the MAS service in one of the following roles:

- 1) System Administrator
 - a) Maintain database of all role-based profiles;
 - b) Update system software;
 - c) Troubleshoot application programming and code;
 - d) Repair system software;
 - e) Generate system health status reports; and,
 - f) Provide back-up and recovery of stored data.
- 2) Operations Administrator
 - a) Create and manage Device Authorizer, Device Activator, Forensic Investigator, State Contract Manager User accounts;
 - b) Set and reset user authentication credentials;
 - c) Generate audit reports;
 - d) Generate operational reports for executive consumption;
 - e) Request maintenance and operations assistance from System Administrators;

- f) Generate system health status reports; and,
- g) Generate customer service/trouble ticket reports.
- 3) Device Authorizer
 - a) Approve cellular devices for addition to the list of authorized devices; and,
 - b) Run reports on device authorization activity.
- 4) Device Activator
 - a) Add cellular devices to the list of authorized devices;
 - b) Delete cellular devices from the list of authorized devices; and,
 - c) Generate reports on activation/deactivation activity.
- 5) Forensic Investigator
 - a) Request data file delivery via Secure File Transport Protocol (SFTP).
- 6) State Contract Manager User
 - a) Generate Service Level Agreement reports; and,
 - b) View Service Level Agreement reports.

The MAS 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.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.19 MAS SECURITY

6.19.1 MAS SECURITY

Throughout the Contract term, the Prime Contractor will take any and all steps necessary to ensure the continuous security of the MAS, including all data, and provide data security procedures for CDCR.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.19.2 MAS USER LOG-ON NAME

The MAS application shall have an MAS User Log-On name of five (5) to 20 characters.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.19.3 MAS PASSWORDS

6.19.3.1 MAS Password Requirements

All access to MAS and databases will require a unique log-on and a password. The Prime Contractor shall access the MAS 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 MAS data.

The MAS shall require passwords and password change reminders for the MAS 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 (4) 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) Passwords must be changed every 42 calendar days or less and application shall provide reminders prior to expiration;
- 5) Must not be a dictionary word;
- 6) Must not be stored in clear text;
- 7) Must be hashed using industry accepted MD5 or better; and,
- 8) Passwords lock out after five (5) failed attempts.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.19.3.2 MAS User Authentication Log

The MAS must log successes and failures of MAS User authentication at all application and database layers as well as log all MAS User transactions.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.19.4 MAS DATA TRANSMISSION ENCRYPTION

The MAS 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:

6.19.5 MAS ANTI-VIRUS AND VIRUS PROTECTION

6.19.5.1 MAS Anti-Virus and Virus Protection Software

The MAS shall install and actively use a comprehensive third-party anti-virus and virus protection software, and routinely update such software when updates are released.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.19.6 REPORT OF MAS BREACH OR COMPROMISE

The Prime Contractor shall verbally notify the Agency Information Security Officer via live attendant at the CDCR Enterprise Information Services Help Desk versus an automated voice messaging system within one (1) hour of discovery. A written report shall be provided to the CDCR Agency Information Security Officer (Agency ISO) and CDCR Operations Manager of any and all breaches or compromises of system and/or data security, and shall take such remedial steps as may be necessary to restore security and repair damage, if any. In the event of a breach or a compromise of system and/or data security, the CDCR Agency ISO may require a system/application security audit.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.20 MAS DATA MANAGEMENT

6.20.1 MAS DATA OWNERSHIP

The Prime Contractor shall be the owner of the data collected, processed and stored by the MAS. CDCR shall be the owner of the administrative data pertaining to all authorized cellular devices, authorized users, and all data produced and reports generated at CDCR Operations Manager's request throughout the term of the Contract.

All data collected is confidential. Any unauthorized access to, copying, alteration, use, sale, destruction, or dissemination of that data outside the scope of this Contract without explicit permission by the CDCR Operations Manager is strictly prohibited.

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:

6.20.2 MAS DATA RETENTION

The Prime Contractor shall retain data storage for a five (5) year period. The five (5) year period also applies to the Transition-Out of data upon expiration of the Contract according to Section 6.20.7.3, MAS Export Data Format.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.3 MAS DATA ARCHIVING

The MAS shall provide hardware and software capable of archiving all MAS data after one (1) year. All archived data shall be maintained for four (4) additional years for a total of five (5) years of retention. Archived data 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 without disrupting ongoing operations. The State Contract Manager and/or the CDCR Operations Manager 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:

6.20.3.1 MAS Archived Data Content

No production data shall be lost in the archive process. The MAS shall support the full administrative query and reporting functions on archived data.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.4 MAS DISASTER PLANNING, BACKUP, AND RECOVERY

6.20.4.1 MAS Data Backup and Recovery Requirements

The Prime Contractor shall provide all backup and archival hardware, supplies, and recovery procedures, which will ensure that no data will be lost.

The following requirements for this capability are 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:

6.20.4.2 MAS Service Failures

The Prime Contractor shall provide in-service recovery of the databases during a failure.

In-service recovery will allow the MAS service to continue to operate while a failed portion is recovered. The backup shall protect against loss of data from any CDCR correctional facility.

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:

6.20.4.3 MAS Full Recovery

The MAS service shall be capable of recovering all data to the point of full system operation, using an MAS service backup.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.4.3.1 MAS Data Backup Requirements

All data shall be backed up by the MAS service at a site separate from the local facility, where applicable, referred to as Prime Contractor's Primary Database Storage Facility. The Prime Contractor's Primary Database Storage Facility will be the primary location for the storage of blocked call data.

The Prime Contractor shall provide a backup and archiving facility 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. Data backups shall occur on a regular basis, at least once each day.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.4.4 MAS Data Backup and Disaster Recovery Plan

The Prime Contractor shall develop and implement an MAS Data Backup and Disaster Recovery Plan for the associated system and equipment. The Plan shall include provisions for support in case of failures in power, data and networking equipment at the host site provided by the Prime Contractor. The Plan shall also address recovery procedures from all natural or man-made disasters including flood or fire at the host facility and monitoring center. Data files shall be copied and maintained in a secure off-site location and identified in the MAS Backup and Disaster Recovery Plan.

The MAS Data Backup and Recovery Plan must at a minimum, adhere to the following requirements:

- 1) Backup all production data files on a regular schedule such that they can be restored following discovery of a system or program error. Ensure that non-critical files shall be recoverable to the end of the prior MAS service business day, at a minimum. Journalize all critical files to allow restoration up to the last committed transaction.
- 2) Backup all system-maintained files to permit recovery to the prior system normal business day.
- 3) Follow recovery procedures synchronizing data files to a point in time relating to journalized files and non-journalized files. In cases where files are not backed up (e.g. operating system files or application executables), follow recovery procedures for reinstating files to the MAS service.
- 4) Test the backup and recovery procedures on a quarterly schedule by recovering the production environment to an alternate system. Publish the results, including the length of time required to fully recover the system operationally.
- 5) Document and maintain a backup schedule that meets the required retention periods.

Files shall include, but are not limited to, user definition files and software setup files.

The Bidder shall describe the Data Backup and Recovery Plan.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.20.5 MAS DATA SECURITY POLICIES AND PROCEDURES

The Prime Contractor shall provide policies and procedures for the network, application, data transmission, data storage, and physical security.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.20.6 MAS DATA STORAGE PHYSICAL LOCATION

The Prime Contractor's facility, equipment, data transmissions, and data storage shall be secure. At a minimum, the Prime Contractor's facility shall be alarmed and monitored by a local law enforcement agency or security company. The alarm line shall be a tamperproof dedicated circuit and shall not be exposed to any person or thing that could alter or damage the line. The monitoring center shall be equipped with automated fire detection and suppression equipment, and shall have a backup power supply to maintain continuous operation in the event of power failure for a minimum of 30 minutes.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.20.7 MAS DATABASE**6.20.7.1 MAS Access by Authorized Staff**

The Prime Contractor shall provide secure, multilevel database access control configurations and definable staff levels as described in Section 6.18.7, Role-Based MAS User Profiles. The MAS shall allow creation of access levels and assignment of users to those access levels either singularly or by batch input. 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. All lower-level access shall be defined by CDCR Operations Manager staff that will include the access for Prime Contractor's authorized personnel log-on.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.20.7.2 MAS 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:

6.20.7.3 MAS Export Data Format

At any time, upon request, the Prime Contractor shall fulfill the State's request of MAS data, including current and archived logs and reports. 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 the CDCR Operations Manager at time of request; and,
- 3) All data fields shall be clearly noted including the database schema.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.21 MAS SERVICE, SUPPORT, AND MAINTENANCE

The Prime Contractor shall provide service, support, and maintenance as described below. Bidder shall thoroughly describe the methodology they will provide to support the Contract requirements.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.1 MAS SERVICE, SUPPORT, AND MAINTENANCE RESPONSIBILITIES

6.21.1.1 MAS Responsibilities of the Prime Contractor

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 prior approval of the CDCR Operations Manager. 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 6.21.3, MAS Trouble Ticket Priority Table;
- 3) Participating in meetings with the CDCR Operations Manager and staff and/or State staff for the purpose of presenting MAS maintenance reports and discussing resolution to service issues and concerns. These meetings will be 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 Subcontractor at these meetings as requested by the CDCR Operations Manager or other State staff. The Prime Contractor will be responsible for travel costs;
- 4) Coordinating with CDCR Operations Manager the Prime Contractor and any Subcontractor staff's 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 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 employees who require access to a facility and do not receive clearance will not be allowed to work on the Contract;

Gate Clearances by a CDCR facility may take up to two (2) weeks. Issuance of a Statewide CDCR identification badge from CDCR Headquarters may take up to 60 business days;

- 5) Providing skilled technicians who are properly trained and certified to work on the Prime Contractor-provided equipment and software; and,
- 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 action items. The 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:

6.21.2 MAS SERVICE AND SUPPORT REQUIREMENTS

6.21.2.1 System and Carrier Signal Verification

Upon notification from the CDCR Operations Manager, the Prime Contractor shall conduct a commercial carrier signal verification service at the CDCR facility where an issue has been identified. Carrier signal verification service shall verify the commercial wireless carrier signals operating in the same space as the signal of the MAS at each facility. Signal verification service shall indicate: the frequencies, channels and Effective Radiated Power (ERP) of the commercial wireless carrier signals and must also include any other information required by the Prime Contractor to ensure correct operation of the MAS. A hard copy of the system and carrier signal verification report including changes from the previous site survey shall be provided to the CDCR Operations Manager. The Prime Contractor shall respond within four (4) hours to make all necessary corrections.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.21.2.2 Prime Contractor’s MAS Help Desk for CDCR

The Prime Contractor shall establish a dedicated MAS Help Desk for the exclusive use of the CDCR Authorized Staff to report, troubleshoot, track, escalate and resolve MAS service-related issues, and 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:

6.21.2.3 MAS Help Desk Access

The Prime Contractor shall provide a single MAS toll free number and web-based access to the MAS 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:

6.21.2.4 MAS Help Desk Hours of Operation

The Prime Contractor's MAS Help Desk shall be available twenty-four (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:

6.21.2.5 MAS Help Desk Procedures Manual

The Prime Contractor shall develop, provide, and maintain written Help Desk troubleshooting procedures specific to the MAS service and environment for use by the Prime Contractor's organization. The Procedures will be submitted to CDCR for approval prior to MAS implementation 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:

6.21.2.6 MAS Trouble Ticket Reporting and Tracking System

The Prime Contractor will provide an MAS Trouble Ticket Reporting and Tracking System as described:

- 1) The CDCR Operations Manager shall have real-time access to all the information in the Trouble Ticket Reporting and Tracking System through the Prime Contractor hosted web-based MAS application;

- 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 MAS 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 originated 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 as described in Section 6.22.5.3.3, MAS Current Inventory Report (Monthly);
- 8) 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 6.21.2.7 MAS Trouble Ticket Content.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.2.7 MAS 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 6.22.5.3.4, MAS 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, call back telephone number and e-mail address of person reporting trouble;
- 6) CDCR facility name where trouble was reported;
- 7) Component(s) affected (Examples: wiring, network equipment, network transmission, power, software, programming/configuration), including the Equipment Identification as described in Section 6.22.5.3.3, MAS Current Inventory Report (Monthly);
- 8) Priority assigned to trouble per 6.21.3, MAS Trouble Ticket Priority Table;
- 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 and disposition of the previous trouble ticket;
- 17) Updates with date and time; and,
- 18) Notes Section.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.21.3 MAS TROUBLE TICKET PRIORITY TABLE

MAS Trouble Ticket Priority Definitions and Responses

PRIORITY	CRITERIA	RESPONSE TARGET	RESOLUTION TARGET
1 - Critical	Impact: The MAS service frequency has 'bled' into the community.	30 minutes	Issue will be continuously worked, 24x7x365, until ticket closure or MAS service stabilization, which would result in the issue being downgraded to Major. Status updates are provided in as real-time as possible. Usually CDCR is in constant contact with the MAS Help Desk.
2 – Major	Impact: Full or Partial loss of MAS service at any site. (i.e., unauthorized communications not being blocked, web application unavailable). Impact: Data unavailable. The MAS is unable to fulfill request for data in response to a warrant obtained by CDCR.	Four (4)hours	Issue will be continuously worked until ticket closure or MAS service stabilization, which may result in the issue being downgraded to Minor. Status updates are provided every four (4) hours or sooner if developments occur.
3 - Minor	Impact: The issue is considered to have a noticeable, yet minimal and manageable impact of CDCR operations. Issues that affect reporting are of a nature that is not impacting call blocking but still requires attention in order to meet Contract requirements.	Eight (8) 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.
4 – Change Requests & General Information	Requests for changes and general information.	16 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.
<p>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.</p>			

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.21.4 MAS MAINTENANCE REQUIREMENTS

The Prime Contractor shall provide preventive maintenance as required by the equipment manufacturer and as necessary to maintain the MAS 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:

6.21.4.1 Scheduling Remote and Routine Maintenance for MAS

The Prime Contractor shall perform any remote, routine, or scheduled maintenance during the off-peak hours of 12:00 a.m. to 4:00 a.m. The Prime Contractor shall provide the CDCR Operations Manager with at least a two (2) 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:

6.21.4.2 Routine and Preventative Maintenance Requirements and Hardware Refresh for MAS

The Prime Contractor shall configure the MAS in such a manner that it will not require on-site support under normal conditions.

The MAS equipment shall be maintained and refreshed as required to satisfy the manufacturer’s recommendations and will be the sole responsibility of the Prime Contractor.

The MAS 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:

6.21.4.3 System and Carrier Signal Verification

The Prime Contractor shall provide periodic verification of commercial carrier wireless signals at each CDCR facility where the MAS is deployed. Such commercial carrier wireless signal verification shall occur no less frequently than semi-annually at each CDCR facility where the MAS is deployed for the duration of the Contract. Verification may be performed by any means capable of verifying commercial carrier wireless signals. Commercial carrier wireless signal verification shall indicate: the frequencies, channels and Effective Radiated Power (ERP) of all commercial carrier wireless signals operating in the same space as the signals of the MAS at each CDCR site. Commercial carrier wireless signal verification shall include any other information required by the Prime Contractor to ensure correct and effective operation of the MAS. The Prime Contractor shall make all necessary changes to the MAS to ensure correct and effective operation within 15 calendar days of the determination of a change in the commercial carrier wireless signals requiring an adjustment to the MAS.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.21.4.4 MAS Database Update Functionality

The MAS shall broadcast database updates to all appropriate MAS 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:

6.21.4.5 MAS 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:

6.21.4.6 MAS Maintenance Procedures and Scheduling Plans

Bidders shall describe, in detail, Maintenance Procedures and Scheduling Plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components including all MAS equipment 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:

6.21.4.6.1 MAS Remedial Maintenance Response Times

The Contactor will respond to trouble ticket issues within the time frames detailed in Table 6.21.3, MAS Trouble Ticket Priority Table, 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:

6.21.5 MAS TRAINING REQUIREMENTS

6.21.5.1 MAS General Training Requirements

The Prime Contractor shall provide a customized training plan as described in Section 6.21.5.1.3, MAS Training Plan. The Prime Contractor will train Certified Trainers as described in Section 6.21.5.1.1, Trainer Certification by CDCR. The Training Plan shall employ a 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:

6.21.5.1.1 Trainer Certification by CDCR

The Prime Contractor shall conduct a training class for the CDCR Operations Manager. This 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. 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:

6.21.5.1.2 MAS Administration Training

The Prime Contractor shall provide MAS Administration Training to CDCR Operations Manager and authorized staff prior to MAS 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:

6.21.5.1.3 MAS Training Plan

The Training Plan shall contain a complete syllabus of how CDCR authorized staff will be effectively taught to use the MAS. The Training Plan shall include the goals, objectives, timelines, and benchmarks associated with each training component. The Training Plan shall also identify each piece of training material included in the lesson plan (i.e., a MS PowerPoint presentation, or quick reference guide, or 'wiki' type links) as well as the intended use and method(s) of distribution. The Training Plan shall be subject to approval by the CDCR Operations Manager. The Training Plan shall be kept current by the Prime Contractor with modifications or implementation of any features and/or functionality.

The Prime Contractor shall provide post-installation training/support materials that may be used as refresher training, including customized help menus provided in the application, web-based FAQs, Help Desk support and self-contained training programs (e.g., DVD, web-based).

Bidders shall describe any additional methods of training to be provided for MAS. These training materials and modifications shall be subject to approval 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:

6.21.6 MAS USER MANUALS FOR CDCR AUTHORIZED STAFF

The Prime Contractor shall provide and maintain current MAS User Manuals for CDCR Authorized Staff.

- 1) Customized CDCR user manuals shall contain information that pertains specifically to use of the MAS features and/or functionality by CDCR Authorized Staff. There shall be no references to any features or functionalities that are not provided in the MAS environment to CDCR.
- 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the MAS services.
- 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 as software version updates and system configuration changes are made or equipment is installed or modified.
- 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 MAS 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:

6.22 CDCR MAS ADMINISTRATIVE CONTROL

6.22.1 CDCR MAS ADMINISTRATIVE CONTROL SYSTEM

The Prime Contractor shall provide CDCR with a secure MAS service that provides for administrative control and management of authorized wireless communication devices whitelist per facility and statewide, and control authorized user access to the MAS. The MAS must track all system log-ons, changes and modifications to any administrative controls.

The MAS shall provide secure, multilevel access control configurations and definable staff levels as described in Sections 6.7.6 IWTS Database Access By Authorized Staff and 6.24.6 MAS Security Management Plan. The MAS 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.

Bidders shall submit a description of how they will comply with the MAS administrative control system requirements 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:

6.22.2 SITE VISITS TO PRIME CONTRACTOR'S 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:

6.22.3 CDCR APPROVAL OF MAS MODIFICATIONS

All planned modifications to software, equipment, and components that affect the operation of the system shall follow a CDCR approved Change Management Plan prior to implementation in any production environment. The Prime Contractor shall submit plans to CDCR for approval at least 30 calendar days prior to any planned implementation.

Modifications to address Critical and Major priority level trouble tickets are exempt from prior CDCR approval. Documentation of changes to software, equipment, or components shall be submitted within 30 calendar days after trouble resolution.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.4 MAS TOOLS, REPORTS, AND ALERTS

This section describes the MAS Tools, Reports, and Alerts to be provided by the Prime Contractor for use throughout the Contract term.

Each tool, report, and alert template will be subject to State approval of 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 ten (10) business 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 MAS Service Level Agreements (SLA) to the applicable MAS Tools and Reports described in Section 6.23.5, MAS Administrative Service Level Agreements.

All monthly reports shall be provided on a calendar month basis and available on the web-based MAS application in Excel or .pdf file format, at CDCR's discretion, by the tenth (10th) calendar day following the end of the reporting period.

Bidders shall provide examples of each report listed within this section 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:

6.22.4.1 MAS Tools

6.22.4.1.1 Prime Contractor Personnel MAS User Profiles

The MAS shall track the activity of Prime Contractor personnel, including any Subcontractors that log-into the MAS for any purpose, including viewing or editing data, systems administration and support, and other technical reasons.

The Prime Contractor shall, upon request, provide to CDCR additional explanations and/or supporting details related to personnel activities.

Prime Contractor personnel user accounts shall be assigned 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:

6.22.4.1.2 CDCR MAS User Profiles

The MAS shall track the activities of all MAS User profile levels.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.4.1.3 CDCR MAS User Administration

The Prime Contractor shall ensure that CDCR Operations Administrator shall have the ability to create, update, and delete authorized MAS users to individual facilities or statewide.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.4.1.4 MAS Authorized Cellular Device Access Administration

The Prime Contractor shall ensure that CDCR appropriate MAS operator profiles have the ability to create, update, and delete authorized cellular device access to individual facilities or statewide.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.5 MAS ENTERPRISE HEALTH VERIFICATION

The Prime Contractor shall provide CDCR the ability to monitor and view the following to verify MAS enterprise health is meeting business requirements:

- 1) Status and performance of all components;
- 2) Equipment alarms and/or software errors; and
- 3) Performance of the servers and web portals.

Bidders shall submit details regarding the MAS topology and how they will provide control of all of the MAS sites. Bidders shall provide plans describing 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:

6.22.5.1 MAS Report Format

The header of each report (to appear centered on each page) shall have the name of the report and the reporting period. The footer shall include the page number, number of pages, and date report printed.

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 Blocked Call Detail Record (BCDR) 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.

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.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.5.1.1 MAS Blocked Call Detail Record (BCDR)

The MAS shall generate an MAS Blocked Call Detail Record (BCDR) for all blocked cellular wireless calls which, upon issuance of a warrant, shall be accessible and available for reporting, analysis, or viewing. The BCDR shall be viewable on the web-based MAS application.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.5.1.2 MAS Blocked Call Detail Record (BCDR) Content

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

- 1) Correctional facility from which the call was placed;
- 2) Date and time;
- 3) Originator’s phone number;
- 4) Originator’s cellular device hardware ID; and,
- 5) Destination phone number (dialed digits).

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.5.2 CDCR MAS Administrative Reports and Alerts

6.22.5.2.1 MAS User ID Report

The MAS 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 and MAS User ID of the CDCR Operations Administrator that created/activated the account with the date and time stamp, the user account(s) created/activated, the date the profile was deactivated, last successful or attempted log-in, and all updates to the account.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.5.2.2 MAS User ID Alert

An alert shall be generated to the CDCR Operations Administrator as notification when they have created, modified, or deleted a CDCR user account.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.5.2.3 MAS Audit Log Report

The Audit Log Report shall record and report the MAS User ID, name, log-in date and time, activities (files accessed) for each session. The MAS shall also record and report the user ID, name, time and date of failed attempts.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.5.2.4 MAS Authorized Number Alert

An alert shall be generated to the appropriate CDCR operator profile as notification when they have added or deleted from the authorized cellular wireless whitelist.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.5.2.5 MAS Authorized Number Report

The MAS Authorized Number Report shall detail the telephone numbers that have been identified as authorized to hand-off to a commercial carrier. The MAS Authorized Number Report will include the unique user identifier of the personnel that entered or modified the Authorized Number status as well as the dates of status changes to each number.

The Report shall be provided to CDCR Operations Manager quarterly for recertification.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.5.2.6 MAS Authorized Number Expiration Alert

An alert shall be generated when an authorized whitelist cellular wireless device or group of devices has expired.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.5.2.7 MAS Authorized Number Expiration Report

A report shall be generated for an authorized whitelist cellular wireless device or group of devices due to expire within 30 calendar days.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.5.3 MAS Service, Support, and Maintenance Reports

The MAS 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 MAS activities.

Reports shall adhere to formatting requirements described in Section 6.22.5.1, MAS Report Format.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.5.3.1 MAS Data Backup Validation Report

Upon request, the Prime Contractor shall provide MAS Data Backup Validation Reports to the CDCR Operations Manager. Complications or problems associated with backup processes shall also be identified in these reports.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.22.5.3.2 MAS Trouble Ticket Report

The MAS Trouble Ticket Report tracks the status and activity of trouble ticket activity each month. The Trouble Ticket Report shall be provided electronically on a calendar month basis. The report shall be delivered in Excel file format by the tenth (10th) calendar day following the end of the reporting period month.

Fields to be included in the Trouble Ticket Report are as follows:

- 1) 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 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:

6.22.5.3.3 MAS Current Inventory Report (Monthly)

The MAS Current Inventory Report provides the CDCR Operations Manager with a complete accounting of the equipment located at CDCR facilities and connected to the MAS. The MAS Current 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 (Adult Institutions only) and statewide totals.

The following fields shall be included for each facility:

- 1) Category of Facility (Adult Institutions only);
- 2) Name of the Facility;
- 3) Physical Address;
- 4) Name of the serving LEC;
- 5) Size of Rack space available (where applicable);
- 6) Type of hardware equipment;
- 7) Equipment Identification Number; and,
- 8) Equipment Location:
 - a) Yard Location; or,
 - b) Building Location.

A summary total of each element shall be provided at the bottom of the report for each CDCR facility, for each Category of Facility and 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:

6.22.5.3.4 MAS Ad Hoc Reports

The MAS 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 available in the MAS. The Prime Contractor shall work cooperatively with the State in developing the 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 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 requirements.

Ad Hoc Reports include requests to obtain communication data collected and stored by MAS as defined in Section 6.20, MAS Data Management in any reporting format described in Section 6.22.5.1, Report Format, in the event that CDCR obtains a warrant to discover such information.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.23 MAS SERVICE LEVEL AGREEMENTS

The intent of this section is to provide the CDCR Authorized staff and Prime Contractor with requirements that define and assist in the management of the Service Level Agreements (SLAs). This section identifies and explains the required SLAs for the business and systems requirements and defines performance objectives, measurement processes, and Rights and Remedies. The Prime Contractor’s services include everything from the planning and installation of the on-site MAS and the ‘back-end’ systems that manage, control and support each of the components that make up the complete MAS service.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.23.1 MAS SLA GENERAL REQUIREMENTS

- 1) The Prime Contractor shall act as the single point of contact coordinating all entities to meet the State’s needs for provisioning, maintenance, restoration and resolution of service issues or that of their affiliates, subsidiaries, any Subcontractors, or resellers under this Contract.
- 2) All SLAs will be applied 24-hours a day, seven (7) days a week.
- 3) All SLAs shall be classified as either Technical or Administrative. Unless otherwise stated in the SLA, all technical SLAs shall be applied to all systems and components.

- 4) The Prime Contractor shall monitor all service levels and identify when the service has failed to meet the SLA objective identified in Section 6.23.4, MAS Technical Service Level Agreements, and Section 6.23.5, MAS Administrative Service Level Agreements. The Prime Contractor will apply Rights and Remedies in accordance with SOW Section 11, Annual Run Rate Cost Adjustments. The Prime Contractor will apply and report all SLA occurrences to the State on a monthly basis in accordance to Section 6.23.6, MAS Service Level Agreement Reports.

- 5) The State will perform periodic SLA audits to ensure the Prime Contractor is accurately identifying, reporting, and applying remedies for all SLAs. There is no expiration for applying Rights and Remedies. The State may elect to recalculate any previous year’s Conversation Minutes of use or MAS Service Level Agreement Rights and Remedies Minutes (MSLARRM) as defined in SOW Section 11, Annual Run Rate Cost Adjustment. The Prime Contractor shall correct all errors within 30 calendar days of written notification from the State.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.2 MAS RIGHTS AND REMEDIES

If an outage/performance event fails to meet one (1) or more of the SLA objectives, only the most severe MSLARRM will be applied.

To the extent that the Prime Contractor offers additional or more advantageous rights and/or remedies, the State shall be entitled to exercise the rights and/or remedies therein.

Rights and Remedies will apply to each SLA in which the SLA objective was missed. The Rights and Remedies compensation for missed SLA objectives may require the Prime Contractor to apply “penalty minutes” to the MSLARRM totals every month as described in SOW Section 11, Annual Run Rate Cost Adjustments.

The Prime Contractor will automatically calculate, report, and apply all Rights and Remedies.

Rights and Remedies shall be assessed monthly and applied toward the MSLARRM totals within 60 calendar days from the last day of the month in which the SLA objective was missed.

In addition, Rights and Remedies for all SLAs will allow the option for the State to invoke the escalation process described in Section 6.24.3, MAS Escalation Plan.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.3 MAS TROUBLE TICKET STOP CLOCK CONDITIONS

The MAS Trouble Ticket Stop Clock Conditions will allow the Prime Contractor to adjust the SLA outage durations based on the criteria described below.

Stop Clock criteria include:

- 1) Periods when a restoration or testing effort is delayed at the specific request of the CDCR Authorized Staff. The Stop Clock condition shall exist during the period the Prime Contractor was delayed, provided that reasonable and documented efforts are made to contact the CDCR Authorized Staff during the applicable Stop Clock period.
- 2) Time after a service has been restored, but CDCR Authorized Staff request that the ticket be kept open for observation. If the service is later determined by the CDCR Authorized Staff to not have been restored, the Stop Clock shall continue until the time the CDCR Authorized Staff notifies the Prime Contractor that the service has not been restored.
- 3) Time after a service has been restored, but CDCR Authorized Staff are not available to verify that the service is working. If the service is later determined by the CDCR Authorized Staff to not have been restored, the Stop Clock shall apply only for the time period between the Prime Contractor's attempt to notify the CDCR Authorized Staff that the Prime Contractor believes the service has been restored and the time the CDCR Authorized Staff notifies the Prime Contractor that the service has not been restored.
- 4) Failures occurring as a result of a power problem, outside the control of the Prime Contractor, which exceeds 30 minutes, except where power is provided by a CDCR generator. Stop Clocks will apply after the initial 30 minutes as required in Section 6.17.8, MAS Power Requirements. Power outages resulting from a backup generator test will not be considered a Stop Clock condition. Power outages as a result of the Prime Contractor will not be considered a Stop Clock condition.
- 5) The following contact/access problems, provided that Prime Contractor makes specific efforts to contact the appropriate CDCR staff for site access during the applicable Stop Clock period:

- a) Access necessary to correct the problem is not available because access has not been arranged by appropriate site contact or CDCR authorized staff representative;
 - b) Site access is not granted to a technician who displays proper identification;
 - c) Site has limited hours of access that directly impacts the Prime Contractor's ability to resolve the problem;
 - d) If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply;
 - e) If CDCR prevents or delays the Prime Contractor's resolution of the problem, the delay shall be documented on the trouble ticket. In such event, the Prime Contractor shall make a reasonable request to CDCR authorized staff to correct the problem or delay; or,
 - f) Delays in the process of admittance to the CDCR facility.
- 6) Failure of the trouble ticket originator or responsible CDCR Authorized Staff to return a call from Prime Contractor's technician for on-line close-out of trouble tickets after the service has been restored as long as the Prime Contractor can provide documentation substantiating message.
 - 7) An outage directly related to any properly performed scheduled maintenance or upgrade by the Prime Contractor. Any such Stop Clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to this Stop Clock criteria.
 - 8) Any problem or delay caused by a third party not under the control of the Prime Contractor, not reasonably preventable by the Prime Contractor, including cable cuts not caused by the Prime Contractor. The Prime Contractor's affiliates, subsidiaries, or any Subcontractors shall be deemed to be under the control of the Prime Contractor with respect to the equipment, services, or facilities to be provided under this Contract.
 - 9) Force Majeure events, as defined in Attachment 2, General Provisions – Information Technology (GSPD-401IT, 06/08/10) 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:

6.23.4 MAS TECHNICAL SERVICE LEVEL AGREEMENTS

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
<p>MAS RF Signal Containment – Critical</p> <p>MAS Facility Coverage 6.18.1.1</p>	<p>Any lack of RF signal containment outside the CDCR defined coverage area causing RF interference and thus resulting in blocked calls.</p>	<p>The RF Signal Containment will be based upon the opening of a trouble ticket as a result of a blocked call(s) outside CDCR defined coverage areas. While blocked calls are occurring outside the defined coverage areas the trouble ticket will remain open.</p>	<p>No blocked calls outside the defined coverage area.</p>	<p>100% of the total trouble ticket open duration time will be added to the MSLARRM.</p>
<p>MAS RF Signal Interference With CDCR Licensed Frequencies – Critical</p> <p>Radio Frequency Interference 6.18.4.1</p> <p>Degradation of Fixed Radio Receivers 6.18.4.2</p> <p>Degradation to Subscriber Units 6.18.4.3</p> <p>MAS Facility Coverage 6.18.1.1</p>	<p>Any incident of RF interference caused by the MAS that disrupts normal operations of any CDCR licensed radio frequencies at each facility and the defined coverage areas for those CDCR licensed frequencies.</p>	<p>The RF Signal Containment will be based upon the opening of a trouble ticket as a result of an RF interference incident within CDCR defined coverage areas. While RF interference of other CDCR licensed frequencies is occurring within the defined coverage areas the trouble ticket will remain open.</p>	<p>No RF interference with any CDCR licensed frequencies at each facility.</p>	<p>100% of the total trouble ticket open duration time will be added to the MSLARRM.</p>

6.23.4 MAS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
<p>MAS Service Availability</p> <p>(Includes Hosted Web-Based Application 6.18.5)</p>	<p>The monthly availability percentage equals the MAS scheduled uptime per month less unavailable time divided by scheduled uptime per month multiplied by 100. This SLA is based on 100% system functionality and accumulated outage duration will include trouble tickets opened at the individual component level.</p>	<p>The monthly availability percentage shall be based on the accumulative total of all trouble ticket outage durations per MAS which include circuit, device and/or application at a CDCR facility, per calendar month.</p> <p>Scheduled uptime is based on 24 x 7 x number of days in the month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from this monthly accumulative total.</p>	<p>100% system functionality 99.45 of the time.</p>	<p>Five (5) times the accumulative total monthly down time will be added to the MSLARRM each month the objective is not met.</p>
<p>MAS Time to Repair</p>	<p>Any failure or security breach of the MAS resulting in the loss of full or partial service of the MAS at any single or multiple CDCR facilities and/or reported coverage area dead-zone for more than four (4) hours.</p>	<p>The failure or security breach shall be determined by the alert resulting from the full or partial failure or security breach causing the event or the opening of a trouble ticket by a CDCR Authorized Staff, whichever occurs first. The Prime Contractor shall open a trouble ticket for the MAS failure or security breach and the MAS will be considered out of service from the first notification until the Prime Contractor determines the service is restored. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p>	<p>Minimum: Less than four (4) hours to repair.</p>	<p>Five (5) times the total down time per trouble ticket will be added to the MSLARRM per MAS outage.</p> <p>The State has the option to request an Executive Service Summary.</p>
<p>MAS Processing of 9-1-1 ETS Calls 6.18.6.1</p>	<p>All 9-1-1 emergency calls must be processed by the MAS to commercial carriers regardless of call source.</p>	<p>The call processing SLA will be based upon the opening of a trouble ticket as a result of a blocked 9-1-1 emergency call(s). If 9-1-1 emergency blocked calls are concurrently occurring at various locations, the trouble ticket will remain open until all blocked call issues at a single CDCR facility are resolved.</p>	<p>No blocked 9-1-1 emergency calls.</p>	<p>Five (5) times the total trouble ticket duration will be added to the MSLARRM per affected caller.</p>

6.23.4 MAS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
<p>MAS Authorized Cellular Device Call Processing</p> <p>MAS Functionality 6.18.1</p>	<p>Any incident of a blocked call from any authorized cellular wireless device to commercial carriers caused by the MAS occurring inside the CDCR defined coverage areas.</p>	<p>The call processing SLA will be based upon the opening of a trouble ticket as a result of a blocked call (s) from an authorized device inside the CDCR defined coverage areas. If blocked authorized device calls are concurrently occurring at various locations around a facility, the trouble ticket will remain open until all blocked authorized device call issues at a single CDCR facility are resolved.</p>	<p>No blocked authorized device calls inside the CDCR defined coverage areas.</p>	<p>100% of the total trouble ticket open duration time will be added to the MSLARRM per affected caller.</p>
<p>MAS Data Availability</p> <p>MAS Blocked Call Detail Records 6.22.5.1.1</p>	<p>The monthly availability percentage equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month multiplied by 100. This SLA is based on 100% system functionality and can be applied at the individual component level.</p>	<p>The monthly Availability percentage shall be based on the accumulative total of all trouble ticket outage durations per circuit, device and/or application, per calendar month.</p> <p>Scheduled uptime is based on 24 x 7 x number of days in the month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from this monthly accumulative total.</p>	<p>DS0 >99.2% DS1 >99.5% DS3 >99.8% OCX >99.8%</p> <p>or</p> <p>If the centralized database is not accessible from the internet for more than two (2) hours.</p>	<p>50% of the total monthly down time will be added to the MSLARRM per device, circuit/phone number, or application.</p>
<p>Packet Loss</p> <p>MAS Data, Logs, and Report</p>	<p>Packets lost between the customer edge device and the Prime Contractor's Centralized data Storage facility.</p>	<p>The CDCR Authorized Staff is responsible for opening a trouble ticket with the Prime Contractor Help Desk when the packet loss exceeds the committed level. The problem requires timely verification, consistent with industry standards (e.g., protocol analyzer), by the Prime Contractor. Trouble shall be tracked as a QoS problem using a special disposition code on the trouble ticket. QoS tickets shall not count in Availability or Time to Repair measurements unless and until the CDCR Authorized Staff reports service as unusable for its intended uses.</p>	<p>Minimum: 0.5 percent (0.5%) maximum packet loss for three (3) consecutive months.</p>	<p>720 minutes per day will be added to the MSLARRM after the third consecutive month the objective is not met until issue is resolved.</p>

6.23.4 MAS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
System and Carrier Signal Verification (SCSV) Compliance	<p>The Prime Contractor shall perform a SCSV semi-annually in accordance to System and Carrier Signal Verification Section 6.21.2.1</p> <p>The Prime Contractor must ensure MAS signals and all commercial wireless carrier signals are operating in the same space. The Prime Contractor shall make all compliance changes to MAS within 30 calendar days of verification service.</p>	CDCR will validate compliance based on the SCSV Annual Report for each CDCR Facility.	100% compliant.	300 minutes per commercial carrier, per facility, per day, beginning 30 calendar days after completion of the SCSV.
MAS Provisioning	Provisioning is defined as moves, adds, changes (MAC), and deletes completed by the Prime Contractor on or before the MAS Work Order Request negotiated due date(s).	Install intervals are based on CDCR and Prime Contractor negotiated due dates identified in the MAS Work Authorization.	Service provisioned on or before the due date per install order.	500 minutes will be added to the MSLARRM per day past the MAS Work Order Request negotiated due date(s).
<p>MAS Implementation</p> <p>MAS Implementation Plan 6.24.8</p> <p>MAS Compliance Section 6.17.1</p>	<p>Prime Contractor shall meet its obligation to implement in accordance to Section 6.24.8, MAS Implementation Plan, with acceptance by CDCR for each CDCR facility.</p> <p>This includes all ongoing regulatory and legislative compliance implementations as a result of MAS Compliance Section 6.17.1.</p>	The Prime Contractor must receive approval from CDCR that each CDCR facility implementation has been completed in accordance with the approved implementation plan identified in Section 6.24.8, MAS Implementation Plan and timeframes mandated by regulatory and legislative changes.	100% implementation on or before the scheduled due date, per CDCR facility.	2880 minutes a day, per facility, not completed will be added to the MSLARRM.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.5 MAS ADMINISTRATIVE SERVICE LEVEL AGREEMENTS

SERVICE LEVEL	DEFINITION	MEASUREMENT	OBJECTIVE	SEVERITY
<p>MAS Reporting</p> <p>CDCR MAS Administrative Reports and Alerts 6.22.5.2</p> <p>MAS Service Support and Maintenance Reports 6.22.5.3</p> <p>Service Level Agreement Reports 6.23.6</p>	<p>All reports shall meet the requirements, be fully functional, and delivered in accordance with the timelines required in Section 6.22.4, MAS Tools, Reports And Alerts and Section 6.23.6 MAS Service Level Agreement Reports.</p>	<p>See Objective</p>	<p>Deliver all reports within three (3) business days of the Prime Contractor and State mutually agreed delivery dates from Section 6.22.4, MAS Tools, Reports And Alerts.</p>	<p>500 minutes per report, per month will be added to the MSLARRM.</p>
<p>MAS Tools and Report Implementation</p>	<p>All Contactor provided tools and reports shall be functioning and accepted by the State based on the implementation timeline.</p>	<p>Within 10 business days after Contract award, the Prime Contractor and the State shall agree to the implementation timeline dates for the tools and reports listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed six (6) months following the Contract award date.</p>	<p>All tools and reports shall meet the requirements, be fully functional, accepted by the State and delivered in accordance with the timelines.</p> <p>Additional or replacement tools and reports shall be fully functional and accepted by the State by dates agreed upon by the State and the Prime Contractor.</p>	<p>250 minutes per report/tool per week until implemented will be added to the MSLARRM.</p>

6.23.5 MAS ADMINISTRATIVE SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	OBJECTIVE	SEVERITY
<p>MAS Tool Availability</p> <p>Prime Contractor- MAS Trouble Ticket Reporting and Tracking System 6.21.2.6</p> <p>Prime Contractor's MAS Help Desk for CDCR 6.21.2.2</p>	<p>The monthly availability percentage for each tool equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month multiplied by 100 per tool. Scheduled uptime is based on 24 x 7 x number of days in the month.</p>	<p>CDCR shall report any failure or problem to the CDCR Help Desk and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.23.3, MAS Trouble Ticket Stop Clock Conditions, shall apply.</p> <p>The availability percent shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.</p>	<p>100% functional 99% of the time for each tool, measured on a monthly basis.</p>	<p>2880 minutes per tool will be added to the MSLARRM.</p>

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.6 MAS SERVICE LEVEL AGREEMENT REPORTS

Monthly Service Level Agreement Reports shall be posted to the Prime Contractor's web-based MAS application. The report(s) must be loaded onto the web site and available to the CDCR Operations Manager and the California Technology Agency in a data extractable application. The Prime Contractor shall provide the reports 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:

6.23.6.1 Monthly MAS Trouble Ticket Report

All trouble tickets must appear in a SLA report within 60 calendar days of the trouble ticket service restoration date. The report shall list all trouble tickets with a service restoration time stamp, occurring within the reported month, including tickets not qualifying for Rights and Remedies. This report shall show what SLA Rights and Remedies were applied to each ticket number, when applicable.

The Monthly MAS Trouble Ticket Report shall include the following detail:

1. Report period;
2. Prime Contractor's trouble ticket number;
3. Phone number/device ID;
4. Brief trouble symptom;
5. Brief restoration description;
6. Name of CDCR facility;
7. Service address of reported trouble. Separate fields and no abbreviations for each;
 - a) Street;
 - b) City; and,
 - c) Zip Code.
8. Ticket open date;
9. Open time;
10. Problem restoration date;
11. Problem restoration time stamp;
12. Problem restoration duration;
13. Total stop clock duration;

14. Outage duration;
15. Yes/No if qualified for SLA;
16. QoS disposition code;
17. Type of SLA applied; and,
18. Right and Remedies applied to each ticket (minute amounts), when applicable.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.6.2 MAS Critical Radio Frequency Service Issue SLA Report

The MAS Critical Radio Frequency Service Issue SLA Report shall be reported independently on a per occurrence basis. A Critical Radio Frequency Service Issue SLA Report shall be provided to CDCR within 60 calendar days of the restoration date. Critical Radio Frequency Service Issue Reports shall include the following information:

- 1) Reporting period;
- 2) Date and time of occurrence;
- 3) Service, and component type;
- 4) The CDCR facility name;
- 5) Ticket open date;
- 6) Ticket open time;
- 7) Problem restoration date;
- 8) Problem restoration time;
- 9) Total stop clock duration;
- 10) Outage duration; and,
- 11) Right and Remedies.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.23.6.3 Monthly MAS SLA Summary Report

The Prime Contractor shall provide a Monthly MAS SLA Summary Report that includes the total system availability, number of tickets opened, number of tickets with remedies applied, total number of tickets with remedies applied per SLA type, total remedies/minutes/subtotaled per SLA type, and grand total remedies/minutes applied for the month. Report shall have the ability to group by CDCR facility.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.23.6.4 MAS Executive Service Summary Report

An MAS Executive Outage Summary Report may be requested by the CDCR Operations Manager for any significant network outage or critical service failure. An MAS Executive Outage Summary Report shall include the following information:

- 1) Outage description;
- 2) Date and time of outage began;
- 3) Date and time of resolution;
- 4) Resolution description;
- 5) Prime Contractor trouble ticket number;
- 6) Service location;
- 7) "Impact to the State" (number of users affected/locations/service types);
- 8) Chronology of Prime Contractor steps to resolve the problem; and,
- 9) "Path Forward" (steps taken to mitigate future outages).

The Prime Contractor shall provide an initial report within 24-hours of recorded incident to be followed with a comprehensive report delivered within 30 calendar days.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.23.6.5 Annual MAS SLA Trouble Ticket Summary Report

The Prime Contractor shall provide an Annual MAS SLA Trouble Ticket Summary Report displaying the grand total number of trouble tickets, number of trouble tickets with remedies per SLA type, total remedies/minutes per SLA type, grand total number of tickets with remedies/minutes and grand total of remedies/minutes.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.23.6.6 Annual MAS SLA Trouble Ticket Summary by CDCR Facility Report

The Prime Contractor shall provide an Annual MAS SLA Trouble Ticket Summary by CDCR Facility Report containing the total number of trouble tickets per CDCR facility. For each facility, provide total number of trouble tickets by SLA type and remedies applied for each SLA type.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24 MAS BUSINESS PLAN REQUIREMENTS

Given the size and complexity of the MAS, the State seeks to confirm that the selected Prime Contractor will have both the size and sophistication to effectively implement and support the Contract. Bidders shall provide plans that identify the Bidder’s approach to various aspects of supporting the MAS as described in this section. These plans will be used as a foundation for the development of final comprehensive plans as directed by the CDCR Operations Manager. The Prime Contractor shall meet with the CDCR Operations Manager to finalize the plans. All plans will be submitted within 30 calendar days following Contract award and will become part of the Contract upon approval by the CDCR Operations Manager.

CDCR Operations Manager will approve or reject submitted plans within ten (10) business days. Plans rejected under CDCR review must be resubmitted within 15 calendar days.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.1 PRIME CONTRACTOR MAS BUSINESS PLAN

Bidders shall provide a Prime Contractor MAS Business Plan as described below, and annually thereafter, that details and demonstrates that qualified staff and resources are available to support the business and contract requirements and management activities consistent with the terms and conditions 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:

6.24.1.1 MAS Staffing and Resource Requirements

Bidders shall describe and identify the appropriate staff resources to be assigned upon award of the Contract as listed below:

- 1) A list of personnel classifications assigned with required skills defined for each classification.
- 2) An organization chart of personnel assigned to the Contract.
- 3) Brief resume statements and percentage of time key personnel will be dedicated to implementation and ongoing Contract responsibilities, including the following:
 - a) Executive Officers;
 - b) Dedicated Contract Program Manager;
 - c) Project Manager (Implementation/Transfer, as appropriate);
 - d) Service Operations Manager; and,
 - e) Training Manager.
- 4) Executive level personnel shall be available to meet and confer with the State on Contract related issues at the CDCR Operations Manager office location; and,
- 5) Other key personnel shall be available to work in California.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.1.2 MAS Staffing and Resource Background Check Requirement

California Public Utilities Code Section 7910, subdivision (b), requires that all independent Prime Contractors or vendors of a telephone corporation and their respective employees have a background check performed. CDCR requires that a LiveScan background check be conducted prior to implementation and throughout the Contract. The Prime Contractor and any Subcontractors will be required to complete the CDCR forms that include providing personal information described in SOW Exhibit A, Gate Clearance Information and Approval Sheet. Prime Contractor or any Subcontractor employees who do not pass the required background screening criteria cannot be assigned to any work area with access to MAS data or systems.

Gate Clearances by a CDCR facility may take up to two (2) weeks. Issuance of a Statewide CDCR identification badge from CDCR Headquarters may take up to 60 business days.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.1.3 MAS General Business Process Requirements

Bidders shall describe in detail the business and Contract management processes.

Bidders shall describe in detail the ongoing processes and commitment to providing quality service.

Bidders shall describe in detail the business processes for the implementation and Transition-Out of the MAS portion of the Contract.

Bidders shall describe in detail the business processes for initiating service orders, procurement of MAS equipment, tracking of trouble reports, and adherence to Contract terms and conditions.

Bidders shall describe in detail the processes for installing, servicing and maintaining the various components of the MAS.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.2 MAS PROJECT MANAGEMENT PLAN

Bidders shall submit a proposed MAS Project Management Plan that details and demonstrates an understanding of the project management requirements and the need for properly qualified staff for effectively installing multiple systems, in short time frames, across a wide geographical area and in tight coordination with the State, any Subcontractor, cellular commercial carriers, and other vendors. The Plan shall address a 36 month implementation of all required equipment and services following Contract award. The MAS Project Management Plan shall address installation and the on-going management of the MAS Contract components.

The Prime Contractor will meet with the State to finalize the MAS Project Management Plan within 30 calendar days of Contract award.

Acceptance Testing of each site must be completed and approved by CDCR prior to commencement subsequent phases. Exhibit 6-S, Managed Access System Implementation of Facilities includes the detail of the MAS implementation in phases and timeframes.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.2.1 Project Management Methodology

Bidders shall describe how they will use a formal Project Management Methodology to manage the entire project (e.g. based on IEEE, PMBOK, or comparable).

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.2.2 MAS Project Schedule

Bidders shall provide a MS Project Schedule (2003 or newer) for the MAS implementation and describe how they will keep the project on schedule. The MAS Project Schedule shall include tasks, durations, deliverables, responsible parties, dependencies, start and end dates, schedule variances, and completion status.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.2.3 Site Specific Information Requests for MAS

The Bidder's project plan shall describe how Site Specific Information Requests will be communicated in writing for implementation prior to the start of each phase of work. Plan shall include materials and decisions from the CDCR Operations Manager. The methods the Contractor shall use to request information from the CDCR Operations Manager are detailed in the SOW, Exhibit F, Inmate/Ward Telephone System/Managed Access System Contract Change Request and SOW, Exhibit G, Request For Information California Department of Corrections and Rehabilitation Inmate/Ward Telephone System/Managed Access System.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.2.4 Project Manager Certification for MAS

The Prime Contractor's proposed Project Manager must be certified by a recognized project management organization (e.g. University certifications or PMI) and must have a minimum of five (5) years' experience managing large scale telecommunications implementations.

Bidders shall describe the certification of the Project Manager that will be assigned to the MAS project.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.2.5 MAS Project Teams

The MAS Project Management Plan shall clearly detail (by name) staff and any Subcontractors who will be responsible for each phase of the project implementation and separately detail the core team that will be responsible for all maintenance and operations.

The MAS Project Management Plan shall state how many support technicians will be allocated to this Contract and identify where they will be located in order to meet the response time requirements.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.3 MAS ESCALATION PLAN

The Bidder shall provide an Escalation Plan which details procedures, processes, and personnel for use during an MAS failure.

The MAS escalation procedures shall be subject to State approval and all Prime Contractor staff identified in the escalation plan shall be capable of being contacted by the authorized State staff.

The Prime Contractor shall provide three (3) escalation levels from the organization to address unanticipated difficulties like installation concerns, system downtime, and degradation of services.

The Prime Contractor shall also provide additional escalation policies and points of contact, including contact numbers (office telephone, mobile telephone, facsimile, e-mail), titles, and chain of command, for use in case the Prime Contractor's efforts by the single point of contact are insufficient in resolving a particular situation.

If the primary contact point is not the MAS Project Manager, the Prime Contractor shall clarify the relationship of the Project Manager in the escalation process.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.4 MAS CHANGE MANAGEMENT PLAN

The State's telecommunications and MAS operations, and infrastructure must constantly evolve and adapt to the changing environment in order to continually improve the delivery of services. The State seeks a Bidder that will implement procedures to accommodate changes to services, applications, and systems.

The Prime Contractor is to establish MAS Change Management Plan processes jointly with the CDCR Operations Manager that are compatible with the State's change management processes as found in Bidder's Library. The Prime Contractor shall also maintain and administer electronic change management processes that communicate, assess, monitor, and control all changes to system resources and processes. The Prime Contractor shall manage changes so that a stable MAS telecommunications environment is maintained during all change activities.

All changes shall have the appropriate vendor and CDCR management level approvals before implementing the change into production. CDCR Operations Manager will detail the change with the Prime Contractor when a change becomes necessary.

The Prime Contractor shall ensure that all software modifications and upgrades are deployed using the configuration management, documentation, integration, and transition requirements of this Contract during the maintenance period.

Bidders shall provide an MAS Change Management Plan that addresses changes to system hardware, software and documentation using standardized methods, processes and procedures in order to minimize the number and impact of any related incidents upon service. The MAS Change Management Plan shall include details of how requirements are defined, changes are planned (including roll-back planning), tested, verified, documented and how version control is handled. The Bidder shall provide a proposed plan of resources and schedule for software design, development, testing, and deployment of all application modifications and upgrade requests as defined by the CDCR Operations Manager.

The MAS Change Management Plan shall describe the implementation approach in order to manage the State's evolving and changing requirements during the course of the Contract.

The MAS Change Management Plan shall describe how the change control process will ensure that:

- 1) All changes to the MAS environment are managed;
- 2) Changes will be implemented with minimal impact on the State;
- 3) All changes will be tested and accepted by CDCR prior to implementation; and,
- 4) The State will be given timely notification of pending changes.

The MAS Change Management Plan shall also describe the review and reporting process the Bidder proposes to track the effect of implemented changes.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.5 MAS CONFIGURATION MANAGEMENT PLAN

The MAS Configuration Management Plan focuses on establishing and maintaining consistency of a system's performance and the functional and physical attributes with the requirements, design, and operational information throughout the term of the Contract. The Bidder shall describe the plan to keep the MAS hardware and software, along with the documentation, consistent and current.

The Prime Contractor's Configuration Management Plan shall be updated and shared with CDCR Operations Manager when the following components are modified:

- 1) Hardware installed or upgraded; and,
- 2) Software/firmware installed or upgraded.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.6 MAS SECURITY MANAGEMENT PLAN

Bidders shall provide an MAS Security Management Plan that details and demonstrates the physical and data security requirements for both the MAS and the Bidder's own facilities and process. The plan shall address the requirements detailed in the following Sections:

- 1) Section 6.19, MAS Security; and,
- 2) Section 6.20, MAS Data Management.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.7 MAS SERVICE, SUPPORT, AND MAINTENANCE PLAN

Bidders shall provide an MAS Service, Support, and Maintenance Plan that describes the processes and procedures to provide service to the State in support of the MAS as detailed in Section 6.21, MAS Service, Support, and Maintenance. An MAS Help Desk shall be provided for service, support and maintenance functions.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.8 MAS IMPLEMENTATION PLAN

Exhibit 6-S, Managed Access System Implementation of Facilities provides a phased implementation. Bidders shall provide an Implementation Plan that details how to effectively and efficiently handle the implementation as defined in Section 6.16, Introduction for the Manage Access System Services.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.8.1 CDCR Impact

Bidders shall describe in detail how the process will minimize CDCR operations impact during implementation.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.8.2 MAS Implementation Planning and Scheduling

Bidder shall describe in detail the MAS Implementation Planning and Scheduling that ensures timely deployment of all contracted services, as follows:

- 1) Quantities and complexities of required equipment;
- 2) Acceptance prior to full implementation;
- 3) Ordering required circuits;
- 4) Facility access restrictions;
- 5) Facility infrastructure;
- 6) MAS Training;
- 7) Public safety considerations;
- 8) Impact from limited State resources; and,
- 9) Establishing user accounts.

The Implementation timeframe shall occur over a 36 month period. The Implementation period will begin upon the award of the Contract and will end upon the successful installation and fully operational MAS that has been accepted by the CDCR Operations Manager at 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:

6.24.8.3 Transfer of MAS Equipment Ownership

The Prime Contractor shall abandon in place, at no cost to the State, all affixed assets and associated cabling as part of the MAS Transition-Out process to the future MAS Contract. The Prime Contractor shall continue to maintain all equipment until the MAS Transition-Out process has been completed and accepted by the CDCR Operations Manager. Major milestones dates shall be identified by CDCR Operations Manager in the approved MAS 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:

6.24.9 MAS TRANSITION-OUT PLAN

During the Contract term, the State will engage in a competitive bid process to award replacement services to be in effect at the conclusion of the Contract. The replacement services may replicate or be similar to MAS services or may include new strategies for providing inmate and ward telephone services.

The State acknowledges the level of difficulty in anticipating future transition requirements without knowledge of future systems; however, it is critical the Prime Contractor declares and commits to what it considers its responsibility and participation in transition of services, and to the extent possible, demonstrate how it would plan and conduct the transition of its the services to a new contractor.

The Bidder will submit a Transition-Out Plan for the following:

- 1) The Prime Contractor shall participate in the MAS Transition-Out phase at the end of the Contract term or cancellation of the Contract, whichever occurs first;
- 2) The entire transition process must be transparent and at no cost to the State; and,
- 3) Coordination and development of a transition plan will be organized between the incumbent, the State, and the new Prime Contractor.

To ensure that the CDCR business objectives are met, the CDCR Operations Manager shall have final approval authority of the MAS Transition-Out Plans.

Bidders shall provide an MAS Transition-Out Plan that details how to effectively and efficiently handle the Transition-Out to the future MAS Prime Contractor.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.10 MAS STRATEGIC AND OPERATIONAL PLANNING

The Prime Contractor will work with the State for technology planning and is expected to assist in:

- 1) Development of goals and objectives;
- 2) Assessment of the current environment; and,
- 3) Development and analysis of recommended strategies, solutions, and alternatives.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.11 MAS ACCEPTANCE TEST PLAN

Bidders shall provide an MAS Acceptance Test Plan detailing the scope, approach, resources, and schedule of intended activities that will be used to verify and ensure that the MAS meets all requirements. The Plan shall reference functional requirements, any risks requiring contingency planning, and include acceptance criteria in a traceability matrix. Plan shall specifically address impact testing to ensure all other RF systems are fully functional while MAS services are operational.

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:

6.24.11.1 MAS Acceptance Testing

Although acceptance testing is performed by the Prime Contractor, results shall be validated and accepted 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:

6.24.11.2 MAS 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 MAS implementation. The Prime Contractor shall not begin implementation of MAS Phases I, II, and Future Phases/Sites without CDCR acceptance of Phase 0 test results.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.12 MAS ACCEPTANCE TESTING DELIVERABLES

Test deliverables shall include, but not be limited to, test procedures, cases, and 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:

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6.25 EXHIBITS

EXHIBIT 6-A 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 Contractors must be aware of the regulations regarding institution visits. Persons who are unfamiliar with the institution environment can unwittingly become involved in security violations and legal difficulties.

It is important that all Contractors and their Subcontractors, if any, will be required to comply with stringent standards and regulations at each correctional facility to ensure the safety and security of all persons and property. Prior to coming onto and upon departing from a facility, all Contractors/Subcontractors must check in/out with the designated CDCR on-site contact.

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.

1) Admittance Requirements

CDCR requires that a background security check be performed for all persons prior to visiting or working at a California institution. The Contractor and any Subcontractors will be required to complete the CDCR forms that include providing personal information described in SOW, Exhibit A, Gate Clearance Information and Approval Sheet. The security check for technicians who require ongoing access will be performed annually. The security check for technicians who require access for a specific project will be performed as needed. Contractor's employees who do not pass the required background screening criteria cannot be assigned to any work area with access to State data or to systems that will require access onto CDCR facilities.

Individuals who have been previously cleared may have to go through a renewed background security check. For this reason, any Bidder, Contractor, or any Subcontractor personnel seeking admission must provide, two (2) weeks in advance, the following information when scheduling a visit or when any contract is executed which will require on-site work:

- a) Full name;
- b) Prime Contractor's Affiliation and Job Title;
- c) Driver's License Number, State where issued, and Expiration Date;
- d) Social Security Number;
- e) Date of Birth;
- f) Ex-Convict Status (State and Federal Level); and,
- g) Any Outstanding Arrest Warrants.

The Prime Contractor must have any Subcontractors cleared prior to gaining access and performing any work in a correctional facility.

The Prime Contractor and any Subcontractor personnel may be required to submit to fingerprinting.

EXHIBIT 6-A SPECIAL CORRECTIONAL ENVIRONMENT (CONTINUED)

2) Security Rules for Correctional Facilities

While specific procedures may vary from one site to another, the following security rules apply to all individuals at any California State institution:

The Warden/Superintendent at each correctional facility has complete operational authority and responsibility. For this reason, the Warden/Superintendent may find it necessary for security reasons to supersede any of these rules. If any person(s) engaged in work does not follow the rules as stated here or is, in the judgment of the Contract Manager, insubordinate or disorderly, the Contractor shall immediately remove such person(s) from the work site for the duration of the work on that site and may be barred from any further work on this Contract.

All Contractor and any Subcontractor personnel will be required to read and return a signed copy of SOW, Exhibit C, Primary Laws, Rules, And Regulations Regarding Conduct And Association With State Prison Inmates to the CDCR Operations Manager. The original copy will be retained by the CDCR Operations Manager. This form will be completed by the Contractor and any Subcontractor annually.

Hostages will not be recognized for bargaining purposes.

Approved Visitors/Contractors shall wear appropriate clothing that includes a shirt, long pants, and safe shoes on the work site. A hard hat is required at all times on a construction site.

3) Prohibited Attire:

- a) Visitors/Contractors shall not wear clothing that resembles state issued inmate/ward clothing (blue chambray or blue denim). This restriction applies to any combination of colors or materials.
- b) Visitors shall not wear forest green color or camouflage patterned articles of clothing (military-type clothing or military fatigues).
- c) Visitors shall not wear transparent clothing.
- d) Visitors shall not wear strapless, halter, spaghetti straps or bare midriff clothing.
- e) Visitors shall not wear tank tops/sling shot shirts.
- f) Visitors shall not wear attire displaying obscene or offensive language or drawings.
- g) Individuals are not permitted to bring laptop computers, cellular telephones, pagers, two-way radios, or cameras on-site without the Warden's/Superintendent's prior written approval.

EXHIBIT 6-A SPECIAL CORRECTIONAL ENVIRONMENT (CONTINUED)

- h) In emergency situations (i.e., inmate/ward disturbances), individuals may be asked to temporarily leave a building, site or, in some cases, the institution. In addition, depending on the emergency, individuals may be detained for their own safety. Prompt cooperation is required.

The Contractor is responsible for communicating security requirements to Subcontractors, if any.

The Contractor and any Subcontractor personnel may be required to have all staff assigned to work at a CDCR Facility submit to an annual Tuberculosis test. The costs for testing and treatment of Tuberculosis shall be borne by the Contractor and/or Subcontractor.

The Contractor and any Subcontractor personnel may be required to attend a brief orientation or in-service training given by the CDCR Operations Manager or institution before initially starting a project.

The CDCR staff will control access to the work site. Contractor and any Subcontractor personnel assigned to the site will be required to enter and leave the work site through the security station for a security check and identification. Loss of time checking in and out shall be borne by the Contractor. An additional ID badge may be required by the institution for walking unescorted on the institution's grounds.

Vehicles used by the Contractor's or any Subcontractor's crews shall be visibly marked with the name of the company if they are driven on the work site. Vehicles, equipment, materials, and persons shall be subject to inspection and/or search by the CDCR staff before entering or leaving the work site. A written inventory of contents within the vehicle or with the technician will be required when entering and leaving a facility.

Ignition keys shall be removed whenever a driver is not sitting in his/her vehicle. Unattended vehicles shall be locked. All equipment on the outside of the vehicle (i.e., ladders, handcarts, or other equipment) shall be locked to the vehicle and may be required to be removed by CDCR staff if it has been determined a safety or security concern.

Contractor and any Subcontractor personnel must not interact with inmates/wards. They must not take to or from any inmate/ward any verbal or written message, literature or reading matter, or any item, article, or substance. Giving anything resembling a gift, tip, or reward (including cigarettes or chewing gum) to an inmate/ward is a misdemeanor. It is also a misdemeanor to accept the same from an inmate/ward.

EXHIBIT 6-A SPECIAL CORRECTIONAL ENVIRONMENT (CONTINUED)

No intoxicants, controlled substances, firearms, explosives, ammunition, knives, toy weapons, or any other item that might threaten institutional security may be brought onto institution property.

The quantity and type of tools, equipment, and materials taken into occupied areas will be restricted and accounted for each time the Contractor or any Subcontractor personnel and escorts depart from controlled areas. The Contractor must provide an inventory listing of equipment (vehicles and tools) necessary for work prior to beginning work on-site.

The use of powered tools shall be by special arrangement with the Warden/Superintendent, or their designee(s) through the CDCR Operations Manager. At no time shall explosive powered tools be allowed on-site. Equipment shall be rendered temporarily inoperative when not in use, by locking or other means.

Custodial control shall be maintained over sharp cutting instruments, tools, ropes, ladders, volatiles, quick evaporating liquids, and alcohol-based thinners. At the end of the workday, tools shall be stored and locked in a secure place provided by the Contractor and approved by the Warden/Superintendent or their designee(s). Immediately on discovery of any loss of tools, materials, or equipment stored or in use on the work site, the Contractor shall report to the CDCR Operations Manager, the Warden/Superintendent or their designee(s).

Prior written approval by the CDCR Operations Manager, the Warden/Superintendent or their designee(s) is required for delivery of materials or equipment to the work site during other than normal working hours.

The Contractor shall not possess keys to the institution private branch exchange (PABX) or telephone room.

4) Rules For Contractor-Initiated Site Visit(s)

Contractor visits to installation sites or to appropriate State personnel may be made after Contract award for the purpose of Contractor familiarization with the environment and applications. In most cases, an institution escort will be required for site visits, which incurs a cost for the institution. Contractor initiated site visits could be denied by the CDCR Operations Manager due to the lack of institution resources to provide an escort. Examples of conditions appropriate for examination are provided below.

Visits by the Contractor will only be made by appointment coordinated by the CDCR Operations Manager after Contract award. The appropriate contact information will be made available at that time. At the time the appointment is requested, the Contractor shall provide the admittance information required at least two (2) weeks in advance for CDCR to run a background security check.

Visits by the Contractor may be permitted to the extent that they do not unduly interfere with conducting State business.

EXHIBIT 6-A SPECIAL CORRECTIONAL ENVIRONMENT (CONTINUED)

All plans for site visits are subject to change by CDCR based on the immediate circumstances at the institution to be visited.

5) Rules For Inspection Of Maps, Drawings, And Floor Plans

CDCR will make available all maps, drawings, and floor plans for each site which are pertinent to equipment installation. It must be understood, however, that such plans do not always accurately reflect the actual condition or current configuration of the various newly constructed or existing facilities. For this reason, the CDCR does not warrant the accuracy of any maps, floor plans, or drawings. It is the Contractor's responsibility to physically inspect all aspects of the CDCR Facility that could impact their ability to properly install the proposed system. The State will not be held responsible for situations that arise as a result of the Contractor's incomplete understanding of the CDCR facilities.

All maps, drawings, floor plans, and other printed material provided by CDCR regarding this Contract, subsequent Contract, and specific site installations are confidential and are not to be taken from the possession of CDCR. The Contractor shall protect this data from disclosure to unauthorized persons.

6) Potential Presence Of Lead Paint And/Or Asbestos

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 Contractor or any Subcontractor finds any presence of asbestos and/or lead paint, they are to notify the CDCR Operations Manager immediately.

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EXHIBIT 6-B IWTS CUSTOMER REFERENCE FORM

BIDDER'S NAME: _____

This customer reference must have had IWTS services provided by the Bidder of a similar size and scope to those of stated in the Invitation for Bid (IFB) for a minimum of 12 consecutive months within the last three (3) years.

Contact Name: _____

Contact Title: _____

Company Name: _____

Phone Number: _____

Contact e-mail: _____

Dates of Service: From _____ To _____

Estimated Annual Revenue: \$ _____

NOTE TO THE BIDDER: Do not complete any sections of this form below this point. Send to the IWTS Customer Reference to complete the remainder of this form. The Customer Reference will return the completed form directly to the Department of General Services (DGS) Procurement Official identified in the paragraph below.

NOTE TO CUSTOMER REFERENCE: The Bidder named above is giving you this Customer Reference form to verify the scope of services being provided. This information will be used to evaluate the Bidder mentioned above. Please complete the questions on this form to the best of your ability. Please submit the completed Customer Reference form by e-mail in a secured .pdf file format to Debra Dykes at debra.dykes@dgs.ca.gov. **Submission deadline: March 6, 2012 @ 1:00 PM.**

A representative from the State may contact you to verify the response on this form and to ask additional questions. Thank you for your assistance.

1) What Type of Facility?

- Federal
- State
- County
- City
- Other Explain

2) What is the total number of Facilities?

3) What is the number of Facilities with 40 or more phones? Enter number.

EXHIBIT 6-C1 ADULT INSTITUTION IWTS LOCATIONS

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS
1	ASP	Avenal State Prison	(559) 386-0587	1 Kings Way Avenal, CA 93204
2	CAL	Calipatria State Prison	(760) 348-7000	7018 Blair Road Calipatria, CA 92233
3	CCC	California Correctional Center	(530) 257-2181	711-045 Center Road Susanville, CA 96130
4	CCI	California Correctional Institution	(661) 822-4402	24900 Highway 202 Tehachapi, CA 93561
5	CCWF	Central California Women's Facility	(559) 665-5531	23370 Road 22 Chowchilla, CA 93610
6	CEN	Centinela State Prison	(760) 337-7900	2302 Brown Road Imperial, CA 92251
7	CIM	California Institution for Men	(909) 597-1821	14901 South Central Avenue Chino, CA 91710
8	CIW	California Institution for Women	(909) 597-1771	16756 Chino-Corona Road Corona, CA 92880
9	CMC	California Men's Colony	(805) 547-7981	Highway 1 San Luis Obispo, CA 93409
10	CMF	California Medical Facility	(707) 448-6841	1600 California Drive Vacaville, CA 95687
11	COR	California State Prison, Corcoran	(559) 992-8800	4001 King Avenue Corcoran, CA 93212
12	CRC	California Rehabilitation Center	(951) 737-2683	5th Street & Western Norco, CA 92860
13	CTF	Correctional Training Facility	(831) 678-3951	Highway 101 North Soledad, CA 93960
14	CVSP	Chuckawalla Valley State Prison	(760) 922-5300	19025 Wiley's Well Road Blythe, CA 92225
15	DVI	Deuel Vocational Institution	(209) 835-4141	23500 Kasson Road Tracy, CA 95376

EXHIBIT 6-C1 ADULT INSTITUTION IWTS LOCATIONS (CONTINUED)

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS
16	FSP	Folsom State Prison	(916) 985-2561	300 Prison Road Represa, CA 95671
17	HDSP	High Desert State Prison	(530) 251-5100	475-750 Rice Canyon Road Susanville, CA 96127
18	ISP	Ironwood State Prison	(760) 921-3000	19005 Wiley's Well Road Blythe, CA 92225
19	KVSP	Kern Valley State Prison	(661) 721-6300	3000 West Cecil Avenue Delano, CA 93216
20	LAC	California State Prison, Los Angeles County	(661) 729-2000	44750 60th Street, West Lancaster, CA 93536
21	MCSP	Mule Creek State Prison	(209) 274-4911	4001 Highway 104 Ione, CA 95640
22	NKSP	North Kern State Prison	(661) 721-2345	2737 West Cecil Avenue Delano, CA 93216
23	PBSP	Pelican Bay State Prison	(707) 465-1000	5905 Lake Earl Drive Crescent City, CA 95531
24	PVSP	Pleasant Valley State Prison	(559) 935-4900	24863 West Jayne Avenue Coalinga, CA 93210
25	RJD	Richard J. Donovan Correctional Facility	(619) 661-6500	480 Alta Road San Diego, CA 92179
26	SAC	California State Prison, Sacramento	(916) 985-8610	100 Prison Road Represa, CA 95671
27	SATF	California Substance Abuse Treatment Facility and State Prison at Corcoran	(559) 992-7100	900 Quebec Avenue Corcoran, CA 93212
28	SCC	Sierra Conservation Center	(209) 984-5291	5100 O'Byrnes Ferry Road Jamestown, CA 95327
29	SOL	California State Prison, Solano	(707) 451-0182	2100 Peabody Road Vacaville, CA 95696
30	SQP	California State Prison, San Quentin	(415) 454-1460	1 Main Street San Quentin, CA 94964
31	SVSP	Salinas Valley State Prison	(831) 678-5500	31625 Highway 101 Soledad, CA 93960
32	VSPW	Valley State Prison for Women	(559) 665-6100	21633 Avenue 24 Chowchilla, CA 93610
33	WSP	Wasco State Prison and Reception Center	(661) 758-8400	701 Scofield Avenue Wasco, CA 93280

EXHIBIT 6-C2 ADULT INSTITUTIONS' IWTS ANTICIPATED EQUIPMENT

		INMATE PHONES AND RELATED EQUIPMENT							LIVE MONITORING TERMINALS
	IWTS Institution Acronym	Phones	Cut-off Switches	Booths	Wall Enclosures	Pedestals	Pedestals with Enclosure	TTYs	Terminals
1	ASP	105	0	0	99	2	0	4	6
2	CAL	88	0	0	0	0	0	1	20
3	CCC	42	0	21	19	0	0	1	9
4	CCI	49	0	18	0	0	0	5	9
5	CCWF	82	0	0	82	0	0	5	16
6	CEN	96	0	0	0	0	0	1	26
7	CIM	64	18	2	48	1	0	8	4
8	CIW	34	29	26	3	0	0	1	3
9	CMC	43	0	29	0	0	0	2	12
10	CMF	43	0	9	0	0	0	12	3
11	COR	95	0	0	0	0	0	5	20
12	CRC	107	2	0	0	0	0	3	8
13	CTF	95	0	0	95	0	0	4	6
14	CVSP	54	0	0	0	0	0	2	3
15	DVI	24	0	4	0	14	4	2	5
16	FSP	59	0	4	29	0	4	2	4
17	HDSP	103	0	0	0	0	0	5	28
18	ISP	94	0	1	0	0	0	2	25
19	KVSP	113	0	0	0	0	0	2	33
20	LAC	91	0	3	2	2	0	3	23
21	MCSP	80	0	0	0	0	0	5	17
22	NKSP	34	0	2	2	0	0	1	6
23	PBSP	95	0	0	2	2	0	2	17

EXHIBIT 6-C2ADULT INSTITUTIONS' IWTS ANTICIPATED EQUIPMENT (CONTINUED)

		INMATE PHONES AND RELATED EQUIPMENT							LIVE MONITORING TERMINALS
	Institution	Phones	Cut-off Switches	Booths	Wall Enclosures	Pedestals	Pedestals with Enclosure	TTYs	Computers
24	PVSP	94	0	0	0	0	0	3	25
25	RJD	70	0	0	0	0	0	6	16
26	SAC	75	0	0	0	0	0	1	4
27	SATF	181	0	0	0	0	0	10	26
28	SCC	49	0	24	0	0	0	3	5
29	SOL	105	0	0	0	0	0	2	14
30	SQP	86	0	12	5	0	0	4	13
31	SVSP	103	0	0	0	0	0	7	26
32	VSPW	65	0	0	0	0	0	5	16
33	WSP	34	0	2	0	0	0	1	7
TOTALS:		2550	49	157	386	21	8	120	455

EXHIBIT 6-D1 CDF/CDCR ADULT CAMP IWTS LOCATIONS

	Camp	Main Telephone Number	Address	City	Zip Code
1	ACTON	(661) 268-0113	8800 Soledad Canyon Road	Acton	93510
2	ALDER	(707) 482-4511	1400 Alder Camp Road	Klamath	95548
3	ANTELOPE	(530) 257-2181	711045 Center Road	Susanville	96127
4	BASELINE	(209) 984-4464	16809 Peoria Flat Road	Jamestown	95327
5	BAUTISTA	(951) 927-3600	33015 Bautista Road	Hemet	92544
6	BEN LOMOND	(831) 423-1652	13575 Empire Grade Road	Santa Cruz	95060
7	CHAMBERLAIN CREEK	(707) 964-3518	15800 Highway 20	Fort Bragg	95437
8	CUESTA CAMP	(805) 547-7971	Highway 1 North	San Luis Obispo	93409
9	DEADWOOD	(530) 468-2633	17148 McAdams Creek Road	Fort Jones	96032
10	DELTA	(707) 425-4878	6246 Lambie Road	Suisun City	94585
11	DEVILS GARDEN	(530) 233-3553	Crowder Flat Road	Alturas	96101
12	EEL RIVER	(707) 923-2755	3850 Redwood Drive	Redway	95560
13	FENNER CANYON	(661) 944-0173	25900 Big Rock Creek Road	Valyermo	93563
14	FRANCISQUITO	(661) 296-4409	35100 North San Francisquito Canyon Rd	Santa Clarita	91390
15	GABILAN	(831) 678-1873	Highway 101N	Soledad	93960
16	GROWLERSBURG	(530) 333-4244	5440 Longview Lane	Georgetown	95634
17	HIGH ROCK	(707) 946-2343	23322 Avenue of the Giants	Weott	95571
18	INTERMOUNTAIN	(530) 294-5361	22 Foothill Road	Bieber	96009
19	ISHI	(530) 597-2846	30500 Plum Creek Road	Paynes Creek	96075
20	JULIUS KLEIN	(626) 910-1213	22550 East Fork Road	Azusa	91702
21	KARL HOLTON	(818) 897-7071	12653 North Little Tujunga Canyon Road	Sylmar	91342
22	KONOCTI	(707) 994-2437	13044 Highway 29	Lower Lake	95457
23	LA CIMA	(760) 765-3085	15108 Sunrise Highway	Julian	92036
24	MALIBU	(310) 457-2253	1250 South Encinal Canyon Road	Malibu	90265
25	MCCAIN VALLEY	(619) 766-4393	2550 McCain Valley Road	Boulevard	91905
26	MIRAMONTE	(559) 336-2313	49039 Orchard Drive	Miramonte	93641
27	MOUNT BULLION	(209) 742-5494	5730 Mount Bullion Access Road	Mariposa	95338

EXHIBIT 6-D1 CDF/CDCR ADULT CAMP IWTS LOCATIONS (CONTINUED)

	Camp	Main Telephone Number	Address	City	Zip Code
28	MOUNTAIN HOME	(559) 539-2334	45260 Bear Creek Road	Springville	93265
29	OAK GLEN	(909) 797-0196	41100 Pine Bench Road	Yucaipa	92399
30	OWENS VALLEY	(760) 387-2686	2781 South Round Valley Road	Bishop	93514
31	PARLIN FORK	(707) 964-3766	23000 Highway 20	Fort Bragg	95437
32	PILOT ROCK	(909) 338-1950	6 miles north of Crestline Miller Canyon	Crestline	92325
33	PRADO	(909) 597-3917	14467 Central Avenue	Chino	91710
34	PUERTA LA CRUZ	(760) 782-3547	32363 Highway 79	Warner Springs	92086
35	RAINBOW	(760) 728-2554	8215 Rainbow Heights Road	Fallbrook	92028
36	SALT CREEK	(530) 833-5479	10655 Round Valley Road	Paskenta	96074
37	SUGAR PINE	(530) 472-3027	15905 Sugar Pine Camp Road	Bella Vista	96008
38	TRINITY RIVER	(530) 286-2885	3325 Pettijohn Road	Lewiston	96052
39	VALLECITO	(209) 736-4922	3225 Six Mile Road	Angels Camp	95222
40	VALLEY VIEW	(530) 968-5107	3339 County Road 307	Elk Creek	95939
41	WASHINGTON RIDGE	(530) 265-4623	11425 Conservation Camp Road	Nevada City	95959

EXHIBIT 6-D2 CDF/CDCR ADULT CAMPS' IWTS ANTICIPATED EQUIPMENT

	Camp	INMATE PHONES AND RELATED EQUIPMENT				LIVE MONITORING EQUIPMENT		INVESTIGATIVE WORKSTATION	
		Phones	Cut-off Switches	Booths	Enclosure on Wall	Terminals	Speaker boxes	Workstations	Printer
1	Acton	1	1	0	0	0	1	1	1
2	Alder	2	2	2	0	0	2	1	1
3	Antelope	4	4	4	0	1	0	0	0
4	Baseline	2	0	2	0	0	2	1	1
5	Bautista	4	4	0	4	0	4	1	1
6	Ben Lomond	4	4	4	0	0	4	1	1
7	Chamberlain Creek	3	3	3	0	0	3	1	1
8	Cuesta	3	0	3	0	1	0	0	0
9	Deadwood	2	2	2	0	0	2	1	1
10	Delta	4	0	4	0	0	4	1	1
11	Devil's Garden	2	2	2	0	0	2	1	1
12	Eel River	6	6	0	6	0	6	1	1
13	Fenner Canyon	4	4	4	0	0	4	1	1
14	Francisquito	1	0	1	0	0	1	1	1
15	Gabilan	4	4	4	0	0	4	1	1
16	Growlersberg	3	0	3	0	0	3	1	1
17	High Rock	4	4	0	4	0	4	1	1
18	Intermountain	3	0	3	0	0	3	1	1
19	Ishi	3	0	0	0	0	3	1	1
20	Julius Klein	3	3	3	0	0	3	1	1
21	Karl Holton	2	2	2	0	0	1	1	1
22	Konocti	4	4	4	0	0	4	1	1

EXHIBIT 6-D2 CDF/CDCR ADULT CAMPS' IWTS ANTICIPATED EQUIPMENT (CONTINUED)

	CAMP	INMATE PHONES AND RELATED EQUIPMENT				LIVE MONITORING EQUIPMENT		INVESTIGATIVE WORKSTATION	
		PHONES	Cut-off Switches	Booths	Enclosure on Wall	Terminals	Speaker boxes	Workstations	Printer
23	La Cima	3	0	3	0	0	3	1	1
24	Malibu	1	1	1	0	0	1	1	1
25	McCain Valley	4	2	4	0	0	4	1	1
26	Miramonte	1	1	1	0	0	1	1	1
27	Mount Bullion	2	2	0	2	0	2	1	1
28	Mountain Home	2	2	0	2	0	2	1	1
29	Oak Glen	4	4	0	0	0	4	1	1
30	Owens Valley	2	2	0	2	0	2	1	1
31	Parlin Fork	4	4	4	0	0	4	1	1
32	Pilot Rock	2	2	0	2	0	2	1	1
33	Prado	1	1	0	1	0	1	1	1
34	Puerta La Cruz	2	2	2	0	0	2	1	1
35	Rainbow	1	1	1	0	0	1	1	1
36	Salt Creek	2	2	0	2	0	2	1	1
37	Sugar Pine	4	0	0	4	0	4	1	1
38	Trinity River	4	0	4	0	0	4	1	1
39	Vallecito	1	1	0	1	0	1	1	1
40	Valley View	2	2	2	0	0	2	1	1
41	Washington Ridge	4	4	4	0	0	4	1	1
TOTALS:		114	82	76	30	2	106	39	39

EXHIBIT 6-E1 ADDITIONAL ADULT FACILITY IWTS LOCATIONS

COMMUNITY CORRECTIONAL FACILITIES (CCF)

	IWTS ACRONYMS	FACILITY	MAIN TELEPHONE NUMBER	ADDRESS	CITY	ZIP CODE
1	GSMCCF	Golden State Modified	(661) 792-3492	611 Frontage Road	McFarland	93250

CVMCCF –Deleted due to deactivation scheduled for 11/30/2011
 DVMCCF - Deleted due to deactivation scheduled for 11/30/2011
 GSMCCF - Note: deactivation tentatively scheduled for 5/30/2012
 LCCCF - Deleted due to deactivation scheduled for 9/30/2011

FEMALE OFFENDER PROGRAMS (FOP)

	IWTS ACRONYMS	FACILITY	MAIN TELEPHONE NUMBER	ADDRESS	CITY	ZIP CODE
1	FRCCC	Female Rehabilitative Community Correctional Center	(661) 395-6320	1932 Jessie Street	Bakersfield	93305
2	FFFP	Fresno Family Foundation Program	(559) 268-4800	2855 West Whitesbridge Road	Fresno	93706
3	SFSFFP	Santa Fe Springs Family Foundation Program	(562) 946-7675	11121 Bloomfield Avenue	Santa Fe Springs	90670
4	SDFFP	San Diego Family Foundation Program	(858) 874-6599	3050 Armstrong Street	San Diego	92111

EXHIBIT 6-E2 ADDITIONAL ADULT FACILITIES' IWTS ANTICIPATED EQUIPMENT

COMMUNITY CORRECTIONAL FACILITIES (CCFs)

		INMATE PHONES AND RELATED EQUIPMENT					INVESTIGATIVE WORKSTATIONS
	IWTS ACRONYMS	PHONES	CUT-OFF SWITCHES	WALL ENCLOSURES	PEDESTALS WITH ENCLOSURE	TTYS	WORKSTATIONS
1	GSMCCF	24	24	0	0	0	2
TOTALS:		24	24	0	0	0	2

CVMCCF - Deleted due to deactivation scheduled for 11/30/2011
 DVMCCF - Deleted due to deactivation scheduled for 11/30/2011
 GSMCCF - Note: deactivation tentatively scheduled for 5/30/2012
 LCCCF - Deleted due to deactivation scheduled for 9/30/2011

FEMALE OFFENDER PROGRAMS (FOPs)

1	FRCCC	3	3	0	0	0	2
2	FFFP	3	3	3	0	0	1
3	SFS FFP	3	3	0	0	0	1
4	SD FFP	3	3	0	0	0	1
TOTALS:		12	12	3	0	0	5

EXHIBIT 6-F1 NEW ADULT FACILITY IWTS LOCATIONS ANTICIPATED

FUTURE LOCATIONS

	IWTS ACRONYMS	FACILITY	MAIN TELEPHONE NUMBER	ADDRESS	CITY	ZIP CODE
1	HGS	Heman G. Stark	TBD	151 South Euclid Avenue	Chino	91710
2	ECF	Estrella Correctional Facility	TBD	4545 Airport Road	Paso Robles	93446
3	CHCF	California Health Care Facility	TBD	7707 S. Austin Road	Stockton	95215
4	NCRF	Northern California Re-Entry Facility	TBD	7150 Arch Road	Stockton	95213

EXHIBIT 6-F2 NEW ADULT FACILITIES' IWTS ANTICIPATED EQUIPMENT

FUTURE LOCATIONS

		INMATE PHONES AND RELATED EQUIPMENT					
	IWTS ACRONYMS	PHONES	CUT-OFF SWITCHES	WALL ENCLOSURES	PEDESTALS WITH ENCLOSURE	TTYs	WORKSTATIONS
1	HGS	TBD	TBD	TBD	TBD	TBD	TBD
2	ECF	TBD	TBD	TBD	TBD	TBD	TBD
3	CHCF	TBD	TBD	TBD	TBD	TBD	TBD
4	NCRF	TBD	TBD	TBD	TBD	TBD	TBD
TOTALS		TBD	TBD	TBD	TBD	TBD	TBD

EXHIBIT 6-G1 YOUTH FACILITY IWTS LOCATIONS

	IWTS Youth Facility Acronyms	Youth Facilities	Main Telephone Number	Address	City	Zip Code
1	NACYCF	N.A. Chaderjian Youth Correctional Facility	(209) 944-6400	7650 South Newcastle Road	Stockton	95213
2	OHCYCF	O.H. Close Youth Correctional Facility	(209) 944-6301	7650 South Newcastle Road	Stockton	95213
3	PGYCC	Pine Grove Youth Conservation Camp	(209) 296-7581	13630 Aqueduct-Volcano Road	Pine Grove	95665
		I				
5	VYCF	Ventura Youth Correctional Facility	(805) 485-7951	3100 Wright Road	Camarillo	93010

EXHIBIT 6-G2 YOUTH FACILITIES' IWTS ANTICIPATED EQUIPMENT

		WARD TELEPHONES AND RELATED EQUIPMENT							INVESTIGATIVE WORKSTATIONS	
	IWTS Acronyms	Phones	Cut-off Switches	Booths	Wall Enclosures	Pedestals	Pedestals with Enclosure	TTYs	Workstations	Printer
1	NACYCF	24	24	0	0	24	0	1		
2	OHCYCF	20	20	0	0	0	0	1		
3	PGYCC	2	2	1	1	0	0	1	2	1
5	VYCF	26	26	2	0	0	0	1		
TOTALS:		90	90	4	1	41	1	5	2	1

EXHIBIT 6-H CDCR FIELD OFFICE IWTS LOCATIONS AND ANTICIPATED EQUIPMENT
(DELETED)

EXHIBIT 6-I NEW CDCR FIELD OFFICE IWTS LOCATIONS AND ANTICIPATED EQUIPMENT
(DELETED)

EXHIBIT 6-J IWTS CALL CONTROL SYSTEM CATEGORIES

	ADULT INSTITUTIONS	ADULT AND YOUTH CAMPS	COMMUNITY CORRECTIONAL FACILITIES AND FEMALE OFFENDER PROGRAMS	YOUTH FACILITIES	FIELD OFFICES
CDCR FACILITIES	Adult Institutions and Antelope and Cuesta Fire Camps	Adult & Youth Fire Camps	CCF and FOP Locations	Youth Facilities	
Call Control equipment	Off-Site at Prime Contractor's Primary Database Storage Facility	Off-Site at Prime Contractor's Primary Database Storage Facility	Off-Site at Prime Contractor's Primary Database Storage Facility	Off-Site at Prime Contractor's Primary Database Storage Facility	N/A
Recordings & CDR Storage	Off-site at the Prime Contractor's Primary Database Storage Facility	A copy on-site for 60 calendar days. Off-site at the Prime Contractor's Primary Database Storage Facility.	Off-site at the Prime Contractor's Primary Database Storage Facility	Off-site at the Prime Contractor's Primary Database Storage Facility.	N/A
Archived Recordings	Prime Contractor's California Database Storage Facility	Prime Contractor's California Database Storage Facility	Prime Contractor's California Database Storage Facility	Prime Contractor's California Database Storage Facility	N/A
Live Monitoring	Live Monitor Terminals or Hosted Web-Based IWTS Application	Investigative Workstations , Hosted Web-Based IWTS Application and/or Speaker boxes	CCF/FOP staff will use Live Monitor Terminals CDCR staff will use a State computer to access the Hosted Web-Based IWTS Application and/or Speaker boxes	Hosted Web-Based IWTS Application and/or Speaker boxes	Hosted Web-Based IWTS Application

	ADULT INSTITUTIONS	ADULT AND YOUTH CAMPS	COMMUNITY CORRECTIONAL FACILITIES AND FEMALE OFFENDER PROGRAMS	YOUTH FACILITIES	FIELD OFFICES
Activation and Deactivation of phones	Cut-off switches. Live Monitoring Terminals, and/or Hosted Web-Based IWTS Application	Cut-off switches and/or the IWTS Investigative Workstation,	Cut-off switches and/or the Live Monitoring Terminals, and/or Hosted Web-Based IWTS Application	Cut-off switches and/or Hosted Web-Based IWTS Application	Hosted Web-Based IWTS Application
IWTS Investigative System Functionality and Tools and Reports	Authorized users will use a State computer to access the Hosted Web-Based IWTS Application.	IWTS Investigative Workstations	CDCR staff will use a State computer to access the Hosted Web-Based IWTS Application. CCF/FOP staff will use an IWTS Investigative Workstation	Authorized users will use a State computer to access the Hosted Web-Based IWTS Application.	Authorized users will use a State computer to access the Hosted Web-Based IWTS Application.

EXHIBIT 6-K1 CDCR 2008 IWTS CALL VOLUME BY CALL TYPE

		Total		Local		IntraLATA		InterLATA		Interstate		International	
		Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Jan-2008	Adult	682,014	8,075,681	24,921	288,222	165,670	1,972,563	462,292	5,479,725	28,471	327,243	660	7,928
	Youth	29,626	345,975	2,465	28,185	9,947	114,375	16,992	200,895	222	2,520	-	-
	Total :	711,640	8,421,656	27,386	316,407	175,617	2,086,938	479,284	5,680,620	28,693	329,763	660	7,928
Feb-2008	Adult	688,847	8,197,645	26,103	305,302	171,307	2,051,549	461,840	5,496,475	28,897	335,890	700	8,429
	Youth	28,793	336,116	2,583	29,720	9,166	105,172	16,832	198,675	212	2,549	-	-
	Total :	717,640	8,533,761	28,686	335,022	180,473	2,156,721	478,672	5,695,150	29,109	338,439	700	8,429
Mar-2008	Adult	629,149	7,496,460	24,654	287,062	156,621	1,884,546	420,734	5,010,227	26,488	306,629	652	7,996
	Youth	25,600	297,929	2,235	24,937	7,961	90,159	15,185	180,307	219	2,526	-	-
	Total :	654,749	7,794,389	26,889	311,999	164,582	1,974,705	435,919	5,190,534	26,707	309,155	652	7,996
Apr-2008	Adult	627,110	7,455,236	23,630	273,229	148,272	1,770,386	429,742	5,115,507	24,890	288,965	576	7,149
	Youth	27,730	321,138	2,554	28,114	8,582	96,609	16,432	194,589	162	1,826	-	-
	Total :	654,840	7,776,374	26,184	301,343	156,854	1,866,995	446,174	5,310,096	25,052	290,791	576	7,149
May-2008	Adult	671,480	8,036,077	25,068	290,796	168,804	2,034,288	447,758	5,361,469	28,994	339,072	856	10,452
	Youth	26,582	304,404	2,153	22,580	8,322	92,593	15,884	186,696	223	2,535	-	-
	Total :	698,062	8,340,481	27,221	313,376	177,126	2,126,881	463,642	5,548,165	29,217	341,607	856	10,452
Jun-2008	Adult	680,596	8,191,791	27,090	318,403	165,497	2,000,052	459,184	5,534,873	28,143	330,269	682	8,194
	Youth	24,501	285,625	2,230	23,236	7,513	85,946	14,582	174,387	176	2,056	-	-
	Sub:	705,097	8,477,416	29,320	341,639	173,010	2,085,998	473,766	5,709,260	28,319	332,325	682	8,194

EXHIBIT 6-K1 CDCR 2008 IWTS CALL VOLUME BY CALL TYPE (CONTINUED)

		Total		Local		IntraLATA		InterLATA		Interstate		International	
		Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Jul-2008	Adult	675,797	8,136,580	29,017	342,365	166,780	2,017,809	450,823	5,431,922	28,448	335,449	729	9,035
	Youth	22,456	259,614	2,079	22,374	7,733	88,661	12,431	146,183	213	2,396	-	-
	Total:	698,235	8,396,194	31,096	364,739	174,513	2,106,470	463,254	5,578,105	28,661	337,845	729	-,035
Aug-2008	Adult	671,296	8,099,746	28,747	336,399	168,977	2,048,323	443,974	5,364,538	28,851	341,180	747	9,306
	Youth	25,013	290,266	2,096	22,247	8,186	95,011	14,563	170,953	168	2,055	-	-
	Total:	696,309	8,390,012	30,843	358,646	177,163	2,143,334	458,537	5,535,491	29,019	343,235	747	9,306
Sep-2008	Adult	667,552	8,077,186	28,483	334,276	165,514	2,015,734	444,270	5,380,899	28,460	335,927	825	10,350
	Youth	23,554	272,380	2,023	22,020	7,290	83,563	14,085	165,041	156	1,756	-	-
	Total:	691,106	8,349,566	30,506	356,296	172,804	2,099,297	458,355	5,545,940	28,616	337,683	825	10,350
Oct-2008	Adult	662,993	8,035,490	28,085	329,749	158,371	1,926,390	447,833	5,439,592	27,891	329,977	813	9,782
	Youth	22,659	263,212	1,882	20,258	7,328	84,424	13,293	156,685	156	1,845	-	-
	Total:	685,652	8,298,702	29,967	350,007	165,699	2,010,814	461,126	5,596,277	28,047	331,822	813	9,782
Nov-2008	Adult	677,359	8,216,685	28,227	332,843	151,697	1,841,517	468,925	5,704,762	27,760	328,836	750	8,727
	Youth	21,753	250,979	1,796	19,216	6,926	79,425	12,866	150,470	165	1,868	-	-
	Total:	699,112	8,467,664	30,023	352,059	158,623	1,920,942	481,791	5,855,232	27,925	330,704	750	8,727
Dec-2008	Adult	726,578	8,815,905	30,245	357,700	170,091	2,062,748	493,273	6,003,226	32,243	383,677	726	8,554
	Youth	21,666	249,721	1,712	17,863	6,765	76,616	13,001	152,940	188	2,302	-	-
	Total:	748,244	9,065,626	31,957	375,563	176,856	2,139,364	506,274	6,156,166	32,431	385,979	726	8,554
2008 Total Volume:		8,360,704	100,311,841	350,078	4,077,096	2,053,320	24,718,459	5,606,794	67,401,036	341,796	4,009,348	8,716	105,902

EXHIBIT 6-K2 CDCR 2009 IWTS CALL VOLUME BY CALL TYPE

		Total		Local		IntraLATA		InterLATA		Interstate		International	
		Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Call s	Minutes
Jan-2009	Adult	685,967	8,374,905	28,628	337,341	164,580	2,012,577	462,407	5,662,563	29,448	351,497	904	10,927
	Youth	21,760	251,901	1,684	17,775	7,649	86,718	12,264	145,515	163	1,893		
	Total:	707,727	8,626,806	30,312	355,116	172,229	2,099,295	474,671	5,808,078	29,611	353,390	904	10,927
Feb-2009	Adult	669,927	8,165,682	29,274	347,048	161,437	1,969,221	450,180	5,502,216	28,274	337,626	762	9,571
	Youth	19,133	220,345	1,402	14,628	6,371	71,713	11,223	132,415	137	1,589		
	Total:	689,060	8,386,027	30,676	361,676	167,808	2,040,934	461,403	5,634,631	28,411	339,215	762	9,571
Mar-2009	Adult	632,009	7,692,009	28,482	336,774	155,642	1,894,432	421,065	5,138,085	26,196	315,048	624	7,670
	Youth	16,623	192,521	1,103	11,193	5,171	58,240	10,198	121,281	151	1,807		
	Total:	648,632	7,884,530	29,585	347,967	160,813	1,952,672	431,263	5,259,366	26,347	316,855	624	7,670
Apr-2009	Adult	674,557	8,232,646	28,866	341,252	166,968	2,046,290	449,944	5,499,643	28,078	337,413	701	8,048
	Youth	20,733	241,669	1,535	16,569	6,027	68,377	13,033	155,232	138	1,491		
	Total:	695,290	8,474,315	30,401	357,821	172,995	2,114,667	462,977	5,654,875	28,216	338,904	701	8,048
May-2009	Adult	672,250	8,235,533	29,325	349,998	165,127	2,030,370	448,966	5,509,320	28,134	337,870	698	7,975
	Youth	19,310	226,686	1,143	12,660	5,132	58,578	12,886	153,734	149	1,714		
	Total:	691,560	8,462,219	30,468	362,658	170,259	2,088,948	461,852	5,663,054	28,283	339,584	698	7,975
Jun-2009	Adult	658,166	8,047,957	29,450	350,161	160,533	1,969,347	440,156	5,393,250	27,250	325,798	777	9,401
	Youth	20,798	246,260	1,310	14,300	5,646	64,873	13,724	165,644	118	1,443		
	Sub:	678,964	8,294,217	30,760	364,461	166,179	2,034,220	453,880	5,558,894	27,368	327,241	777	9,401

EXHIBIT 6-K2 CDCR 2009 IWTS CALL VOLUME BY CALL TYPE (CONTINUED)

		Total		Local		IntraLATA		InterLATA		Interstate		International	
		Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Jul-2009	Adult	639,167	7,811,343	28,416	337,790	160,237	1,968,101	423,527	5,184,283	26,208	312,067	779	9,102
	Youth	23,120	273,444	1,494	16,350	7,018	82,163	14,484	173,362	124	1,569		
	Total:	662,287	8,084,787	29,910	354,140	167,255	2,050,264	438,011	5,357,645	26,332	313,636	779	9,102
Aug-2009	Adult	623,079	7,642,783	26,709	317,374	157,656	1,950,887	412,231	5,057,526	25,714	308,004	769	8,992
	Youth	21,479	253,060	1,624	18,601	6,271	73,274	13,472	159,758	112	1,427		
	Total:	644,558	7,895,843	28,333	335,975	163,927	2,024,161	425,703	5,217,284	25,826	309,431	769	8,992
Sep-2009	Adult	633,512	7,787,449	25,308	301,092	153,730	1,907,228	427,176	5,250,455	26,564	319,687	734	8,987
	Youth	21,216	247,103	1,519	17,161	6,879	80,192	12,709	148,571	109	1,179		
	Total:	654,728	8,034,552	26,827	318,253	160,609	1,987,420	439,885	5,399,026	26,673	320,866	734	8,987
Oct-2009	Adult	609,613	7,519,966	24,414	291,340	149,975	1,858,665	408,809	5,050,211	25,686	310,696	729	9,054
	Youth	20,402	236,857	1,631	18,327	6,226	71,412	12,297	144,356	248	2,762		
	Total:	630,015	7,756,823	26,045	309,667	156,201	1,930,077	421,106	5,194,567	25,934	313,458	729	9,054
Nov-2009	Adult	628,727	7,744,427	26,253	314,000	155,859	1,932,244	419,548	5,171,916	26,378	317,954	689	8,313
	Youth	19,651	229,056	1,768	20,140	5,561	62,513	12,050	143,432	272	2,971		
	Total:	648,378	7,973,483	28,021	334,140	161,420	1,994,757	431,598	5,315,348	26,650	320,925	689	8,313
Dec-2009	Adult	653,214	8,035,862	26,404	318,332	157,644	1,947,043	439,888	5,419,060	28,645	343,927	633	7,500
	Youth	20,002	233,494	1,821	20,003	6,315	71,782	11,606	138,894	259	2,807	1	8
	Total:	673,216	8,269,356	28,225	338,335	163,959	2,018,825	451,494	5,557,954	28,904	346,734	634	7,508
2009 Total Volume:		8,024,415	98,142,958	349,563	4,140,209	1,983,654	24,336,240	5,353,843	65,620,722	328,555	3,940,239	8,800	105,548

EXHIBIT 6-K3 CDCR 2010 IWTS CALL VOLUME BY CALL TYPE

		Total		Local		IntraLATA		InterLATA		Interstate		International	
Total		Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Jan-2010	Adult	672,633	8,296,976	28,308	341,806	162,344	2,009,788	453,360	5,601,767	27,989	336,091	632	7,524
	Youth	18,630	213,325	1,278	13,611	5,920	65,002	11,223	132,559	209	2,153		
	Total:	691,263	8,510,301	29,586	355,417	168,264	2,074,790	464,583	5,734,326	28,198	338,244	632	7,524
Feb-2010	Adult	665,041	8,178,300	27,862	333,621	164,757	2,032,887	445,434	5,488,813	26,365	315,483	623	7,496
	Youth	17,875	202,881	1,085	11,340	5,052	54,399	11,479	134,692	259	2,450		
	Total:	682,916	8,381,181	28,947	344,961	169,809	2,087,286	456,913	5,623,505	26,624	317,933	623	7,496
Mar-2010	Adult	620,218	7,644,228	25,718	310,473	154,397	1,902,310	414,187	5,116,740	25,423	308,747	493	5,958
	Youth	15,085	172,542	807	8,461	3,643	39,073	10,369	122,082	266	2,926		
	Total:	635,303	7,816,770	26,525	318,934	158,040	1,941,383	424,556	5,238,822	25,689	311,673	493	5,958
Apr-2010	Adult	686,102	8,446,906	25,910	309,275	176,285	2,175,345	455,041	5,611,644	28,261	343,341	605	7,301
	Youth	17,786	207,170	845	9,258	4,321	46,563	12,445	149,470	175	1,879		
	Total:	703,888	8,654,076	26,755	318,533	180,606	2,221,908	467,486	5,761,114	28,436	345,220	605	7,301
May-2010	Adult	642,232	7,900,932	25,343	301,276	164,502	2,036,223	425,474	5,239,482	26,406	317,912	507	6,039
	Youth	16,702	192,600	848	9,272	3,855	41,450	11,812	139,741	187	2,137		
	Total:	658,934	8,093,532	26,191	310,548	168,357	2,077,673	437,286	5,379,223	26,593	320,049	507	6,039
Jun-2010	Adult	648,541	7,967,671	23,922	282,837	169,857	2,099,259	428,124	5,262,293	26,136	317,036	502	6,246
	Youth	17,545	201,861	871	9,708	3,995	43,606	12,479	146,222	200	2,325		
	Total:	666,086	8,169,532	24,793	292,545	173,852	2,142,865	440,603	5,408,515	26,336	319,361	502	6,246
Jul-2010	Adult	636,056	7,854,408	23,611	283,715	162,503	2,019,170	423,446	5,227,663	26,014	317,783	482	6,077
	Youth	18,003	210,942	715	7,398	4,378	48,465	12,657	152,176	253	2,903		
	Total:	654,059	8,065,350	24,326	291,113	166,881	2,067,635	436,103	5,379,839	26,267	320,686	482	6,077

EXHIBIT 6-K3 CDCR 2010 IWTS CALL VOLUME BY CALL TYPE (CONTINUED)

	Total	Total		Local		IntraLATA		InterLATA		Interstate		International	
		Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Aug-2010	Adult	655,092	8,064,897	24,554	292,897	167,661	2,072,211	435,712	5,368,890	26,646	324,113	519	6,786
	Youth	17,603	206,100	650	6,554	4,325	49,132	12,440	148,181	188	2,233		
	Total:	672,695	8,270,997	25,204	299,451	171,986	2,121,343	448,152	5,517,071	26,834	326,346	519	6,786
Sep-2010	Adult	664,298	8,184,940	23,759	282,959	176,797	2,185,444	435,381	5,369,457	27,724	339,014	637	8,066
	Youth	17,349	202,707	670	6,892	3,761	42,798	12,745	150,843	173	2,174		
	Total:	681,647	8,387,647	24,429	289,851	180,558	2,228,242	448,126	5,520,300	27,897	341,188	637	8,066
Oct-2010	Adult	647,655	7,981,586	23,087	273,434	172,452	2,131,937	424,859	5,241,978	26,626	326,439	631	7,798
	Youth	15,644	182,124	649	6,600	3,371	38,420	11,517	135,742	107	1,362		
	Total:	663,299	8,163,710	23,736	280,034	175,823	2,170,357	436,376	5,377,720	26,733	327,801	631	7,798
Nov-2010	Adult	691,334	8,519,584	24,307	290,385	181,509	2,240,380	456,087	5,629,728	28,708	349,985	723	9,106
	Youth	17,405	204,080	459	4,782	3,422	39,078	13,344	158,125	180	2,095		
	Total:	708,739	8,723,664	24,766	295,167	184,931	2,279,458	469,431	5,787,853	28,888	352,080	723	9,106
Dec-2010	Adult	670,389	8,212,836	23,547	280,086	179,521	2,198,994	438,546	5,383,664	28,118	341,783	657	8,309
	Youth	18,405	216,751	429	4,075	3,694	42,387	14,164	168,962	118	1,327		
	Total:	688,794	8,429,587	23,976	284,161	183,215	2,241,381	452,710	5,552,626	28,236	343,110	657	8,309
Annual sum		8,107,623	99,666,347	309,234	3,680,715	2,082,322	25,654,321	5,382,325	66,280,914	326,731	3,963,691	7,011	86,706

EXHIBIT 6-L1 CDCR 2009 IWTS CALL VOLUME BY FACILITY

Facility	Local		IntraLATA		InterLATA		Interstate		International		Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
ADULT PRISONS												
Avenal State Prison	4296	52825	63853	813151	335823	4230548	14362	174189	397	3575	174	2156
Calipatria State Prison	2653	32496	16966	209666	135292	1677848	7944	98746	39	472	30	308
California Correctional Center	1296	15000	10777	125391	110865	1265416	5460	62422			53	641
California Correctional Institution	945	11896	5901	67240	164084	2017461	7003	83909	162	1589	46	412
Central California Women's Facility	1240	13263	8221	90731	190768	2157555	12224	137582	471	3949	30	342
Centinela State Prison	2797	35172	30422	366785	218657	2694997	8986	110258	236	2919	65	768
California Institution for Men	23033	252315	123497	1430471	25206	284746	8423	93448			89	960
California Institution for Women	12092	133638	69644	760438	50777	574249	8305	94852	4	58	114	1420
California Men's Colony	4464	52626	4915	56873	219107	2522355	14191	164216	2	29	253	3091
California Medical Facility	2687	31565	31231	368833	80964	984237	7472	86555			2	8
California State Prison, Corcoran	2445	26612	22609	277518	207761	2551858	9110	105059	88	1172	260	2853
California Rehabilitation Center	30414	375737	252913	3186804	147145	1802647	12557	144633	17	216	43	514
Correctional Training Facility	3280	42805	7485	89024	258683	3190958	12827	156004	36	260	49	431
Chuckawalla Valley State Prison	4758	63901	277522	3584655	114094	1486764	15176	190351	241	3158	187	2551

EXHIBIT 6-L1 CDCR 2009 IWTS CALL VOLUME BY FACILITY (CONTINUED)

Facility	Local		IntraLATA		InterLATA		Interstate		International		Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Deuel Vocational Institution	2882	34126	20439	241417	38626	464217	2268	24828			1	8
Folsom State Prison	18129	221379	7609	93830	108378	1319982	5678	68438	2	30	33	443
Folsom Transitional Treatment Center	9866	119223	3362	37475	25525	314611	931	10984			9	69
High Desert State Prison	2496	29362	16103	187347	111298	1352667	6840	82184	14	208	57	784
Ironwood State Prison	1615	20612	222670	2734672	49892	614049	10319	125372	130	1758	170	2250
Kern Valley State Prison	1637	19266	9613	115095	191730	2371607	9507	115232	301	3961	78	821
California State Prison, Los Angeles County	8414	105542	76330	896864	21869	257776	3794	44949			14	148
Mule Creek State Prison	15722	200675	31468	391241	233857	2932705	16157	200141	224	2867	171	1430
North Kern State Prison	873	11548	1364	16699	74169	925139	2736	32689			12	118
Pelican Bay State Prison	1131	14924	37568	492055	64984	867911	4578	57966	131	1868	25	375
Pleasant Valley State Prison	3827	45669	35275	419084	186562	2221942	10666	126531	17	219	185	1968
Richard J. Donovan Correctional Facility	55793	646190	27324	323874	106300	1274766	8303	96862	131	1709	107	1200
California State Prison, Sacramento	29439	371319	10472	132049	121134	1525575	7550	94330	357	5052	102	1030
California Substance Abuse Treatment Facility and State Prison Corcoran	3443	45550	52104	650066	439847	5576341	18436	226751	60	830	271	3319

EXHIBIT 6-L1 CDCR 2009 IWTS CALL VOLUME BY FACILITY (CONTINUED)

Facility	Local		IntraLATA		InterLATA		Interstate		International		Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Sierra Conservation Center	2134	25537	22353	269866	143795	1689944	6768	79117			36	272
California State Prison, Solano	13614	174431	101089	1258777	160514	2003076	13303	162245	166	2011	98	1252
California State Prison, San Quentin	49480	542599	103438	1241966	79960	961835	11429	140903	1830	23798	219	2881
Salinas Valley State Prison	1949	22647	5250	65455	132222	1645239	7804	97543	165	2129	9	117
Valley State Prison for Women	1509	16024	15022	166949	172069	1902855	12175	135928	198	2357	168	1581
Wasco State Prison and Reception Center	892	10427	11178	131318	39892	484295	3705	44468	6	88	107	1261
CONSERVATION CAMPS												
Acton			3628	43486	803	10314	104	1257				
Alder	31	314	1301	16730	5325	69802	356	4537				
Baseline	66	779	1556	19586	6501	85213	455	5541				
Bautista	456	4880	7166	86277	2850	32890	578	7618				
Ben Lomond			1974	25800	6933	93051	193	2664				
Chamberlain Creek			1503	18813	5088	66615	341	4038				
Deadwood			469	6481	3611	47536	294	4177			82	1011
Delta			2018	24979	10506	139761	236	3105				
Devils Garden			672	8939	6011	76452	209	2726				
Eel River	22	286	6861	95052	9752	125454	329	4166				
Fenner Canyon			10284	123782	2511	29843	694	8925			6	86
Francisquito			3303	41794	703	8772	67	814				
Gabilan	88	1047	1463	19147	7199	91895	178	1932				
Growlersburg	60	783	1437	18786	5913	76297	441	5935				
High Rock	290	4062	1673	22055	9802	130797	390	5191			4	59

EXHIBIT 6-L1 CDCR 2009 IWTS CALL VOLUME BY FACILITY (CONTINUED)

Facility	Local		IntraLATA		InterLATA		Interstate		International			Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls
Intermountain	40	456	1069	13940	6662	87884	226	2777					
Ishi	38	545	551	7416	9612	127213	343	4427					
Julius Klein			5330	62594	723	8625	363	4473			36		436
Konocti			1288	16339	8638	115306	294	3960					
La Cima			1634	20034	2792	37066	152	2018					
Malibu	123	1563	1847	22950	1709	21219	179	2291					
McCain Valley			2326	30193	4893	62739	411	5469					
Miramonte			746	9840	2272	29462	75	925					
Mount Bullion	14	175	945	12434	5980	77975	525	7212					
Mount Gleason			1722	21364	314	3866	147	1857					
Mountain Home	2	17	598	7976	4705	59272	144	1632					
Oak Glen			6962	84483	1608	20018	149	1710					
Owens Valley	85	419	6576	85141	3421	45541	497	5655					
Parlin Fork			3595	47341	10151	131719	481	5746					
Prado	445	5167	3671	43085	742	9351	211	2634					
Puerta La Cruz	64	846	1113	14218	3880	48505	489	6513	3		44		
Rainbow			493	5697	4492	52265	958	11733			30		410
Salt Creek			1068	12403	10854	142150	419	5593					
Sugar Pine	97	1238	989	11683	12299	161081	931	12094					
Trinity River			262	3637	6956	92852	369	4897					
Vallecito			419	5495	2906	38129	116	1440					
Valley View			491	6153	5858	76549	210	2849					
Washington Ridge	2	30	937	12582	10183	135258	278	3775					

EXHIBIT 6-L1 CDCR 2009 IWTS CALL VOLUME BY FACILITY (CONTINUED)

Facility	Local		IntraLATA		InterLATA		Interstate		International			Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls		
COMMUNITY CORRECTIONAL FACILITIES													
Baker, BCCF			5759	73522	9384	114609	484	5706					
Central Valley Modified CCF	958	12259	8467	108148	66128	860731	1593	19462					
Desert View Modified CCF	2971	37151	62426	803325	20148	253953	2275	26844					
Golden State Modified CCF	588	7521	4118	53849	64291	833742	1943	24327			35	462	
Leo Chesney CCF	406	4451	3194	39771	24471	293422	1375	17176					
McFarland CCF	166	2011	1160	14862	15613	194830	382	4537					
Mesa Verde CCF	3104	37485	552	5914	25430	328906	542	6195					
FEMALE OFFENDER PROGRAMS													
Female Rehabilitative Community Correctional Center	157	2037	87	842	4666	57386	248	3427					
Fresno Family Foundation Program	1002	12027	521	6661	3214	38557	36	359					
Santa Fe Springs Family Foundation Program	950	10193	1027	12678	253	2983	73	886					
San Diego Family Foundation Program	1240	14600	473	5651	549	6507	59	849					

EXHIBIT 6-L1 CDCR 2009 IWTS CALL VOLUME BY FACILITY (CONTINUED)

Facility	Local		IntraLATA		InterLATA		Interstate		International			Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes		Calls	Minutes	Calls	Minutes	Calls	
YOUTH FACILITIES													
Heman G. Stark Youth Correctional Facility	4102	44225	29011	331487	12349	143569	669	6864				1	8
N.A. Chaderjian & O. H. Close Youth Correctional Facilities	1335	14216	7050	85227	63410	757160	630	8024					
Pine Grove Youth Conservation Camp			382	4483	4083	50910	19	271					
Preston Youth Correctional Facility	2016	24709	10579	130508	49228	593184	144	1639					
Southern Youth Correctional Reception Center and Clinic	7774	82474	6212	66131	3533	38263	115	1369					
Ventura Youth Correctional Facility			22389	247227	9588	106382	211	2115					

EXHIBIT 6-L2 CDCR 2010 IWTS CALL VOLUME BY FACILITY

Facility	Local		IntraLATA		InterLATA		Interstate		International		Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Adult Prison												
Avenal State Prison	2923	35549	70365	888188	436681	5528149	17656	216106	133	1695	216	1490
Cal Correctional Institution	2360	29066	9985	120503	217739	2690078	9881	120523	158	1560	9	89
California Correctional Center	2667	31401	12522	146675	114615	1317432	5245	60564	34	433	3	36
California Institution for Men	17594	204748	100587	1186547	32029	378895	5115	57313			8	61
California Institution for Women	11754	134847	81217	901219	64547	723879	8281	97362	1	15	98	1171
California Medical Facility	3585	44785	28943	334824	65942	802273	8322	98262	11	116	2	30
California Men's Colony	3899	42874	4921	57047	212150	2478509	14050	164068	2	18	210	2643
California Rehabilitation Center	29934	369049	258655	3248712	131054	1617483	9793	113280			18	184
Calipatria State Prison	2022	25047	17875	215854	119151	1498420	8373	106984			34	430
Cal State Prison/Corcoran	2906	33769	23227	284246	171825	2131110	7938	92562	70	816	89	972
Cal State Prison/LA County	11172	137740	99977	1177350	40237	475534	6857	81145			14	167
Cal State Prison/Sacramento	18896	232952	8484	105992	75406	925425	5674	70489	319	4538	17	151
Cal State Prison/Solano	15862	202962	117840	1464440	200142	2533182	14590	181352	138	1624	83	1054
Centinela State Prison	1833	21795	23004	280329	143477	1779888	6112	75012	25	323	63	668
Central Cal Women's Facility	966	10494	6298	72395	193173	2230514	14034	164003	150	1443	165	1682
Chuckawalla Valley State Prison	1549	20482	324118	4178346	124762	1585167	14019	178658	363	4894	860	12192
Corcoran Substance Abuse Facility	3919	52151	66097	835229	449873	5692689	20896	258141	203	2716	247	3070
Correctional Training Facility	5192	67835	11261	141119	311095	3881134	16862	205206	22	208	63	805

EXHIBIT 6-L2 CDCR 2010 IWTS CALL VOLUME BY FACILITY (CONTINUED)

Facility	Local		IntraLATA		InterLATA		Interstate		International		Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Deuel Vocational Institution	2638	31047	20347	242768	54013	663032	2258	26120	2	27		
Folsom State Prison	13311	165287	5390	66169	83176	1009309	3800	46394	7	101	5	67
High Desert State Prison	1606	19214	13884	157754	115150	1392004	6339	75455	2	21	19	240
Ironwood State Prison	2229	29253	223744	2767973	60641	741870	11195	137939	111	1335	26	289
Kern Valley State Prison	2910	37324	10063	118374	181152	2265694	9248	114191	239	3171	72	699
Mule Creek State Prison	12561	158447	38066	470318	227670	2848388	16420	202071	297	3991	127	1204
North Kern State Prison	225	3073	811	9463	62377	780345	1530	17509			1	8
Pelican Bay State Prison	779	10839	32247	408099	79452	1042346	4631	60364	29	409	59	862
Pleasant Valley State Prison	4281	52447	30108	362888	164224	1969684	11236	135208	42	578	106	821
R.J. Donovan Correctional Facility	47221	544511	33788	406955	103693	1241437	8486	101080	217	2989	67	722
Salinas Valley State Prison	734	8009	3047	36229	88711	1098913	4961	62042			51	641
San Quentin State Prison	46552	516158	117345	1441137	97027	1186827	11599	146221	727	9890	225	3003
Sierra Conservation Center	3035	35699	15005	181256	137270	1610473	5734	68360			96	841
Valley State Prison for Women	2906	31859	19149	223181	175156	1973046	12713	144140	135	1249	181	2265
Wasco State Prison	293	3370	9802	113026	30926	368489	937	11087			14	165
CONSERVATION CAMP												
Acton			3932	48170	416	5185	142	1776				
Alder	16	145	669	8458	4546	60572	336	4261				
Baseline	22	284	1651	20747	11166	145551	438	5523				
Bautista	655	6101	8967	113509	2245	28254	390	5238				
Ben Lomond Adult			1321	15240	5021	67585	225	2876				
Chamberlain Creek Camp	33	362	1140	15245	7521	100623	576	7028				

EXHIBIT 6-L2 CDCR 2010 IWTS CALL VOLUME BY FACILITY (CONTINUED)

Facility	Local		IntraLATA		InterLATA		Interstate		International		Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Deadwood			297	3717	3843	51542	361	5129			84	1099
Delta	46	594	3261	33899	18782	238032	356	4467				
Devils Garden			1302	17672	4517	59056	204	2650				
Eel River			4779	63164	11727	149812	274	3778				
Fenner Canyon			10239	131707	3874	48812	557	7382			24	322
Francisquito			2853	36083	856	10604	56	730				
Gabilan	14	177	17	190	9850	131818	168	2347				
Growlersburg	30	421	1936	24522	7860	96323	297	3596				
High Rock	38	491	3651	48520	7588	99068	191	2424			1	12
Intermountain			1019	13506	5815	76472	280	3782			27	390
Ishi	21	307	353	3862	10009	133166	474	6417				
Julius Klein			4141	49067	697	7843	201	2625				
Konocti	21	259	1506	19649	7771	104625	120	1626				
La Cima			2171	27995	3306	45308	170	1960				
Malibu	129	1056	2184	26689	2564	30961	458	5949				
McCain Valley	2	30	3205	40675	4563	61806	497	6759				
Miramonte			727	9865	2337	31379	167	2318				
Mountain Home			1647	21722	4542	58286	90	834				
Mt. Bullion	4	38	1417	18228	6101	79787	475	6638				
Oak Glen	2	21	5658	69417	1908	23553	296	3621				
Owens Valley	8	83	9699	125352	3027	40249	833	10476				
Parlin Fork			3574	46749	11396	152679	292	3560				
Pilot Rock	465	6077	2718	34554	222	2929	137	1850				
Prado	455	5337	4218	49246	593	7539	319	3745				
Puerta La Cruz			686	8554	4589	59710	521	6920	15	199		
Rainbow			488	5682	4801	59465	557	6929			28	381
Salt Creek			727	8753	10989	142977	322	4367				
Sugar Pine	6	31	923	11905	10195	133720	389	4998				
Trinity River			389	5424	7686	102995	225	3132				

EXHIBIT 6-L2 CDCR 2010 IWTS CALL VOLUME BY FACILITY (CONTINUED)

Facility	Local		IntraLATA		InterLATA		Interstate		International		Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Vallecito			270	3602	2271	29079	149	2030				
Valley View			750	9964	6423	85049	543	7426				
Washington Ridge	98	1304	3025	41881	12199	163600	372	5053				
Holton	99	1387	1318	16835	347	4686	120	1557				
Community Correctional Facilities												
Central Valley Modified CCF	1531	19739	6210	79633	86023	1121935	1602	19038			20	224
Desert View Modified CCF	4307	54787	70589	894157	24545	307405	1891	23119	55	294		
Golden State Modified CCF	5062	65592	12824	165803	85459	1104543	1875	22932			1	15
Leo Chesney Correctional Facility	819	9648	3160	36579	31225	373537	1120	12673				
Female Offender Programs												
Family Foundation of Fresno	1338	15843	1330	16743	3734	46066	32	295				
Family Foundation of San Diego	1384	13497	249	2955	1342	15835	91	1187				
Family Foundation Santa Fe Spring	2280	26528	1649	18208	118	1428	58	798				
Female Rehabilitative CCC	729	8542	65	795	8108	97863	374	4557				
Youth Facilities												
Northern California Youth Center	1714	21336	5057	58680	75454	887275	836	10429				
Pine Grove Youth Conservation Camp			418	5756	5495	69974	4	50				
Preston Youth Correctional	313	3635	5739	69006	55687	672698	339	4065				
Southern Youth Reception Center	6151	63145	4533	45606	3967	47106	278	3073				
Stark Youth Correctional Facility	1128	9835	5670	54858	844	8459	615	5434				

EXHIBIT 6-M1 CDCR 2009 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH

International	Calls	Minutes	Country
Jan-2009	56	746	Netherlands
	32	352	France
	2	30	Spain
	4	60	Ireland
	43	286	Italy
	33	464	Switzerland
	152	1842	United Kingdom
	179	2381	Germany
	7	96	Guatemala
	2	28	Mexico
	4	56	Columbia
	27	376	Australia
	16	212	Philippines
	12	164	New Zealand
	335	3834	Canada
Total	904	7093	
Feb-2009	2	30	Kenya
	41	540	Netherlands
	20	260	France
	6	83	Ireland
	16	213	Italy
	43	588	Switzerland
	187	2388	United Kingdom
	112	1482	Germany
	6	82	Guatemala
	4	60	Mexico
	6	75	Columbia
	10	123	Australia
	13	134	Philippines
	16	230	New Zealand
	280	3283	Canada
Total	762	9571	

EXHIBIT 6-M1 CDCR 2009 IWTS INTERNATIONAL CALL VOLUME BYCOUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
Mar-2009	7	94	Kenya
	40	505	Netherlands
	12	176	France
	4	41	Spain
	14	170	Italy
	36	522	Switzerland
	139	1604	United Kingdom
	53	689	Germany
	5	60	Guatemala
	6	87	Mexico
	3	32	Columbia
	19	266	Australia
	2	18	Philippines
	24	346	New Zealand
	260	3060	Canada
Total	624	7670	
Apr-2009	5	68	Kenya
	41	510	Netherlands
	26	343	France
	11	151	Spain
	3	44	Ireland
	28	243	Italy
	8	120	Switzerland
	169	2038	United Kingdom
	59	506	Germany
	6	73	Guatemala
	5	74	Mexico
	6	68	Columbia
	10	136	Australia
	5	49	Philippines
	17	213	New Zealand
	302	3412	Canada
Total	701	8048	

EXHIBIT 6-M1 CDCR 2009 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
May-2009	44	504	Netherlands
	7	30	France
	22	257	Spain
	8	116	Ireland
	16	125	Italy
	21	290	Switzerland
	152	1713	United Kingdom
	64	586	Germany
	7	68	Guatemala
	12	162	Mexico
	3	29	Columbia
	17	220	Australia
	7	95	Philippines
	4	34	New Zealand
	314	3746	Canada
Total	698	7975	
Jun-2009	6	82	Kenya
	79	1048	Netherlands
	3	43	France
	21	274	Spain
	8	117	Ireland
	17	161	Italy
	18	259	Switzerland
	162	2098	United Kingdom
	75	705	Germany
	9	124	Guatemala
	2	30	Mexico
	4	47	Columbia
	19	268	Australia
	26	313	Philippines
	4	60	New Zealand
	324	3772	Canada
Total	777	9401	

EXHIBIT 6-M1 CDCR 2009 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
Jul-2009	92	1256	Netherlands
	12	179	France
	19	222	Spain
	6	90	Ireland
	45	304	Italy
	34	497	Switzerland
	122	1490	United Kingdom
	5	75	Sweden
	37	402	Germany
	6	54	Guatemala
	6	85	Mexico
	1	6	Columbia
	19	244	Australia
	23	262	Philippines
	4	39	New Zealand
	348	3897	Canada
Total	779	9102	
Aug-2009	68	865	Netherlands
	18	201	France
	15	208	Spain
	6	87	Ireland
	50	426	Italy
	47	627	Switzerland
	110	1302	United Kingdom
	16	204	Sweden
	78	921	Germany
	4	55	Guatemala
	7	105	Mexico
	3	26	Columbia
	17	208	Australia
	12	126	Philippines
	2	19	New Zealand
	316	3612	Canada
Total	769	8992	

EXHIBIT 6-M1 CDCR 2009 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
Sep-2009	3	45	Kenya
	74	905	Netherlands
	18	252	France
	17	233	Spain
	6	85	Ireland
	37	378	Italy
	38	523	Switzerland
	153	1819	United Kingdom
	14	178	Sweden
	52	708	Germany
	4	53	Guatemala
	10	130	Mexico
	4	51	Columbia
	24	329	Australia
	10	97	Philippines
	1	15	New Zealand
	269	3186	Canada
Total	734	8987	
Oct-2009			
	6	90	Kenya
	102	1343	Netherlands
	21	279	France
	13	181	Spain
	3	45	Ireland
	35	309	Italy
	45	620	Switzerland
	91	1133	United Kingdom
	4	58	Sweden
	75	961	Germany
	14	157	Mexico
	1	15	Columbia
	20	280	Australia
	11	121	Philippines
	1	14	New Zealand
	287	3448	Canada
Total	729	9054	

EXHIBIT 6-M1 CDCR 2009 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
Nov-2009	2	7	Kenya
	101	1263	Netherlands
	24	349	France
	21	273	Spain
	2	26	Ireland
	30	228	Italy
	41	605	Switzerland
	114	1159	United Kingdom
	3	31	Sweden
	2	30	Poland
	44	579	Germany
	2	30	Guatemala
	10	105	Mexico
	7	96	Columbia
	17	245	Australia
	8	98	Philippines
	4	27	New Zealand
	257	3162	Canada
Total	689	8313	
Dec-2009	3	41	Kenya
	99	1133	Netherlands
	17	202	France
	19	231	Spain
	1	15	Ireland
	28	240	Italy
	37	524	Switzerland
	83	895	United Kingdom
	36	492	Germany
	2	29	Guatemala
	10	132	Mexico
	24	286	Columbia
	17	240	Australia
	20	204	Philippines
	3	37	New Zealand
	235	2807	Canada
Total	634	7508	

EXHIBIT 6-M2 CDCR 2010 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH

International	Calls	Minutes	Country
Jan-2010	2	25	Kenya
	89	1,003	Netherlands
	25	333	France
	14	180	Spain
	30	289	Italy
	8	106	Switzerland
	110	1,293	United Kingdom
	1	15	Poland
	26	370	Germany
	1	8	Guatemala
	12	153	Mexico
	21	246	Columbia
	19	285	Australia
	17	195	Philippines
	6	82	New Zealand
	251	2,941	Canada
Total	632	7,524	
Feb 2010	5	54	Kenya
	121	1,443	Netherlands
	20	224	France
	14	179	Spain
	4	52	Ireland
	41	362	Italy
	36	534	Switzerland
	67	814	United Kingdom
	14	188	Germany
	2	30	Guatemala
	12	154	Mexico
	20	243	Columbia
	27	371	Australia
	7	65	Philippines
	6	86	New Zealand
	5	39	Hong Kong
	222	2,658	Canada
Total	623	7,496	

EXHIBIT 6-M2 CDCR 2010 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH
(CONTINUED)

International	Calls	Minutes	Country
Mar-2010	75	934	Netherlands
	36	453	France
	18	237	Spain
	2	29	Ireland
	22	200	Italy
	26	364	Switzerland
	57	713	United Kingdom
	11	134	Germany
	1	15	Guatemala
	17	160	Mexico
	5	69	Columbia
	25	352	Australia
	18	141	Philippines
	6	85	New Zealand
	3	36	Hong Kong
	171	2,036	Canada
Total	493	5,958	
Apr-2010	89	1,125	Netherlands
	11	160	France
	11	152	Spain
	3	43	Ireland
	48	438	Italy
	40	572	Switzerland
	66	790	United Kingdom
	2	26	Poland
	16	214	Germany
	1	15	Guatemala
	17	167	Mexico
	10	112	Columbia
	30	379	Australia
	14	150	Philippines
	1	10	Hong Kong
	246	2,948	Canada
Total	605	7,301	

EXHIBIT 6-M2 CDCR 2010 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH
(CONTINUED)

International	Calls	Minutes	Country
May-2010	42	527	Netherlands
	13	134	France
	17	210	Spain
	3	44	Ireland
	25	233	Italy
	33	401	Switzerland
	61	678	United Kingdom
	3	45	Poland
	15	214	Germany
	1	15	Guatemala
	25	238	Mexico
	2	17	Columbia
	29	385	Australia
	9	97	Philippines
	6	56	Hong Kong
	223	2,745	Canada
Total	507	6039	
Jun-2010	69	941	Netherlands
	4	45	France
	21	282	Spain
	2	30	Ireland
	37	346	Italy
	36	524	Switzerland
	49	639	United Kingdom
	15	173	Germany
	1	15	Guatemala
	18	244	Mexico
	1	15	Columbia
	8	105	Australia
	3	36	Philippines
	1	14	Hong Kong
	237	2,837	Canada
Total	502	6,246	

EXHIBIT 6-M2 CDCR 2010 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH
(CONTINUED)

International	Calls	Minutes	Country
Jul-2010	56	747	Netherlands
	5	43	France
	11	165	Spain
	1	15	Ireland
	27	302	Italy
	40	589	Switzerland
	49	644	United Kingdom
	11	132	Germany
	1	15	Guatemala
	25	310	Mexico
	3	42	Columbia
	12	140	Australia
	10	96	Philippines
	231	2,837	Canada
Total	482	6,077	
Aug-2010	53	719	Netherlands
	24	350	France
	10	136	Spain
	2	30	Ireland
	11	119	Italy
	31	447	Switzerland
	49	650	United Kingdom
	1	15	Denmark
	19	265	Germany
	1	13	Guatemala
	14	200	Mexico
	3	41	Columbia
	13	180	Australia
	2	30	Philippines
	1	15	New Zealand
	285	3,576	Canada
Total	519	6,786	

EXHIBIT 6-M2 CDCR 2010 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH
 (CONTINUED)

International	Calls	Minutes	Country
Sep-2010	51	697	Netherlands
	29	418	France
	7	105	Spain
	3	41	Ireland
	20	221	Italy
	44	612	Switzerland
	49	545	United Kingdom
	2	30	Denmark
	6	90	Germany
	1	15	Guatemala
	27	172	Mexico
	3	36	Columbia
	14	191	Australia
	5	49	Philippines
	376	4,844	Canada
Total	637	8,066	
Oct-2010			
	42	515	Netherlands
	22	313	France
	6	67	Spain
	1	15	Ireland
	32	289	Italy
	43	626	Switzerland
	20	208	United Kingdom
	3	25	Denmark
	1	15	Poland
	10	129	Germany
	1	15	Guatemala
	29	324	Mexico
	3	35	Columbia
	16	173	Australia
	2	28	Philippines
	3	18	Bangladesh
	397	5,003	Canada
Total	631	7,798	

EXHIBIT 6-M2 CDCR 2010 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH
(CONTINUED)

International	Calls	Minutes	Country
Nov-2010	82	1,029	Netherlands
	22	293	France
	13	153	Spain
	2	30	Ireland
	43	404	Italy
	34	485	Switzerland
	61	777	United Kingdom
	3	45	Denmark
	15	192	Germany
	1	15	Guatemala
	24	306	Mexico
	5	62	Columbia
	26	336	Australia
	4	36	Philippines
	2	30	New Zealand
	3	45	Bangladesh
	383	4,868	Canada
Total	723	9106	
Dec-2010	77	935	Netherlands
	16	239	France
	14	187	Spain
	1	15	Ireland
	31	327	Italy
	38	570	Switzerland
	76	958	United Kingdom
	2	18	Denmark
	18	244	Germany
	2	30	Guatemala
	18	264	Mexico
	5	54	Columbia
	18	241	Australia
	6	45	Philippines
	3	45	New Zealand
	4	60	Bangladesh
	328	4,077	Canada
Total	657	8309	

EXHIBIT 6-N IWTS TRANSITION FACILITIES

TEAM 1**		TEAM 2**
Sierra Conservation Center		Devil's Garden
Valley State Prison For Women		Intermountain
Central California Women's Facility		Sugar Pine
California Substance Abuse Treatment Facility and State Prison		High Desert State Prison
North Kern State Prison		California Correctional Center
Kern Valley State Prison		Antelope
Wasco State Prison		Ishi
California Medical Facility		Washington Ridge
California State Prison, Solano		Growlersberg
Deuel Vocational Institution		Folsom State Prison
Salinas Valley State Prison		Pine Grove
Gabilan		Mule Creek State Prison
Pleasant Valley State Prison		Northern Youth
Avenal State Prison		California Correctional Institutional
California Men's Colony		California State Prison, Los Angeles County
Cuesta Camp		Desert View Modify CCF
Pelican Bay State Prison		Acton
Alder Creek		Francisquito
High Rock		Ventura Youth
Eel River		OIA-Rancho Cucamonga
Chamberlain Creek		OCS-Rancho Cucamonga
Parlin Fork		California Institution for Women
Konocti		California Institution for Men
Ben Lomond		Prado
Vallecito		Heman G. Stark
Baseline		California Rehabilitation Center
Mt. Bullion		Oak Glen
Miramonte		Fenner Canyon
Mountain Home		Ironwood State Prison
OCS-Fresno		Chuckawalla Valley State Prison
Fresno Family Foundations		Calipatria State Prison
Background Investigations, Fresno Office (anticipated)		Centinela
Owens Valley		McCain

***Two teams can run concurrently during installation*

EXHIBIT 6-N IWTS TRANSITION OF FACILITIES (CONTINUED)

TEAM 1**	TEAM 2**
Leo Chesney OIA Northern Region - Sacramento Background Investigations, Sacramento Office (anticipated) OCS-Rancho Cordova OCS HQ Northern California Youth Claremont Custody Center (anticipated) CCF Shafter CCF (anticipated) Delano CCF (anticipated) Central Valley Modified CCF Golden State Modified CCF Female Rehabilitative Community OIA-Central Bakersfield OCS-Special Services Unit Bay Area Deadwood Trinity River Salt Creek Valley View	Richard J. Donovan Correctional Facility San Diego Center Point OCS-San Diego La Cima Rainbow Puerta La Cruz Bautista Julius Klein Pilot Rock Malibu Santa Fe Springs Los Angeles Karl Holton

**Two teams can run concurrently during installation

EXHIBIT 6-O ADULT INSTITUTION MAS LOCATIONS

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS
1	ASP	Avenal State Prison	(559) 386-0587	1 Kings Way Avenal, CA 93204
2	CAL	Calipatria State Prison	(760) 348-7000	7018 Blair Road Calipatria, CA 92233
3	CCC	California Correctional Center	(530) 257-2181	711-045 Center Road Susanville, CA 96130
4	CCI	California Correctional Institution	(661) 822-4402	24900 Highway 202 Tehachapi, CA 93561
5	CCWF	Central California Women's Facility	(559) 665-5531	23370 Road 22 Chowchilla, CA 93610
6	CEN	Centinela State Prison	(760) 337-7900	2302 Brown Road Imperial, CA 92251
7	CIM	California Institution for Men	(909) 597-1821	14901 South Central Avenue Chino, CA 91710
8	CIW	California Institution for Women	(909) 597-1771	16756 Chino-Corona Road Corona, CA 92880
9	CMC	California Men's Colony	(805) 547-7981	Highway 1 San Luis Obispo, CA 93409
10	CMF	California Medical Facility	(707) 448-6841	1600 California Drive Vacaville, CA 95687
11	COR	California State Prison, Corcoran	(559) 992-8800	4001 King Avenue Corcoran, CA 93212
12	CRC	California Rehabilitation Center	(951) 737-2683	5th Street & Western Norco, CA 92860
13	CTF	Correctional Training Facility	(831) 678-3951	Highway 101 North Soledad, CA 93960
14	CVSP	Chuckawalla Valley State Prison	(760) 922-5300	19025 Wiley's Well Road Blythe, CA 92225
15	DVI	Deuel Vocational Institution	(209) 835-4141	23500 Kasson Road Tracy, CA 95376

EXHIBIT 6-O ADULT INSTITUTION MAS LOCATIONS (CONTINUED)

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS
16	FSP	Folsom State Prison	(916) 985-2561	300 Prison Road Represa, CA 95671
17	HDSP	High Desert State Prison	(530) 251-5100	475-750 Rice Canyon Road Susanville, CA 96127
18	ISP	Ironwood State Prison	(760) 921-3000	19005 Wiley's Well Road Blythe, CA 92225
19	KVSP	Kern Valley State Prison	(661) 721-6300	3000 West Cecil Avenue Delano, CA 93216
20	LAC	California State Prison, Los Angeles County	(661) 729-2000	44750 60th Street, West Lancaster, CA 93536
21	MCSP	Mule Creek State Prison	(209) 274-4911	4001 Highway 104 Ione, CA 95640
22	NKSP	North Kern State Prison	(661) 721-2345	2737 West Cecil Avenue Delano, CA 93216
23	PBSP	Pelican Bay State Prison	(707) 465-1000	5905 Lake Earl Drive Crescent City, CA 95531
24	PVSP	Pleasant Valley State Prison	(559) 935-4900	24863 West Jayne Avenue Coalinga, CA 93210
25	RJD	Richard J. Donovan Correctional Facility	(619) 661-6500	480 Alta Road San Diego, CA 92179
26	SAC	California State Prison, Sacramento	(916) 985-8610	100 Prison Road Represa, CA 95671
27	SATF	California Substance Abuse Treatment Facility and State Prison at Corcoran	(559) 992-7100	900 Quebec Avenue Corcoran, CA 93212
28	SCC	Sierra Conservation Center	(209) 984-5291	5100 O'Byrnes Ferry Road Jamestown, CA 95327
29	SOL	California State Prison, Solano	(707) 451-0182	2100 Peabody Road Vacaville, CA 95696
30	SQP	California State Prison, San Quentin	(415) 454-1460	1 Main Street San Quentin, CA 94964
31	SVSP	Salinas Valley State Prison	(831) 678-5500	31625 Highway 101 Soledad, CA 93960
32	VSPW	Valley State Prison for Women	(559) 665-6100	21633 Avenue 24 Chowchilla, CA 93610
33	WSP	Wasco State Prison and Reception Center	(661) 758-8400	701 Scofield Avenue Wasco, CA 93280

EXHIBIT 6-P FUTURE ADULT FACILITY MAS LOCATIONS ANTICIPATED

	IWTS ACRONYMS	FACILITY	MAIN TELEPHONE NUMBER	ADDRESS	CITY	ZIP CODE
1	HGS	Heman G. Stark	TBD	151 South Euclid Avenue	Chino	91710
2	ECF	Estrella Correctional Facility	TBD	4545 Airport Road	Paso Robles	93446
3	CHCF	California Health Care Facility	TBD	7707 S. Austin Road	Stockton	95215
4	NCRF	Northern California Re-Entry Facility	TBD	7150 Arch Road	Stockton	95213

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EXHIBIT 6-Q YOUTH FACILITY MAS LOCATIONS (DELETED)

EXHIBIT 6-R CDCR FACILITY TOPOGRAPHY

ADULT INSTITUTIONS	CO-LOCATED	URBAN/RURAL	TERRAIN	NON-CONTIGUOUS	MSF*
Avenal State Prison (ASP) 1 Kings Way Avenal, CA 93204		Rural			
Calipatria State Prison (CAL) 7018 Blair Road Calipatria, CA 92233		Rural			X
California Correctional Center (CCC) 711-045 Center Road Susanville, CA 96130	HDSP	Rural			
California Correctional Institution (CCI) 24900 Highway 202 Tehachapi, CA 93561		Rural	X	X	
Central California Women's Facility (CCWF) 23370 Road 22 Chowchilla, CA 93610	VSPW	Rural			
Centinela State Prison (CEN) 2302 Brown Road Imperial, CA 92251		Rural			X
California Institution for Men (CIM) 14901 South Central Avenue Chino, CA 91710		Urban		X	
California Institution for Women (CIW) 16756 Chino-Corona Road Corona, CA 92880		Mixed			
California Men's Colony (CMC) Highway 1 San Luis Obispo, CA 93409		Rural		X	
California Medical Facility (CMF) 1600 California Drive Vacaville, CA 95687	SOL	Urban			
California State Prison, Corcoran (COR) 4001 King Avenue Corcoran, CA 93212	SATF	Rural			X
California Rehabilitation Center (CRC) 5 th Street & Western Norco, CA 92860		Urban	X		
Correctional Training Facility (CTF) Highway 101 North Soledad, CA 93960	SVSP	Rural		X	
Chuckawalla Valley State Prison (CVSP) 19025 Wiley's Well Road Blythe, CA 92225	ISP	Rural			
Deuel Vocational Institution (DVI) 23500 Kasson Road Tracy, CA 95376		Rural			

***Minimum Security Facility**

EXHIBIT 6-R CDCR FACILITY TOPOGRAPHY (CONTINUED)

ADULT INSTITUTIONS	CO-LOCATED	URBAN/RURAL	TERRAIN	NON-CONTIGUOUS	MSF*
Folsom State Prison (FSP) 300 Prison Road Represa, CA 95671	SAC	Rural			
High Desert State Prison (HDSP) 475-750 Rice Canyon Road Susanville, CA 96127	CCC	Rural			
Ironwood State Prison (ISP) 19005 Wiley's Well Road Blythe, CA 92225	CVSP	Rural			
Kern Valley State Prison (KVSP) 3000 West Cecil Avenue Delano, CA 93216-6000		Rural			X
California State Prison – Los Angeles County (LAC) 44750 60 th Street West Lancaster, CA 93536-7620		Urban			X
Mule Creek State Prison (MCSP) 4001 Highway 104 Ione, CA 95640		Rural			
North Kern State Prison (NKSP) 2737 West Cecil Avenue Delano, CA 93216		Rural			X
Pelican Bay State Prison (PBSP) 5905 Lake Earl Drive Crescent City, CA 95531		Rural			
Pleasant Valley State Prison (PVSP) 24863 West Jayne Avenue Coalinga, CA 93210		Rural			
R.J. Donovan Correctional Facility (RJD) 480 Alta Road San Diego, CA 92179		Rural			
California State Prison, Sacramento (SAC) 100 Prison Road Represa, CA 95671	FSP	Rural			
California Substance Abuse Treatment Facility and State Prison at Corcoran (SATF) 900 Quebec Avenue Corcoran, CA 93212	COR				
Sierra Conservation Center (SCC) 5100 O'Byrnes Ferry Road Jamestown, CA 95327					
California State Prison, Solano (SOL) 2100 Peabody Road Vacaville, CA 95696	CMF				

***Minimum Security Facility**

EXHIBIT 6-R CDCR FACILITY TOPOGRAPHY (CONTINUED)

ADULT INSTITUTIONS	CO-LOCATED	URBAN/ RURAL	TERRAIN	NON- CONTIGUOUS	MSF*
California State Prison, San Quentin (SQ) 1 Main Street San Quentin, CA 94964		Urban			
Salinas Valley State Prison (SVSP) 31625 Highway 101 Soledad, CA 93960	CTF	Rural			X
Valley State Prison for Women (VSPW) 21633 Avenue 24 Chowchilla, CA 93610	CCWF	Rural			
Wasco State Prison (WSP) 701 Scofield Avenue Wasco, CA 93280		Rural			

***Minimum Security Facility**

EXHIBIT 6-S MANAGED ACCESS SYSTEM IMPLEMENTATION OF FACILITIES

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS	PHASE
1	SOL	California State Prison, Solano	(707) 451-0182	2100 Peabody Road Vacaville, CA 95696	0 Acceptance
2	CRC	California Rehabilitation Center	(951) 737-2683	5th Street & Western Norco, CA 92860	1
3	ASP	Avenal State Prison	(559) 386-0587	1 Kings Way Avenal, CA 93204	1
4	SVSP	Salinas Valley State Prison	(831) 678-5500	31625 Highway 101 Soledad, CA 93960	1
5	FSP	Folsom State Prison	(916) 985-2561	300 Prison Road Represa, CA 95671	1
6	CEN	Centinel State Prison	(760) 337-7900	2302 Brown Road Imperial, CA 92251	1
7	ISP	Ironwood State Prison	(760) 921-3000	19005 Wiley's Well Road Blythe, CA 92225	1
8	CIM	California Institution for Men	(909) 597-1821	14901 South Central Avenue Chino, CA 91710	1
9	CTF	Correctional Training Facility	(831) 678-3951	Highway 101 North Soledad, CA 93960	1
10	CAL	Calipatria State Prison	(760) 348-7000	7018 Blair Road Calipatria, CA 92233	1
11	KVSP	Kern Valley State Prison	(661) 721-6300	3000 West Cecil Avenue Delano, CA 93216	1
12	CVSP	Chuckawalla Valley State Prison	(760) 922-5300	19025 Wiley's Well Road Blythe, CA 92225	1
13	COR	California State Prison, Corcoran	(559) 992-8800	4001 King Avenue Corcoran, CA 93212	1
14	CMC	California Men's Colony	(805) 547-7981	Highway 1 San Luis Obispo, CA 93409	1

EXHIBIT 6-S MANAGED ACCESS SYSTEM IMPLEMENTATION OF FACILITIES (CONTINUED)

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS	PHASE
15	PVSP	Pleasant Valley State Prison	(559) 935-4900	24863 West Jayne Avenue Coalinga, CA 93210	1
16	SCC	Sierra Conservation Center	(209) 984-5291	5100 O'Byrnes Ferry Road Jamestown, CA 95327	1
17	LAC	California State Prison, Los Angeles County	(661) 729-2000	44750 60th Street, West Lancaster, CA 93536	1
18	RJD	Richard J. Donovan Correctional Facility	(619) 661-6500	480 Alta Road San Diego, CA 92179	1
19	CCC	California Correctional Center	(530) 257-2181	711-045 Center Road Susanville, CA 96130	2
20	CMF	California Medical Facility	(707) 448-6841	1600 California Drive Vacaville, CA 95687	2
21	SATF	California Substance Abuse Treatment Facility and State Prison at Corcoran	(559) 992-7100	900 Quebec Avenue Corcoran, CA 93212	2
22	SAC	California State Prison, Sacramento	(916) 985-8610	100 Prison Road Represa, CA 95671	2
23	MCSP	Mule Creek State Prison	(209) 274-4911	4001 Highway 104 Ione, CA 95640	2
24	WSP	Wasco State Prison and Reception Center	(661) 758-8400	701 Scofield Avenue Wasco, CA 93280	2
25	NKSP	North Kern State Prison	(661) 721-2345	2737 West Cecil Avenue Delano, CA 93216	2
26	SQP	California State Prison, San Quentin	(415) 454-1460	1 Main Street San Quentin, CA 94964	2
27	CCI	California Correctional Institution	(661) 822-4402	24900 Highway 202 Tehachapi, CA 93561	2
28	CIW	California Institution for Women	(909) 597-1771	16756 Chino-Corona Road Corona, CA 92880	2

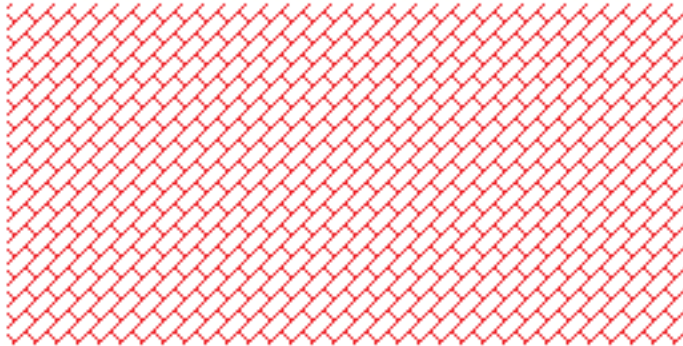
EXHIBIT 6-S MANAGED ACCESS SYSTEM IMPLEMENTATION OF FACILITIES (CONTINUED)

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS	PHASE
29	HDSP	High Desert State Prison	(530) 251-5100	475-750 Rice Canyon Road Susanville, CA 96127	2
30	VSPW	Valley State Prison for Women	(559) 665-6100	21633 Avenue 24 Chowchilla, CA 93610	2
31	DVI	Deuel Vocational Institution	(209) 835-4141	23500 Kasson Road Tracy, CA 95376	2
32	CCWF	Central California Women's Facility	(559) 665-5531	23370 Road 22 Chowchilla, CA 93610	2
33	PBSP	Pelican Bay State Prison	(707) 465-1000	5905 Lake Earl Drive Crescent City, CA 95531	2

38	HGS	Heman G. Stark	TBD	151 South Euclid Avenue Chino, CA 91710	TBD
39	ECF	Estrella Correctional Facility	TBD	4545 Airport Road Paso Robles, CA 93446	TBD
40	CHCF	California Health Care Facility	TBD	7707 S. Austin Road Stockton, CA 95215	TBD
41	NCRF	Northern California Re-Entry Facility	TBD	7150 Arch Road Stockton, CA 95213	TBD

EXHIBIT 6-T MAS COVERAGE BY FACILITY

Boundary and Coverage Map Legend



Area that must be covered by
Managed Access System



Area that must not be covered
by Managed Access System



Demarks State property line

Un-shaded areas within the State property line may be covered by the Managed Access System, but are not required to be covered.

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SOL-California State Prison, Solano Property Boundaries



Real Property Number 10104 – CALIFORNIA STATE PRISON – SOLANO COUNTY

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	Portion of 0128-070-080
2	Portion of 0128-070-090
8	Portion of 0128-070-070
9	Portion of 0128-070-060
10	0136-130-010

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SOL-California State Prison, Solano Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CRC-California Rehabilitation Center Property Boundaries



Real Property Number 48 – CALIFORNIA REHABILITATION CENTER

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	129-190-003
2	129-200-008
3	129-190-002
4	129-200-013
5	130-240-005

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CRC-California Rehabilitation Center Coverage Areas

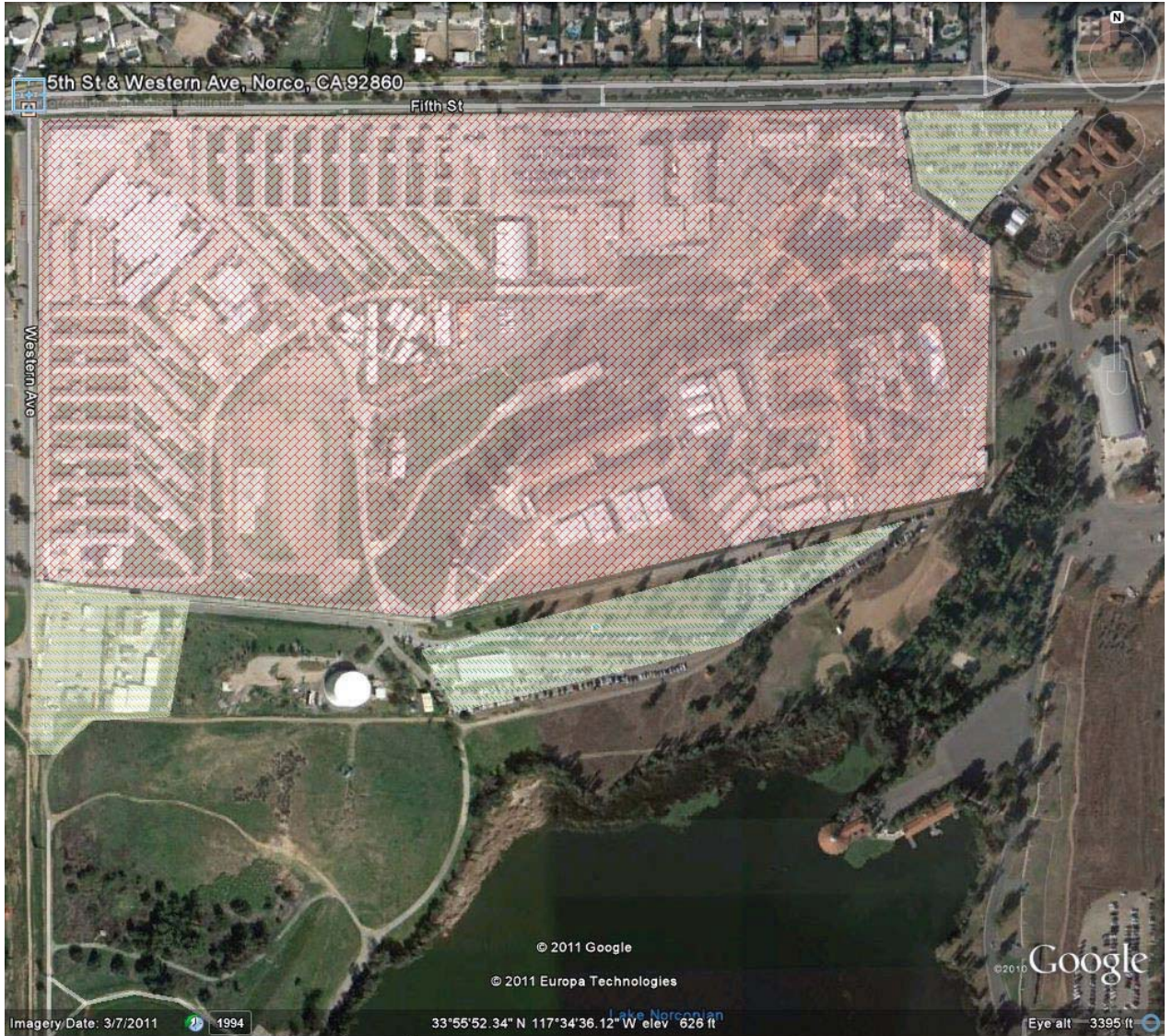


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

ASP-Avenal State Prison Property Boundaries



Real Property Number 34 – **AVENAL STATE PRISON**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	038-029-020
2	038-029-024
3	038-037-015
4	038-028-031

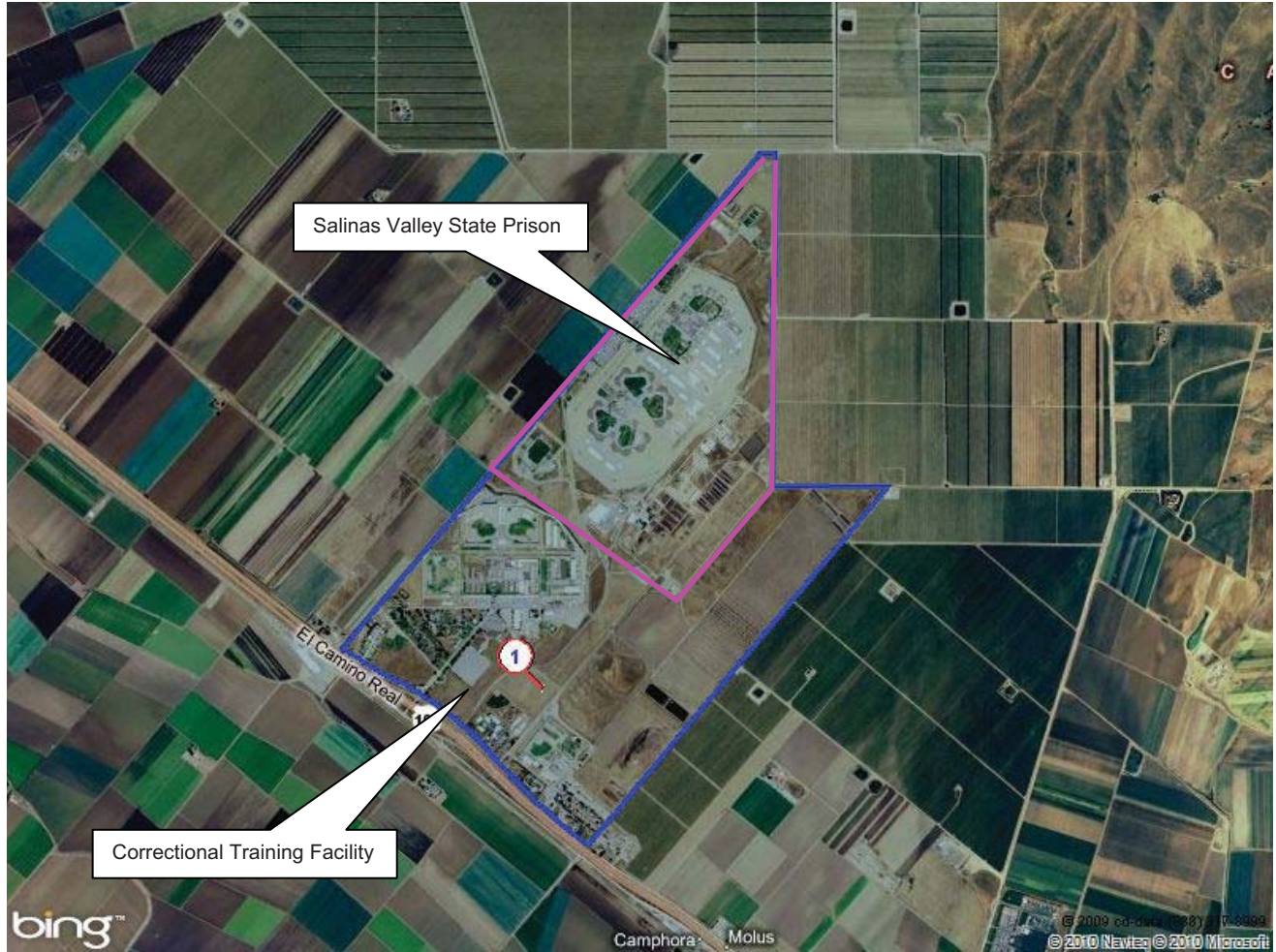
EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

ASP-Avenal State Prison Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SVSP-Salinas Valley State Prison Property Boundaries



Real Property Number 10154 – **SALINAS VALLEY STATE PRISON**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	Portion of 257-021-012

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SVSP-Salinas Valley State Prison Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

FSP-Folsom State Prison (and SAC-California State Prison, Sacramento) Property Boundaries



Real Property Number 39 – **FOLSOM STATE PRISON**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	Portion of 071-0010-021
2	Portion of 213-0072-006
3	227-0222-003

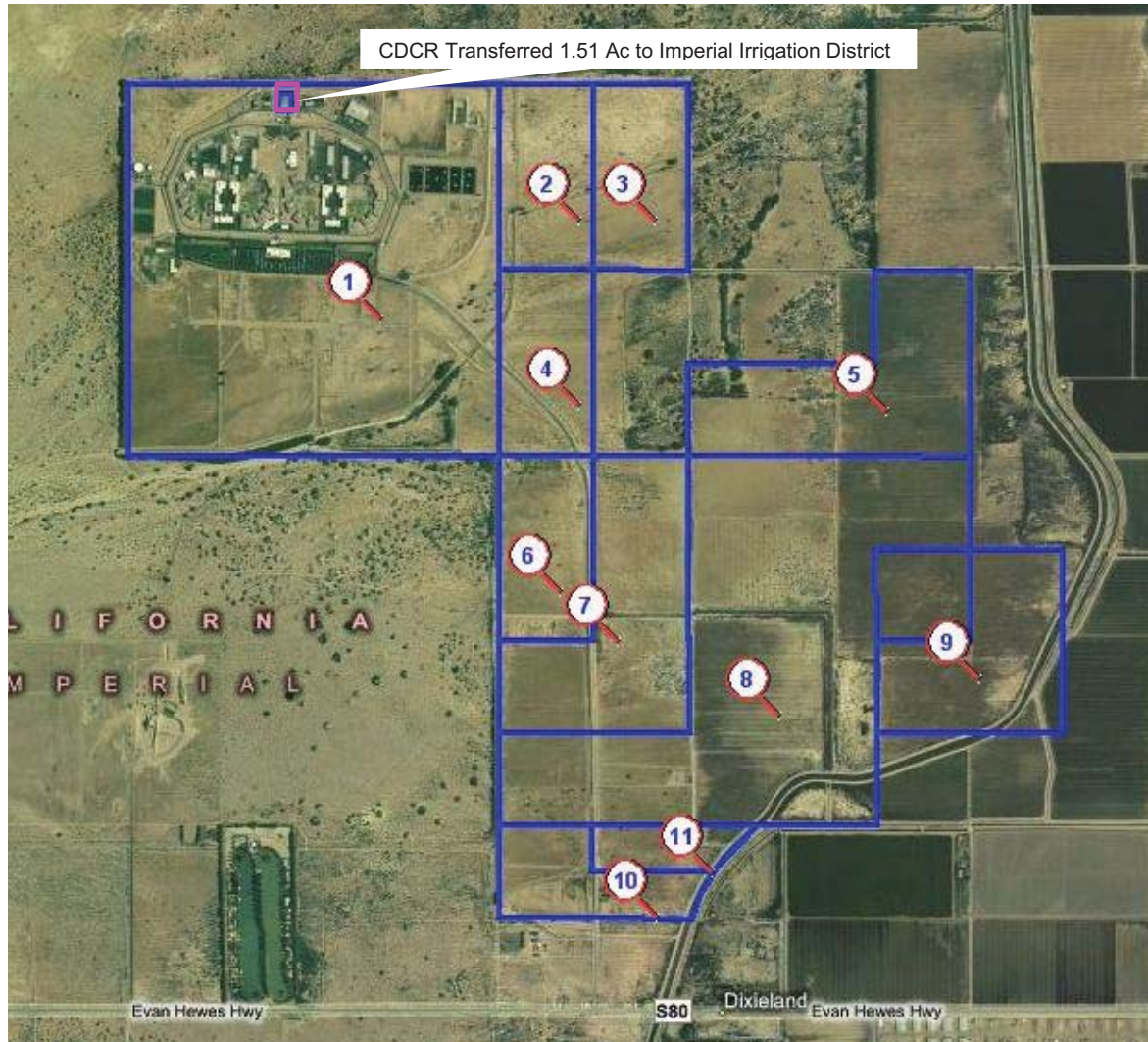
EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

FSP-Folsom State Prison (and SAC-California State Prison, Sacramento) Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CEN-Centinel State Prison Property Boundaries



Real Property Number 9734 – CENTINELA STATE PRISON

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	034-280-022
2	034-330-001
3	034-330-003
4	034-330-002
5	034-330-019
6	034-370-014
7	034-370-001
8	034-370-019
9	034-370-020
10	051-020-027
11	051-020-028

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CEN-Centinel State Prison Coverage Areas

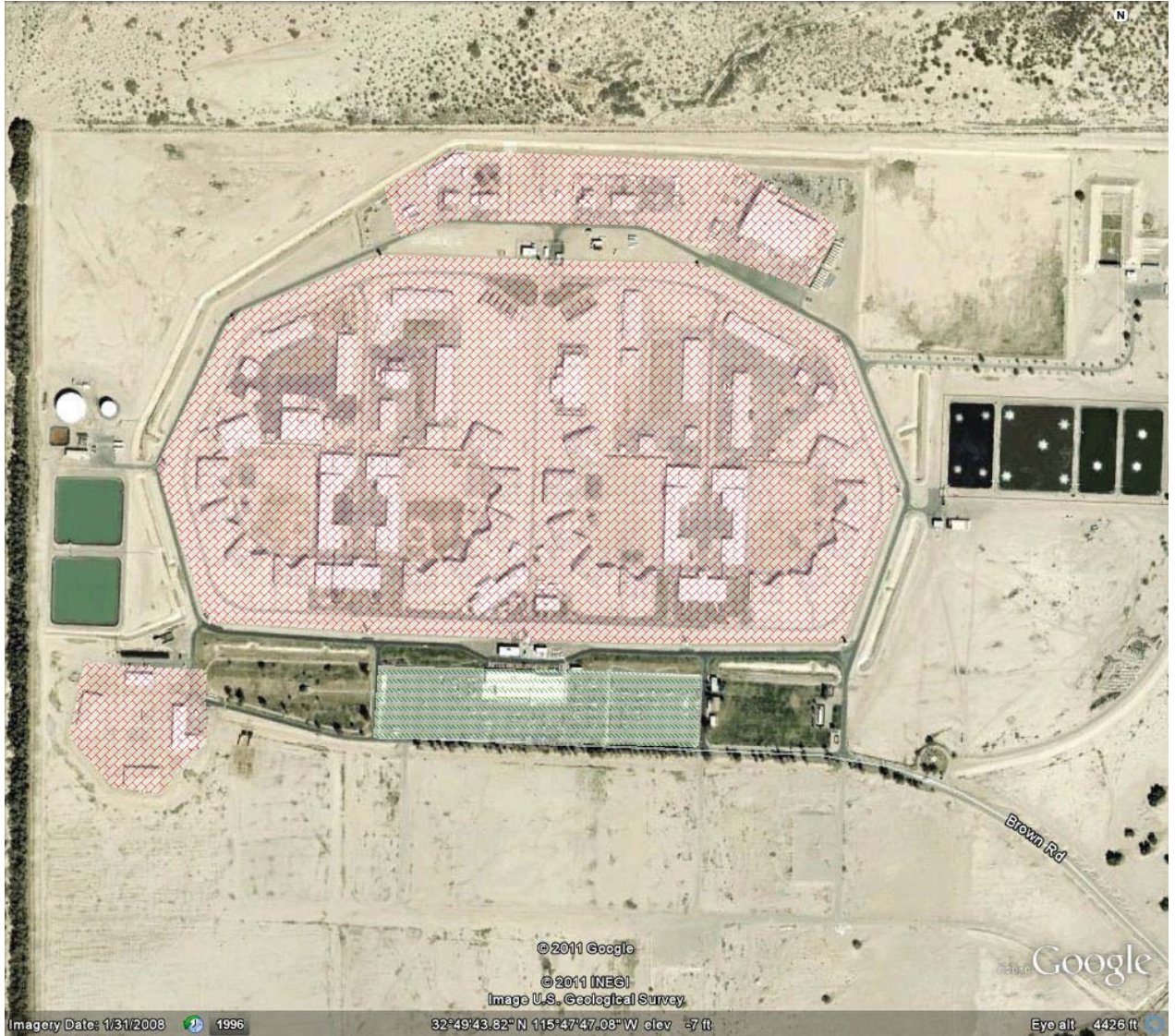


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

ISP-Ironwood State Prison (and CVSP-Chuckawalla Valley State Prison) Property Boundaries



Real Property Number 10102 – **IRONWOOD STATE PRISON**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	879-040-001
2	879-040-009
3	879-040-016
4	879-040-015
5	879-040-004
6	879-040-010
7	879-040-020
8	879-040-017
9	879-040-019
10	879-040-018
11	Portion of 879-040-011

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

ISP-Ironwood State Prison Coverage Areas

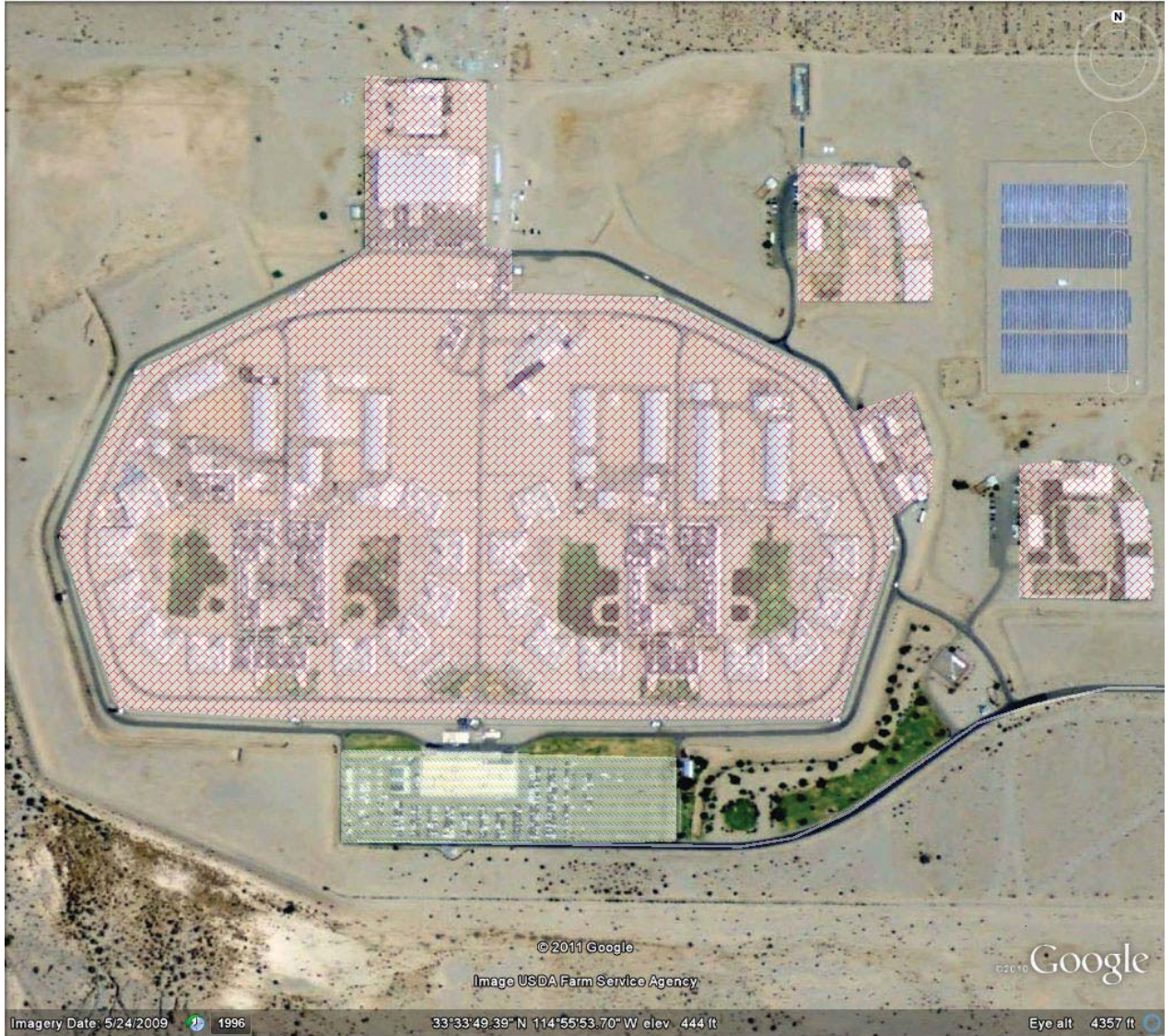


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CIM-California Institution for Men Property Boundaries



Real Property Number 50 – **CALIFORNIA INSTITUTION FOR MEN**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	Portion of 1026-011-05
2	1026-021-01
3	Portion of 1026-041-02
4	Portion of 1026-031-01
5	1026-111-01
6	Portion of 1026-061-05
7	Herman G. Stark Correctional Facility - CYA
8	1026-101-01

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CIM-California Institution for Men (A) Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CIM-California Institution for Men (B) Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CIM-California Institution for Men (C) Coverage Areas

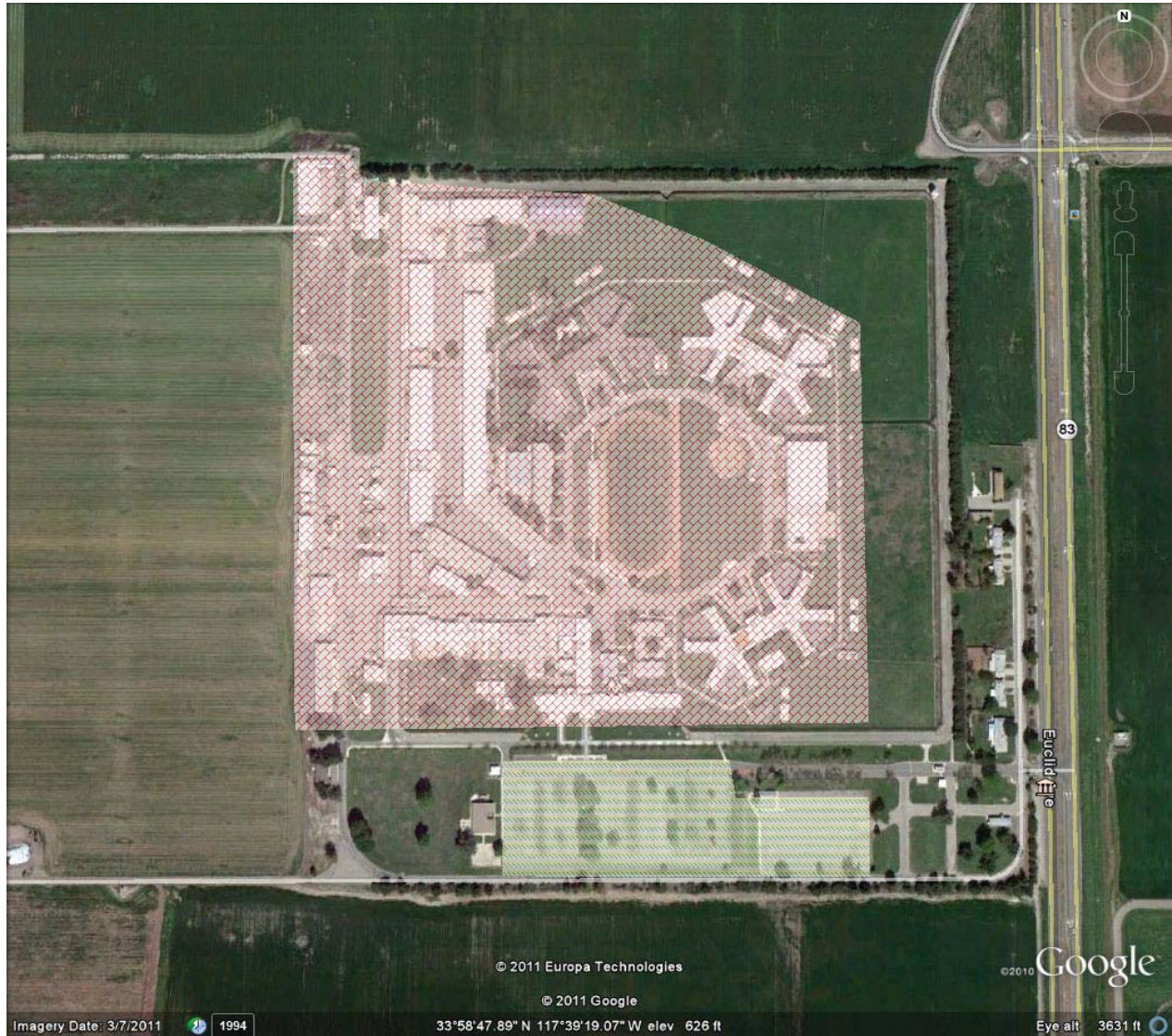


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CTF-Correctional Training Facility Property Boundaries



Real Property Number 51 – **CORRECTIONAL TRAINING FACILITY**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	Portion of 257-021-012

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CTF-Correctional Training Facility Property Boundaries



Real Property Number 51 – **CORRECTIONAL TRAINING FACILITY (SEWAGE PONDS)**

Label No. Assessor Parcel No.

2 257-041-020
3 257-041-021

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CTF-Correctional Training Facility Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CAL-Calipatria State Prison Property Boundaries



Real Property Number 9735 – **CALIPATRIA STATE PRISON**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	022-140-005
2	022-150-001

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CAL-Calipatria State Prison Coverage Areas

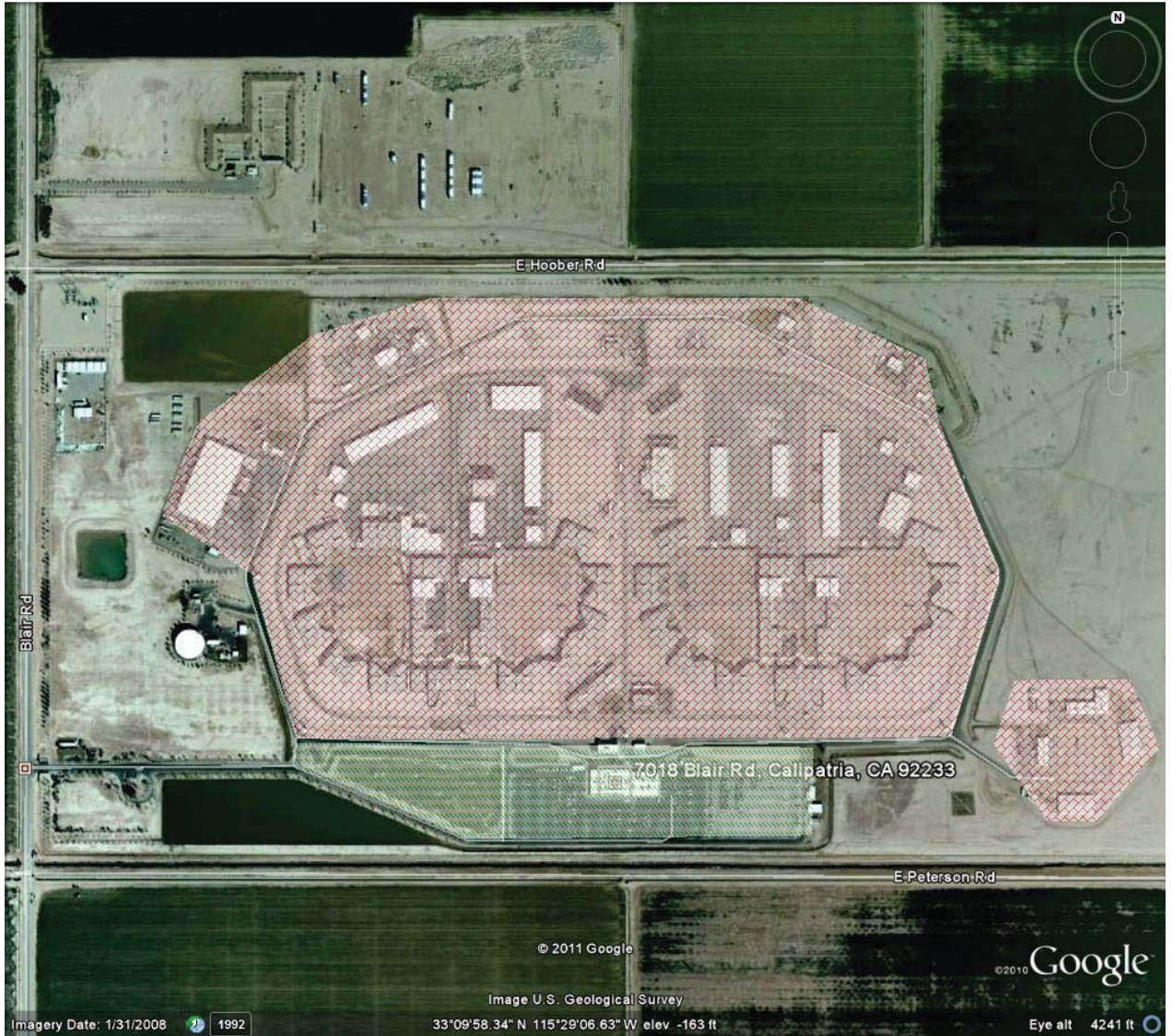
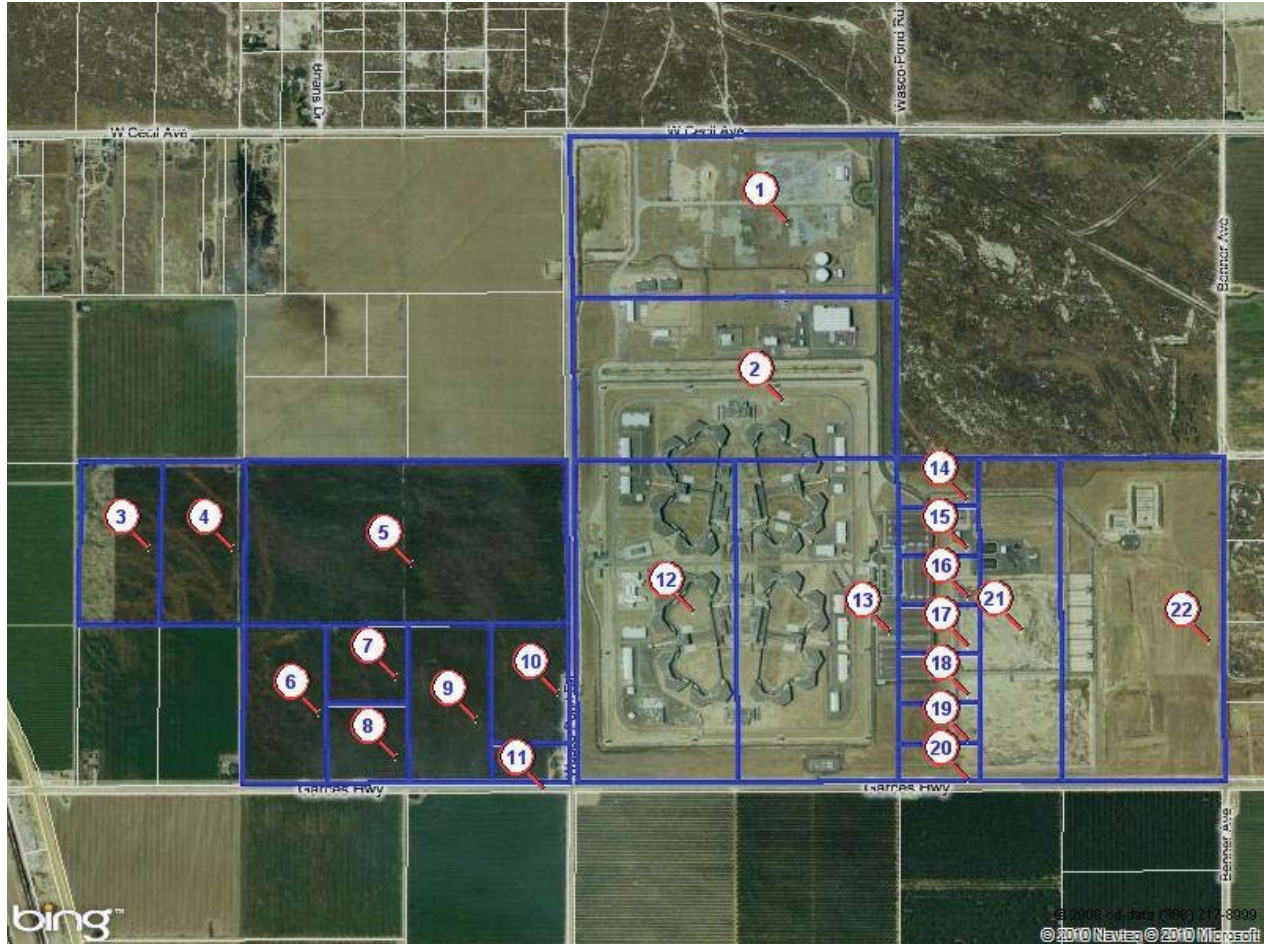


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

KVSP-Kern Valley State Prison Property Boundaries



Real Property Number 10424 – **KERN VALLEY STATE PRISON**

Label No.	Assessor Parcel No.	Label No.	Assessor Parcel No.	Label No.	Assessor Parcel No.
1	520-120-01	10	047-140-27	19	520-130-06
2	520-120-02	11	047-140-28	20	520-130-07
3	047-140-36	12	520-120-03	21	520-120-06
4	047-140-35	13	520-120-04	22	520-120-07
5	047-140-26	14	520-130-01		
6	047-140-32	15	520-130-02		
7	047-140-31	16	520-130-03		
8	047-140-30	17	520-130-04		
9	047-140-29	18	520-130-05		

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

KVSP-Kern Valley State Prison Coverage_Areas

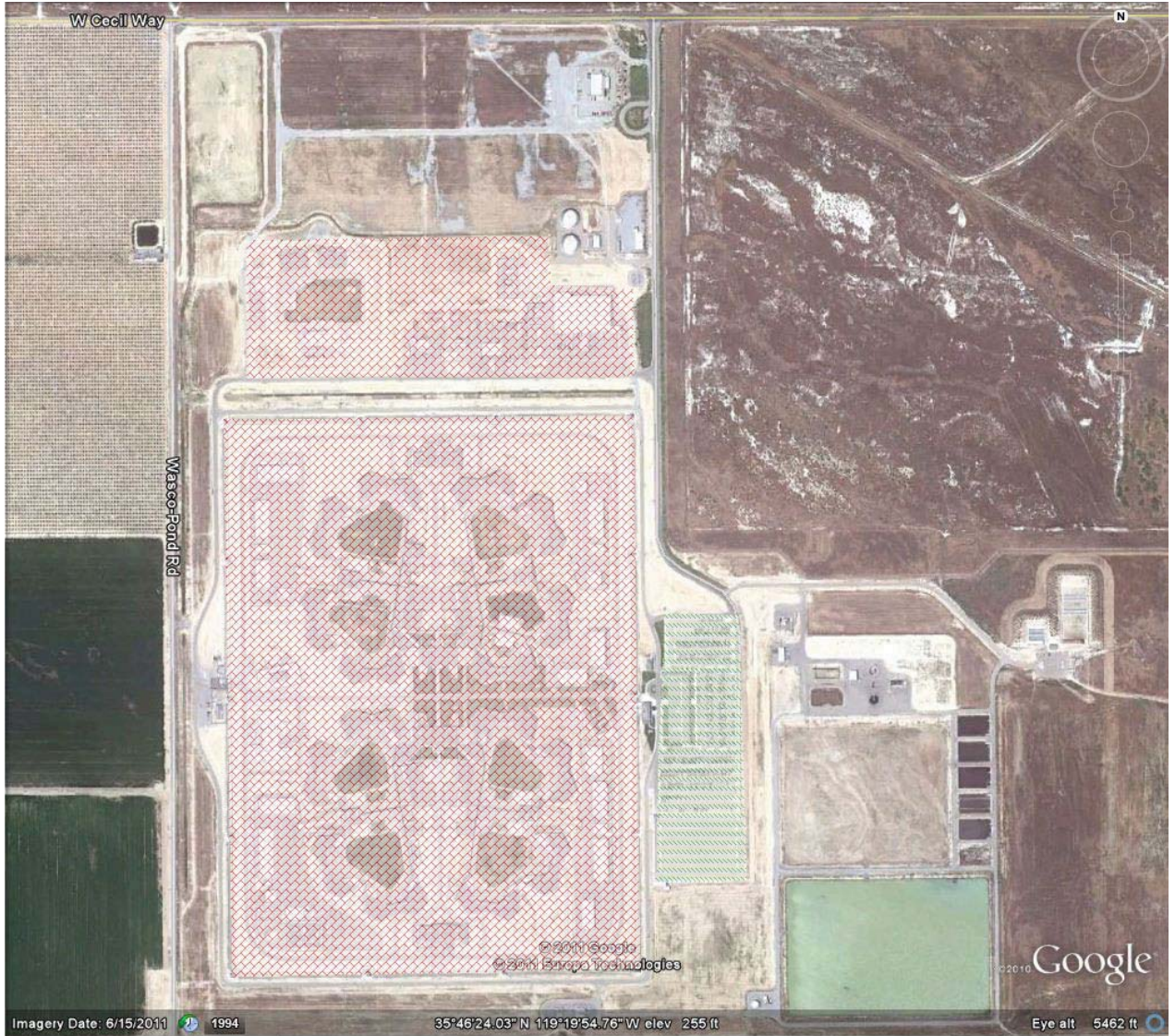
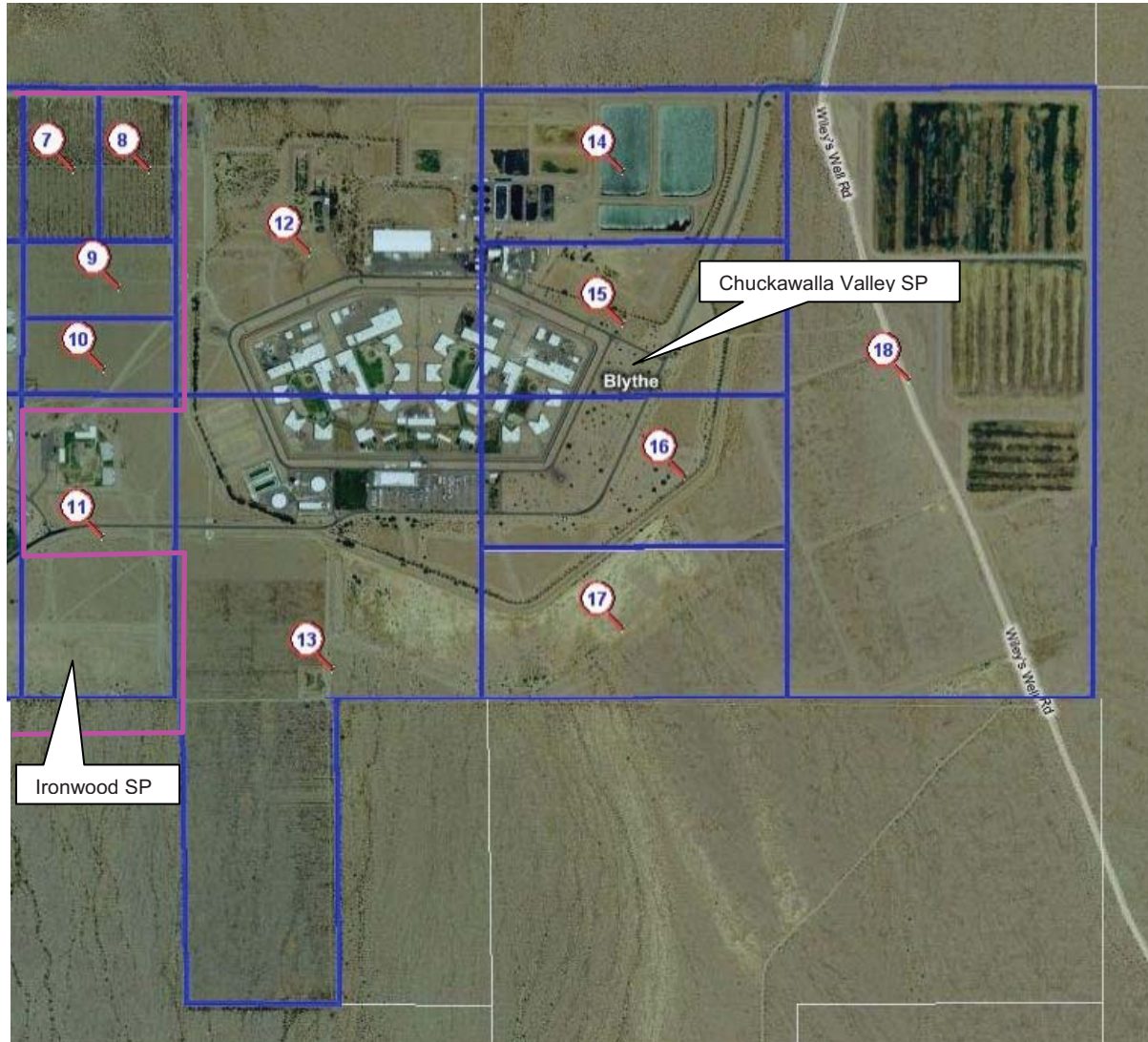


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CVSP-Chuckawalla Valley State Prison Property Boundaries

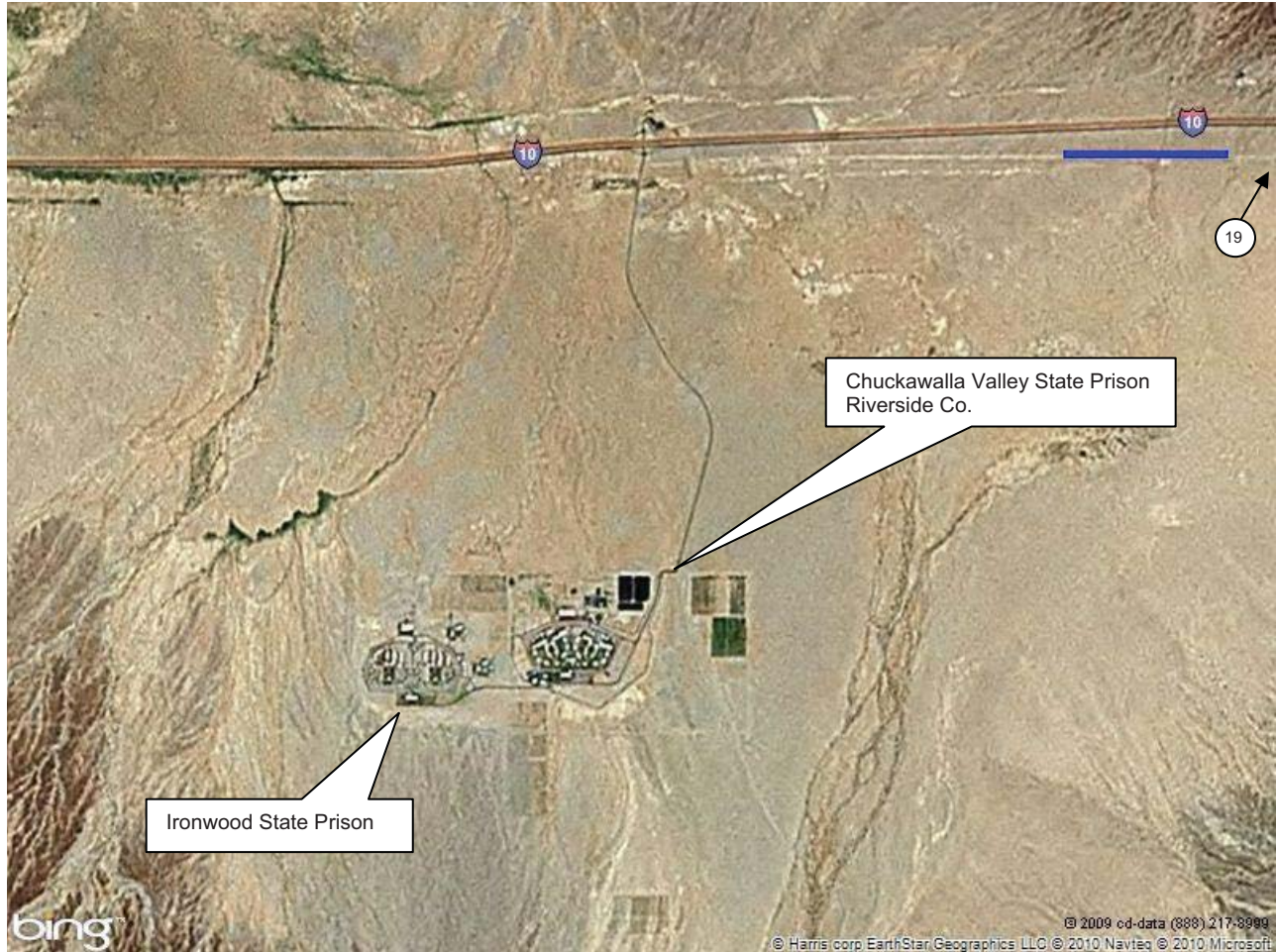


Real Property Number 9288 – **CHUCKAWALLA VALLEY STATE PRISON RIVERSIDE CO.**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
11	Portion of 879-040-011
12	879-040-006
13	879-040-012
14	879-040-027
15	879-040-028
16	879-040-030
17	879-040-029
18	879-040-008

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CVSP-Chuckawalla Valley State Prison Property Boundaries (Continued)



Real Property Number 9288 – **CHUCKAWALLA VALLEY STATE PRISON RIVERSIDE CO.**

Label No. Assessor Parcel No.

19 818-132-023

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CVSP-Chuckawalla Valley State Prison Coverage Areas

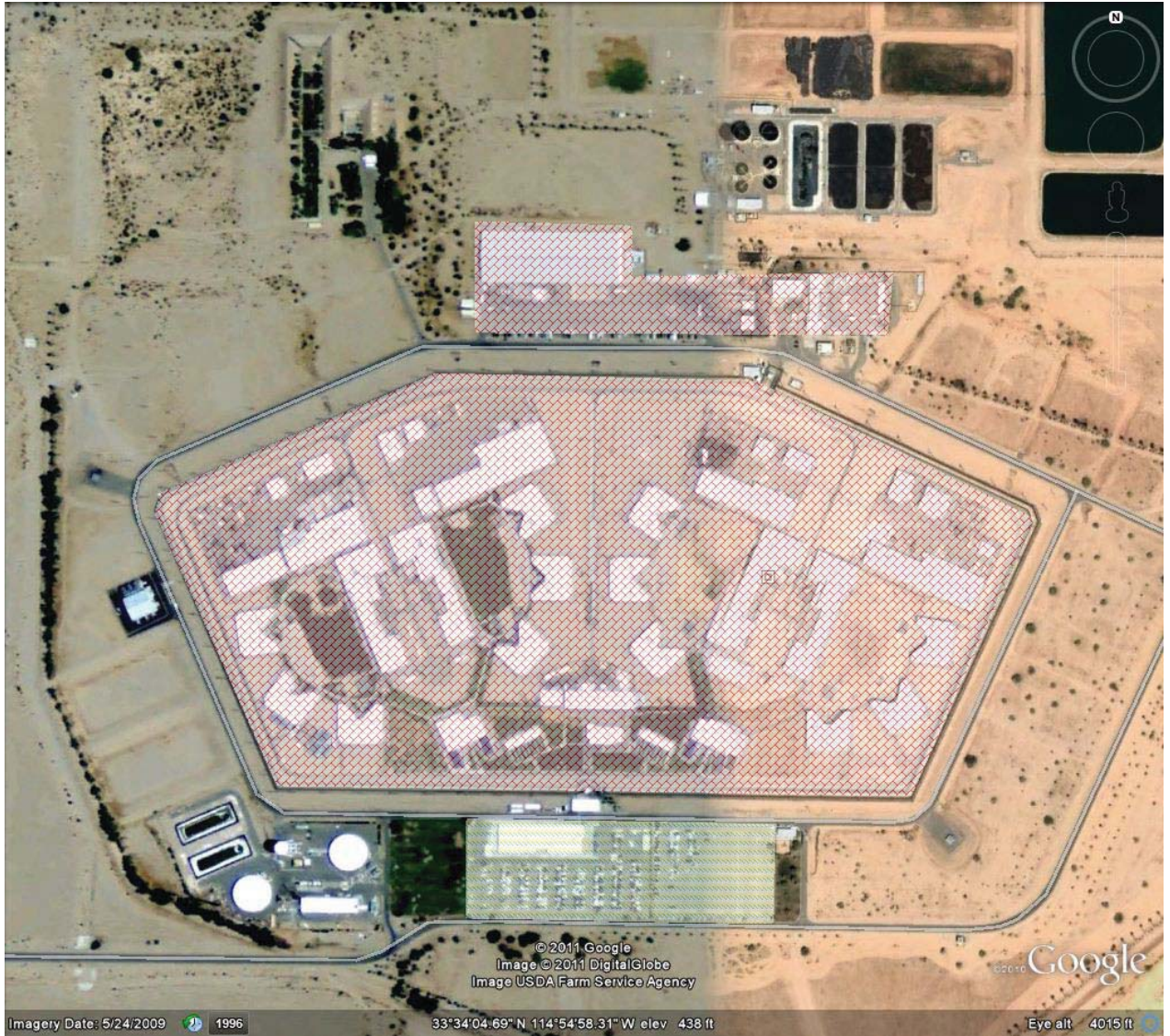
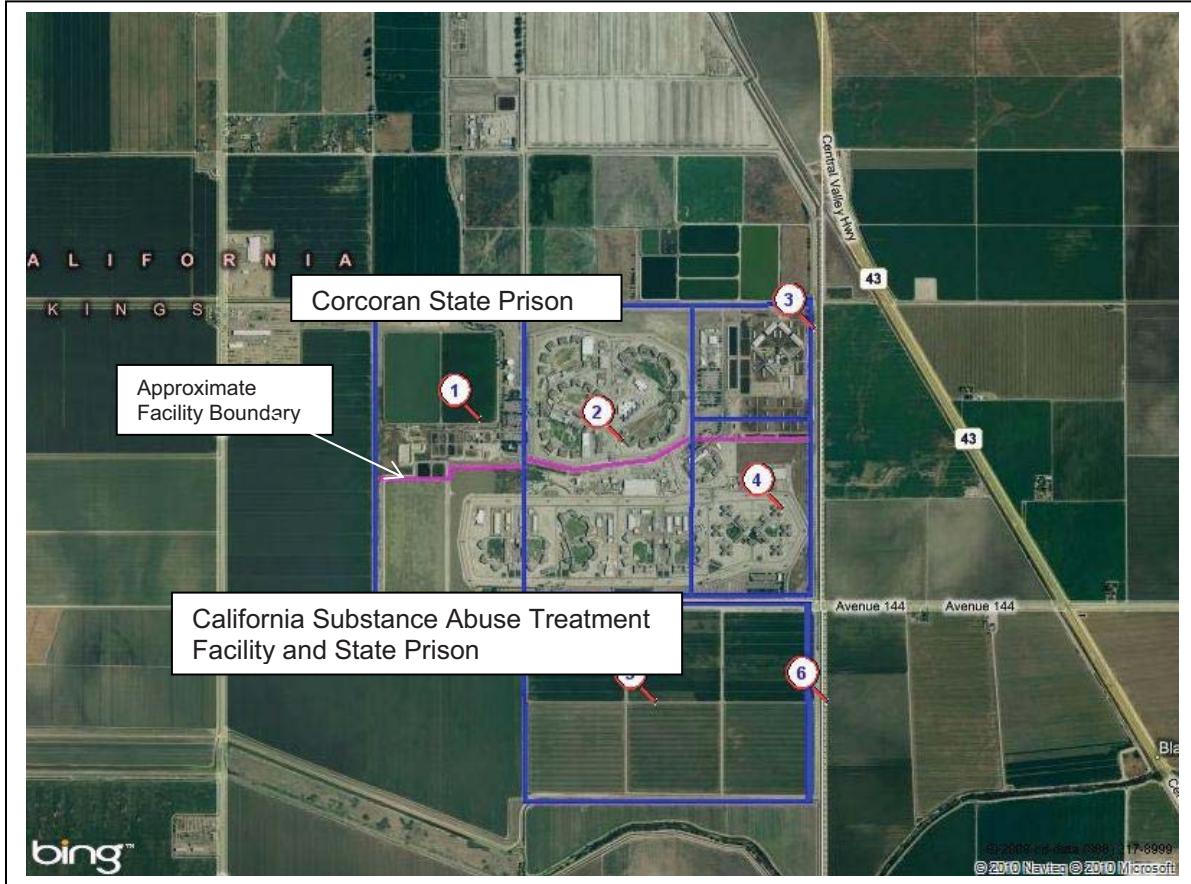


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

COR-California State Prison, Corcoran (and SATF-Substance Abuse Treatment Facility & State Prison)
Property Boundaries



Real Property Number 36 – **CORCORAN STATE PRISON**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	Portion of 044-110-050
2	Portion of 044-110-052
3 & 4	044-110-026 & Portion of 044 -110-053
Blank	County did not assign parcel number and includes it as part of 044-110-026 & 053

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

COR-California State Prison Coverage Areas

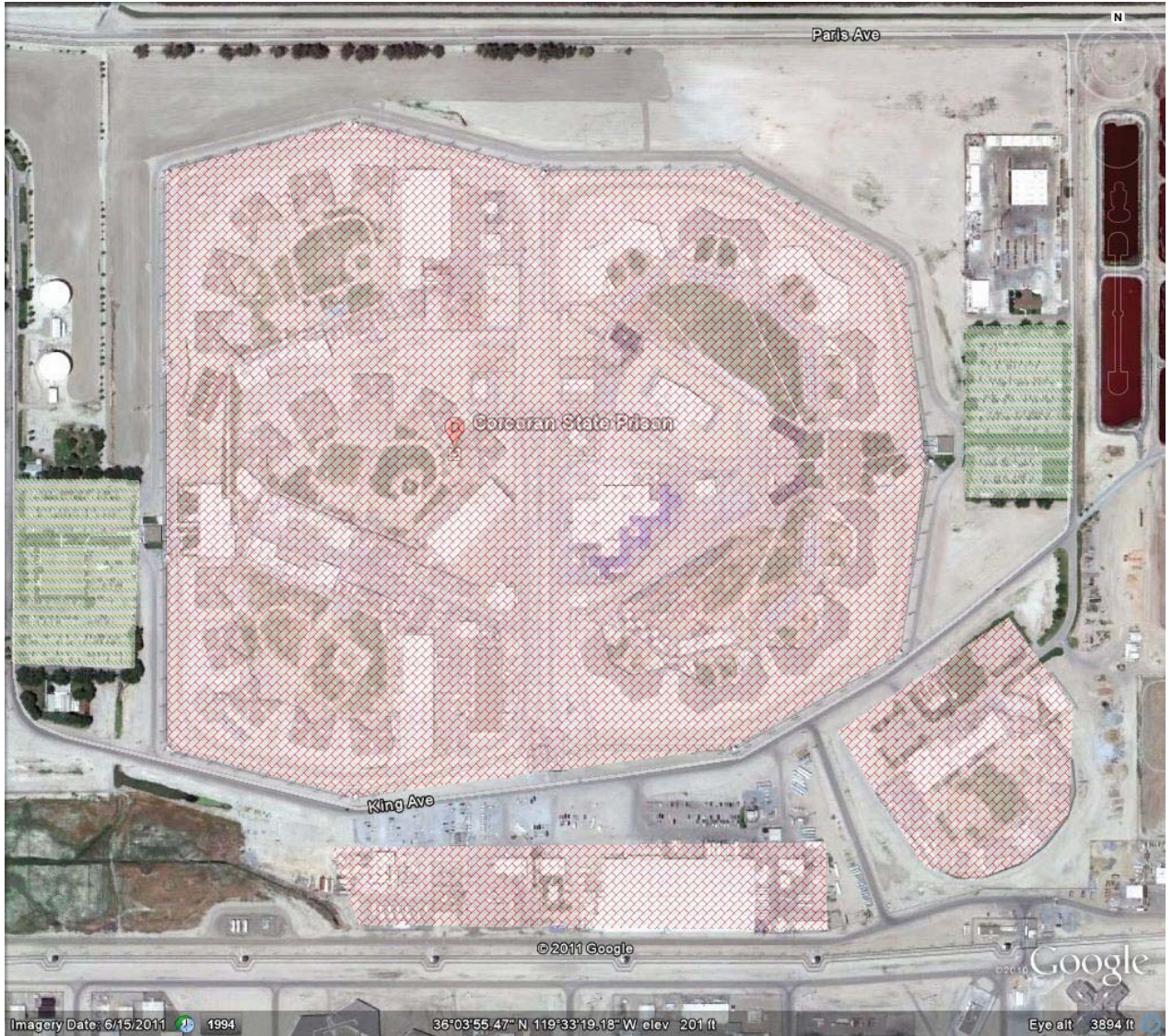
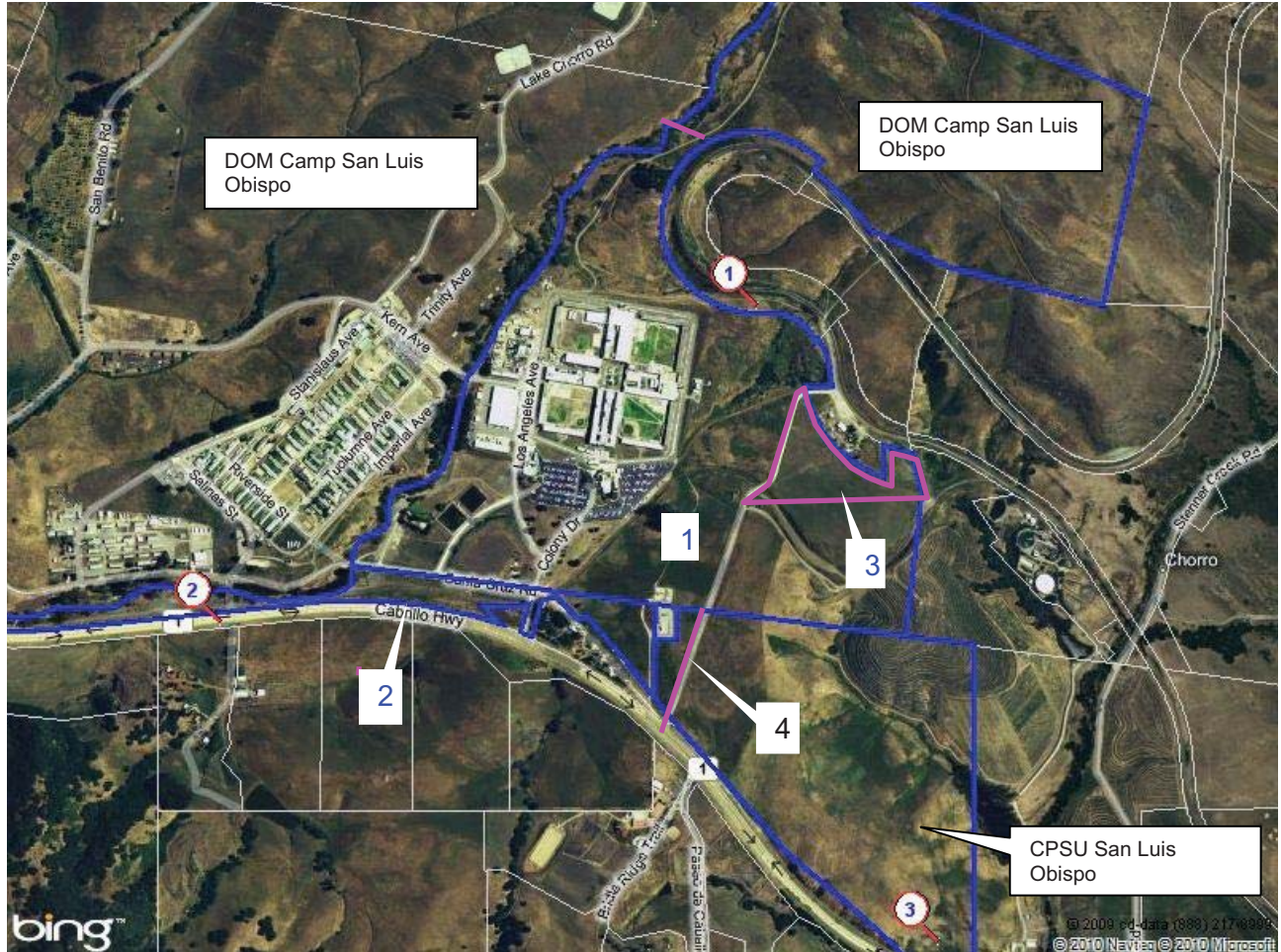


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CMC-California Men's Colony Property Boundaries



Real Property Number 46 – CALIFORNIA MEN'S COLONY

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	Portion of 073-251-001
2	Portion of 073-331-032
3	Portion of 073-251-001
4	Portion of 073-331-010

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CMC-California Men's Colony Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

PVSP-Pleasant Valley State Prison Property Boundaries



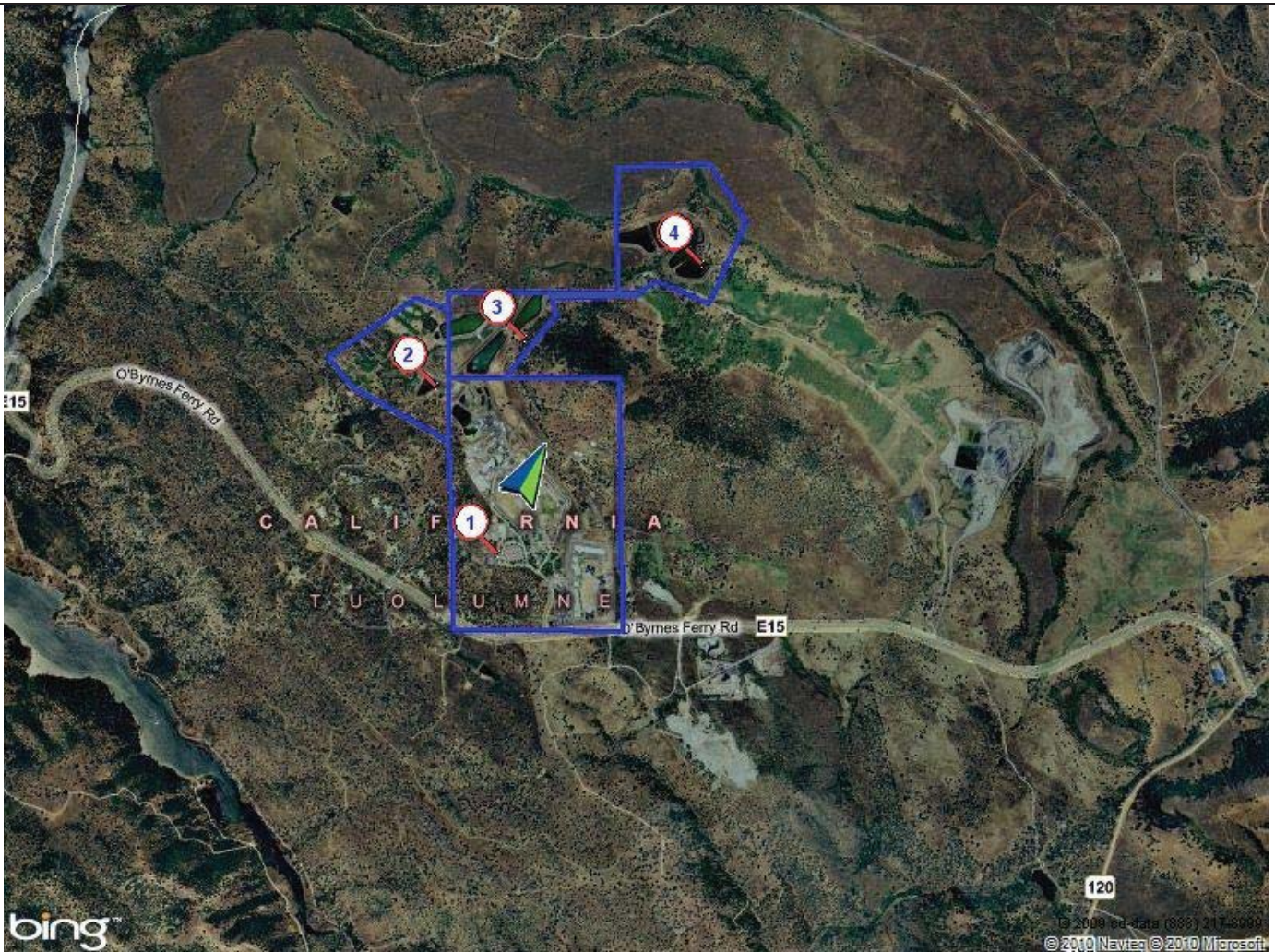
Real Property Number 9733 – **PLEASANT VALLEY STATE PRISON**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	085-020-09
2	085-020-35
3	085-020-16
4	Department of Mental Health
5	Department of Mental Health
6	Department of Mental Health

Note: Parcels labeled 4, 5 & 6 were acquired by CDCR. The area outlined in pink was transferred to the Department of Mental Health on 5/7/2003.

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

Sierra Conservation Center Boundaries

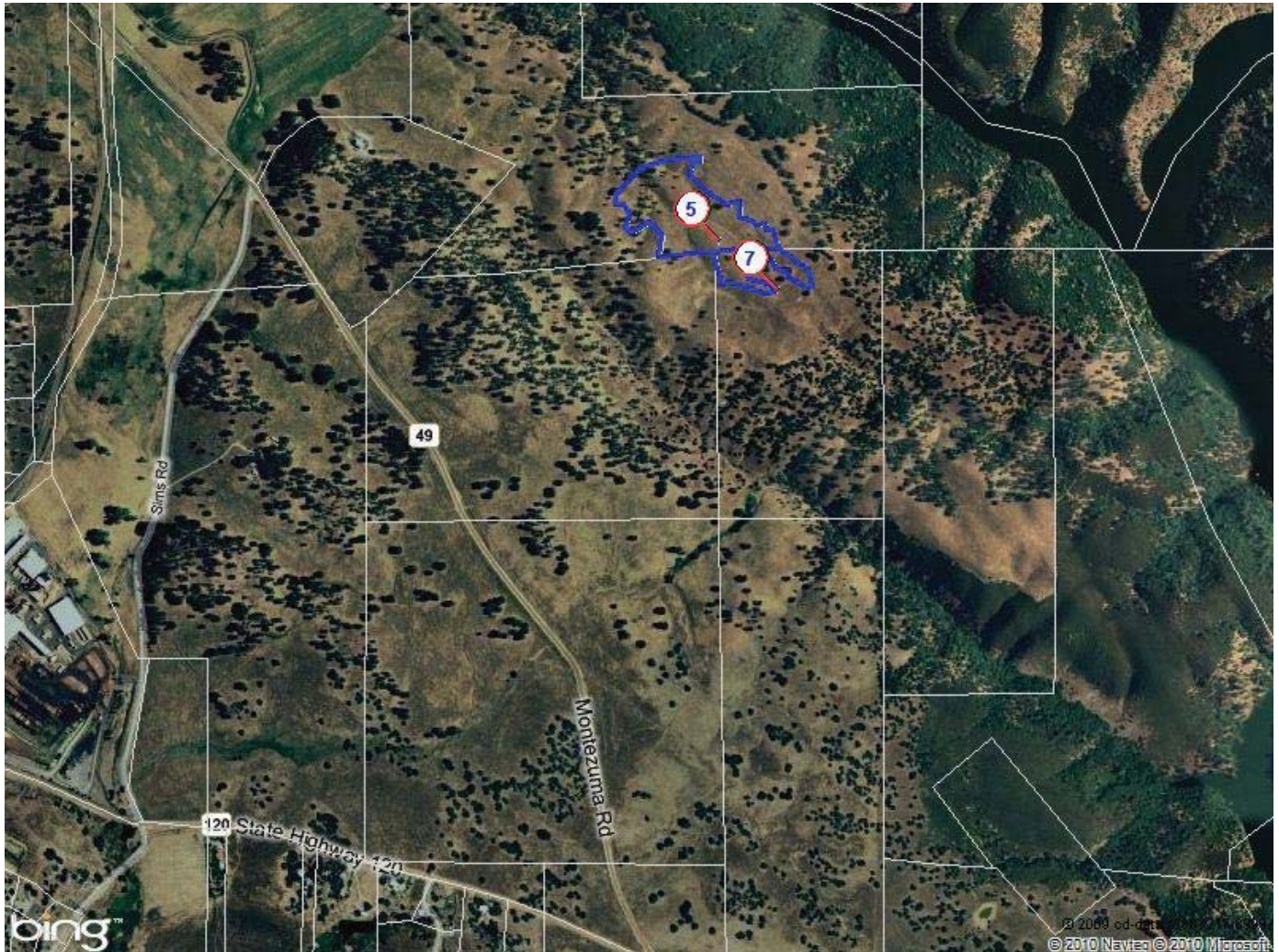


Real Property Number 35 – **SIERRA CONSERVATION CENTER**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	063-070-20
2	063-090-14
3	063-070-63
4	063-070-61

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

Sierra Conservation Center Boundaries



Real Property Number 35 – **SIERRA CONSERVATION CENTER**

Label No. Assessor Parcel No.

5	058-230-74
7	064-081-36

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

PVSP-Pleasant Valley State Prison Coverage Areas

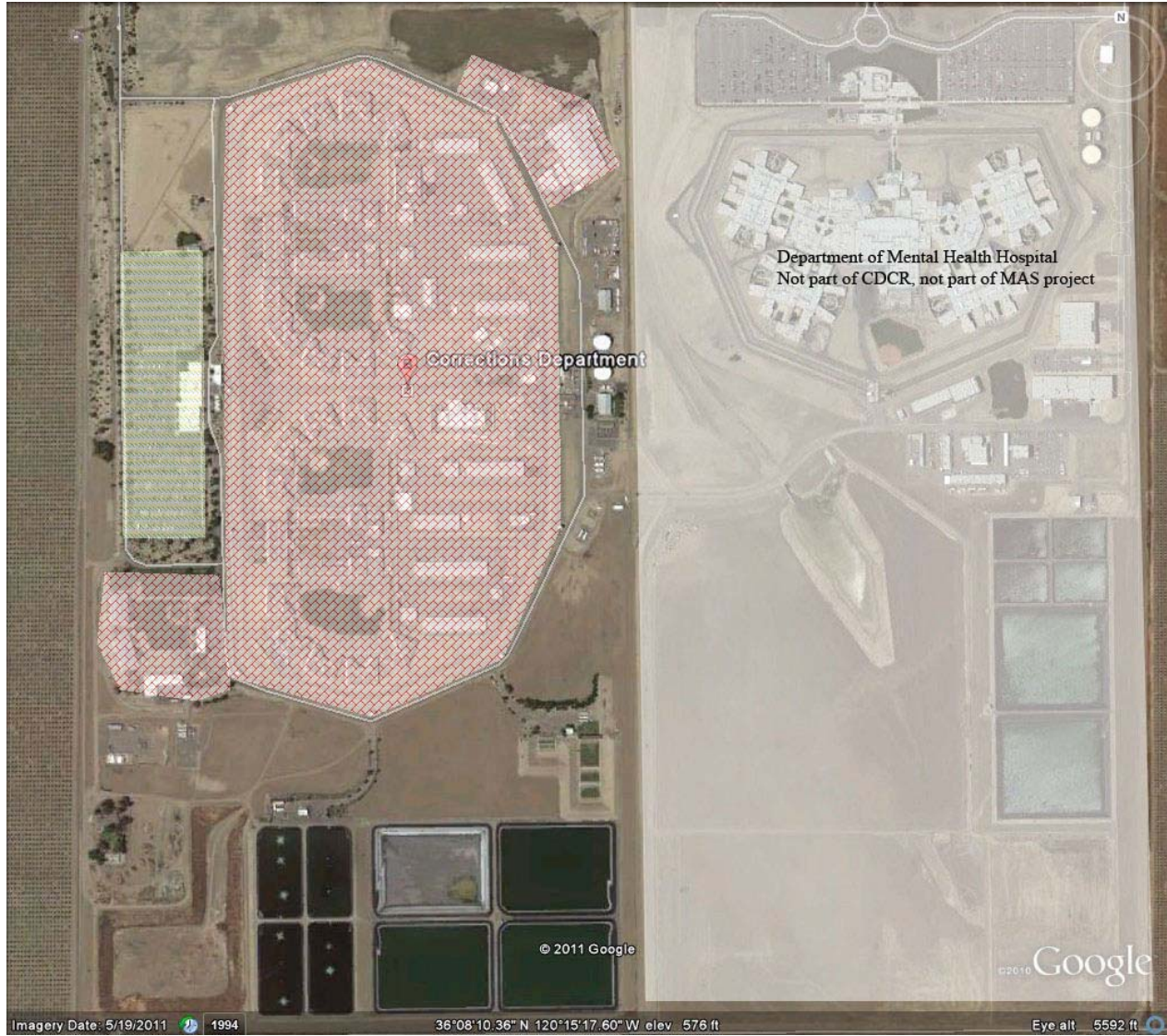


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

Sierra Conservation Center Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

LAC-California State Prison, Los Angeles County Property Boundaries



Real Property Number 9474 – **CALIFORNIA STATE PRISON LOS ANGELES**

Label No. Assessor Parcel No.

1 3203-140-902

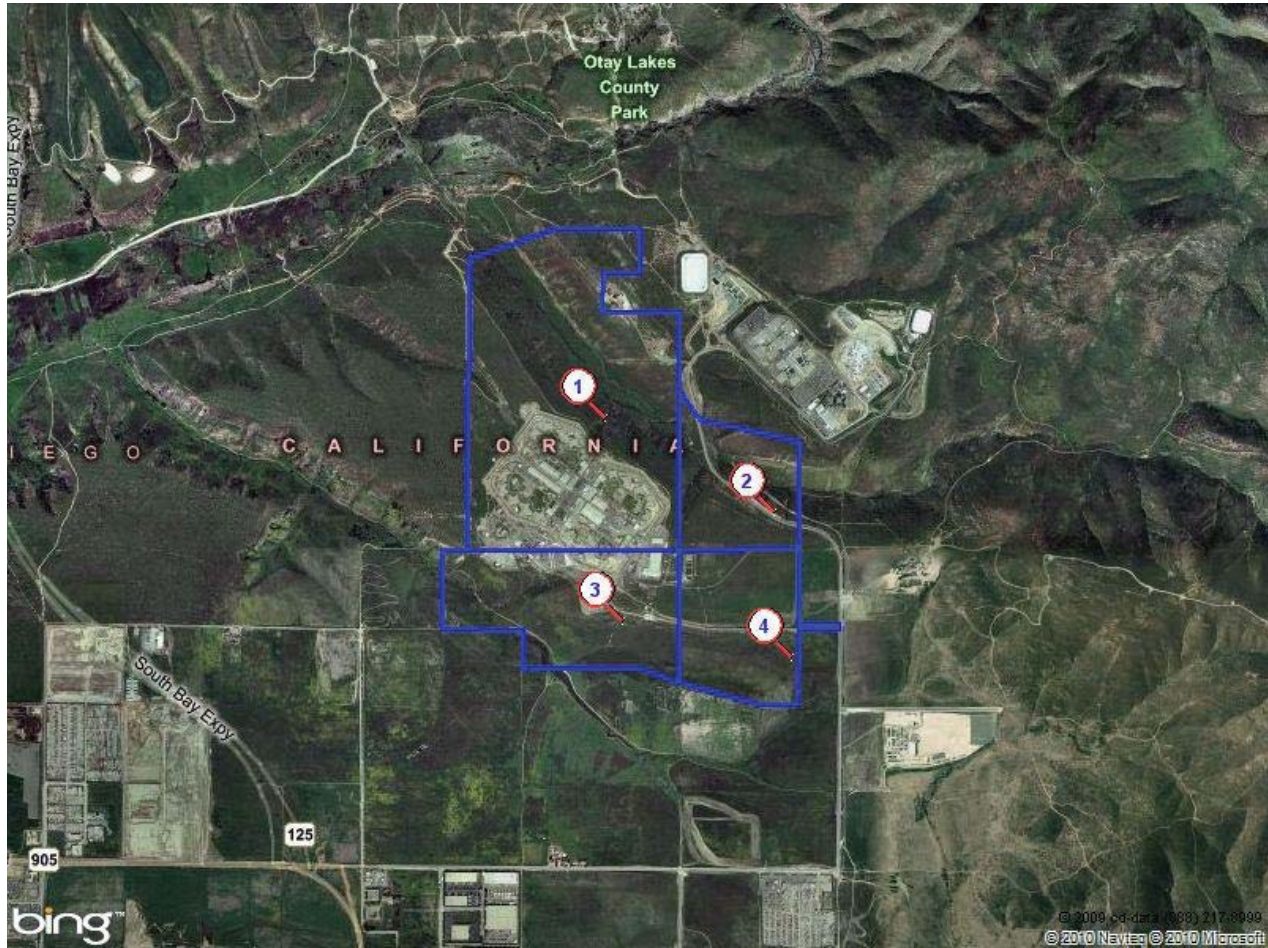
EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

LAC-California State Prison, Los Angeles County Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

RJD-Richard J. Donovan Correctional Facility Property Boundaries



Real Property Number 49 – R J DONOVAN CORRECTIONAL FACILITY AT ROCK MOUNTAIN

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	646-040-20
2	648-011-04
3	646-080-16
4	648-040-26

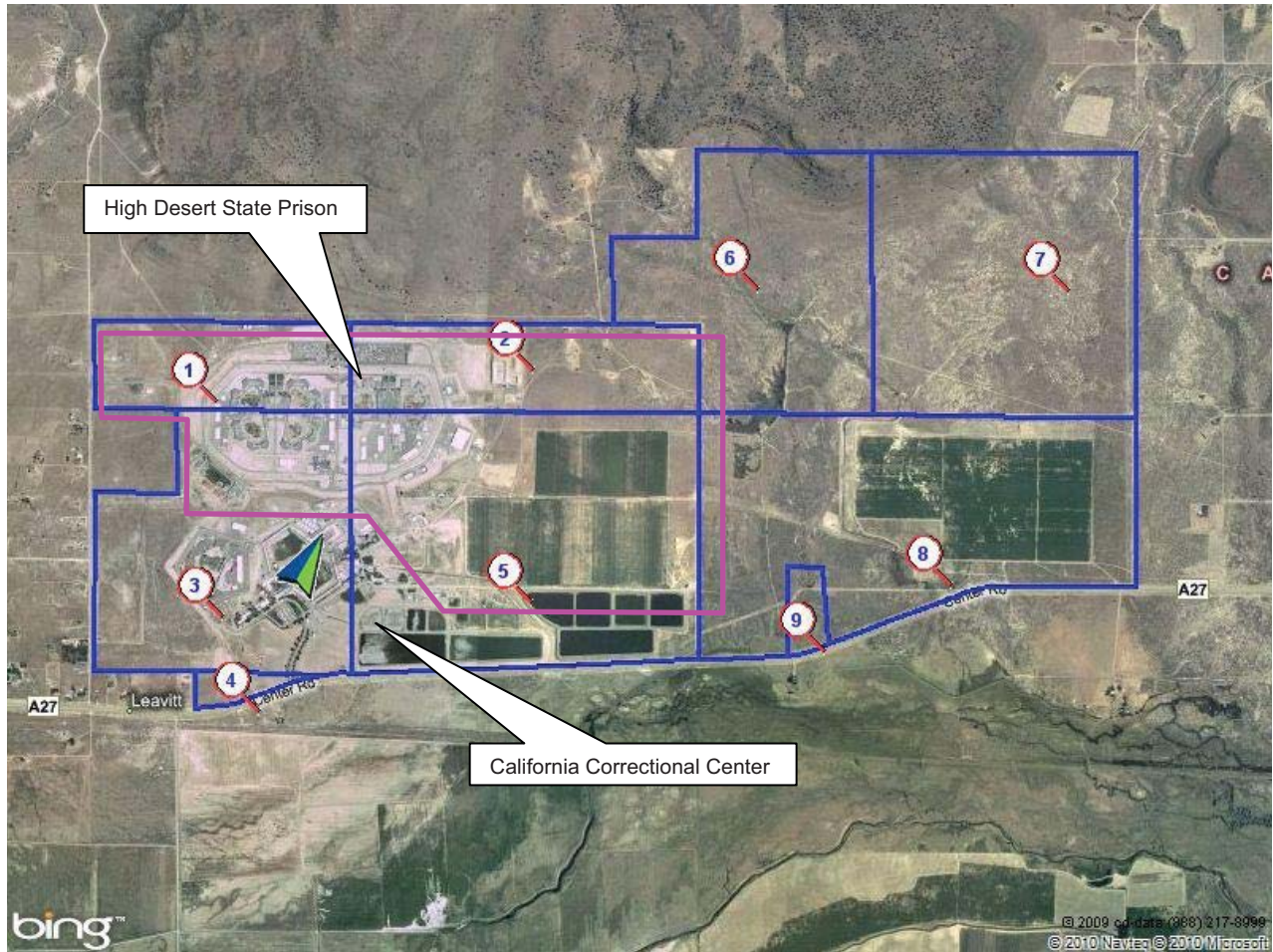
EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

RJD-Richard J. Donovan Correctional Facility Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CCC-California Correctional Center (and HDSP-High Desert State Prison) Property Boundaries



Real Property Number 47 – **CALIFORNIA CORRECTIONAL CENTER**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	High Desert SP
2	High Desert SP
3	Portion of 117-510-06
4	117-510-10
5	Portion of 117-150-01
6	101-130-07
7	101-130-06
8	117-150-23
9	117-150-24

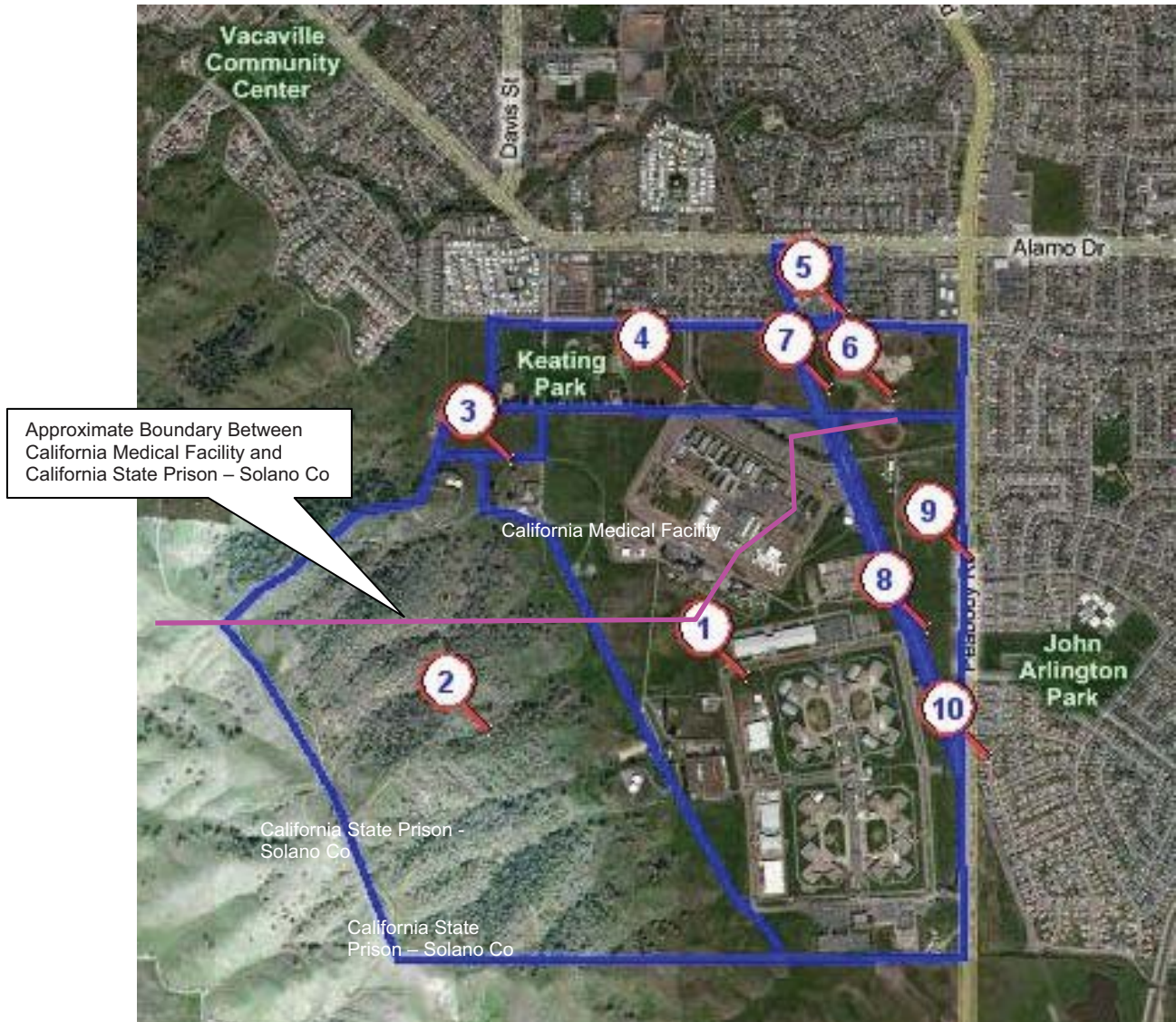
EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CCC-California Correctional Center (and HDSP-High Desert State Prison) Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CMF-California Medical Facility (and SOL-California State Prison, Solano) Property Boundaries



Real Property Number 45 – **CALIFORNIA MEDICAL FACILITY**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
3	0128-070-100
4	0128-070-040
5	0132-030-020
6	0128-070-050
7	0128-070-110

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CMF-California Medical Facility Coverage Areas

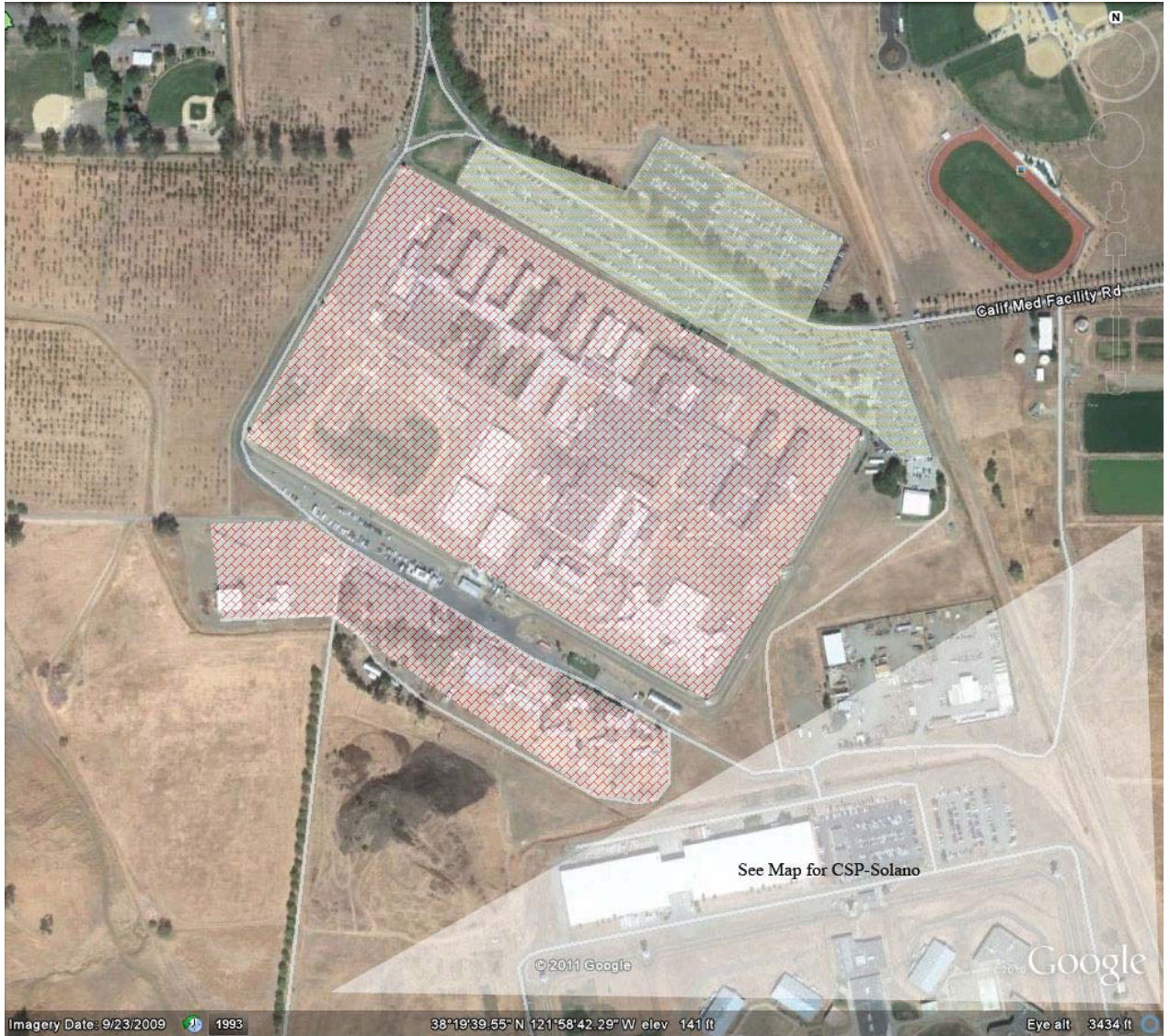
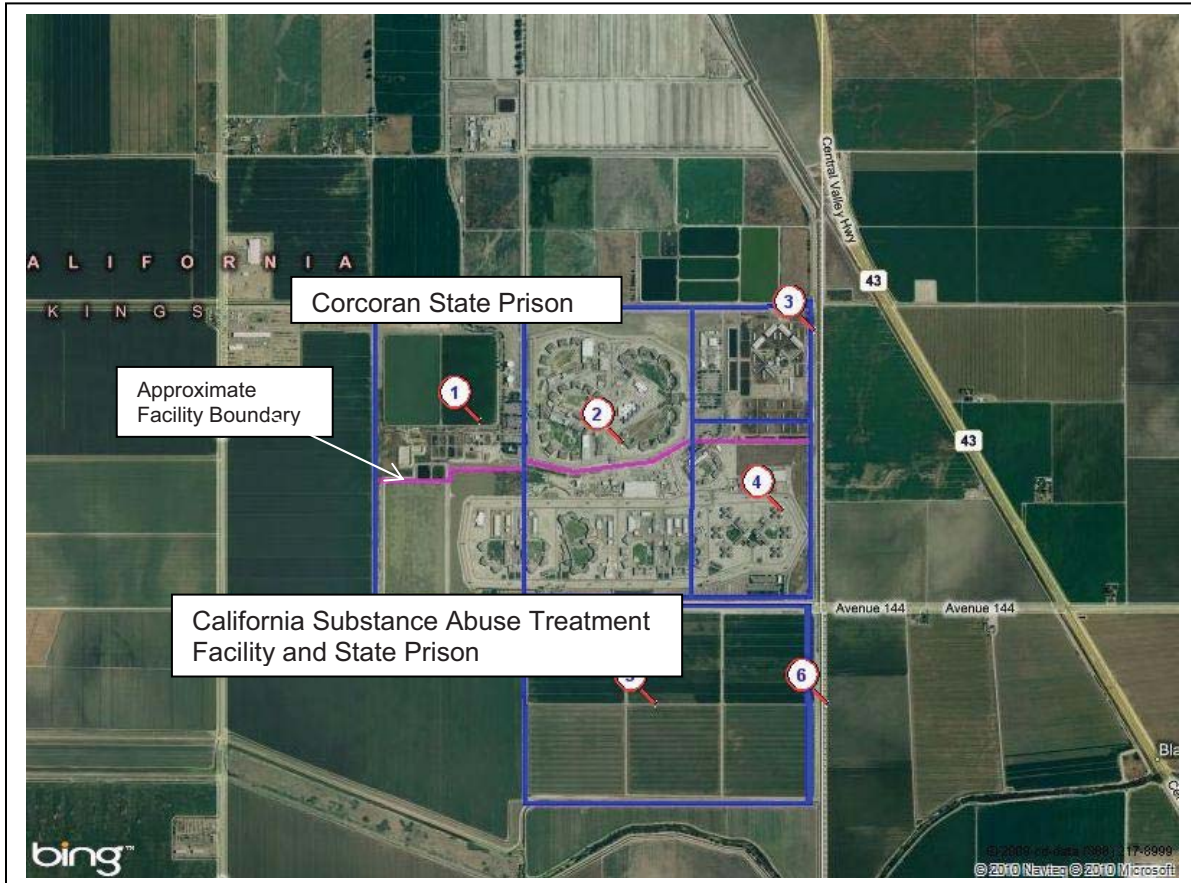


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SATF-Substance Abuse Treatment Facility & State Prison (and COR-California State Prison, Corcoran)
 Property Boundaries



Real Property Number 10105 – **CALIFORNIA SUBSTANCE ABUSE TREATMENT FACILITY AND STATE PRISON**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	Portion of 044-110-050
2	Portion of 044-110-052
4	Portion of 044 -110-053
5	044-130-005
6	044-130-024
Blank	County did not assign parcel number and includes it as part of 044-110-026 & 053

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SATF-Substance Abuse Treatment Facility & State Prison Coverage Areas

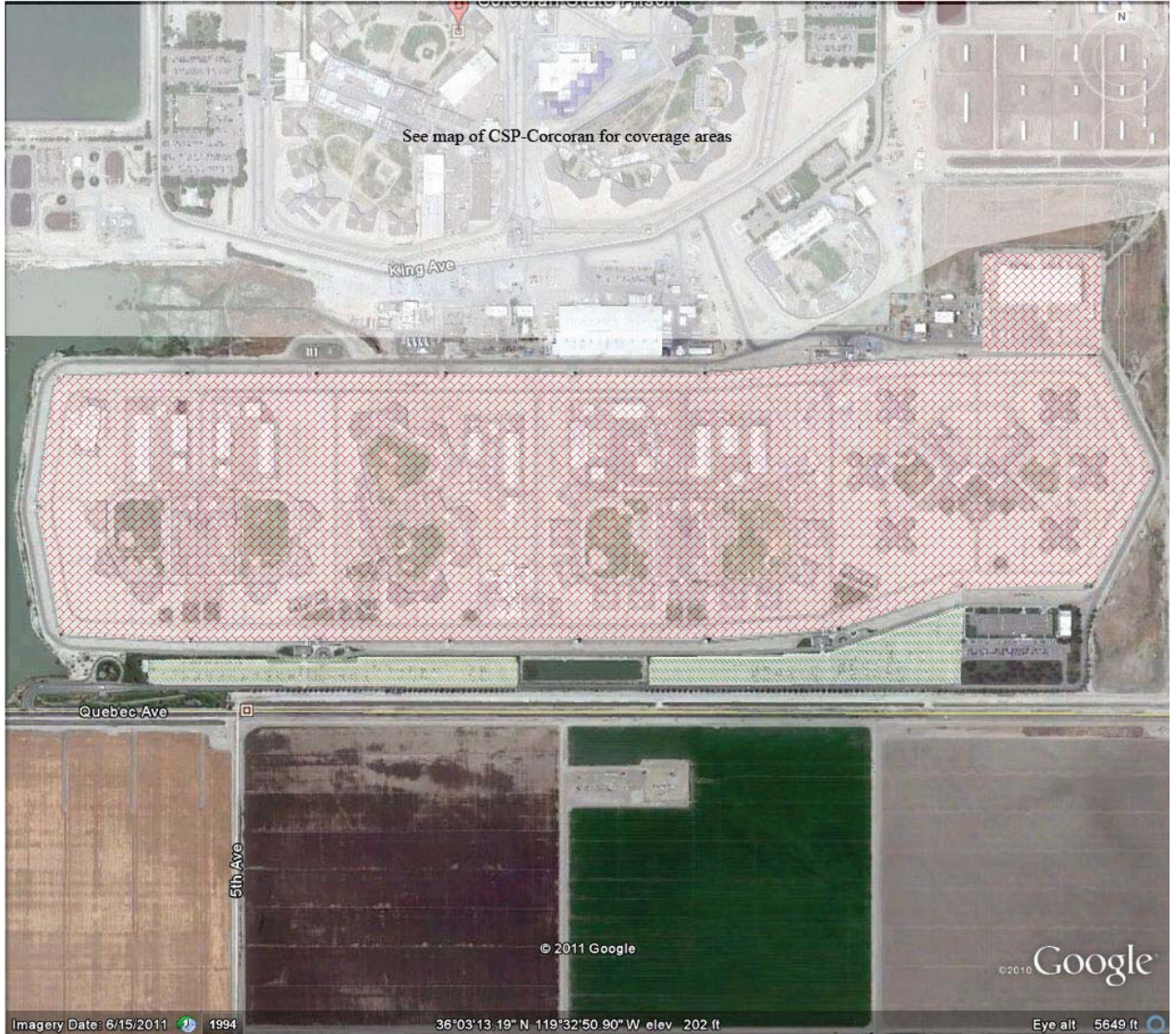


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SAC-California State Prison, Sacramento Property Boundaries



Real Property Number 10486 – CALIFORNIA STATE PRISON – SACRAMENTO COUNTY

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	Portion of 071-0010-021
2	Portion of 071-0010-021
3	Portion of 071-0010-021

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SAC-California State Prison, Sacramento (and FSP-Folsom State Prison) Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

MCSP-Mule Creek State Prison Property Boundaries



Real Property Number 43 – **MULE CREEK STATE PRISON, IONE**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	005-070-011
2	005-070-007
3	005-070-008
4	004-290-004
5	004-290-005

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

MCSP-Mule Creek State Prison Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

WSP-Wasco State Prison & Reception Center Property Boundaries



Real Property Number 9647 – **WASCO STATE PRISON RECEPTION CENTER**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	487-080-009
2	487-080-011
3	487-080-014
4	487-080-015

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

WSP-Wasco State Prison & Reception Center Coverage Areas

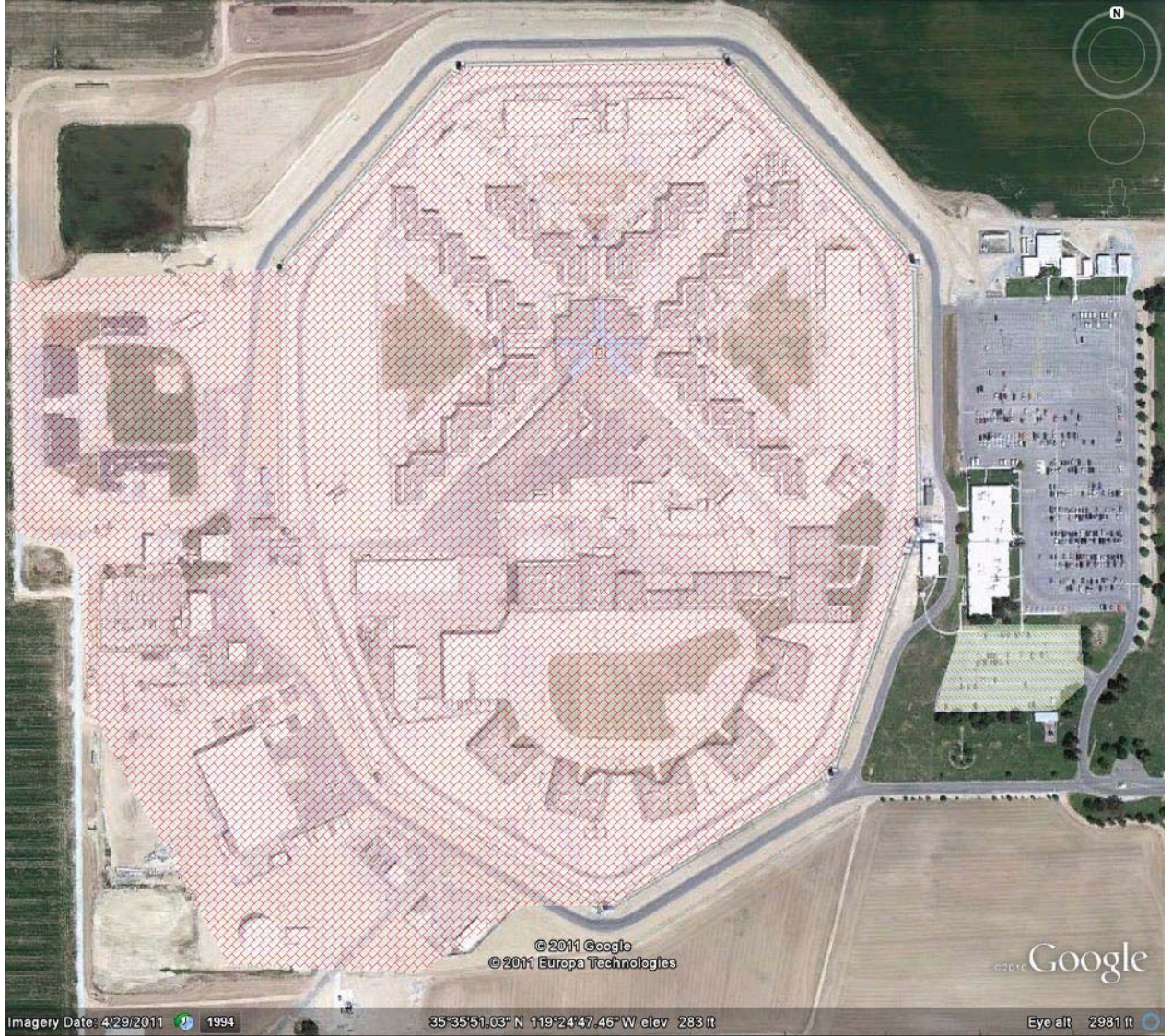


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

NKSP-North Kern State Prison Property Boundaries



Real Property Number 9648 – **NORTH KERN STATE PRISON**

Label No. Assessor Parcel No.

- 1 520-020-03
- 2 520-020-04
- 3 520-020-06
- 4 520-020-07

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

NKSP-North Kern State Prison Coverage Areas

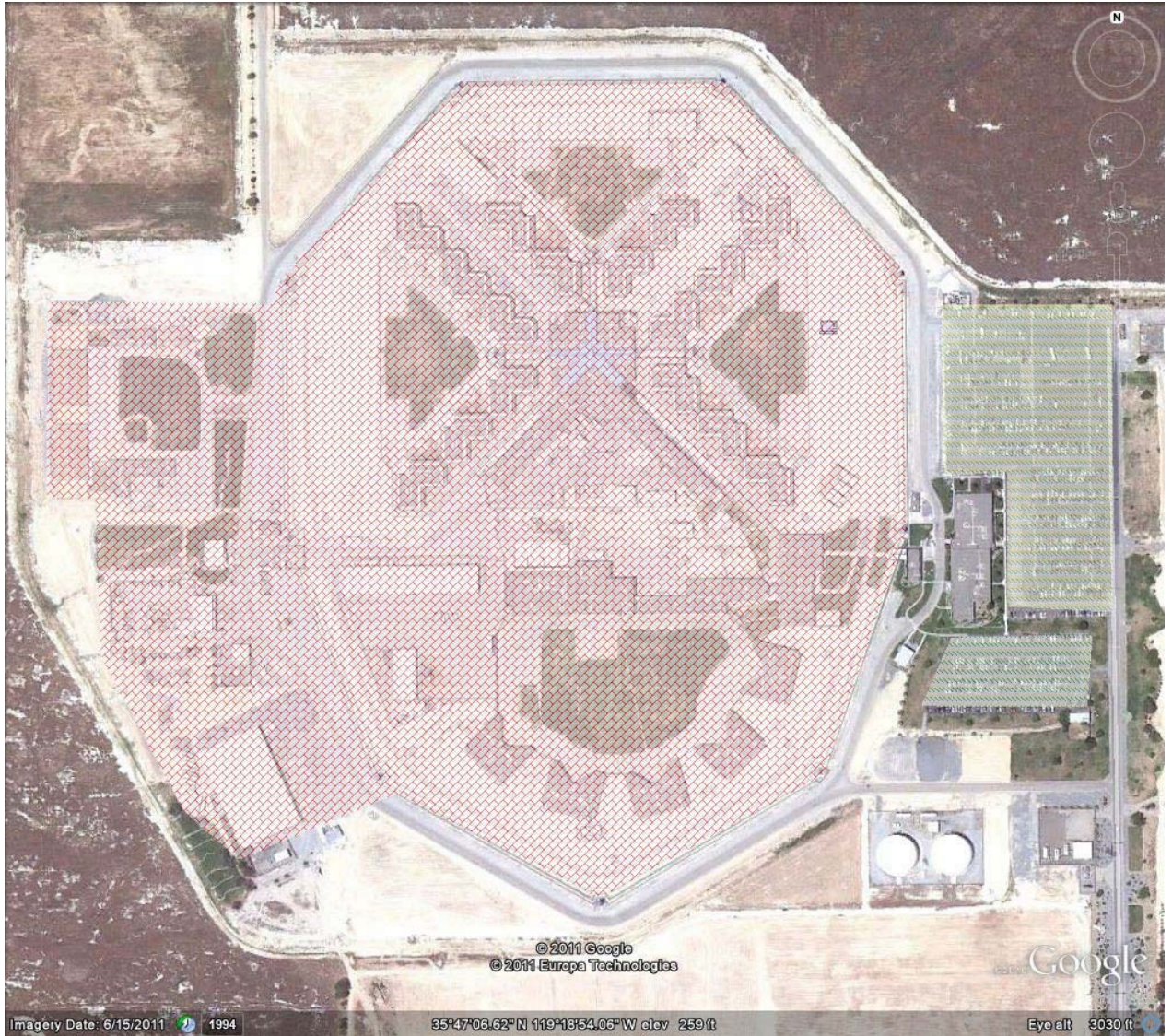
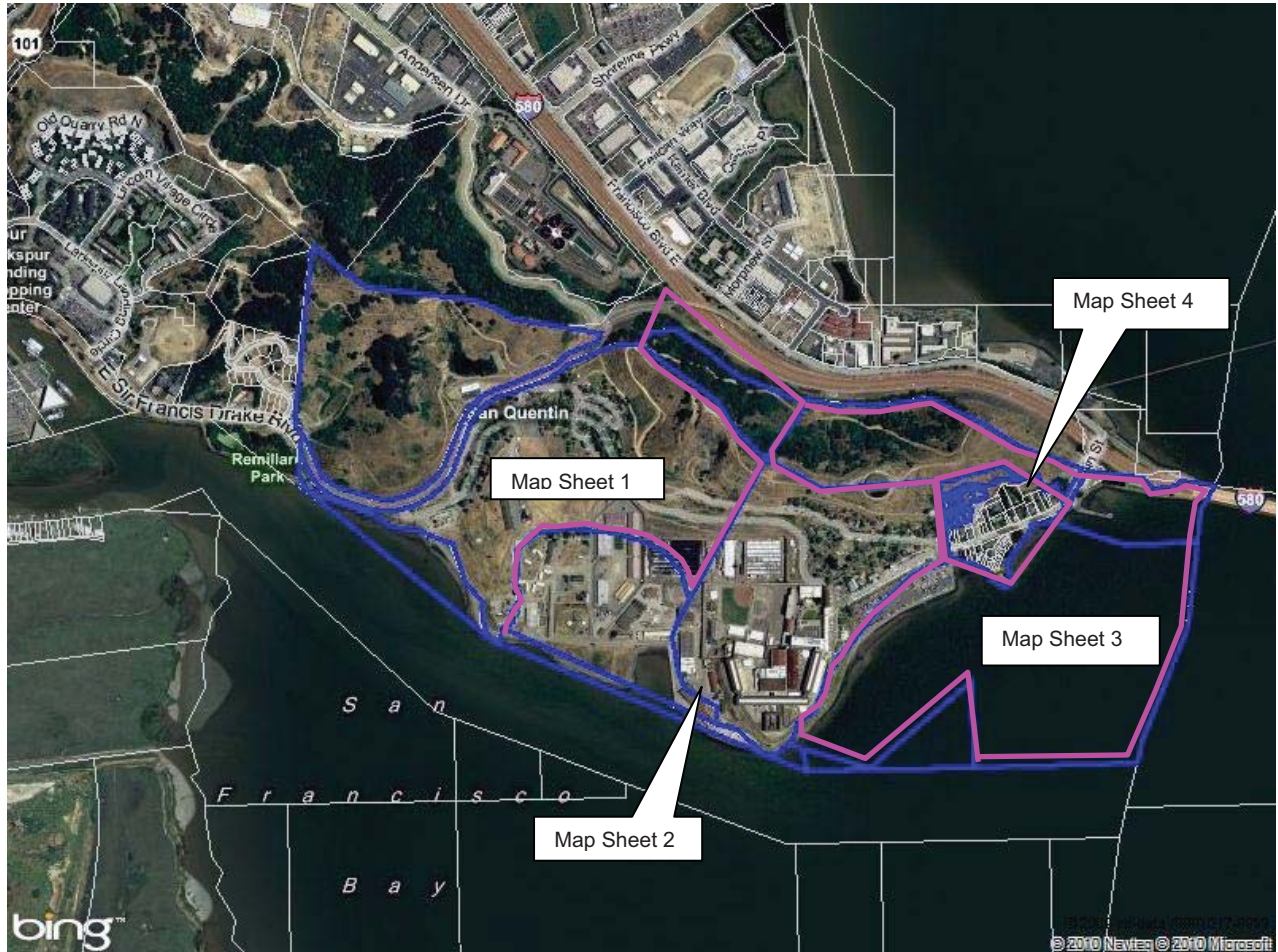


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SQP-California State Prison, San Quentin Property Boundaries

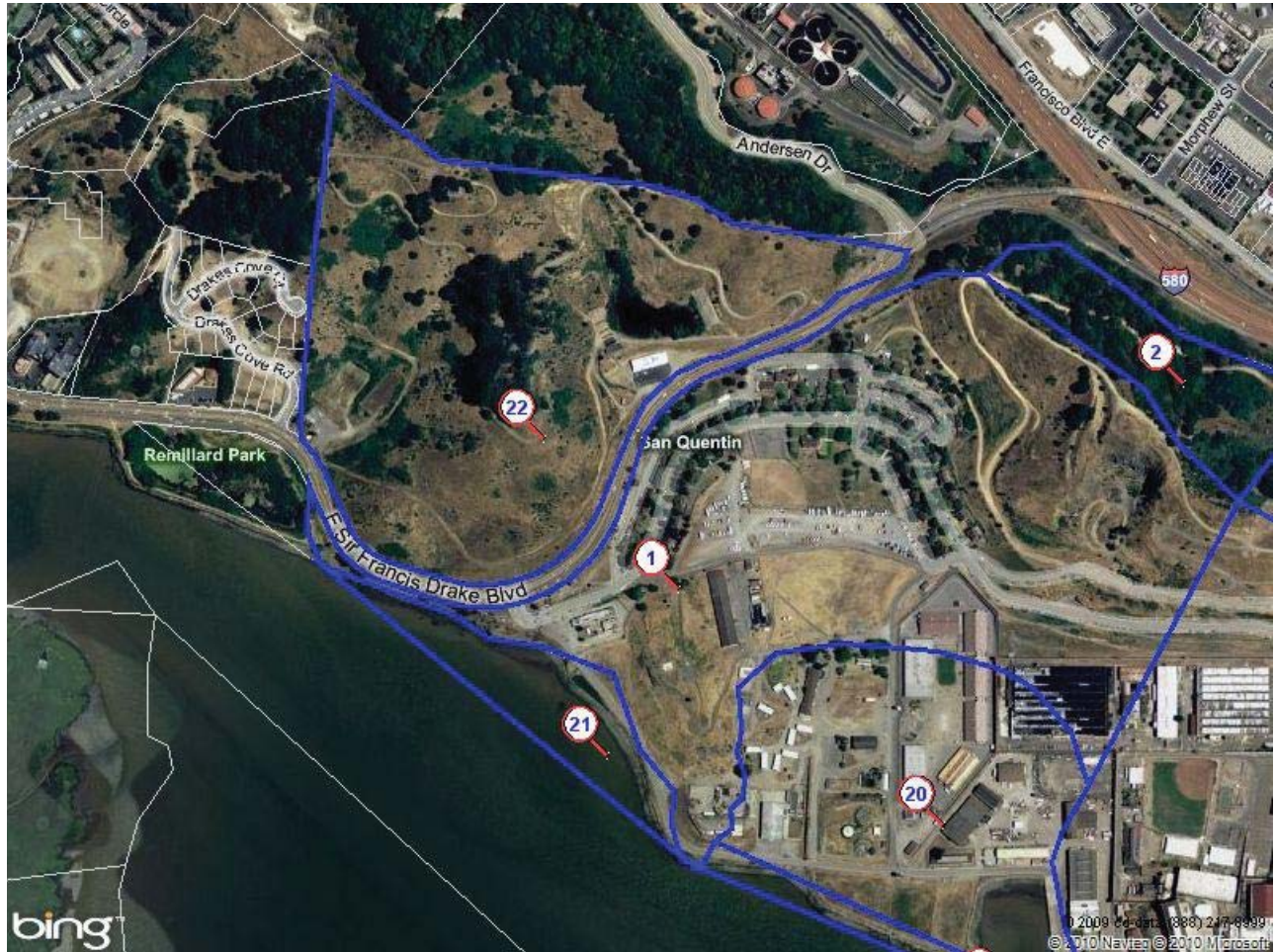


Real Property Number 52 – CALIFORNIA STATE PRISON – SAN QUENTIN

Note: The subsequent four (4) pages reflect the SQP parcels.

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SQP-California State Prison, San Quentin Property_Boundaries (Continued)



Real Property Number 52 – CALIFORNIA STATE PRISON – SAN QUENTIN

Map Sheet 1

Label No. Assessor Parcel No.

- 1 Portion of 018-154-15
- 21 018-154-05
- 22 018-152-12

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SQP-California State Prison, San Quentin Property Boundaries (Continued)



Real Property Number 52 – CALIFORNIA STATE PRISON – SAN QUENTIN

Map Sheet 2

<u>Label No.</u>	<u>Assessor Parcel No.</u>
2	018-154-17
15	Portion of 018-154-16
17	018-154-09
18	No reference to this parcel
19	018-154-06
20	018-154-07

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SQP-California State Prison, San Quentin Property Boundaries (Continued)



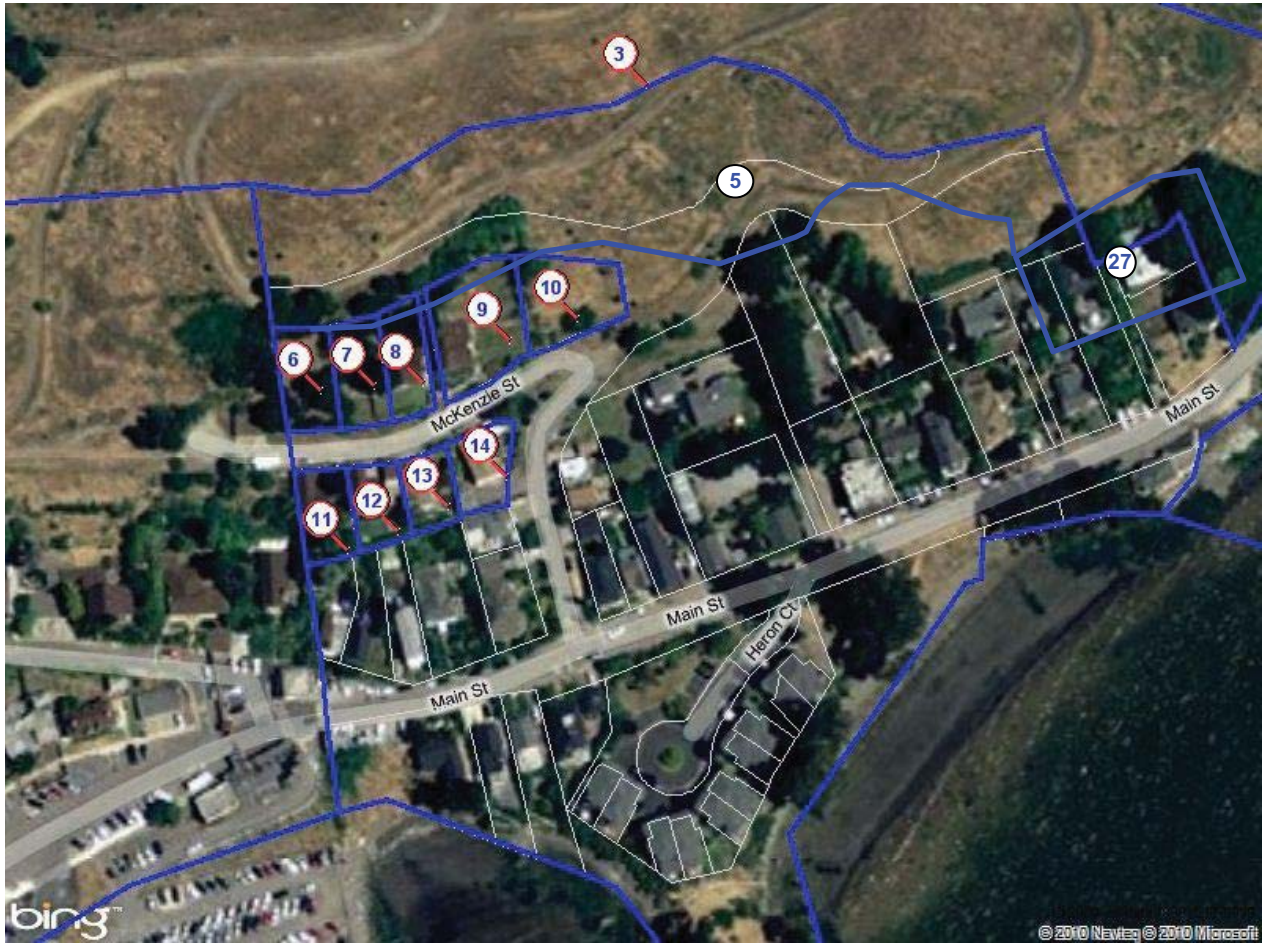
Real Property Number 52 – CALIFORNIA STATE PRISON – SAN QUENTIN

Map Sheet 3

<u>Label No.</u>	<u>Assessor Parcel No.</u>
3	018-154-18
4	018-154-11 (Did not find fee document. May belong to CDCR, Caltrans or SLC)
16	018-154-10

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SQP-California State Prison, San Quentin Property Boundaries (Continued)



Real Property Number 52 – CALIFORNIA STATE PRISON – SAN QUENTIN

Map Sheet 4

<u>Label No.</u>	<u>Assessor Parcel No.</u>
5	018-165-01
6	018-161-01
7	018-161-02
8	018-161-03
9	018-161-04
10	018-161-05
11	018-162-01
12	018-162-02
13	018-162-03
14	018-162-04
27	018-163-16

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SQP-California State Prison, San Quentin Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CCI-California Correctional Institution Property Boundaries



Real Property Number 40 – **CALIFORNIA CORRECTIONAL INSTITUTION**

Label No. Assessor Parcel No.

- | | |
|---|------------|
| 1 | 376-011-01 |
| 2 | 376-013-02 |
| 3 | 376-013-03 |
| 4 | 376-014-03 |

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CCI-California Correctional Institution Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CIW-California Institution for Women Property Boundaries



Real Property Number 41 – **CALIFORNIA INSTITUTION FOR WOMEN**

Label No. Assessor Parcel No.

- 1 1057-191-04
- 2 1057-191-05

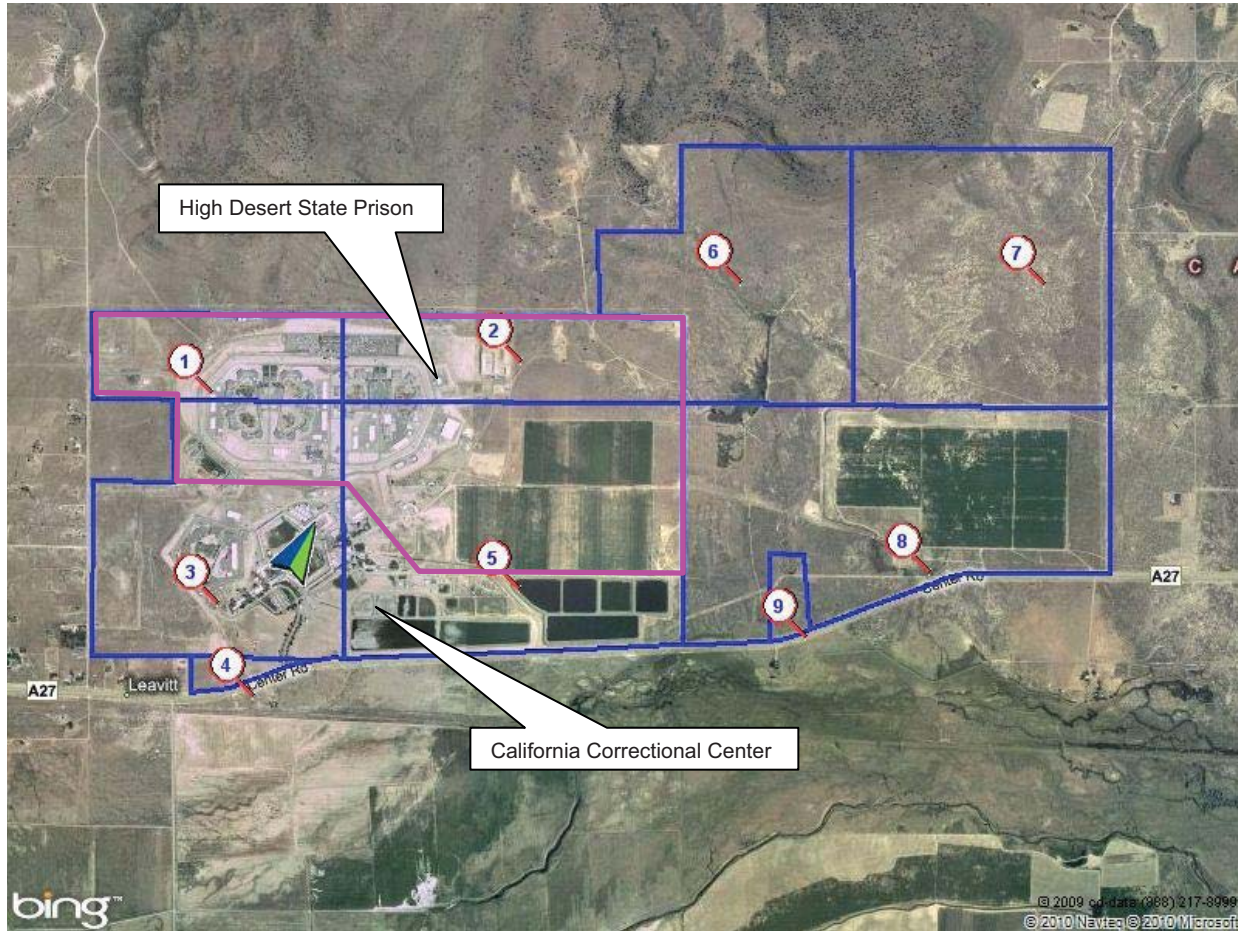
EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CIW-California Institution for Women Coverage Areas



EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

HDSP-High Desert State Prison (and CCC-California Correctional Center) Property Boundaries



Real Property Number 9982 – **HIGH DESERT STATE PRISON**

<u>Label No.</u>	<u>Assessor Parcel No.</u>
1	101-120-12
2	101-130-08
3	Portion of 117-510-06
4	California Correctional Center
5	Portion of 117-150-01
6	California Correctional Center
7	California Correctional Center
8	California Correctional Center
9	California Correctional Center

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

HDSP-High Desert State Prison (and CCC-California Correctional Center) Coverage Areas

