



6.4.2.18 IWTS User Guide for IWTS Live Monitoring Terminals

Revised Requirement per Addendum 3

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

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

Reference: _____

Location: _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.4.2.19 IWTS Live Monitoring Terminal Limited Authority

Revised Requirement per Addendum 3

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

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6.4.2.20 IWTS Live Monitoring Terminal Manual Notification

Revised Requirement per Addendum 3

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

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6.5 CDCR IWTS INVESTIGATIVE SYSTEM



6.5 CDCR IWTS INVESTIGATIVE SYSTEM

Per Addendum 3: Revised Requirement

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

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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

GTL's IWTS Investigative System has the capability of live monitoring inmate calls-in-progress

[REDACTED]

[REDACTED]

6.5.1 CDCR IWTS LIVE MONITORING AND MANAGEMENT CAPABILITIES OVERVIEW

Per Addendum 3: Revised Requirement

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



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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted description text]

6.5.2 CDCR IWTS INVESTIGATIVE TOOL NETWORK REQUIREMENTS

Per Addendum 3: Revised Requirement and Added Bidder's Response Block

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

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6.5.2.1 IWTS Investigative System Network Architecture

Per Addendum 3: Revised Requirement

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

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

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

- 49) CDCR Investigative Workstation System;
- 50) Data Storage, including voice recordings; and,
- 51) Live Monitoring System.

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

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

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

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

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

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

Reference: [IWTS Network Diagrams](#)

Location: [GTL Diagrams & Drawings Envelope](#)

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QUALITY OF SERVICE

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CIRCUIT SIZE/BANDWIDTH

BANDWIDTH – ADULT INSTITUTION IWTS LOCATIONS Facilities verified by Addendum 11

	Acronym	Institution	Bandwidth
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BANDWIDTH – CDR/CDCR ADULT CAMP IWTS LOCATIONS
 Facilities verified by Addendum 11

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6.5.2.2 IWTS Investigative System Network Functionality

Per Addendum 3: Revised Requirement

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

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

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

- 64) Congestion; and,
- 65) Latency.

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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6.5.2.3 IWTS Investigative System Network Ubiquity

Per Addendum 3: Revised Title and Added "Investigative System"

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

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

Reference: [IWTS Network Diagrams](#)

Location: [GTL Diagrams & Drawings Envelope](#)

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6.5.2.4 IWTS Investigative System Network Scalability

Per Addendum 3: Revised Title and Added "Investigative System"

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

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

Reference: [IWTS Network Diagrams](#)

Location: [GTL Diagrams & Drawings Envelope](#)

 Description:

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no downtime.



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Additional Data Storage Capacity The addition of storage space for CDCR call records and

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6.5.2.5 IWTS Investigative System Network Survivability

Per Addendum 3: Revised Title and Added "Investigative System"

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

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

Reference: [IWTS Network Diagrams](#)

Location: [GTL Diagrams & Drawings Envelope](#)



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6.5.2.6 IWTS Investigative System Network Points of Failure

Per Addendum 3: Revised Title and Added "Investigative System"

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

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

Reference: [IWTS Network Diagrams](#)

Location: [GTL Diagrams & Drawings Envelope](#)

 Description:

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records and recordings will be stored for on-line access for the term of the contract. IWTS

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6.5.2.7 IWTS Investigative System Data Storage Center

Per Addendum 3: Revised Title and Added "Investigative System"

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

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

Reference: [IWTS Network Diagrams](#)

Location: [GTL Diagrams & Drawings Envelope](#)

Description:

[Redacted description text]

6.5.2.8 IWTS Data Transmission Encryption

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

Electronic Transmission to include:

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

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6.5.2.9 IWTS Investigative System Network Security

Per Addendum 3: Revised Title to Add "System"

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

The Prime Contractor shall commit to the following:

- 66) Security Administration;
- 67) Support all current and future United States encryption Standards; and,
- 68) Physical site security.

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

Reference: _____

Location _____ page _____ paragraph _____

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6.5.2.10 IWTS Investigative System Network Operations Center (NOC)

Per Addendum 3: Revised Requirement

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

- 69) Monitor the status and performance of the network and all network nodes;
- 70) View equipment alarms and software errors;
- 71) Monitor the performance of the servers; and,
- 72) Troubleshoot the network servers.



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

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

Reference: [IWTS Network Diagrams](#)

Location: [GTL Diagrams & Drawings Envelope](#)

 Description:

GTL's Network Operations Center continuously monitors the status and performance of the

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6.5.2.11 IWTS Disaster Recovery Plans

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

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6.5.3 IWTS INVESTIGATIVE WORKSTATIONS

Per Addendum 3: Revised Requirement

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

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6.5.3.1 IWTS Functional Integration

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

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6.5.3.2 IWTS Investigative Workstation Hardware Configuration

Requirement revised per Addendum 7

The IWTS Investigative Workstation shall be configured with the minimum characteristics described in this section:



- 1) The IWTS Investigative Workstation shall be sized with adequate memory and processor(s) that allows for completion of all tasks performed. If connectivity to the Prime Contractor's network via the IWTS is not available, the Investigative Workstation shall be able to access all recordings and CDR data through an alternative method such as dial a back-up. Bidder shall describe the proposed alternative methods to meet this requirement.
- 2) Full size keyboard
- 3) External mouse
- 4) 17" flat panel color monitor, with a non-glare screen;
- 5) 24x CD-RW / 8x DVD ROM;
- 6) Sound card;
- 7) Network interface card (NIC) RJ45 10-100-1000 connectivity;
- 8) Audio: mini-phone stereo 3.5 mm;
- 9) Input: mini-phone stereo 3.5 mm;
- 10) USB ports;
- 11) Security lock slot for cable lock;
- 12) External boom type microphone;
- 13) Wired headset with volume control;
- 14) External speakers with volume controls;
- 15) Color printer with 8.5" x 11" paper capable of printing a minimum of 15 pages per minute with a footprint no larger than 20 inches by 20 inches; and,
- 16) Cassette recorder or Compact Disc (CD) player to transfer recorded calls to this media, as needed.

Bidders shall provide documentation that describes the physical characteristics of the IWTS Investigative Workstations, including hardware specifications and pictures that meet the requirements.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

Investigative Workstations will be configured with sufficient memory to ensure completion of all





Investigative Workstation Hardware

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]



6.5.3.3 IWTS Investigative Workstation Software Security

The IWTS input/output devices shall be protected from the introduction of viruses or other malware that will in any way affect the security or operation of the system. Virus scanning software patches and software shall be updated by the Prime Contractor as required by the virus scanning software manufacturer.

Bidders shall describe how they will meet this requirement.



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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

[REDACTED]

6.5.3.4 IWTS Investigative Workstation Identification

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

[REDACTED]

6.5.3.5 IWTS Investigative Workstation Independent Operation

All of the IWTS Investigative Workstations shall operate independently of other workstations in the same correctional facility even when accessing the same stored data.



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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[REDACTED]

6.5.3.6 IWTS Extended Distances of IWTS Investigative Workstations

Requirement revised per Addendum 7

The Prime Contractor will provide LAN extenders to ensure signal strength meets quality standards for IWTS Investigative Workstations.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[REDACTED]

6.5.4 IWTS INVESTIGATIVE WORKSTATION FUNCTIONALITY

Requirement revised per Addendum 7

The IWTS Investigative Workstations will be installed at the Adult and Youth Camps, and CCF and FOP locations. A copy of the current CDR and inmate call recordings shall be stored on-site for 60 calendar days at the Adult and Youth Camps. The IWTS Investigative Workstation shall have the capability to record the content of all complete and incomplete telephone call connections. Recordings must be selectable by telephone instrument, group of telephone instruments, bank of telephones, facility, or called number. The IWTS Investigative Workstation shall include the capability to transfer the recorded calls to removable media.

The Prime Contractor shall provide an IWTS Investigative Workstation that allows authorized staff to perform all of the investigative functions described below. Bidders shall clearly describe how they will provide the investigative functionality as follows:

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

Reference: _____



Location _____ page _____ paragraph _____

 Description:

[Redacted]

[Redacted]

6.5.4.1 IWTS Investigative Workstation Search Functionality

The authorized staff shall have ability to search the IWTS CDR database and search on any fields, or combination of fields, within the database. The retrieval location (on-site or off-site) of the stored recording shall be transparent to the authorized staff.

The IWTS shall include the ability to query more than 10 fields by selecting predefined data fields within a single screen. Upon initiating the search, all data fields will appear in a single display screen report. Investigative staff shall be able to save, file, and retrieve custom queries for future use.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted]

[Redacted]

[Redacted]



[REDACTED]

[REDACTED] Investigative Workstation Limited Authority

The Investigative Workstation interface shall NOT have the ability to modify any workstation configuration or Call Control parameter;

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[REDACTED]

[REDACTED]

6.5.4.3 IWTS Password Protected Log-In

All Investigative Workstations will require an authorized user identification code, issued by a CDCR Operations Manager, to be entered in order to gain access to the investigative tools. The Investigative Workstation shall be password protected, if directed by the CDCR Operations Manager.

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

AI [REDACTED]



6.5.4.4 IWTS Malicious Code Prevention

Per Addendum 3: Added IWTS

The Prime Contractor shall be responsible for keeping all IWTS Investigative Workstations and other IWTS equipment free from viruses, spyware or any other malicious code. Bidders shall describe their system and associated processes for the prevention of viruses, spyware or any other malicious code.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.5.4.5 IWTS Investigative Workstation Capacity

Per Addendum 3: Revised Title and Requirement

All IWTS Investigative Workstations shall have a sufficient Hard Drive Space to accommodate the required workstation's operating system, application(s) software, user data, if required, and at a minimum, 30% spare capacity. The spare capacity shall be maintained at a 30% level in lieu of any software upgrades/modifications that may be required for the workstation.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]



6.5.4.6 IWTS Remote Software Updates

All required software applications, patches, updates, and operating systems shall be installed remotely and will be pushed out to the Investigative Workstations by the Prime Contractor in conjunction with CDCR coordination of update notification to CDCR users.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.5.4.7 IWTS Remote Access Capability

Per Addendum 3: Revised Requirement

The IWTS shall provide capability to authorized staff to remotely access the IWTS Investigative System through the Prime Contractor's hosted web-based IWTS application from a State computer with the uniform look, feel and capabilities of on-site access. This remote capability shall require a system log-on procedure, and all data transmissions shall be fully encrypted. Remote Access shall include multi-user access with multiple levels of authorization.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]



6.5.4.8 IWTS Investigative Workstation Screens/Icons

Per Addendum 3: Added "IWTS" and Bidders Response Block

The IWTS Investigative Workstation shall include the following screens/icons that will be seen at all times somewhere on the screen. The icons shall be user friendly and easy to navigate in and out of by authorized users.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.5.4.8.1 IWTS Log-In Screen

Per Addendum 3: Revised Requirement

Upon log-in, the IWTS shall:

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

- 2) Retain the notification message or banner on the screen until users take explicit actions to log on to or further access the information system.
 - a) The Prime Contractor shall modify the notice at the CDCR Operations Manager's request.



b) Authorized users will be required to enter a User Name and Password to Log in to the IWTS.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.5.4.8.2 IWTS Welcome Screen

Once authorized users sign-in, the IWTS will automatically direct users to the Welcome Screen that may include notices that apply to all users. All notices shall be approved by the CDCR Operations Manager before Prime Contractor places them on the screen.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



  Out Screen

The Log-Out icon will be used when authorized users log out of the Investigative Workstation.



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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted description text]

6.5.4.8.4 IWTS Live Monitoring Screen

The IWTS shall be capable of real-time monitoring of all inmate/ward telephone active calls from an Investigative Workstation or remotely by authorized remote users. The real-time monitoring by each authorized user shall be user definable, and the restriction criteria shall be assigned to the authorized user's profile.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted description text]

6.5.4.8.5 IWTS Reports Screen

This screen will include drop down menus for authorized staff to generate and print Statewide or Facility specific reports described herein.

The system shall display any user-defined combination of the fields contained in a Completed Call record.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:



[Redacted]

[Redacted]

[Redacted]

6.5.4.8.6 IWTS Facility Phone List Screen Content

Access to this screen will be limited to authorized users' profile settings. The Facility Phone List is described in detail in Section 6.5.4.19, IWTS Facility Phone List.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted]

6.5.4.8.7 IWTS On-Line Manual

This icon will be used to access an on-line manual specific for the IWTS. Authorized users will be able to search and find operating instructions for specific functionality.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted]



6.5.4.8.8 IWTS User Guide for IWTS Investigative Workstations
Per Addendum 3: Revised Requirement

The Prime Contractor shall prepare and provide a User Guide for IWTS Investigative Workstations that provides instructions that will describe primary features, functionality and commands in an abridged user-friendly format. This User Guide will be made available on the Prime Contractor's IWTS Private Web site and shall be specific to the IWTS. Hard copies will be posted at each IWTS Investigative Workstation and will be printed in a reproducible size, font and format. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the IWTS Private Web site. The Prime Contractor shall modify the User Guide as directed by the State.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.5.4.9 IWTS Investigative Workstation Live Monitoring Display
Requirement revised per Addendum 7

Authorized staff shall have real-time access to information on all calls in progress at every CDCR facility based upon user profile. All fields shall be capable of being sorted in ascending or descending order. This feature will give authorized staff the capability to see in real time the information described in Section 6.4.2, IWTS Live Monitoring Terminals, as well as the following:

- 1) Destination Number;
- 2) Called Party Billing Name and address (BNA) Information;
- 3) Alert Number flag;
- 4) Three-Way Call flag (suspected or confirmed);
- 5) TDD/TTY telephone flag;
- 6) Payment method (prepaid or collect);
- 7) Call denial reason;



- 8) Call termination reason;
- 9) Recording identification number; and,
- 10) A text field on the monitoring screen to allow a user to input notes. Notes shall allow a minimum of 250 characters.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]

6.5.4.10 IWTS Live Monitoring Manual Notification

Requirement revised per Addendum 7

From the Live Monitoring screen, the IWTS shall allow an authorized user to manually notify specified CDCR Authorized Staff of a call that requires immediate attention. The notification shall be via a telephone call, e-mail, or a visual notification on the Investigative Workstation. The alarm type(s) will be user definable by the CDCR Operations Manager.

Notification shall include the ability for an authorized user to forward a call in progress to another authorized user's telephone or mobile phone. Before the authorized user is connected to the call, the user will be required to enter a unique numeric code before having the capability to live monitor the call in progress.

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



Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.5.4.11 IWTS Live Monitoring Multiple Locations

The system shall have the capability to allow a single authorized user to Live Monitor multiple inmate/ward telephone calls from more than one (1) CDCR Facility simultaneously. The Live Monitoring location may be local or remote to the institution originating the call. Live Monitoring shall be in real-time.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.5.4.12 IWTS Monitoring Telephone Station/Location Status

The IWTS shall provide authorized staff with the ability to determine if any particular IWTS telephone station/location is activated, deactivated, in standby mode, or in use.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]



6.5.4.13 IWTS Call Termination Control from an Investigative Workstation

Per Addendum 3: Revised Requirement

The IWTS shall provide the authorized users with the ability to manually terminate calls in the "Live Monitoring" screen. All manually terminated calls shall be flagged with a unique identifier in the end code column of the CDR. The Bidder shall identify the unique identifier that will be used to meet this requirement.

Additionally, the User ID of the CDCR Authorized Staff that terminated the call(s) shall be identified. The capabilities of performing any of the options below will be based upon the CDCR authorized staff's profiles as described in Section 6.3.3.18, IWTS User Group Configuration.

Authorized staff shall be able to terminate:

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



[Redacted]

[Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

6.5.4.14 IWTS Simultaneous Replay

The IWTS shall allow the capability for multiple recorded conversations to be played back simultaneously at the same or other IWTS Investigative Workstation location(s). Playback or download of recorded calls must not interrupt any other on-going calls being recorded or other IWTS Investigative Workstation functionality.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

[Redacted]



6.5.4.15 Forwarding a Recorded Call File on the IWTS

Per Addendum 3: Revised Requirement

The IWTS shall allow an authorized user to send a recorded IWTS conversation to another authorized user's telephone or mobile phone for playback. Before the authorized user receiving the forwarded call is connected to the call, the user will be required to enter a unique numeric code before having the capability to listen to the recorded call.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:



6.5.4.16 IWTS Search Criteria for Call Recording

The recording system shall have the capability to search (locate/sort) call recordings based upon the any of the following CDR fields:

- a) CDCR Facility;
- b) Telephone Location;
- c) Start date/time;
- d) Destination number called;
- e) Telephone Station number;
- f) End date/time;
- g) Duration of call; and,
- h) Complete or Incomplete call.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:





[Redacted]

6.5.4.17 IWTS Voice Recording Access

After a CDR search, by any combination of the CDR fields, the Voice Recordings shall be linked to and available from the identified CDR record.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted]

6.5.4.18 IWTS Voice Recording Playback Capability

Authorized users shall have the ability to access the Voice Recording Database via Soft Switches to play, rewind, pause, fast-forward, designate a specific area to loop back within the recording and vary speed of playback. The IWTS shall be able to go to a specified call duration location within the call without the playback of the entire call.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted]



6.5.4.19 IWTS Facility Phone List

Requirement revised per Addendum 7

The telephone numbers in the IWTS Facility Phone List shall be capable of being deleted by authorized users when the number is no longer needed. The deleted telephone numbers will be capable of being archived and not viewed in the Facility Phone List. There will be no limit to the amount of telephone numbers stored in this database. Using the Facility Phone List shall be easily accessible through shortcuts, hyperlinks, or one click buttons negating the navigation of multiple screens for activating, deactivating, and deleting specific alert numbers or groups.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.5.4.19.1 IWTS Facility Phone List Screen Details

Requirement revised per Addendum 7

The Facility Phone List Screen shall include the following fields to be populated by the authorized users:

- 76) Specific Facility or Statewide (All CDCR Facilities);
- 77) Destination Number;
- 78) Called Party's Billing Information (Name, Address, City, State, Zip);



- 79) Alert Groups; and,
- 80) Notes (minimum of 250 characters).

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.5.4.19.2 IWTS Facility Phone List Search Criteria

Searching for a specific number shall include the following drop down options either populated by the Prime Contractor or the authorized user:

- 81) Filter by CDCR Facility (all CDCR Facilities);
- 82) Destination Number (all numbers included in Facility Phone List under this field);
- 83) Called Party's Name (all names included in Facility Phone List under this field);
- 84) Alert Group (all names included in Facility Phone List under this field); and,
- 85) Number of Records (selected in increments of 50, 100, 150, 200 or all).

Searching for a specific number shall include the option of direct input into a search field.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]



6.5.4.19.3 IWTS Alert Group Creation and Activation

Per Addendum 3: Revised Requirement

An authorized user shall be able to create a unique “alert” name for a group that may be activated or deactivated only by the authorized user or CDCR Operations Manager. The alert name may be set for one (1) or more specific telephone numbers that are being monitored. Once the “alert” has been activated, the authorized user shall be capable of entering up to two (2) telephone numbers and up to two (2) e-mail addresses that would all be alerted anytime the specific number is dialed.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.5.4.19.4 IWTS Alert Group Functionality

Per Addendum 3: Revised Requirement

When a call is made to a specific number activated in an alert group the following IWTS functionality will occur:

- 86) A minimum of two (2) different telephone numbers will be dialed and the CDCR Authorized User receiving the alert on their telephone or mobile phone will be required to enter a unique numeric code before the authorized user is connected to the call. If the unique number is not entered or entered incorrectly, then the Authorized User will not be connected to the call.
- 87) If the alerted call is not answered by the CDCR Authorized User, then the alert functionality will end. However, the call between the inmate/ward and the called party will not be adversely impacted.
- 88) If the altered call is answered by the CDCR Authorized User, then the called party’s telephone number will appear



on the Authorized User's telephone. The Authorized User will have the capability of pressing codes on the telephone to barge-in on the active call and terminate the active call.

If the call is terminated, then the call shall be flagged with a unique identifier in the end code of the CDR. The Bidder shall identify the unique identifier that will be used to meet this requirement. Additionally, the User ID of the authorized staff that terminated the call(s) shall be identified. The capabilities of performing the alert functionality shall be based upon the authorized staff's profiles.

89) A minimum of two (2) e-mail addresses will receive a notification that will include the specific number dialed, the date, time, and CDCR facility.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

[REDACTED]

6.5.4.19.5 IWTS Alert Group Deactivation

An alert group can only be deactivated by the CDCR Authorized User who originally set the alert group or by a CDCR Operations Manager.



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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted description]

6.5.4.19.6 Deleting an Alert Group or Telephone Number from IWTS

An alert group or specific telephone number can only be deleted by the authorized user who originally set the alert group or by a CDCR Operations Manager.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted description]

6.5.4.20 IWTS Alert Number Notification

The IWTS shall instantly notify the CDCR authorized staff of the destination number if a call is placed to a destination number in the Facility Phone List. The notification shall be via a paging signal, telephone call, e-mail, audible alarm, or a visual notification on the Investigative Workstation. The alarm type(s) will be user definable by the CDCR Operations Manager.

These methodologies shall allow multiple destinations of notification and include a time-of-day scheduling capability.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted description]



6.5.5 CDCR IWTS ACCOUNT ADMINISTRATION REQUIREMENTS

6.5.5.1 IWTS Instructional Brochures

Instructional brochures shall be available on-line to inmate/ward families explaining the branding, monitoring, and recording requirements for all inmate/ward calls (where applicable). Upon request, the Prime Contractor shall provide soft copies of the brochures to the CDCR Operations Manager.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:



6.5.5.2 IWTS Systems Manuals

The Prime Contractor shall provide operating manual(s) explaining in detail the features of the IWTS Live Monitoring Terminals, IWTS Investigative Workstations and call management-related equipment. The Systems Manuals will be stored by the CDCR Operations Manager.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:



6.5.5.3 IWTS System Administration Manuals



The Prime Contractor shall develop and provide to the CDCR Operations Manager a user manual that describes the administration of the global system operation and configuration, whether network based or localized on-site.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

[Redacted description text]

6.5.5.4 IWTS Investigative Workstation Guide

The Prime Contractor shall prepare and provide a guide that includes instructions in English for CDCR approval. The guide will include instructions and contact information for log-in and operation of the IWTS Investigative Workstation. This guide will be in a printed format and available at the workstation. Additionally, a soft copy shall be available on each Investigative Workstation. The Prime Contractor shall provide a soft copy of the guide to the CDCR via .pdf and .doc format and available on the Private Portal. The guide will be updated by the Prime Contractor annually or as needed.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

[Redacted description text]



6.6 CDCR IWTS ADMINISTRATIVE CONTROL



6.6 CDCR IWTS ADMINISTRATIVE CONTROL

6.6.1 IWTS ADMINISTRATIVE CONTROL

Per Addendum 3: Revised Requirement

The Prime Contractor shall provide the CDCR with IWTS Administrative Control functionality to generate user profiles and access fields within the IWTS that will be limited to the CDCR Operations Manager and authorized staff. This functionality will be accessed from a State computer using the Prime Contractor's hosted web-based IWTS application. IWTS Administrative Control functionality shall include live monitoring and investigative capabilities as well as tools to oversee and administer statewide operations and service, compile data on inmate/ward use of the system, reconcile financial activities, view trouble tickets, facilitate training of CDCR staff on IWTS operation and capabilities, and perform system tests.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

The IWTS Administrative Control System provided by GTL will give the CDCR Operations Manager and authorized staff exclusive capability to generate user profiles using data fields that are not available to other system users.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

6.6.2 SITE VISITS TO IWTS STORAGE FACILITIES

The State shall have the right to perform site visits to the Prime Contractor's California Operations Facilities and Primary Database Storage Facility with 24-hour notice to the Prime Contractor.

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

Reference: _____



Location _____ page _____ paragraph _____

 Description:

GTL agrees that the State has the right to perform site visits to GTL's California Operations Facility and Primary Database Storage Facility with 24-hour notice to GTL.

6.6.3 Per Addendum 3: Requirement Deleted

6.6.4 Per Addendum 3: Requirement Deleted

6.6.5 Per Addendum 3: Requirement Deleted

6.6.6 Per Addendum 3: Requirement Deleted

6.6.7 Per Addendum 3: Requirement Deleted

6.6.8 SINGLE USER IWTS MAPPING VERIFICATION

The IWTS shall include the ability for a single State IWTS administrative user to pick up an inmate/ward phone and verify that the Telephone ID and physical location match the IWTS service database description of the telephone location. This function shall be performed by the Prime Contractor's staff putting the IWTS in a "mapping" mode that would prevent outgoing calls from being made by inmates or wards while mapping verification is performed.

The Bidder shall describe how this requirement will be met.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]

[REDACTED]



6.6.9 IWTS NO BILL TEST NUMBERS

Per Addendum 3: Revised Requirement

The Prime Contractor shall provide test numbers for testing purposes to verify functionality for each Call Type (Local, IntraLATA, InterLATA, Interstate, and International). The test number shall provide for a connect condition that is long enough to verify all branding and other functionality. The Prime Contractor will not bill any parties for these test calls.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.6.10 IWTS ACCEPTANCE TEST PLANS

Requirement revised per Addendum 7

All software and equipment modifications shall follow a CDCR approved plan prior to implementation in any production environment. The Prime Contractor shall submit plans to the CDCR Operations Manager for approval at least 30 calendar days prior to any planned implementation.

This requirement applies to all components of the IWTS including enterprise wide network and data center software and hardware. For data center software and hardware this requirement is limited to new software releases and major hardware upgrades. For the enterprise wide network software and hardware this requirement applies to the network elements within the Prime Contractor's control and is limited to new software releases and major hardware upgrades.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:





[Redacted]

6.6.10.1 IWTS Acceptance Test Plan

Requirement added per Addendum 7

Bidders shall provide an IWTS Acceptance Test Plan detailing the scope, approach, resources, and schedule of intended activities that will be used to verify and ensure that IWTS meets all requirements. The Plan shall reference functional requirements, any risks requiring contingency planning, and include acceptance criteria in a traceability matrix. Test Plan shall include the following deliverables: test procedures, cases, results, test logs, and the summary test report.

A final Acceptance Test Plan shall be provided within 30 calendar days of contract award. Final Acceptance Test Plan shall be reviewed and approved by the State.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted]

[Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]



Upon completion of acceptance testing, testing documentation will be submitted to the CDCR Operations Manager for final acceptance and sign-off.

Acceptance Testing and Installation Certification Checklist
All parts of Checklist must be completed.
Installation checklist/certification sheets must be completed by the responsible installation technician.
This checklist must be attached to the respective POETS order and emailed to the Implementation Manager promptly following completion of the installation.

Facility: _____	Date: _____
Address: _____	SubID: _____
	CAR: _____
	Cost Ctr: _____
Contact: _____	Phone: _____
GTL Rep: _____	Phone: _____
Contractor: _____	

	PRE-INSTALL CHECKLIST	Chk	Technician	Date	Notes
1					
█					
█					
█					
█					
█					
█					
█					
█					
█					
█					



12	[REDACTED]				
	[REDACTED]				[REDACTED]
	[REDACTED]				

	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			

Local#	Intrastate#
Ext. Local	Interstate#
International	Other

14	[REDACTED]				
[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]				

[See Station Mapping](#)

	SITE SPECIFIC CHECKLIST (SOW, Contract, etc.)	Chk	Technician	Date	Notes
1	[REDACTED]				
[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]				



7	[REDACTED]				
	[REDACTED]				[REDACTED]
	[REDACTED]				
	[REDACTED]				
	[REDACTED]				

	INVESTIGATIVE WORKSTATION CHECKLIST	Chk	Technician	Date	Notes
1	[REDACTED]				
	[REDACTED]				
	[REDACTED]				
	[REDACTED]				
	[REDACTED]				
	[REDACTED]				
	[REDACTED]				
	[REDACTED]				
	[REDACTED]				
	[REDACTED]				
	[REDACTED]				
	[REDACTED]				
	[REDACTED]				

	[REDACTED]	<input type="checkbox"/>	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
	[REDACTED]				
	[REDACTED]				
	[REDACTED]				
	[REDACTED]				-
	[REDACTED]				-
	[REDACTED]				
	[REDACTED]	<input type="checkbox"/>	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
	[REDACTED]				





6.6.10.2 IWTS Acceptance Testing

Requirement added per Addendum 7

Acceptance testing is performed by the Prime Contractor.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

As Prime Contractor, GTL will perform acceptance testing.

6.6.10.3 IWTS Acceptance Testing Evaluation

Requirement added per Addendum 7

Test results will be evaluated as pass/fail. Any non-conforming test results will trigger the Prime Contractor's submission of a corrective action plan, reviewed and approved by the State, to be executed prior to acceptance of an individual IWTS site transition.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

GTL understands that test results during acceptance testing will be evaluated as pass/fail. For any non-conforming test results, we will submit for the State's approval a corrective action plan to be executed prior to acceptance of an individual IWTS site transition.

6.6.10.4 IWTS Acceptance Testing Deliverables

Requirement added per Addendum 7

Test deliverables shall include, but not be limited to, test procedures, cases, results, test logs, and the summary test report.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

Test deliverables provided by GTL will include, but not be limited to: test procedures, cases, results, test logs, and the summary test report.

6.6.11 CDCR IWTS USER PROFILES

Per Addendum 3: Revised Requirement

The IWTS shall provide for role-based user profiles, allowing specific functions and features unique to each role. The Prime Contractor shall be responsible for the System Administrator User activities. The CDCR Operations Manager will be responsible for the Operations Administrator, Live Monitoring Terminal User, Investigative User, Contracted Staff User, and State Contract Manager User. Each IWTS User shall have unique identification credentials and be verified for identity through two-factor authentication.

The IWTS Users shall be able to access the IWTS services in one of the following roles:

1) System Administrator

- a) Create and manage System Administrator User accounts;
- b) Maintain database of all role-based profiles;
- c) Update system software;
- d) Troubleshoot application programming and code;
- e) Repair system software;
- f) Generate system health status reports;
- g) Generate Ad Hoc Reports requested by State;
- h) Provide back-up and recovery of stored data; and
- i) Other functions identified by the Prime Contractor.

2) Operations Administrator

- a) Create and manage Live Monitoring Terminal User, Investigative User, Contracted Staff User, and State Contract Manager User accounts;
- b) Request and maintain updated list of System Administrator User accounts as needed;
- c) Set and reset user authentication credentials;
- d) View IWTS configuration of facilities;



- e) Generate audit reports that include but are not limited to alarms, usage, and Service Level Agreement reports;
 - f) Generate operational reports for executive consumption;
 - g) Request maintenance and operations assistance from System Administrators;
 - h) Generate system health status reports; and,
 - i) Generate customer service/trouble ticket reports.
- 3) Live Monitoring Terminal User**
- a) Perform IWTS Live Monitoring Terminal functionality;
 - b) Change own password; and,
 - c) Input notes on IWTS Live Monitoring Terminal.
- 4) Investigative User**
- a) Perform IWTS Investigative functionality;
 - b) Change own password;
 - c) Request data file delivery via Secure File Transport Protocol (SFTP), and,
 - d) Activate and Deactivate Alert Groups.
- 5) Contracted Staff User**
- a) Perform limited functionality based upon authorized access assigned by the Operations Administrator; and,
 - b) Change own password.
- 6) State Contract Manager User**
- a) View and Generate authorized IWTS Reports; and,
 - b) View Service Level Agreement report.

The IWTS service shall provide a distinct display screen for each role-based profile type. The distinct display screen shall only display the unique abilities and accesses for the role based profile type being accessed. All other fields will be disabled.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:





[Redacted text block containing multiple paragraphs of blacked-out content]



[Redacted text block]

6.6.11.1 CDCR IWTS USER PROFILE UNIQUE NUMERIC CODE

Per Addendum 3: Added Requirement

The IWTS shall generate a unique numeric code for each new user ID account created. The numeric code will be used for IWTS Investigative Functionality.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]



6.6.12 IWTS DAILY CALL DETAIL RECORDS RETRIEVAL

The Prime Contractor will provide CDCR with the ability to securely download a daily CDR file in a delimited text format that contains the inmate/ward call attempts from the CDCR facilities. The CDR retrieval shall be available to the CDCR Operations Manager using a Secure File Transfer Protocol (SFTP) client application to connect to the Prime Contractor’s server and download the previous calendar day’s CDR files.

Each daily CDR generated will be labeled as yyyyymmdd.CDR (ex. September 30, 2009 would be named 20090930.CDR)

The Prime Contractor will provide the daily CDR files in a pipe (|) delimited format as described in Table 6-2, Daily Call Detail Record Format:

TABLE 6-2, Daily Call Detail Record Format		
Field position	Order of Information	Description of information contained in field
1	Facility	CDCR Facility
2	Date	YYMMDD – date of call
3	Time	HHMMSS – time of call
4	MinDur	Total # of Seconds – Duration of call
5	TNI	Dialed number
6	Telephone ID	IWTS Telephone ID
7	Call Type	Call Type Values
8	Call Record	Filename of Recording

Example: (| delimited)

1	2	3	4	5	6	7	8
CA34 040221 060623 0000 5076852508 0080 D 6TOJ4M.V08							

The CDCR Operations Manager will meet with the Prime Contractor prior to finalizing the fields in the format above. The CDCR Operations Manager will delete the daily CDR file from the Prime Contractor’s SFTP server after it has been downloaded. The Prime Contractor will have a file clean up set after 90 calendar days where the CDR files will be deleted off the Prime Contractor’s server and no longer accessible by the CDCR Operations Manager.

Bidders shall describe the configuration and methods they are proposing to satisfy this requirement, including proposed Call Type values.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:



GTL will provide a daily call detail record file for CDCR. Upon contract award, we will meet with

[Redacted]

[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

[Redacted]

[Redacted]

[Redacted]





6.6.13 TRACKING IWTS ACCESS

Per Addendum 3: Added Bidder's Response Block

The IWTS shall provide a method for tracking live monitoring and investigative activities and transactions conducted on the IWTS for each authorized user.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.6.13.1 Tracking Prime Contractor Personnel IWTS Access

Per Addendum 3: Revised Requirement

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

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

The Prime Contractor personnel user accounts shall be assigned by the System Administrator at the individual level, without the use of "generic" or "multi-user" accounts.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:





6.6.13.2 Tracking System and Operations Administrator's User Profile IWTS Access

Per Addendum 3: Revised Requirement

The IWTS shall track all System and Operations Administrator's user activities, including modifications to system configuration, user privileges, data records, or other functions.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.6.13.3 Non-Tracking User Class

The IWTS shall have the ability to assign users who are not tracked or visible in the audit process. Non-Tracked users shall only be authorized by the CDCR Operations Manager.

This audit trail shall be available only to CDCR authorized staff and shall include failed access attempts, accessed or copied data, log-on duration, or other search criteria.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.6.13.4 Tracking All Other IWTS User Profiles

Per Addendum 3: Added Requirement

The IWTS shall track all other IWTS user profiles that include: Live Monitoring Terminal User, Investigative User, Contracted Staff User, and State Contract Manager User activities related to authorized user access and functionality.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.6.14 CDCR IWTS AUTHORIZED USER PROFILE FUNCTIONALITY

Authorized CDCR users will have access to the IWTS to perform specific activities in support of their functions at each location as identified in their profiles.

This functionality shall include the assignment of report capabilities, menu functions, data input capability, query capability, screen view capability, menu functionality assignment, and other system administrative functions.

The CDCR Operations Manager shall have the ability to create, update and delete CDCR staff profiles to include:

- 1) CDCR staff name;
- 2) IWTS log-on information;
- 3) Reset assigned password (eight (8) to 14 characters, letters and numbers);
- 4) Access classification (monitoring, management and/or investigative);
- 5) Access to reports;
- 6) Access to Blocked Number database;
- 7) Access to specific Hot Line Recordings;
- 8) Access to Recorded calls database;
- 9) Access to Trouble ticket log;
- 10) Span of Control;
- 11) Ability to enter notes;
- 12) Ability to read notes;



[REDACTED]

6.6.15 IWTS CALL CONTROL FEATURE PACKAGE PARAMETER SETTINGS

The CDCR Operations Manager shall have the ability to create, update and delete Call Control Feature parameters, including Feature Package assignments for:

- 1) Section 6.3.3.12.1, IWTS Calling Schedules;
- 2) Section 6.3.3.12.2, Time Between Completed IWTS Calls;
- 2) Section 6.3.3.12.3, IWTS Call Duration; and,
- 4) Section 6.3.3.12.4, IWTS Extra Dialed Digits Prevention.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]



[Redacted]

[Redacted]

6.6.16 IWTS BLOCKED NUMBER ADMINISTRATION

The CDCR Operations Manager shall have the ability to create, update and delete numbers that are blocked for IWTS telephones by:

- 1) Bank or group of IWTS telephone sets;
- 2) CDCR Facility building/section;
- 3) CDCR Facility;
- 4) Statewide Adult Facilities;
- 5) Statewide Youth Facilities; and,
- 6) Statewide CDCR Facilities.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted]



6.6.17 Per Addendum 3: Requirement Deleted, Revised, and Moved to 6.6.11

6.6.18 CDCR IWTS USER ACCESS TO SPECIFIC CDCR FACILITIES

The Prime Contractor shall ensure that CDCR-HQ Administrative staff have the ability to create, update, and delete the list of specific facilities that each CDCR IWTS authorized user can access.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]

6.6.19 Per Addendum 3: Requirement Deleted, Revised, and Moved to 6.6.11



6.7 IWTS DATA MANAGEMENT



6.7 IWTS DATA MANAGEMENT

Per Addendum 3: Added Bidder's Response Block

The Prime Contractor shall store, maintain and secure the data stored in all the IWTS databases and shall be responsible for the management and administration of all the databases associated with IWTS. The data stored in the databases is confidential and the property of the CDCR. Data is defined as information or content specific to call recording, investigative tools (notes, CDR data, and IWTS databases), and reports. This does not include real-time voice packets or configuration files associated with voice network control systems.

Bidders shall submit a description of how they will comply with the data management requirements described below.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

GTL will store, maintain and secure the data stored in all the IWTS databases and will be responsible for the management and administration of all the databases associated with IWTS. We understand the confidential nature of the information stored IWTS databases and that all content specific to call records and recordings, investigative notes, and reports is the property of CDCR. In our responses to the following requirements we explain in detail the processes and safeguards GTL uses to ensure that stored and transmitted data, as well as system functionality, are protected from unauthorized access or fraudulent usage.

6.7.1 IWTS INFORMATION SECURITY

Per Addendum 3: Revised Requirement

The Prime Contractor shall implement a methodology for maintaining the security and confidentiality of all information in accordance with applicable Federal and State laws and regulations. The Prime Contractor shall comply with State of California regulations related to information security and data privacy, as defined by the State Administrative Manual and as directed by the California Office of Information Security and Privacy Protection (OISPP).

The Prime Contractor shall not use or access any CDCR data other than for the specific use of meeting the technical requirements. The Prime Contractor shall comply with applicable State policies, regulations and standards regarding information, information systems, personal, physical, and technical security. The Prime Contractor shall employ an industry standard encryption method for all data in transit including Call Detail Records (CDR) and voice call recordings.

Bidders shall describe in detail the proposed methodology to ensure the security and confidentiality of data and information that is State owned or subject to special statutory protection.



The Prime Contractor will be fully and solely responsible for security of all services and all systems. Bidders shall explain what steps will be necessary to detect and prevent all types of unauthorized access or abuse of the system. Bidders shall describe how the system will address each vulnerability.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[Redacted text block]

[Redacted text block]

- [Redacted list item]

- [Redacted list item]

- [Redacted list item]

- [Redacted list item]

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[Redacted text block]

- [Redacted list item]



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- [Redacted]
- [Redacted]



[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

6.7.1.1 IWTS Data Media Disposal Requirements

The Prime Contractor shall properly dispose of media resulting from this Contract. The minimum measures, which shall be taken by the Prime Contractor to ensure this data remains secure include:

- 73) Degaussing or wiping of hard disk prior to being used in any other system;
- 74) Degaussing or wiping of hard disk prior to being shipped to any outside vendor;
- 75) Shredding reports prior to disposal; and,
- 76) Physically destroying optical media (burn, melt, or securely shred) or overwritten multiple times with random data patterns.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted]

[Redacted]

[Redacted]



[Redacted]

6.7.1.2 IWTS Internet Access Protection

The IWTS shall be protected from unauthorized access from the Internet. Bidders shall describe the total protection scheme and identify any possible risk of unauthorized access to the IWTS or the data contained within the system.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



[Redacted]

[Redacted]

6.7.2 IWTS DATABASE MAINTENANCE

Following the Contract award, the Prime Contractor shall provide a database maintenance schedule annually to CDCR Operations Manager for approval.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted]

6.7.3 IWTS DATA PARTITIONING Requirement deleted per Addendum 7

6.7.4 IWTS DATABASE UPDATE FUNCTIONALITY

The IWTS shall broadcast database updates to all appropriate IWTS locations on the network concurrently and without operator intervention. Bidders shall describe the proposed scheme.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted]



6.7.5 IWTS DATA ARCHIVING

The IWTS shall provide hardware and software capable of archiving all IWTS data. All archived data shall be maintained for the term of the Contract and shall reside at the Prime Contractor's California Database Storage Facility within the geographic confines of the state of California. Archived data shall be capable of being viewed, queried, and reported on by authorized CDCR Staff in the same manner as the IWTS real time operations without disrupting ongoing operations. CDCR is the custodian of call recordings and call detail records. CDCR may visit the Prime Contractor's California Database Storage Facility to audit how the data is being stored. CDCR will provide a 24-hour notice before visiting the Prime Contractor's California Database Storage Facility.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]

6.7.5.1 IWTS Archived Data Access

The IWTS shall support the full administrative query and reporting functions on archived data that were possible on the data at the time it was generated and before it was archived.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]



6.7.5.2 IWTS Automatic Archiving

Per Addendum 3: Revised Requirement

Automatic archiving of the database files shall be accomplished without requiring manual intervention or degradation to the use of the IWTS. The archiving function will be used to comply with the redundancy requirement as described in Section 6.7.7.1.4, IWTS Database Redundancy.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.7.5.3 IWTS Storage of Recordings On-Site

Per Addendum 3: Revised Requirement

The Prime Contractor shall provide sufficient storage capacity to store a copy of the current CDR and inmate/ward call recordings on-site for 60 calendar days. This requirement applies to the Adult and Youth Camps included on Exhibit 6-D1, CDF/CDCR Adult Camp IWTS Locations and 6-G1, Youth Facility IWTS Locations. This requirement does not apply to Antelope and Cuesta Adult Camps. The storage media shall not require regular operator intervention to change or replace. Tape media is not acceptable. This database shall include recordings of all incomplete and completed calls.

Bidder shall describe and provide documentation of the topology of the on-site storage of the copied CDR and inmate/ward call recordings.

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

Reference: [IWTS Network Diagrams](#)

Location: [GTL Diagrams & Drawings Envelope](#)

 Description:

[Redacted description text]



[REDACTED]

6.7.6 IWTS DATABASE ACCESS BY AUTHORIZED STAFF

Per Addendum 3: Revised Requirement

The IWTS shall provide secure, multilevel database access control configurations and definable staff levels as described in Section 6.6.11, CDCR IWTS Role-Based User Profiles. The IWTS access software shall allow creation of access levels and assignment of multiple users to those access levels. Additional access levels may be created throughout the term of the Contract.

Database access shall be provided in a hierarchical fashion, beginning with the CDCR HQ Administrative Staff also defined as Operations Administrator in Section 6.6.11, CDCR IWTS Role-Based User Profiles. All lower level access shall be defined by the Operations Administrator. The Prime Contractor will create and manage System Administrator User accounts for the Prime Contractor's authorized personnel.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[REDACTED]



[Redacted]

6.7.6.1 Multiple IWTS Database Access

The IWTS databases shall allow records access by multiple users from multiple locations while maintaining data integrity. Bidders shall describe how they propose to ensure data integrity while allowing multiple accesses to the same CDCR recording.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted]

6.7.6.2 Multiple IWTS Log-Ons

System software shall allow the CDCR Operations Manager to configure the IWTS to allow either multiple or single instance Log-Ons for CDCR IWTS Authorized User accounts. CDCR IWTS Authorized Users shall have the ability to have single or multiple Log-Ons simultaneously.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:



6.7.6.3 IWTS Password Requirements

All access to IWTS databases will require a unique log-on and a password that is created by the authorized user upon initial sign-on to the IWTS. The Prime Contractor shall access the IWTS databases in the same manner with the same restrictions. The CDCR Operations Manager shall have the ability to monitor and control Prime Contractor staff access to IWTS data.

The IWTS shall require passwords and password change reminders for the IWTS environment consistent with the following rules:

- 1) Passwords are not to be shared;
- 2) Length range: eight (8) to 14 characters;
- 3) Password must be composed of characters from at least three (3) of the following four groups from the standard keyboard:
 - a) Uppercase letters (A-Z);
 - b) Lowercase letters (a-z);
 - c) Arabic numerals (0-9); and,
 - d) Non-alphanumeric characters (punctuation symbols);
- 4) Must not be a dictionary word;
- 5) Must not be stored in clear text;
- 6) Must be hashed using industry accepted MD5 or better;
- 7) Passwords lock out after five (5) failed attempts;
- 8) Ownership: individual;
- 9) Storage: encrypted passwords; and,
- 10) Entry: Password shall not be readable when entered.

Password resets will be controlled by the CDCR Operations Manager as an Administrative function.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description: _____

[REDACTED]

6.7.6.4 IWTS Database Search Capability

All databases shall be searchable by 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:

GTL's IWTS databases will be searchable by all fields as defined in Section 6.7 and all results shall be printable.

6.7.6.5 IWTS Multi-Facility Database Search Capability

The IWTS shall allow search and retrieval of all data as defined in the user profile, regardless of location.



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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.7.6.6 Export IWTS Data Format

At any time upon request, the Prime Contractor shall fulfill the State's request for IWTS data, including current and archived Call Detail Records (CDR), inmate/ward recordings, and information contained within the Facility Phone list database. The export data formats and storage media type will be defined by the State at the time of request. The data exports shall be:

- 1) Formatted in a pipe (|) or comma (,) delimited formatted file and must be compatible with Microsoft Windows or Linux operating systems;
- 2) Supplied electronically in a secure format or on DVD optical media using the DVD+RW standards, to be determined by CDCR Operations Manager at time of request; and,
- 3) Clearly noted data fields including the database schema.

Additional requirements for export/transfer of data during Transition-Out from the Contract to the future IWTS contract are described in Section 6.13.9.2 IWTS 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:

[Redacted description text]



2) [REDACTED]

6.7.7 IWTS DATABASE RECOVERY

The Prime Contractor shall provide in-service recovery of the databases during a failure. In-service recovery will allow the system to continue to operate while a failed portion is recovered. Bidders shall describe how they will provide in-service recovery.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[REDACTED]

6.7.7.1 IWTS Data Backup and Recovery

Per Addendum 3: Added Bidder's Response Block

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

The following are the minimum requirements for this capability.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[REDACTED]

6.7.7.1.1 System Failures

The backup shall protect against loss of data at any CDCR correctional facility.



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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted description text]

6.7.7.1.2 IWTS Full Recovery

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted description text]

6.7.7.1.3 IWTS Data Backup Requirements

Per Addendum 3: Revised Requirement

All data shall be stored at the Prime Contractor's Primary Database Storage Facility and backed up and archived at the Prime Contractor's California Database Storage Facility. The Prime Contractor's Primary Database Storage Facility will be the primary location for the storage of IWTS call recordings and call detail records.

The Prime Contractor's California Database Storage Facility shall be capable of performing backups concurrently with ongoing full operation of the database with no readily apparent effect on any applications running concurrently with the backup activity.

The Bidder shall provide in detail a description of how they will backup all databases associated with IWTS.

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

Reference: _____



Location _____ page _____ paragraph _____

 Description:

[Redacted]

6.7.7.1.4 IWTS Database Redundancy

All data shall be initially stored at the Prime Contractor's Primary Database Storage Facility and then backed up and stored at the Prime Contractor's California Database Storage Facility. This data shall be accessible by the system immediately in the event of a failure at the Prime Contractor's Primary Database Storage Facility.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



6.7.8 IWTS RECORDING REQUIREMENTS

Per Addendum 3: Added Bidder's Response Block

A recording shall be generated for all calls, call attempts that were never connected, calls that reach an answering machine, and completed calls where the call was accepted. The CDCR Operations Manager shall identify any exceptions to this requirement.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[REDACTED]

6.7.8.1 Start of Recording

The IWTS shall begin recording inmate/ward conversations when the inmate/ward lifts the phone off hook. The recording shall capture the system prompts, required recorded messages and when the inmate/ward states their name.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[REDACTED]

6.7.8.2 IWTS "Do Not Record" Numbers

The recording system shall have the ability to not record specific telephone numbers authorized by the CDCR Operations Manager. The Prime Contractor's staff shall not set a "do not record" number without the written consent by the CDCR Operations Manager.

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

Reference: _____

Location _____ page _____ paragraph _____



 Description:

[REDACTED]

6.7.8.3 IWTS On-Site Recording Storage Capacity

Per Addendum 3: Revised Requirement

The Prime Contractor's recording system shall have sufficient storage capacity to locally (on-site) retain a copy of recorded calls and call detail records for 60 calendar days. This requirement applies to the Adult and Youth Camps included on Exhibit 6-D1, CDF/CDCR Adult Camp IWTS Locations, and Exhibit 6-G1, Youth Facility IWTS Locations. This requirement does not apply to Antelope and Cuesta Adult Camps. After 60 calendar days of local storage, the files shall be deleted from the local database automatically. The storage media shall not require regular operator intervention to change or replace. Tape media is not acceptable. This database shall include recordings of all incomplete and completed calls.

Bidders shall provide documentation of the topology, including redundancy, of the proposed recording system.

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

Reference: [IWTS Network Diagrams](#)

Location: [GTL Diagrams & Drawings Envelope](#)

 Description:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[Redacted]

[Redacted]

6.7.8.4 IWTS Playback, Download, Save, and Transfer Rate

Requirement revised per Addendum 7

Recordings shall stream immediately and begin playback within five (5) seconds. Download or transfer of file shall operate concurrently with streaming connection at a rate no greater than two (2) minutes for each 15 minutes of recorded conversation. This downloaded file shall have the option to be saved locally once the download is completed. The transfer rate applies to the Adult and Youth Camp during the 60 day on-site recordings.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted]

6.7.8.5 IWTS Recording Database Scalability

The recording database must accommodate the inmate/ward call volume as stated in Exhibit 6-L2, CDCR 2010 Call Volume by Facility for the Contract term, plus 30% additional space to accommodate growth. The manner of system growth shall be scalable to provide for the addition of computing power, recording storage, or other system components without the necessity of manually replacing the existing database(s) or forcing the shut-down of the IWTS and shall be done at no cost to the State.

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

Reference: _____



Location _____ page _____ paragraph _____

 Description:

[Redacted]

6.7.8.6 IWTS Playback of Recording on Other Types of Media

The IWTS shall have the ability to playback on other types of media besides the IWTS workstation. The CDCR Authorized Staff shall be able to download the recording(s) and software file onto a computer disc, flash drive or other media and be played back on a computer.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted]

6.7.8.7 IWTS Proof of Authenticity

Recordings shall be electronically stamped with a tamper-resistant proof of authenticity or security envelope to technically ensure certainty of the authenticity and integrity of the recorded conversation.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted]

[Redacted]



[Redacted text block]

[Redacted text block]

[Redacted text block]



[Redacted text]

[Redacted text]

6.7.8.8 IWTS Audible Beep Tones

Requirement added per Addendum 7

The IWTS must be capable of producing a 1260 to 1540 Hertz beep tone, lasting 170 to 250 milliseconds, and broadcast for both parties to hear every 12 to 15 seconds when recording is taking place to indicate that the conversation is being recorded. The system must allow this function to be engaged or not engaged at the State's discretion.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted text]



6.8 IWTS SERVICE, SUPPORT, AND MAINTENANCE

6.8 IWTS SERVICE, SUPPORT, AND MAINTENANCE

Per Addendum 3: Added Bidder's Response Block

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

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

Reference: [IWTS Service, Support, and Maintenance Plan](#)

Location [Volume I, Section 3 Tab **GTL Business Plan H** page **3-H.1**](#)

 Description:



6.8.1 IWTS SERVICE SUPPORT AND MAINTENANCE RESPONSIBILITIES

6.8.1.1 Responsibilities of the Prime Contractor for IWTS

Requirement revised per Addendum 11

The Prime Contractor shall be responsible for the following:

- 77) Providing prior notification of major on-site changes and modifications of equipment installed. Such changes are subject to CDCR Operations Manager prior approval. The Prime Contractor shall use the best commercially reasonable efforts to effect such modification with minimal disruption to the CDCR's operating schedule.
- 78) Complying with the Trouble Ticket response times listed in Table 6.8.2.3, IWTS Trouble Ticket Priority Definitions and Responses.
- 79) Participating in monthly meetings with the CDCR-Operations Manager and staff and/or State staff for the purpose of presenting IWTS prior month's maintenance reports and discussing resolution to program issues and concerns. These meetings may be scheduled less frequently at the discretion of the State. The site for the meetings shall be determined by the State. Travel may be required to various State sites or the Prime Contractor's site. The Prime Contractor shall provide representatives for each of its Subcontractors, if any, at these meetings as requested by the CDCR Operations Manager or the State staff. The Prime Contractor will be responsible for travel costs.
- 80) Coordinating with CDCR Operations Manager and any Subcontractor staff for access to CDCR facilities. All personnel who will need one-



time or ongoing access to a CDCR facility will be required by CDCR to complete SOW Exhibit A, Gate Clearance Information and Approval Sheet, and SOW Exhibit C, Primary Laws, Rules, and Regulations Regarding Conduct and Association with State Prison Inmates. The CDCR gate clearance forms may differ slightly by facility, but the general information required by the Prime Contractor is the same. The CDCR reserves the right to deny the Prime Contractor's employee(s) the right to enter a CDCR facility. All Prime Contractor's employee(s) who require access to a facility and do not receive clearance will not be allowed to work on the Contract.

- 81) Providing skilled technicians who are properly trained and certified to work on the Prime Contractor-provided equipment and software.
- 82) Performing site surveys for all moves, adds, and changes as well as new facility activations. The site surveys will require written documentation that will incorporate digital photos and other diagrams, as needed to document the CDCR, facility, and Prime Contractor's action items. CDCR Operations Manager will provide a sample format of the minimum requirements of the site survey. Site survey reports shall be submitted within seven (7) calendar days from the date of the survey.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]



5. [Redacted]

6.8.2 IWTS SERVICE AND SUPPORT REQUIREMENTS

6.8.2.1 IWTS Help Desk for CDCR

Per Addendum 3: Added Bidder's Response Block

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted]

6.8.2.1.1 IWTS Help Desk Access

The Prime Contractor shall provide a single IWTS toll free number and web-based access to the Help Desk for CDCR Authorized Users. In addition to the toll free number and web-based access, the Help Desk shall be accessible by telephone, mail, e-mail, fax, and TTY. The addresses and toll free telephone numbers for each of these communication methods shall be published on all correspondence.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:



6.8.2.1.2 IWTS Help Desk Hours of Operation

The Prime Contractor's Help Desk shall be available 24-hours a day, seven (7) days per week. Help Desk calls shall only be handled by live Customer Service Representatives. Automated trouble ticket systems are not acceptable. IVR and secure web-based trouble ticket tracking systems may be used to provide status information but will not replace the need for a live operator. The Help Desk shall be operated within the United States.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

Our CDCR Help Desk will be available 24 hours a day, seven days a week. All calls to the Help Desk will be answered by a live GTL operator and handled by a live GTL Customer Service Representative. IVR and secure web-based trouble ticket tracking will be available to provide status information but a live operator will always be available. All GTL Customer Service Centers are located within the United State.

6.8.2.1.3 IWTS Help Desk Procedures Manual

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

GTL will develop, provide, and maintain written CDCR Help Desk trouble shooting procedures specifically for IWTS service and environment to be used by GTL's service representatives. As required, these procedures will be provided to CDCR for review and approval prior to transition and at any time these procedures are modified.



6.8.2.2 IWTS Trouble Ticket Reporting and Tracking System

The Prime Contractor will provide an IWTS Trouble Ticket Reporting and Tracking System as described in this section:

- 83) The CDCR Operations Manager shall have real-time access to all the information in the Trouble Ticket Reporting and Tracking System through the IWTS Private Web Portal;
- 84) 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;
- 85) A trouble ticket shall be opened for all identified IWTS issues;
- 86) A trouble ticket number will be provided to the reporting party when the ticket is opened;
- 87) 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;
- 88) Trouble tickets are to be closed upon successful resolution and only with the CDCR's approval by the person that originally opened the trouble ticket or by the CDCR Operations Manager or their designated representative;
- 89) The Trouble Ticket System shall document and track all impacted components by their unique inventory identifier via drop down list as described in Section 6.9.4.1, Current IWTS Inventory Report (Monthly);
- 90) The CDCR Operations Manager shall have online access to the complete ticket data for the term of the Contract;
- 91) 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,
- 92) The Trouble Ticket System shall provide search capability on any and all fields detailed in the Trouble Ticket Content in this section.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*



As required, the Trouble Ticket Reporting and Tracking System GTL will provide for CDCR will have the following characteristics:

1. CDCR Operations Manager will have real-time access to all the CDCR-related information in the Trouble Ticket Reporting and Tracking System through the GTL's Private Web Portal;
2. CDCR Authorized Staff will have the ability to open Trouble Tickets by calling the toll free Help Desk number available 24 hours a day, 7 days a week;
3. A Trouble Ticket will be opened for all identified trouble;
4. A Help Desk Trouble Ticket number will be provided to the reporting party when the ticket is opened;
5. The Trouble Ticket system will 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 will be closed upon successful resolution and only with the CDCR's approval by the person that originally opened the Trouble Ticket or by the CDCR Operations Manager or their designated representative;
7. The Trouble Ticket System will document and track all impacted components by their unique inventory identifier via drop down list;
8. CDCR Operations Manager will have online access to the complete ticket data for the life of the Contract;
9. Distribution of Trouble Tickets notifications will 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 will provide search capability on any and all fields detailed in the Trouble Ticket Content.

6.8.2.2.1 IWTS Trouble Ticket Content

The following fields will be permanently fixed in a drop-down list or automatically generated fields. These fields shall be searchable and/or queried for generation of ad hoc reports as defined in Section 6.9.6, Ad Hoc Reports.

Minimum requirements for each ticket shall include:

- 1) Trouble ticket number;
- 2) Date and time trouble reported (separate fields);
- 3) Date and time trouble resolved (separate fields);
- 4) Total time to repair;



- 5) Name of person reporting trouble, call back telephone number and e-mail address;
- 6) CDCR facility name where trouble was reported;
- 7) Component(s) affected (Examples: Telephones, Monitoring Terminals, Investigative Workstations, house wiring, Prime Contractor wiring, network equipment, network transmission, power, software, programming/ configuration) including the Equipment Identification as described in Section 6.9.4.1, Current IWTS Inventory Report (Monthly);
- 8) Priority assigned to trouble per Table 6.8.2.3, IWTS Trouble Ticket Priority Definitions and Responses;
- 9) Trouble Ticket Creator (Prime Contractor's Staff);
- 10) Reported description of trouble;
- 11) Name of Prime Contractor's technician assigned;
- 12) Date and time technician was dispatched;
- 13) Date and time technician arrived on-site;
- 14) Actual description of trouble;
- 15) Description of resolution;
- 16) Whether the issue had been previously reported but not resolved completely. Disposition of the previous trouble ticket;
- 17) Updates with date and time; and,
- 18) Notes Section.

The ticketing system shall provide for periodic updates and contain a "note" field for detailed documentation of events. The periodic updates shall contain a date and time stamp of update.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

CDCR trouble tickets will contain all of the information fields required, to include at a minimum:

- 1) Trouble ticket number;
- 2) Date and time trouble reported (separate fields);
- 3) Date and time trouble resolved (separate fields);
- 4) Total time to repair;

- 5) Name of person reporting trouble, call back telephone number and e-mail address;
- 6) CDCR facility name where trouble was reported;
- 7) Component(s) affected (Examples: Telephones, Monitoring Terminals, Investigative Workstations, house wiring, Prime Contractor wiring, network equipment, network transmission, power, software, programming/ configuration) including the Equipment Identification as described in Section 6.9.4.1, Current IWTS Inventory Report (Monthly);
- 8) Priority assigned to trouble per Table 6.8.2.3, IWTS Trouble Ticket Priority Definitions and Responses;
- 9) Trouble Ticket Creator (Prime Contractor's Staff);
- 10) Reported description of trouble;
- 11) Name of Prime Contractor's technician assigned;
- 12) Date and time technician was dispatched;
- 13) Date and time technician arrived on-site;
- 14) Actual description of trouble;
- 15) Description of resolution;
- 16) Whether the issue had been previously reported but not resolved completely. Disposition of the previous trouble ticket;
- 17) Updates with date and time; and,
- 18) Notes Section.

The ticketing system will provide for periodic updates and contain a "note" field for detailed documentation of events. The periodic updates will contain a date and time stamp of update.



6.8.2.3 IWTS Trouble Ticket Priority Definitions and Responses Table

Per Addendum 3: Revised Requirement and Added Bidder's Response Block

Priority	Criteria	Response Target	Resolution Target
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

GTL has read and will comply with CDCR's Trouble Ticket Priority Definitions and Response times. We will work with CDCR to identify the severity issues when they occur.



6.8.3 IWTS MAINTENANCE REQUIREMENTS

The Prime Contractor shall provide preventive maintenance as required by the equipment manufacturer and as necessary to maintain the IWTS service. Preventive maintenance shall be provided on a schedule which is mutually acceptable to the CDCR Operations Manager and the Prime Contractor.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

GTL is the designer and manufacturer of the IWTS system. We will perform preventative maintenance on the both the hardware and software that we provide. Maintenance will be done on a schedule which is mutually acceptable to the CDCR Operations Manager and GTL. Monitoring the performance of the IWTS system at each CDCR site is a proactive and continuous process that allows our engineers and Technical Support staff to identify and quickly correct any issues that may arise.

6.8.3.1 IWTS Routine and Preventative Maintenance Requirements

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

The IWTS equipment shall not require on-site routine and preventative maintenance more than once per month for any site. IWTS software must be kept up to date as required to satisfy the manufacturer's recommended update intervals and will be the sole responsibility of the Prime Contractor.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[REDACTED]

[REDACTED]



6.8.3.1.1 Scheduling IWTS Remote and Network Routine Maintenance

The Prime Contractor shall perform any remote, network, routine, or scheduled maintenance during the off-peak hours of 10:00 p.m. to 6:00 a.m. PT. The Prime Contractor shall provide the CDCR Operations Manager, with a two-week notice, prior to scheduling this type of maintenance.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

GTL will notify the CDCR Operations Manager, prior to scheduling system maintenance. Any remote or network maintenance that can affect access or use of the IWTS system will be scheduled during the off-peak hours of 10:00 pm to 6:00 am, Pacific Time.

6.8.3.1.2 IWTS Maintenance Procedures and Scheduling Plans

Bidders shall describe, in detail, IWTS Maintenance Procedures and Scheduling Plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components that include all IWTS hardware with the frequency of required routine and preventative maintenance.

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

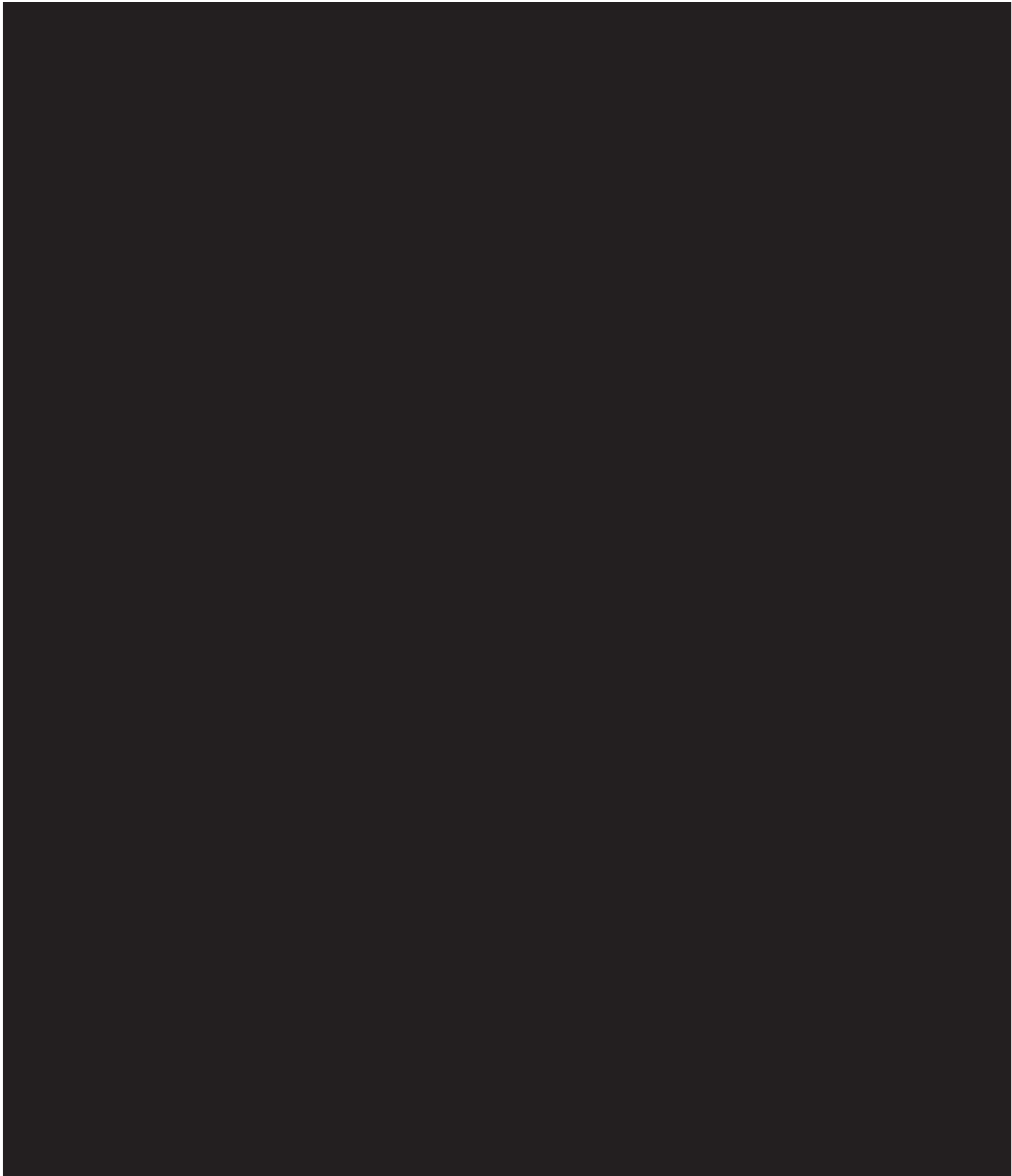
Reference: [IWTS Service, Support, and Maintenance Plan](#)

Location [Volume I, Section 3 Tab **GTL Business Plan H**](#) *page* [3-H.1](#)

Description:

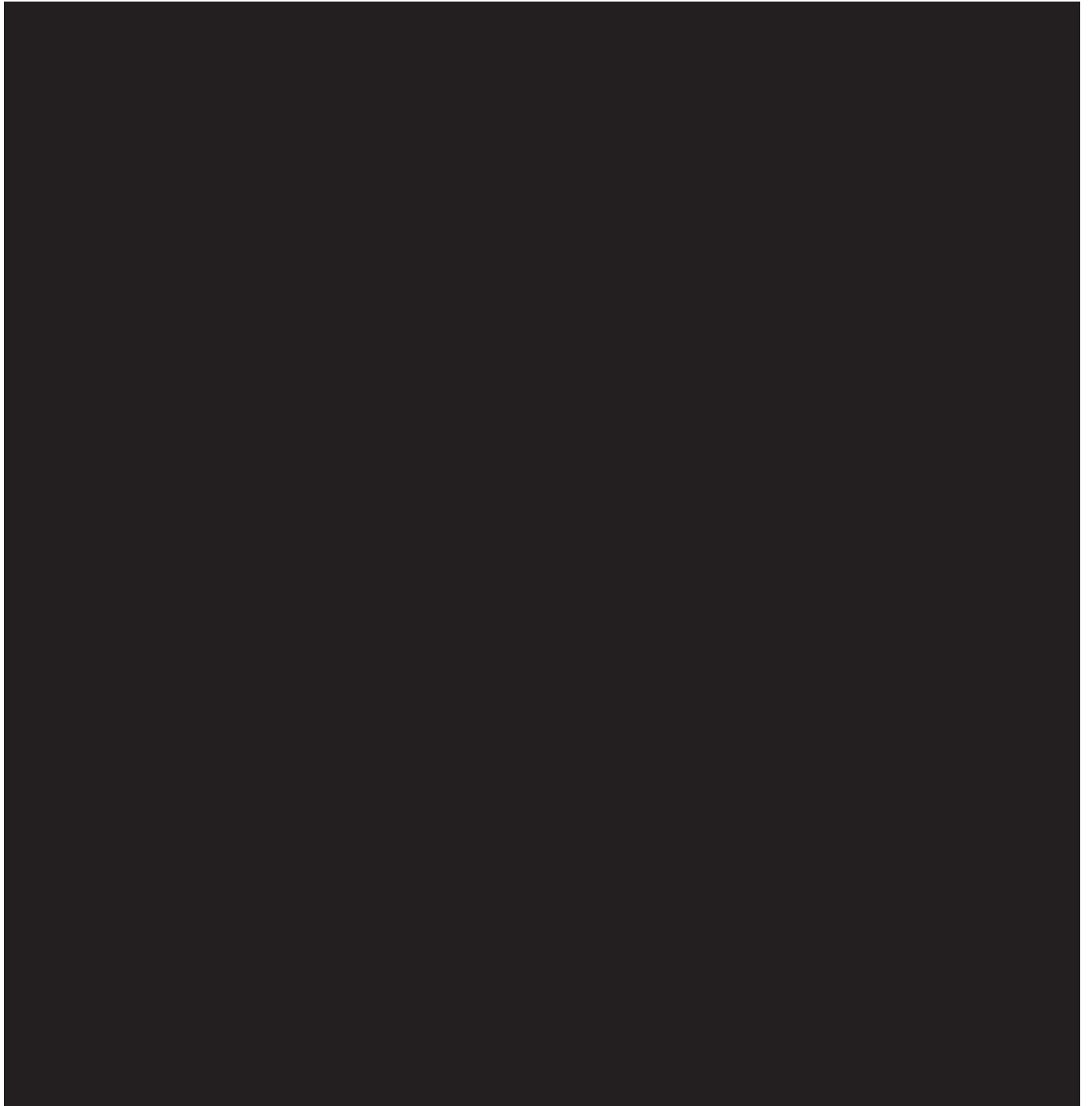
[Redacted]

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Sample Preventive Maintenance Checklist Report





Sample Preventive Maintenance Checklist Report



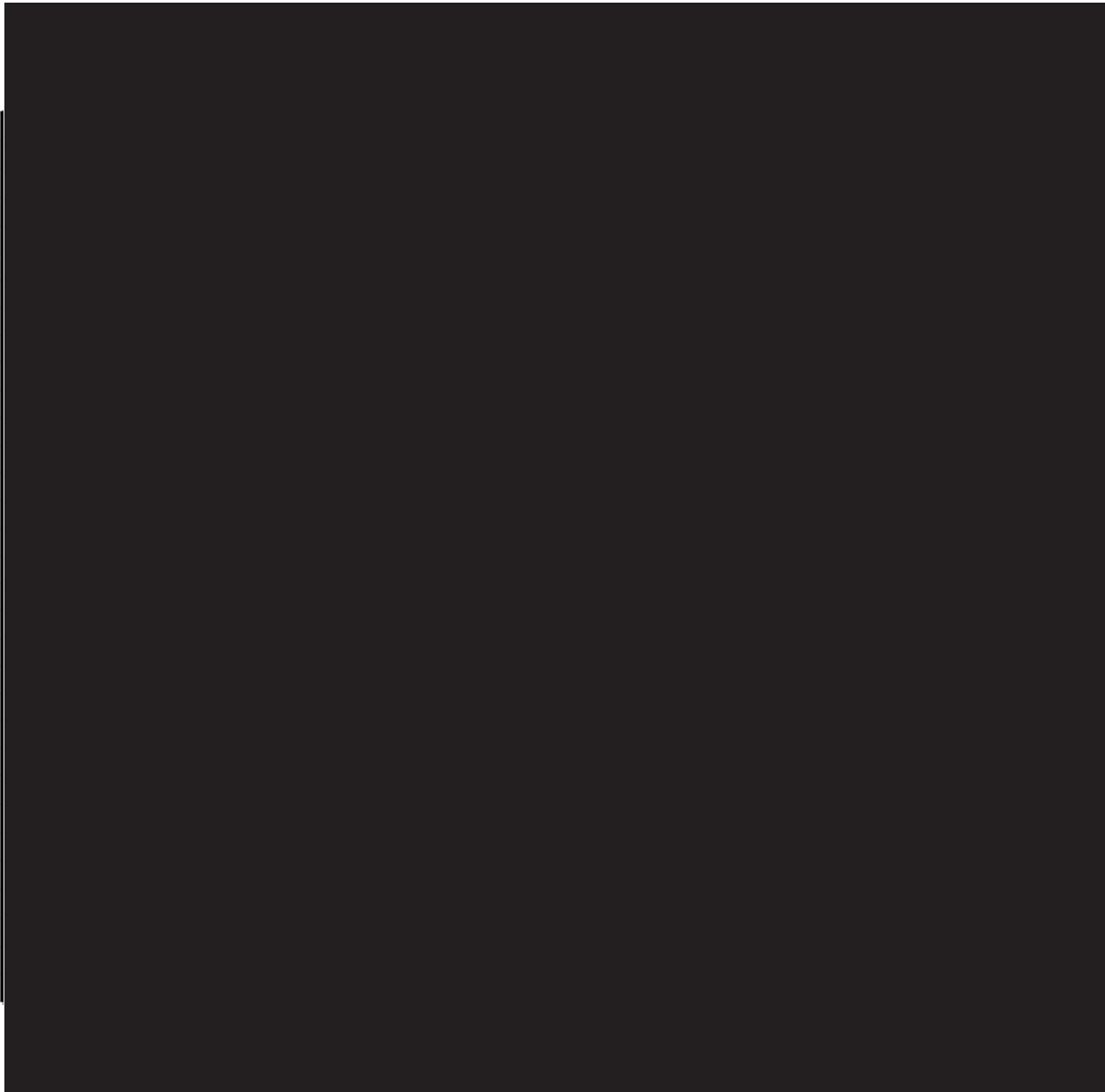


Sample Preventive Maintenance Checklist Report



Name of CCE or EOP Facility







6.8.3.1.3 Facility-Specific IWTS Maintenance Schedules

The Prime Contractor shall work with CDCR Operations Manager to develop a schedule for each facility at the discretion of CDCR. The Prime Contractor shall submit the Schedule of Required Regular IWTS Maintenance for the equipment and software installed at each facility for CDCR Operations Manager final approval prior to installation at each facility.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

[Redacted description text]

6.8.3.2 IWTS Remedial Maintenance Requirements

Remedial maintenance shall be provided 24-hours a day, seven (7) days a week.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

[Redacted description text]

6.8.3.2.1 IWTS Remedial Maintenance Response Times

Contractor will respond to trouble ticket issues within the time frames detailed in Table 6.8.2.3, IWTS Trouble Ticket Priority Definitions and Responses, including dispatching appropriate resources to the affected facilities.



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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

[REDACTED]

6.8.3.2.2 IWTS Diagnostic Assistance

The Prime Contractor shall respond to all troubles reported on the IWTS. If the Prime Contractor determines that a malfunction exists due to equipment or services provided by the CDCR Facility, the Prime Contractor shall notify the CDCR Operations Manager of the malfunction and shall assist the CDCR Facility or CDCR's Contractor(s) as necessary.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

[REDACTED]

6.8.3.3 IWTS Software Maintenance Requirements

The Prime Contractor shall maintain the following system software elements:

- 93) Standard configuration (software settings, releases, customization);
- 94) Maintenance and administration;
- 95) Upgrades (i.e., version releases, patches, and hot fixes); and,
- 96) Procedures and documentation.

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



Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.8.3.4 On-site Administrator

The IWTS shall not require the use of an On-site Administrator to fulfill the maintenance or any other requirements of this Contract.

 Description:

[Redacted description text]

6.8.4 IWTS TRAINING REQUIREMENTS

6.8.4.1 General IWTS Training Requirements

The Prime Contractor shall provide a customized training plan as described in Section 6.8.4.1.2, IWTS Training Plan. The Prime Contractor will use Certified Trainers as described in Section 6.8.4.1.1, Trainer Certification by CDCR. The Training Plan shall employ an on-site, hands-on, classroom and train-the-trainer approach at the CDCR Operations Manager office location.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]



6.8.4.1.1 Trainer Certification by CDCR

The Prime Contractor shall conduct a training class for the CDCR Operations Manager (or designated representative) prior to training at any of the CDCR facilities. This test class shall allow the CDCR to direct modification of the training syllabus to match the actual CDCR environment and configuration, as well as to standardize the training format, materials and terms. Each of the Prime Contractor's trainers must obtain certification from the CDCR Operations Manager that the trainer has the skills and knowledge to effectively train the CDCR staff on the IWTS. The Prime Contractor shall provide a Training Plan at least two (2) weeks prior to the first CDCR Trainer Certification presentation.

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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

[Redacted description text]

6.8.4.1.2 IWTS Training Plan

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



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

Bidders shall describe the additional methods of training they intend to provide for IWTS. These training materials and modification shall be subject to approval by CDCR Operations.

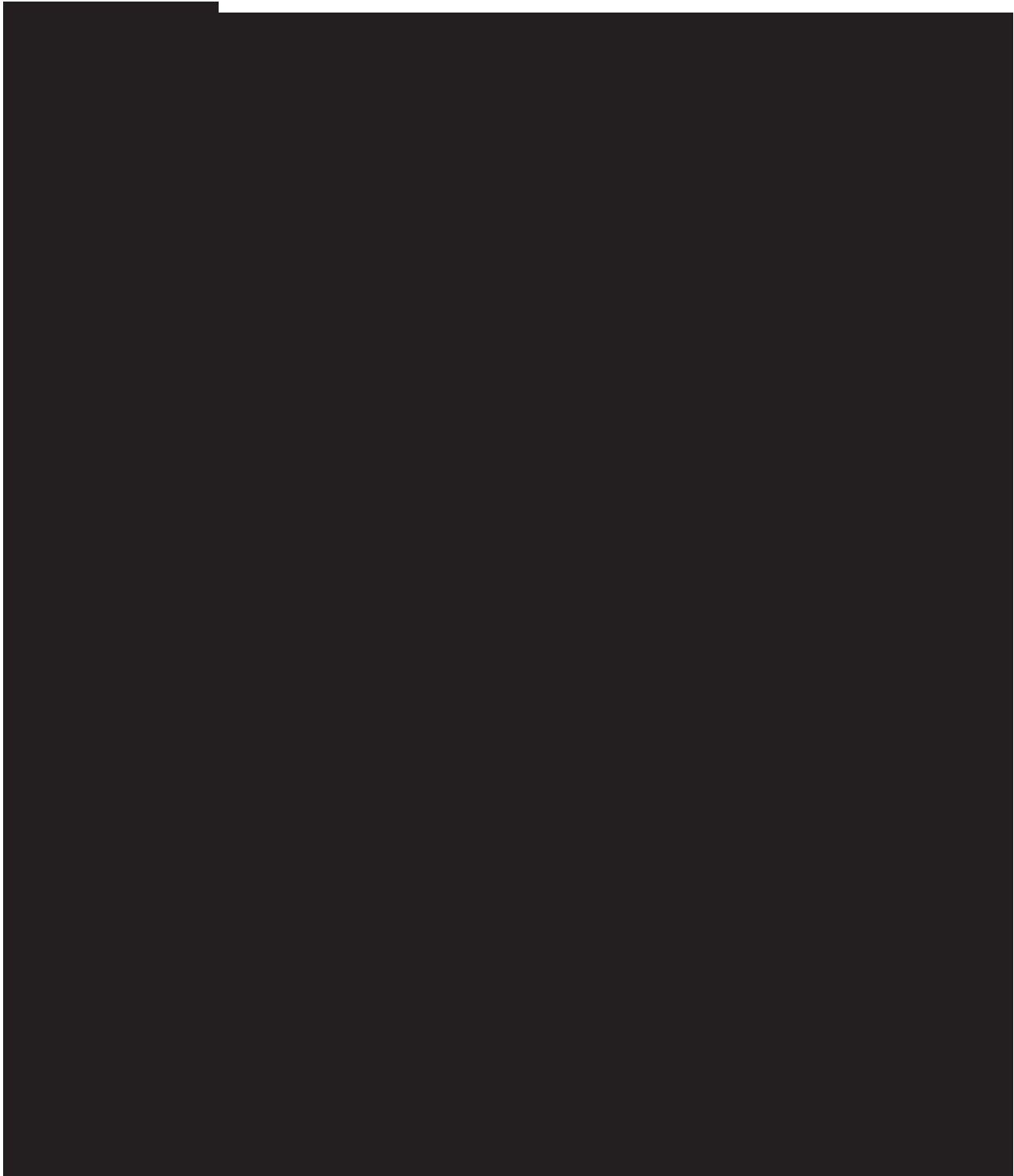
Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes No

Reference: _____

Location _____ page _____ paragraph _____

 Description:

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6.8.4.2 Methods of Training for IWTS

The Prime Contractor shall provide training for the following:

6.8.4.2.1 IWTS Investigative Workstation Training

The Prime Contractor shall provide Investigative Workstation Training on-site in a hands-on environment following initial installation at each facility. Each site will require one (1) training session during normal business hours with an estimate of five (5) personnel per active workstation.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.8.4.2.2 IWTS Live Monitoring Terminal Training

The Prime Contractor shall provide Live Monitoring Terminal train-the-trainer training on-site in a hands-on environment to the CDCR Operations Managers or on limited occasions on-site and hands-on as requested by the CDCR Operations Managers.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.8.4.2.3 IWTS Administration Training

The Prime Contractor shall provide IWTS Administration Training to the CDCR-HQ Administrative staff prior to IWTS transition and implementation and as needed throughout the term of the Contract.



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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

GTL will provide IWTS Administration Training to CDCR-HQ Administrative Staff prior to IWTS transition and implementation and any time as needed throughout the term of the contract.

6.8.5 IWTS USER MANUALS FOR CDCR AUTHORIZED STAFF

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

- 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the IWTS functionality. There shall be no references to any features or functionalities that are not provided in the IWTS environment.
- 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the IWTS and software.
- 3) CDCR user manuals shall be provided prior to the installation at the first correctional facility and subject to CDCR approval.
- 4) CDCR user manuals shall be updated at each site as software version updates and system configuration changes are made.
- 5) The CDCR user manuals may be copied by the State.
- 6) The Prime Contractor shall develop and maintain current hard-copy and online documentation of each CDCR user manual necessary for the IWTS and make the documentation available to CDCR upon request.

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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

GTL will prepare, provide, and keep current hard-copy and on-line versions of IWTS User Manuals for CDCR Authorized Staff. We will:



- 1) [REDACTED]



6.9 IWTS TOOLS AND REPORTS

6.9 IWTS TOOLS AND REPORTS

Requirement revised per Addendum 7

This section describes the IWTS Tools and Reports to be provided by the Prime Contractor as management and oversight tools that the State will use throughout the Contract term.

Each tool and report template will be subject to State approval of report layout, detail and formatting. The Prime Contractor shall implement modifications to the reports during the term of the Contract at the State's request at no additional cost.

Within 45 calendar days after Contract award, the State and Prime Contractor will meet to discuss the timelines and due dates for the implementation and delivery of the tools and reports in this section. If the Prime Contractor fails to meet the agreed upon implementation and delivery dates, the State will apply IWTS Service Level Agreements (SLA) to the applicable Tools and Reports described in Section 6.12.4, IWTS Administrative Service Level Agreements.

All monthly reports shall be provided on a calendar month basis and electronic copies shall be delivered in Excel file format by the tenth (10th) business day following the end of the reporting period month and posted to the IWTS Private Web Site.

Bid response shall include samples of each report listed in this section.

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

Reference: [IWTS Sample Reports](#)

Location [Volume IV Literature](#) tab: [IWTS Sample Reports](#) page: [IV.23](#)

 Description:

As required, within 45 calendar days after Contract award the State and GTL will meet to discuss the timelines and due dates for the implementation and delivery of the tools and reports required in Section 6.9. GTL will work with the State to finalize report layout, detail, and format.

6.9.1 IWTS INVESTIGATIVE TOOLS AND REPORTS

Per Addendum 3: Revised Requirement

The IWTS shall be capable of generating the following Reports from the IWTS Investigative Workstations and the Prime Contractor hosted web-based IWTS application.

Investigative Reports shall be available on demand rather than generated on a regular basis. Authorized staff shall be able to define the sort parameters and report content for each report. The ability to generate Investigative Reports will be dependent upon the CDCR Authorized Staff's user profile.

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



Reference: [IWTS Sample Reports](#)

Location [Volume IV Literature](#) page [IV.23](#)

 Description:



6.9.1.1 IWTS Investigative Report Format

Requirement revised per Addendum 7

All IWTS Investigative Reports shall be capable of saving in either Excel or Adobe format. Specific format requirements include:

- 1) The cover page shall include the name of the report, date/time report was generated, the search criteria as described in Section 6.9.1.2, Investigative Report Fields, and total number of calls listed in the report; and,
- 2) All subsequent pages shall include:
 - a) A header with titles of the respective report field columns,
 - b) The footer shall include the page number and total number of pages (i.e., 2 of 5), date/time report was generated, the authorized user id and investigative workstation identifier (when applicable) that the report was generated from; and,
 - c) Sequential numbering in the first column that corresponds with the individual calls listed on the report.

All reported time and date information shall reflect Pacific Time. The time and date information shall be synchronized with the same time source that provides the CDR at each facility.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:





6.9.1.2 IWTS Investigative Report Fields

Each report shall provide the following information on each IWTS call, with the capability of sorting data by each field:

- 97) Link to Call Recording with indicator if call was recorded or not;
- 98) BNA;
- 99) Notes Field;
- 100) Indicator of Played Calls including User ID, Date and Time;
- 101) Indicator of Copied Calls including User ID, Date and Time;
- 102) IWTS Station Identifier;
- 103) CDCR Facility;
- 104) IWTS Station Location within the CDCR facility;
- 105) Destination Number (with partial field search capability using a wild card);
- 106) Date and Time of IWTS Call;
- 107) Call Duration (mm:ss);
- 108) Cost of IWTS Call;
- 109) Unique File Identifier of Recording;
- 110) Start Code (drop down list of options provided by the system);
- 111) End Code (drop down list of options provided by the system);



- 112)TTY Calls;
- 113)Alert Group;
- 114)Rate Type;
- 115)Call Type;
- 116)Three-Way calling flag; and,
- 117)Termination to a Cell Phone flag.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]

6.9.1.3 IWTS Investigative Reports

The IWTS shall include the Investigative Reports listed in this section.

6.9.1.3.1 IWTS Call Detail Reports

The Call Detail Report shall provide the results of specific search criteria during a specific time period including a list of all the IWTS calls that meet the user defined search criteria in a logical presentation and not as a data string. This report shall include all of the elements of the Call Detail Record described in Section 6.3.3.9.1, IWTS Call Detail Record Content.

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

Reference: : [Sample Report: Call Detail Report](#)

Location [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Investigative Reports Page 1](#)

Description:

GTL's IWTS **Call Detail Reporting** module provides Call Detail Reports containing all call records that meet the user-specified search criteria within the given timeframe. The result of a Call Detail Report search presents call records in report format, ready for saving or printing; not as data strings. CDCR call detail reports will be configured to include all of the elements of the Call Detail Record described in Section 6.3.3.9.1. These elements include:

- 1) Correctional facility from which call was placed;
- 2) Telephone Location;
- 3) Telephone Station Number;
- 4) Start date and time;
- 5) End date and time;
- 6) Call duration;
- 7) Call completion status (complete or incomplete call);
- 8) Sequential identification number;
- 9) Destination Number (dialed digits);
- 10) Destination Number's city and state, or city and country for International Calls;
- 11) Billing Number Address (address, name and telephone number – "BNA");
- 12) Start Code (Method in which the call was accepted or denied);
- 13) Reason for call not completed, if applicable;
- 14) Type of call (Local, IntraLATA, InterLATA, Interstate, International);
- 15) Duration from inmate/ward recording their name until call acceptance;
- 16) Alert (whether an alert was issued for the call);
- 17) Type of alert (e.g., Three-Way Calling, Hot List Number);
- 18) Filename of recording;
- 19) End Code (Method of Termination);
- 20) Collect or prepaid call (Method of Payment)

6.9.1.3.2 IWTS Custom Query

Custom Queries provide CDCR Authorized Staff the ability to define specific search criteria and save the unique settings with a unique report name for future use by logged in user. The unique report will be tied to the CDCR Authorized Staff's user ID.

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

Reference: : [Sample Report: Custom Query – Call Duration](#)

Location [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Investigative Reports Page 3](#)

Description:

GTL's IWTS Call Detail Reporting module allows authorized CDCR users to define specific search criteria and save that unique set of criteria as a Custom Query for reuse as needed. Custom report queries are tied to the CDCR Authorized Staff's user ID. Custom queries saved with a unique name become available from a drop-list on the Call Detail Reporting screen

6.9.1.3.3 IWTS Frequency by Origination Report

The Frequency by Origination Report shall list the IWTS calls from a specific IWTS Telephone and shall include each destination number called and the quantity of completed and attempted calls during a specified period.

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

Reference: : [Sample Report: Frequency by Origination](#)

Location [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Investigative Reports Page 5](#)

Description:

CDCR's **Frequency by Origination Report** will list the IWTS calls from a specific IWTS telephone and will include each destination number called and the quantity of completed and attempted calls during a specified time period.

6.9.1.3.4 IWTS Frequency by Destination Report

The Frequency by Destination Report shall list all of the destination numbers called during a specified period and the quantity of times the IWTS calls that were made to each destination number.

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

Reference: : [Sample Report: Frequency by Origination](#)

Location [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Investigative Reports Page 7](#)

 Description:

CDCR's **Frequency by Destination Report** will list all destination numbers called from inmate/ward telephones during the specified time period and will show the number of times each destination number was called; displaying the quantity of attempted and completed calls.

6.9.1.3.5 IWTS Alert Group by Destination Report

The IWTS Alert Group by Destination Report shall list all of the calls that were made during a designated time period to any destination numbers that have been designated in the Facility Phone List as an active Alert Group.

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

Reference: : [Sample Report: Alert Group by Destination](#)

Location [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Investigative Reports Page 9](#)

 Description:

CDCR's **Alert Group by Destination Number Report** will list all of the calls that were made during a designated time period to any destination numbers that have been designated in the Facility Phone List as an active Alert Group.

6.9.1.3.6 IWTS Alert Group by CDCR Authorized User Report

The IWTS Alert Group by CDCR IWTS Authorized User Report shall list all of the destination numbers that have been designated in the IWTS Facility Phone List as an active Alert Group by a specific CDCR Authorized User.

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

Reference: : [Sample Report: Alert Group by Authorized User](#)

Location [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Investigative Reports Page 11](#)

 Description:

CDCR's **Alert Group by CDCR Authorized User Report** will list all of the destination numbers that have been designated in the Facility Phone List as an active Alert Group by a specific CDCR Authorized User.

6.9.1.3.7 IWTS Shared Destination Report

The IWTS Shared Destination Report lists destination numbers that have received calls from multiple CDCR Facilities within the specified time period.

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

Reference: : [Sample Report: Shared Destination](#)

Location [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Investigative Reports Page 13](#)

 *Description:*

CDCR's **Shared Destination Report** will list all destination numbers that have received calls from multiple CDCR inmate/wards and/or multiple CDCR facilities within the specified time period.

6.9.1.3.8 IWTS Station Configuration Report

The IWTS Station Configuration Report lists the unique telephone station number for each IWTS Telephone within the designated facility(s). This report shall list the IWTS Station Identifier, the telephone location and the last time the station configuration record was updated.

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

Reference: : [Sample Report: Station Configuration](#)

Location [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Investigative Reports Page 15](#)

 *Description:*

CDCR's **Station Configuration Report** will list the unique telephone station number for each IWTS telephone within the designated facility or facilities. In addition to the IWTS Station Identifier, this report will list the telephone location and the last time the station configuration record was updated.

6.9.1.4 Search Fields Available for IWTS Ad Hoc Reports

Requirement revised per Addendum 7

The Investigative Workstation tool will include user friendly filters and sort criteria to customize the Investigative reports. The CDCR Operations Manager shall request from the Prime Contractor IWTS Customer Service Ad Hoc Reports that may include a compilation of information from the other reports described in Section 6.9.1, IWTS Investigative Tools and Reports. This ad hoc capability will include the ability to request reports by the search parameters listed in the various reports' database fields:

- 118) Report Type;
- 119) CDCR Facility(s);
- 120) Start Date/Time;
- 121) End Date/Time;
- 122) Sort Order (dropdown of all report fields);
- 123) BNA;
- 124) IWTS Telephone Type;
- 125) IWTS Station Identifier;
- 126) Station Location;
- 127) Destination Number (with partial field to select a range in mm:ss);
- 128) Authorized CDCR Staff User ID;
- 129) Custom Definable Field;
- 130) Completed Calls;
- 131) Incomplete Calls;
- 132) Recorded Calls;
- 133) Played Calls (including user ID date/time);
- 134) Three-Way calls;
- 135) Copied Calls (including user ID date/time);
- 136) Calls with Notes (including user ID date/time);
- 137) Call Duration (with definable field to select a range in mm:ss);
- 138) Start Code (with drop down list);
- 139) End Code (with drop down list);
- 140) Alert Group;
- 141) Rate Type (with drop down list); and,
- 142) Call Category (with drop down list).

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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

GTL's IWTS provides user-friendly investigative tools and reports, including filters and sort criteria to customize Investigative reports. At the CDCR Operations Manager's request, GTL's IWTS Customer Service will provide Ad Hoc Reports that may include a compilation of information from the other reports described in Section 6.9.1, IWTS Investigative Tools and Reports. This ad hoc capability will include the ability to request reports by the search parameters listed in the various reports' database fields:

- 1) Report Type;
- 2) CDCR Facility(s);
- 3) Start Date/Time;
- 4) End Date/Time;
- 5) Sort Order (dropdown of all report fields);
- 6) BNA;
- 7) IWTS Telephone Type;
- 8) IWTS Station Identifier;
- 9) Station Location;
- 10) Destination Number (with partial field to select a range in mm:ss);
- 11) Authorized CDCR Staff User ID;
- 12) Custom Definable Field;
- 13) Completed Calls;
- 14) Incomplete Calls;
- 15) Recorded Calls;
- 16) Played Calls (including user ID date/time);
- 17) Three-Way calls;
- 18) Copied Calls (including user ID date/time);
- 19) Calls with Notes (including user ID date/time);
- 20) Call Duration (with definable field to select a range in mm:ss);
- 21) Start Code (with drop down list);
- 22) End Code (with drop down list);
- 23) Alert Group;
- 24) Rate Type (with drop down list); and,
- 25) Call Category with drop down list.

6.9.1.5 CDCR IWTS Administrative Reports

6.9.1.5.1 IWTS User ID Creation Report

Per Addendum 3: Revised Requirement

The IWTS User ID Creation Report shall reflect the activity of User ID accounts created/activated during a specific reporting period. This Report shall indicate the name of the CDCR Operations Manager or Prime Contractor's Authorized Staff who created/activated the account with the date and time stamp. This report shall detail the CDCR Operations Manager or IWTS Authorized Staff's user ID, the user profiles created/activated, the date the profile was deactivated, the unique numeric code generated when a user profile is created, last time logged in, and all updates to the profile.

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

Reference: : [Sample Report: User ID Creation](#)

Location [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Administrative Reports Page 1](#)

Description:

CDCR's Administrative Reports will include a **User ID Creation Report** that reflects the activity of User ID accounts created/activated during the specified reporting period. For each User Security Profile created/activated (or deactivated) during the specified time period, this report will indicate:

- Name and User ID of CDCR Operations Manager or GTL staff member who created the account
- Date and Time the User Security Profile account was created/activated or deactivated
- The unique numeric code assigned to the User Security Profile
- Last log-in by the user identified in the User Security Profile
- All updates to the User Security Profile

6.9.1.5.2 IWTS Audit Log Report

The Audit Log Report shall contain the IWTS Investigative User logged-in time and activities (files accessed, calls copied, calls played back, and notes input) during a specific reporting period.

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

Reference: : [Sample Report: Audit Log Report](#)

Location [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Administrative Reports Page 2](#)

 **Description:**

GTL's IWTS keeps a complete and verifiable audit trail of log-ins and actions performed by each IWTS Investigative User. Authorized CDCR-HQ Administrative Staff will be able to access the system Log and generate reports for all or selected system users and for all or selected activities such as files accessed, calls copied, calls played-back notes added, et cetera for the specified reporting period.

6.9.1.5.3 IWTS Live Monitoring Terminal Activity Report

Per Addendum 3: Revised Requirement

The Live Monitoring Terminal Activity Report shall provide a report of the ON/OFF status of the IWTS Live Monitoring Terminals during a specific reporting period. This report shall include the identification of the IWTS Live Monitoring Terminal, and the times that each Terminal was turned on or off. (Refer to 6.4.2.4, IWTS Live Monitoring Terminal Identification), all authorized user's log-on and log-off time,).

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

Reference: : [Sample Report: Live Monitoring Terminal Activity](#)

Location [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Administrative Reports Page 3](#)

 **Description:**

The **Live Monitoring Terminal Activity Report** will provide CDCR-HQ Administrative Staff a report of the ON/OFF status of Monitoring Terminals during a specific reporting period. This report will include a description of the Monitoring Terminal location and the times that each Terminal was turned on or off.

6.9.1.5.4 IWTS Passive Acceptance Report

The Passive Acceptance Report details the destination numbers that have been set for passive acceptance, including the unique IWTS user identifier of the CDCR Operations Manager that entered or modified the passive acceptance status. This report will include the date/time stamp of status changes to each destination number.

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

Reference: : [Sample Report: Passive Acceptance](#)

Location [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Administrative Reports Page 4](#)

 **Description:**

CDCR's **Passive Acceptance Report** will detail the destination numbers that have been set for passive acceptance, including the unique IWTS user identifier of the CDCR Operations Manager that entered or modified the passive acceptance status. This report will include the date/time stamp of status changes to each destination number.

6.9.1.5.5 IWTS Blocked Number Report

The IWTS Blocked Number Report details the telephone numbers that have been identified as unauthorized to receive IWTS calls. The IWTS Blocked Number Report will include the unique user identifier of the personnel that entered or modified the Blocked Number status as well as the dates of status changes to each number.

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

Reference: : [Sample Report: Blocked Number](#)

Location [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Administrative Reports Page 5](#)

 Description:

CDCR's **Blocked Number Report** will detail the telephone numbers that have been identified as unauthorized to receive IWTS calls. The Blocked Number Report will include the unique user identifier of the personnel that entered or modified the Blocked Number status as well as the dates of status changes to each number.

6.9.1.5.6 IWTS Do Not Record Report

The IWTS Do Not Record Report details the telephone numbers that have been set to not be recorded. The Do Not Record Report shall include the unique user identifier of IWTS personnel that entered or modified the "do not record" status as well as the dates of status changes to each number.

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

Reference: : [Sample Report: Do Not Record](#)

Location: [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Administrative Reports Page 6](#)

 Description:

CDCR's **Do Not Record Report** will detail the telephone numbers that have been set to Do Not Record. The Do Not Record Report will include the unique user identifier of the personnel that entered or modified the "do not record" status as well as the dates of status changes to each number.

6.9.1.5.7 IWTS Data Backup Validation Report

Requirement revised per Addendum 7

The Prime Contractor shall provide IWTS Data Backup Validation Reports of the data backups to the CDCR Operations Manager on a monthly basis. These reports shall include confirmation of all file backups. Complications or problems associated with backup processes shall also be identified in these monthly reports.

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

Reference: : [Sample Report: Data Backup Validation](#)

Location: [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Administrative Reports Page 7](#)

Description:

GTL will provide **IWTS Data Backup Validation Reports** of the data backups to the CDCR Operations Manager on a monthly basis. These reports will include confirmation of all file backups. Any complications or problems associated with backup processes will also be indicated in these monthly reports

6.9.2 FORMAT OF MONTHLY IWTS REPORTS

The header of each report (to appear centered on each page) shall have the name of the report and the reporting period (month and year). The footer shall include the page number and number of pages and "Date Printed: mm/dd/yyyy".

All reported time and date information shall reflect PT. The time and date information shall be synchronized with the same time source that provides the CDR at each facility.

Monthly reports shall include daily totals and a summary of all data at the bottom of the report.

Summary reports shall be provided for all monthly reports detailing the summary detail from the monthly reports on a cumulative basis. Summary reports shall begin with the first month of the Contract and continue with updates for each month throughout the term of the Contract with annual subtotals. Unless otherwise requested by the State, annual reports will be based on the calendar year.

Working with the CDCR Operations Manager, the Prime Contractor shall identify components of the reports that will benefit from conditional formatting to highlight exception (above, below or otherwise outside of excepted ranges) detail. Use of color on reports for titles, conditional formatting and other report elements shall be limited to shades that will remain readable when printed in black and white.

Reports shall not be password protected and shall not be copyrighted or classified as proprietary.



Prior to delivery of the first report set, the State will determine whether the reports shall be delivered as separate and unique files and/or as sheets within a single Excel file.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

The formatting and delivery of monthly IWTS reports provided by GTL will comply with CDCR specifications and preferences, including but not limited to:

- Header showing report name and reporting period (month and year) on each page of the report.
- Footer showing page number, number of pages, and date printed (mm/dd/yyyy)
- Date and time information reflecting Pacific Time

Summary reports will be provided for all monthly reports detailing the summary detail from the monthly reports on a cumulative basis, beginning with the first month of the IWTS Contract with updates for each month throughout the term of the Agreement with annual subtotals.

We will work with the CDCR Operations Manager to ensure that monthly reports reflect and, if desirable, highlight any exceptional information such as values that are above, below, or otherwise outside the expected ranges. GTL will not password-protect, copyright, or classify CDCR's monthly reports as proprietary.

6.9.3 IWTS CUSTOMER SERVICE REPORTS

The Prime Contractor shall provide monthly customer service reports as described.

6.9.3.1 IWTS Trouble Ticket Report

IWTS Trouble Ticket Report shall be provided on a calendar month basis and electronic copies shall be delivered in Excel file format by the tenth (10th) calendar day following the end of the reporting period month.

The IWTS Trouble Ticket Report tracks the status and activity of trouble ticket activity each month. The IWTS Trouble Ticket Report shall be provided in Excel format so that the CDCR can sort the report on any of the Report fields. Fields to be included in the IWTS Trouble Ticket Report are as follows:

- 143) IWTS Trouble Ticket Number;
- 144) Date and Time Trouble was Reported;
- 145) Time and Date Trouble was Closed;
- 146) CDCR Facility Name;
- 147) Severity of Service Issue (as reported);
- 148) Type of Service Reported;
- 149) Description of Service Issue;
- 150) Issue Resolution;
- 151) Follow-up Required; and,
- 152) The sum of trouble tickets shall be listed at the bottom of the report, tallying the number of closed tickets and tickets remaining open. The summary of the trouble ticket information shall be carried forward to the IWTS Trouble Ticket Summary Report.

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

Reference: : [Sample Report: IWTS Trouble Ticket Report](#)

Location: [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Service & Maintenance Reports Page 1](#)

 *Description:*

GTL will prepare and provide monthly customer service reports that comply with CDCR specifications and preferences. The monthly ***IWTS Trouble Ticket Report*** will allow CDCR to

track the status and activity related to IWTS service issues. This report will include for each Trouble Ticket the ten data elements listed below:

- 1) IWTS Trouble Ticket Number;
- 2) Date and Time Trouble was Reported;
- 3) Time and Date Trouble was Closed;
- 4) CDCR Facility Name;
- 5) Severity of Service Issue (as reported);
- 6) Type of Service Reported;
- 7) Description of Service Issue;
- 8) Issue Resolution;
- 9) Follow-up Required; and,
- 10) The sum of trouble tickets shall be listed at the bottom of the report, tallying the number of closed tickets and tickets remaining open. The summary of the trouble ticket information shall be carried forward to the IWTS Trouble Ticket Summary Report.

6.9.3.2 IWTS Daily Average Speed of Answer Reports (Monthly and Summary)

The IWTS Average Speed of Answer (ASA) Report tracks how quickly initial answering is provided to callers as one of the methods of measuring and tracking the quality of service provided. The ASA information shall be presented in daily measurements and not as an average of averages. The report shall detail the number of Calls Presented, Call Answered, Calls Abandoned, ASA and Talk Time for each day of the month (show date and day of the week). Talk Time is the time that a caller is connected to a Customer Service Representative (CSR) and does not include the time while connected to the IVR system.

All ASA data shall be provided separately for calls routed to both English and Spanish speaking IWTS Customer Support personnel. This information shall be summarized at the bottom of the report and carried forward to the IWTS Daily ASA Summary Report.

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

Reference: : [Sample Report: Average Speed of Answer](#)

Location: [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Service & Maintenance Reports Page 2](#)

 *Description:*

GTL will provide monthly and summary ***IWTS Daily Average Speed of Answer (ASA) Reports*** to assist CDCR in evaluating the quality of service we provide. ASA reports will comply with CDCR specifications and preferences relative to content, format, and delivery methods.

All ASA data shall be provided separately for calls routed to both English and Spanish speaking IWTS Customer Support personnel. This information will be summarized at the bottom of the report and carried forward to the IWTS Daily ASA Summary Report.

6.9.3.3 IWTS Customer Service Call Volume Reports (Monthly and Summary)

The IWTS Customer Service Call Volume Report measures and tracks the quantities of each type of Customer Service contact by type of contact. Types of contacts include calls listed by each published IWTS Customer Service Number (English, Spanish, TTY, International and others), contacts by letter, e-mail and fax. The information shall be summarized at the bottom of the report and carried forward to the Call Volume Summary Report.

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

Reference: : [Sample Report: Customer Service Call Volume](#)

Location: [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Service & Maintenance Reports Page 3](#)

Description:

GTL will provide monthly and summary ***IWTS Customer Service Call Volume Reports*** that comply with CDCR specifications and preferences relative to content, format, and delivery methods.

The IWTS Customer Service Call Volume Report measures and tracks the quantities of each type of Customer Service contact by type of contact. Types of contacts will include calls listed by each published IWTS Customer Service Number (English, Spanish, TTY, International and others), contacts by letter, e-mail and fax. The information will be summarized at the bottom of the report and carried forward to the Call Volume Summary Report.

6.9.3.4 IWTS Customer Service Issues by Type Reports (Monthly and Summary)

The IWTS Customer Service Issues by Type Report measures and tracks the different types of complaints, issues and compliments. Working with the CDCR Operations Manager, the Prime Contractor shall identify the unique categories that describe the type of complaints, issues and compliments being received by IWTS Customer Service. The report shall summarize each of the categories into the quantity of items received, cleared on first contact, cleared in 24-hours, cleared since last reporting period and still open. Each of these periods shall be summarized at the bottom of the report and carried forward to the IWTS Customer Service Issues Summary Report.



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

Reference: : [Sample Report: Customer Service Issues by Type](#)

Location: [Volume IV Literature](#) *Section:* [IWTS Sample Reports](#) *page:* [Service & Maintenance Reports Page 4](#)

Description:

GTL will provide CDCR with monthly and summary ***IWTS Customer Service Issues by Type Reports*** that comply with CDCR specifications and preferences relative to content, format, and delivery methods.

The IWTS Customer Service Issues by Type Report measures and tracks the different types of complaints, issues and compliments. Working with the CDCR Operations Manager, GTL will identify the unique categories that describe the type of complaints, issues and compliments being received by IWTS Customer Service. The report will summarize each of the categories into the quantity of items received, cleared on first contact, cleared in 24-hours, cleared since last reporting period and still open. Each of these periods will be summarized at the bottom of the report and carried forward to the IWTS Customer Service Issues Summary Report.

6.9.3.5 IWTS Customer Service Ad Hoc Report Capability

The CDCR Operations Manager shall request from the Prime Contractor Customer Service Ad Hoc Reports that may include a compilation of information from the other Customer Service Reports described in Section 6.9.3, IWTS Customer Service Reports. This ad hoc capability will include the ability to request reports by time frames, called party's telephone number, type of issue and any other database field.

Bidders shall describe the ad hoc capability they will provide for IWTS, including fields that will be provided and any search restrictions.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

Upon request GTL will provide the CDCR Operations Manager with ad hoc reports, which may include specified time frames, the called party's telephone number, type of issue and other database fields such as: Trouble Ticket Number, Date and Time trouble was reported, CDCR Facility Name, Severity of Service Issue, Description of Service Issue, and Issue Resolution.

Ad Hoc Reports that may include a compilation of information from the other Customer Service Reports described in Section 6.9.3, IWTS Customer Service Reports.

6.9.4 IWTS SERVICE, SUPPORT, AND MAINTENANCE REPORTS

The IWTS Service, Support, and Maintenance Reports shall be provided on a calendar month basis and electronic copies shall be delivered in Excel file format by the tenth (10th) calendar day following the end of the reporting period month. Information included in the reports shall only be related to IWTS activities.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

GTL will provide ***IWTS Service, Support and Maintenance Reports*** on a calendar month basis; with electronic copies being delivered in Excel file format by the tenth (10th) calendar day following the end of the reporting period month. Information included in the reports will only be related to IWTS activities.

6.9.4.1 Current IWTS Inventory Report (Monthly)

The Current IWTS Inventory Report provides the CDCR Operations Manager with a complete accounting of the equipment located at CDCR facilities and connected to the IWTS (whether the Prime Contractor installed or State owned). The Current IWTS Inventory Report shall include a separate listing of all equipment at each CDCR facility and a summary of the total inventory at each facility, by Category of Facility (as defined below) and statewide totals.

The following fields shall be included for each facility:

- 1) Category of Facility (Adult Institution, Adult Camp, Community Correctional Facility, Female Offender Program, Youth Facility, Youth Camp, CDCR Field Offices);
- 2) Name of the Facility;
- 3) Physical Address;
- 4) Name of the serving LEC;
- 5) Size of Rack space available (where applicable);
- 6) The following elements shall be included for each piece of equipment;
 - a) Type of hardware equipment:
 - i. IWTS Telephone Set;
 - ii. Live Monitoring Terminal;
 - iii. Live Monitoring Station with Hardwired Cut-Off Switch;
 - iv. Investigative Workstation;



- v.Router;
 - vi.Modem;
 - vii.Uninterruptible Power Supply;
 - viii.LAN;
 - ix.Controller; or,
 - x.Any other type of hardware associated with the IWTS.
- b) Equipment Identification Number;
- c) Equipment Location:
- i.Housing Unit;
 - ii.Yard Location; or,
 - iii.Building Location.
- d) Type of telephone:
- i.Standard IWTS telephone; or
 - ii.TDD/TTY telephone (portable or fixed).
- e) Type of Telephone Environment:
- i.Indoor; or
 - ii.Outdoor.
- f) Type of Telephone Enclosure:
- i.Wall enclosure;
 - ii.Booth with doors;
 - iii.Booth without doors; or
 - iv.Holding cell.
- g) Type of Telephone Mounting:
- i. Wall Mount;
 - ii. Pedestal Mount;
 - iii. Cart Mount;
 - iv. TDD/TTY Portable Mounting; and,
 - v. TDD/TTY Fixed Mount.

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

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

Reference: : [Sample Report: Current IWTS Inventory Report](#)



Location: [Volume IV Literature](#) *Section:* [IWTS Sample Reports](#) *page:* [Service & Maintenance Reports Page 5](#)

Description:

GTL will provide a monthly **Current IWTS Inventory Report** to the CDCR Operations Manager, which will identify all equipment located at CDCR facilities and connected to the IWTS system (whether GTL-installed or State owned). The Current Inventory Report will include a separate listing of all equipment at each CDCR facility and a summary of the total inventory at each facility and all facilities for statewide totals.

The following fields will be included for each facility:

- 1) Category of Facility (Adult Institution, Adult Camp, Community Correctional Facility, Female Offender Program, Youth Facility, Youth Camp, CDCR Field Offices);
- 2) Name of the Facility;
- 3) Physical Address;
- 4) Name of the serving LEC;
- 5) Size of Rack space available (where applicable);
- 6) The following elements will be included for each piece of equipment;

[REDACTED]

- i. [REDACTED]
- ii. [REDACTED]
- iii. [REDACTED]
- iv. [REDACTED]
- v. [REDACTED]
- vi. [REDACTED]
- vii. [REDACTED]
- viii. [REDACTED]
- ix. [REDACTED]
- x. [REDACTED]
- xi. [REDACTED]
- xii. [REDACTED]
- xiii. [REDACTED]
- xiv. [REDACTED]
- xv. [REDACTED]

[REDACTED]

- i. [REDACTED]
- ii. [REDACTED]
- iii. [REDACTED]

- d) Type of telephone:
 - i. Standard IWTS telephone; or
 - ii. TDD/TTY telephone (portable or fixed).
- e) Type of Telephone Environment:

- iii. Indoor; or
 - iv. Outdoor.
- f) Type of Telephone Enclosure:
- i. Wall enclosure;
 - ii. Booth with doors;
 - iii. Booth without doors; or
 - iv. Holding cell.
- g) Type of Telephone Mounting:
- i. Wall Mount;
 - ii. Pedestal Mount;
 - iii. Cart Mount;
 - iv. TDD/TTY Portable Mounting; and,
 - v. TDD/TTY Fixed Mount.

6.9.4.2 IWTS Network Performance Reports

The IWTS Network Performance Reports will be identified by the State on an as-needed basis to support network oversight and SLA compliance. These reports may be a modification of existing report sets or a unique combination of other measuring and tracking elements. The Prime Contractor shall work cooperatively with the State in developing these reports. The State may request that the report template become a standard monthly report to be included with other monthly reports.

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

Reference: : [Sample Report: Network Performance](#)

Location: [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Service & Maintenance Reports Page 6](#)

 *Description:*

GTL will work cooperatively with the State to define and develop **Network Performance Reports** that will assist the State in overseeing and evaluating the performance of our CDCR IWTS network. These reports can be provided on an as-needed or monthly basis, depending on the State's preference.

6.9.5 IWTS CALL VOLUME AND REVENUE REPORTS (MONTHLY AND SUMMARY)

The purpose of IWTS Call Volume and Revenue Reports is to measure and track IWTS Call Volume and the associated Revenue. Reports of IWTS Telephone System Call Volume shall be provided on a calendar month basis and delivered in electronic format in Microsoft Excel file format and posted on the IWTS Private Web Portal by the tenth (10th) calendar day following the end of the reporting period month. These reports will present the Call Volume from several perspectives as described in this section.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

GTL will provide monthly and summary ***IWTS Call Volume and Revenue Reports*** that allow CDCR to measure and track IWTS call volume and associated revenue from inmate/ward calls. These reports will be provided on a calendar month basis and delivered in electronic format in Microsoft Excel file format and posted on the IWTS Private Web Portal by the tenth calendar day following the end of the reporting period month. These reports will present the Call Volume from several perspectives as detailed below.

6.9.5.1 IWTS Call Volume by Facility Report (Monthly and Summary)

Requirement per Addendum 7

The IWTS Call Volume by Facility Report will list separately the Call Elements for each CDCR facility. Call Elements include Call Attempts, Call Completions, Call Conversation Minutes and Call Revenue as columns. Separate rows will subdivide the Call Volume by Local, IntraLATA, InterLATA, Interstate and International Call Volume with a row for the total of all call traffic. Youth Facilities shall be listed first with a separate subtotal for all of these facilities. The Adult Facilities will also have a separate subtotal. A summary row for each facility will be included and a Summary Table detailing the summation of each call destination (Local, IntraLATA, InterLATA, Interstate and International) by Call Element of all facilities will be provided at the end of the report. The Summary Table for each month will be carried forward to the cumulative IWTS Call Volume Summary Report.

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

Reference: : [Sample Report: Summary Call Volume by Facility](#)

Location: [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Volume & Revenue Insert 1](#)

 Description:

GTL's ***IWTS Call Volume by Facility Report*** will list separately the call elements for each CDCR facility. Call Elements will include Call Attempts, Call Completions, Call Conversation Minutes and Call Revenue as columns.

- Separate rows will subdivide the Call Volume by Local, IntraLATA, InterLATA, Interstate and International Call Volume with a row for the total of all call traffic.
- Youth Facilities shall be listed first with a separate sub-total for all of these facilities. The Adult Facilities will also have a separate sub-total.
- A summary row for each facility will be included and, at the end of the report, a Summary Table detailing the summation of each call destination (Intrastate, Interstate and International) by Call Element of all facilities will be provided. The Summary Table for each month will be carried forward to a cumulative Call Volume Summary Report.

6.9.5.2 IWTS Call Volume by Category of Call Type Report (Monthly and Summary)

Per Addendum 3: Revised Requirement

The IWTS Call Volume by Category of Call Type Report will list separately, as columns, each of the Call Categories with sub-columns of Completed Calls, Conversation Minutes and Revenue with columnar totals and totaled by row with each of the Call Type (Local, IntraLATA, InterLATA, Interstate and International). Each of these Call Categories (with their sub-columnar elements) shall be summarized at the bottom of the report and carried forward to the Call Volume by Type of Call Summary Report. The report shall also list the total number of unique destination numbers called during the report period on a separate row.

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

Reference: : [Sample Report: Call Volume by Category of Call Type \(Monthly\)](#)

Location: [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Volume & Revenue Insert 2](#)

Reference: document: [Sample Report: Call Volume by Category of Call Type \(Summary\)](#)

Location: [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Volume & Revenue Insert 3](#)

 *Description:*

GTL's ***IWTS Call Volume by Category of Call Type Report*** will list separately, as columns, each of the Call Categories with sub-columns of Completed Calls, Conversation Minutes and Revenue with columnar totals and totaled by row with each of the Call Type (Local, IntraLATA, InterLATA, Interstate and International). Each of these Call Categories (with their sub-columnar elements) will be summarized at the bottom of the report and carried forward to the Call Volume by Type of Call Summary Report. The report will also list the total number of unique destination numbers called during the report period on a separate row.

6.9.5.3 IWTS Daily Call Volume by Call Type Report

Per Addendum 3: Revised Requirement

The IWTS Daily Call Volume by Call Type Report will provide a daily view of the Call Volume listing the Local, IntraLATA, InterLATA, Interstate and International Call Volume in columns with sub-columnar listings of calls, minutes and revenue for each of the destination types. Rows will list each day of the month with the date and day of the week with a summary row at the bottom of the report.

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

Reference: : [Sample Report: Daily Call Volume by Call Type](#)

Location: [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Volume & Revenue Insert 4](#)

Description:

GTL's ***IWTS Daily Call Volume by Call Type Report*** will provide a daily view of the Call Volume listing the Local, IntraLATA, InterLATA, Interstate and International Call Volume in columns with sub-columnar listings of calls, minutes and revenue for each of the destination types. Rows will list each day of the month with the date and day of the week with a summary row at the bottom of the report.

6.9.5.4 IWTS Daily Call Volume for International Calls Report

The IWTS Daily Call Volume for International Calls Report will provide a daily view of the Call Volume listing the countries in columns with sub-columnar listings of calls, minutes and revenue for each of the countries. Rows will list each day of the month with the date and day of the week with a summary row at the bottom of the report.

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

Reference: : [Sample Report: Daily Call Volume for International Calls](#)

Location: [Volume IV Literature](#) Section: [IWTS Sample Reports](#) page: [Volume & Revenue Insert 5](#)

Description:

GTL's ***Daily Call Volume for International Calls Report*** will provide a daily view of International Call Volume; listing countries in columns with sub-columnar listings of calls, minutes and revenue for each of the countries. Rows will list each day of the month with the date and day of the week with a summary row at the bottom of the report



6.9.5.5 IWTS Data File

Upon the request of the State, the Prime Contractor shall produce a comma delimited (*.CSV) text file of all call records and call record elements for a given timeframe. The request may be on an Ad Hoc or on a reoccurring monthly basis. Delivery of the file shall be within five (5) calendar days of the request. There shall be no limit to the time period of the requested data, from the beginning of the Contract period to the date of the request. The State may request that the data be filtered or sorted on any of the data elements.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

Upon the request of the State, GTL will produce and provide a comma delimited (*.CSV) text file of all call records and call record elements for any given timeframe and, if needed, filtered and sorted according to CDCR preference. Following the request, whether ad hoc or recurring monthly, GTL will provide this data file within five (5) calendar days of the request.

There will be no limit to the time period of the requested data, from the beginning of the Contract period to the date of the request. The State may request that the data be filtered or sorted on any of the data elements.

6.9.6 IWTS AD HOC REPORTS

IWTS Ad Hoc Reports will be identified by the State on an as-needed basis. These reports may be a modification of existing report sets or a unique combination of other measuring and tracking elements. The Prime Contractor shall work cooperatively with the State in developing the IWTS Ad Hoc Reports. There shall be no limit to the number of ad hoc report requests. Upon identifying a report template, the Prime Contractor will deliver the report within ten (10) calendar days. The State may request that the report template become a standard monthly report to be included with other monthly reports.

The IWTS Ad Hoc Reports shall allow the State to generate reports from any element in the database that may be useful in performing trending, statistical analysis or other State obligatory requests.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:



GTL will work cooperatively with the State in developing IWTS Ad Hoc Reports on an as-needed basis. GTL will provide ad hoc reports within ten calendar days of the request. These reports may be a modification of existing report sets or a unique combination of other measuring and tracking elements. There will be no limit to the number of ad-hoc reports that may be requested. The IWTS Ad Hoc Reports shall allow the State to generate reports from any element in the database that may be useful in performing trending, statistical analysis or other State obligatory requests.



6.10 IWTS FINANCIAL REPORTS



6.10 IWTS FINANCIAL REPORTS

Per Addendum 3: Revised Requirement and Added Bidder's Response Block

The Prime Contractor shall provide recurring monthly revenue reports to the State Contract Manager identified in SOW, Section 4, Administration of Contract, by the tenth (10th) calendar day of each month. These reports are separate from the monthly reporting process described in Section 6.9, IWTS Tools and Reports.

The report shall have header and footer appear on each page with the name of the report and reporting period centered on the header of each page. The footer shall include the page number and number of pages and "Date Printed: mm/dd/yyyy".

The Prime Contractor shall provide these reports on a calendar month basis and deliver in electronic format in Microsoft Excel and posted to the IWTS Private Web Portal. All revenue figures shall be calculated and displayed in U.S. dollars and cents.

For purposes of these reports, Call Categories are defined as follows (other call categories shall be added as necessary):

- 1) Collect Local;
- 2) Collect IntraLATA;
- 3) Collect InterLATA;
- 4) Collect Interstate
- 5) Prepaid Local;
- 6) Prepaid IntraLATA;
- 7) Prepaid InterLATA;
- 8) Prepaid Interstate;
- 9) Prepaid International (per country); and,
- 10) Prepaid cellular.

The Prime Contractor will provide each of the Financial Reports described for CDCR facilities identified in Exhibit 6-C1, Adult Institution IWTS Locations, through 6-G1, Youth IWTS Facility Locations, by facility to the Statewide Telecommunications Network Division, Contracts Management Section as identified in SOW, Section 4, Administration of Contract.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

GTL will provide monthly financial reports that meet CDCR needs and requirements. Monthly reports will be formatted with CDCR's required header and footer information and will be



delivered in electronic Microsoft Excel format and posted to GTL's IWTS Private Web Portal. All revenue figures will be calculated and displayed in U.S. dollars and cents.

Call Categories for these reports will initially be defined as follows and other call categories may be added as necessary:

- 1) Collect Local;
- 2) Collect IntraLATA;
- 3) Collect InterLATA;
- 4) Collect Interstate
- 5) Prepaid Local;
- 6) Prepaid IntraLATA;
- 7) Prepaid InterLATA;
- 8) Prepaid Interstate;
- 9) Prepaid International (per country); and,
- 10) Prepaid cellular.

GTL will provide each of the Financial Reports described for CDCR the facilities identified in Exhibit 6-C1, Adult Institution IWTS Locations, through 6-G1, Youth IWTS Facility Locations, by facility to the Statewide Telecommunications Network Division, Contracts Management Section as identified in SOW, Section 4, Administration of Contract.

6.10.1 IWTS SUMMARY MINUTES BY CALL CATEGORY REPORT

Per Addendum 3: Revised Requirement

The Prime Contractor shall provide as part of the monthly revenue reports an IWTS Summary Minutes by Call Category Report, which shall include the following:

- 2) Report period (month);
- 2) Local, IntraLATA, InterLATA, Interstate, International grouping;
- 3) Number of calls (by each Call Category);
- 4) Minutes of calls (by each Call Category);
- 5) Gross billable call revenue (by each Call Category);
- 6) Totals calculated and displayed for total calls for each correctional facility;
- 7) Totals calculated and displayed for total minutes for each correctional facility;
- 8) Totals calculated and displayed for gross billable call revenue for each correctional facility; and,
- 9) Totals calculated and displayed for each Call Category, total calls, total minutes, and total revenue across all correctional facilities and shall include subtotals and totals for each of the categories.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

GTL will provide as part of the monthly revenue reports an ***IWTS Summary Minutes by Call Category Report***, which will include the following information:

- 1) Report period (month);
- 2) Local, IntraLATA, InterLATA, Interstate, International grouping;
- 3) Number of calls (by each Call Category);
- 4) Minutes of calls (by each Call Category);
- 5) Gross billable call revenue (by each Call Category);
- 6) Totals calculated and displayed for total calls for each correctional facility;
- 7) Totals calculated and displayed for total minutes for each correctional facility;
- 8) Totals calculated and displayed for gross billable call revenue for each correctional facility; and,
- 9) Totals calculated and displayed for each Call Category, total calls, total minutes, and total revenue across all correctional facilities and shall include subtotals and totals for each of the categories.

6.10.2 MONTHLY IWTS DISTRIBUTION OF REVENUES BY CALL CATEGORY SUMMARY

Revised Requirement per Addendum 11

The Prime Contractor shall provide as part of the monthly revenue reports a Monthly IWTS Distribution of Revenues by Call Category Summary. This report shall be the summation of all calls placed through IWTS for the entire State and supporting documentation from each individual correctional facility. The following information shall be included for each Call Category:

- 3) Report period (month);
- 2) Local, IntraLATA, InterLATA, Interstate and International grouping;
- 3) Call party by location;
- 4) Total calls by Call Category;
- 5) Percentage of total calls;
- 6) Average minutes per call by Call Category;
- 7) Minutes of calls by Call Category;
- 8) Rate per minute by Call Category;
- 9) Percentage of total minutes by Call Category;

- 10) Per minute revenue by Call Category;
- 11) Gross billable tax revenue by Call Category;
- 12) Gross billable revenue by Call Category;
- 13) Percentage of gross billable revenue by Call Category;
- 14) Gross billable prepaid account setup fee revenue; and,
- 15) Grand totals calculated and displayed for each Call Category, total calls, total average minutes per call, total minutes, total per minute revenue, total gross billable tax revenue, and total gross billable revenue across all CDCR facilities. These shall include subtotals and totals for each of the categories.

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

Reference: _____

Location _____ page _____ paragraph _____

 **Description:**

As part of the monthly revenue report set for CDCR, GTL will provide a report for ***IWTS Monthly Distribution of Revenues by Call Category Summary***. This report will summarize all calls placed through the IWTS for the entire State and supporting documentation from each individual correctional facility.

The Monthly Distribution of Revenues by Call Category Summary report will be formatted with CDCR's required header and footer information and contain the following data fields:

- 4) Report period (month);
- 2) Local, IntraLATA, InterLATA, Interstate and International grouping;
- 3) Call party by location;
- 4) Total calls by Call Category;
- 5) Percentage of total calls;
- 6) Average minutes per call by Call Category;
- 7) Minutes of calls by Call Category;
- 8) Rate per minute by Call Category;
- 9) Percentage of total minutes by Call Category;
- 10) Per minute revenue by Call Category;
- 11) Gross billable tax revenue by Call Category;
- 12) Gross billable revenue by Call Category;
- 13) Percentage of gross billable revenue by Call Category;
- 14) Gross billable prepaid account setup fee revenue; and,
- 15) Grand totals calculated and displayed for each Call Category, total calls, total average minutes per call, total minutes, total per minute revenue, total gross



billable tax revenue, and total gross billable revenue across all CDCR facilities. These shall include subtotals and totals for each of the categories.

6.10.3 IWTS CORRECTIONAL FACILITY SUMMARY REPORT

The Prime Contractor shall provide, as part of the monthly revenue reports, an IWTS Correctional Facility Summary Report which shall include the following:

- 5) Report period (month);
- 2) Correctional facility name;
- 3) Number of calls;
- 4) Minutes of calls;
- 5) Gross billable revenue including unique calls and international calls;
- 6) Totals calculated and displayed for total calls for each correctional facility;
- 7) Totals calculated and displayed for total minutes for each correctional facility;
- 8) Totals calculated and displayed for gross billable revenue for each correctional facility;
- 9) Totals calculated and displayed for the number of unique called numbers for entire Contract; and,
- 10) Totals calculated and displayed for the total number of International calls for the entire Contract.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

With the monthly revenue report set we provide to CDCR will be an **IWTS Correctional Facility Summary** report that will be formatted with CDCR's required header and footer information and will include the following:

- 6) Report period (month);
- 2) Correctional facility name;
- 3) Number of calls;
- 4) Minutes of calls;
- 5) Gross billable revenue including unique calls and international calls;
- 6) Totals calculated and displayed for total calls for each correctional facility;
- 7) Totals calculated and displayed for total minutes for each correctional facility;
- 8) Totals calculated and displayed for gross billable revenue for each correctional facility;



- 9) Totals calculated and displayed for the number of unique called numbers for entire Contract; and,
- 10) Totals calculated and displayed for the total number of International calls for the entire Contract.

6.10.4 MONTHLY IWTS REVENUE ANALYSIS REPORT

Per Addendum 3: Revised Requirement

The Prime Contractor shall provide a Monthly IWTS Revenue Analysis Report which shall include:

- 7) Report period (month);
- 2) Correctional facility name;
- 3) Local, IntraLATA, InterLATA, Interstate and International grouping;
- 4) Gross billable revenue (by call type) for each month in current State fiscal year (July through June);
- 5) Total gross billable revenue across all collect call types per month in State fiscal year;
- 6) Subtotals for each Call Category for a correctional facility across the State fiscal year (to date); and,
- 7) Grand totals of all subtotals of each of the categories calculated and displayed.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

With the monthly revenue report set we provide to CDCR will be an ***IWTS Monthly Revenue Analysis*** report that that will be formatted with CDCR's required header and footer information and will include the following:

- 8) Report period (month);
- 2) Correctional facility name;
- 3) Local, IntraLATA, InterLATA, Interstate and International grouping;
- 4) Gross billable revenue (by call type) for each month in current State fiscal year (July through June);
- 5) Total gross billable revenue across all collect call types per month in State fiscal year;
- 6) Subtotals for each Call Category for a correctional facility across the State fiscal year (to date); and,



- 7) Grand totals of all subtotals of each of the categories calculated and displayed.

6.10.5 CUMULATIVE IWTS USAGE FOR STATE FISCAL YEAR AND CALENDAR YEAR REPORTS

Revised Requirement per Addendum 11

The Prime Contractor shall provide as part of the monthly revenue reports Cumulative IWTS Usage for Fiscal Year and Calendar Year reports. The Cumulative IWTS Usage for Fiscal Year report shall include a summary for all months in a State fiscal year (July through June). The Cumulative IWTS Usage for Calendar Year shall include a summary for all months in a calendar year (January through December). Reports shall include:

- 9) Report period (month);
- 2) Local, IntraLATA, InterLATA, Interstate and International grouping;
- 3) Called party by location;
- 4) Total calls by Call Category;
- 5) Percentage of total calls;
- 6) Average minutes per call by Call Category;
- 7) Minutes of calls by Call Category;
- 8) Rate per minute by Call Category;
- 9) Percentage of total minutes by Call Category;
- 10) Per minute revenue by Call Category;
- 11) Gross billable tax revenue by Call Category;
- 12) Gross billable revenue by Call Category;
- 13) Percentage of gross billable revenue by Call Category;
- 14) Grand totals for each month calculated and displayed for each Call Category, total calls, total average minutes per call, total minutes, total gross billable tax revenue, and total gross billable revenue for each month. These shall include subtotals and totals for each of the categories; and,
- 15) Cumulative grand totals for the year (both State fiscal and calendar) calculated and displayed for total Local, IntraLATA, InterLATA, Interstate, and International calls, total average minutes per call, total minutes, total per minute revenue, total gross billable tax revenue, and total gross billable revenue.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:



GTL will provide as part of the monthly revenue reports **Cumulative IWTS Usage for Fiscal Year** and **Cumulative IWTS Usage for Calendar Year Reports**. The Cumulative Usage for Fiscal Year report will include a summary for all months in a fiscal year (beginning of July through the end of June). The Cumulative Usage for Calendar Year will include a summary for all months in a calendar year (beginning of January through the end of December). Both reports will be formatted with CDCR's required header and footer information and include at a minimum the data fields below:

- 10) Report period (month);
- 2) Local, IntraLATA, InterLATA, Interstate and International grouping;
- 3) Called party by location;
- 4) Total calls by Call Category;
- 5) Percentage of total calls;
- 6) Average minutes per call by Call Category;
- 7) Minutes of calls by Call Category;
- 8) Rate per minute by Call Category;
- 9) Percentage of total minutes by Call Category;
- 10) Per minute revenue by Call Category;
- 11) Gross billable tax revenue by Call Category;
- 12) Gross billable revenue by Call Category;
- 13) Percentage of gross billable revenue by Call Category;
- 14) Grand totals for each month calculated and displayed for each Call Category, total calls, total average minutes per call, total minutes, total gross billable tax revenue, and total gross billable revenue for each month. These shall include subtotals and totals for each of the categories; and,
- 15) Cumulative grand totals for the year (both State fiscal and calendar) calculated and displayed for total Local, IntraLATA, InterLATA, Interstate, and International calls, total average minutes per call, total minutes, total per minute revenue, total gross billable tax revenue, and total gross billable revenue.

6.10.6 MONTHLY IWTS TRACKING REPORT

Revised Requirement per Addendum 7

The Prime Contractor shall provide as part of the monthly revenue reports a Monthly IWTS Tracking Report. The Monthly IWTS Tracking Report shall include a summary for all months in a State fiscal year (July through June) and in a calendar year (January through December). The report shall track total Contract minutes for each month and include:

1. Month;
2. Total minutes; and,



- Cumulative grand totals for the year (both State fiscal and calendar) shall be calculated and displayed for total minutes.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

GTL will provide as part of the monthly revenue reports a **Monthly IWTS Tracking** report. This report will include a summary for all months in a fiscal year (beginning of July through end of June) and in a calendar year (beginning of January through the end of December). The report will track total Contract minutes for each month and include: Month; Total Month Minutes; and cumulative Grand Total Minutes for the year (both State fiscal and calendar).

6.10.7 CUMULATIVE MONTHLY IWTS ADMINISTRATIVE FEES REPORT

The Prime Contractor shall provide a Cumulative Monthly Administrative Fees Report to the State which shall include:

- 1) State fiscal year;
- 2) Monthly;
- 3) Wired date;
- 4) Wired amount;
- 5) Total cumulative wired amount to date;
- 6) Wired transaction number; and,
- 7) Contact phone number.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

GTL will provide a **Cumulative Monthly IWTS Administrative Fees** report to the State which will include: 1) State fiscal year; 2) Monthly; 3) Wired date; 4) Wired amount; 5) Total cumulative wired amount to date; 6) Wired transaction number; and 7) Contact phone number.



6.11 IWTS WEB SITE PORTALS

6.11 IWTS WEB SITE PORTALS

Per Addendum 3: Revised Requirement

The Prime Contractor shall provide an IWTS public and private web portals. The public web portal shall address the needs of called parties. The private web portal will address the needs of the State staff required for the administration and oversight of the IWTS as well as the Authorized Investigative Users. The portals shall be accessible using the latest versions of industry standard browsers for both PC and Apple platforms. At the State's request, the Prime Contractor shall make system changes at no additional cost or increase to billing rates.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

GTL will provide an IWTS public web portal to address the needs of called parties and a private web portal to address the needs of CDCR and State staff that will be administering and overseeing the IWTS system as well as the Authorized Investigative Users. These Website portals will be accessible using the latest versions of industry standard browsers for both PC and Apple platforms. Upon the State's request, GTL will make timely changes to the Web portals in support of the needs of the State at no additional costs or additions to billing rates.

At the State's request, GTL will make system changes at no additional cost or increase to billing rates.

6.11.1 IWTS PUBLIC WEB SITE

Per Addendum 3: Revised Requirement

The Prime Contractor shall provide and maintain an IWTS Public Web Site that shall be updated weekly. All information, data and forms must be approved by CDCR Operations Manager before posting to this web site. The web site shall include the following:

- 12) A list of all products and services with descriptions and product codes, including product and service features;
- 2) Product and service rates;
- 3) Contract language and amendments;
- 4) Customer's Frequently Asked Questions (FAQs);
- 5) Customer ordering instructions;
- 6) End-User Escalation Process;
- 7) URL to the IWTS on-line User Guide;
- 8) URL to State and/or CDCR web site;
- 9) Description of payment options;



- 10) Customer Service toll free numbers for Domestic and International calls;
- 11) A current list of International Countries serviced;
- 12) Customer service trouble reporting contact information (Intrastate, Interstate and International); and,
- 13) Access to End-User account and/or URL to payment services as described in Section 6.14, IWTS Billing Requirements.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

GTL's Public IWTS Web Site for relatives and friends of CDCR inmate/wards will be maintained and updated weekly. All information, data, and forms will be approved by CDCR Operations Manager before posting to the Public Web Site. At a minimum, our public Web site will include the thirteen (13) elements below:

- 13) A list of all products and services with descriptions and product codes, including product and service features;
- 2) Product and service rates;
- 3) Contract language and amendments;
- 4) Customer's Frequently Asked Questions (FAQs);
- 5) Customer ordering instructions;
- 6) End-User Escalation Process;
- 7) URL to the IWTS on-line User Guide;
- 8) URL to State and/or CDCR web site;
- 9) Description of payment options;
- 10) Customer Service toll free numbers for Domestic and International calls;
- 11) A current list of International Countries serviced;
- 12) Customer service trouble reporting contact information (Intrastate, Interstate and International); and,
- 13) Access to End-User account and/or URL to payment services as described in Section 6.14, IWTS Billing Requirements.



6.11.2 IWTS PRIVATE WEB SITE

Per Addendum 3: Revised Requirement

The Prime Contractor shall provide and maintain an IWTS Private Web Site that shall be updated weekly. The Prime Contractor shall use the IWTS Private Web Site to provide the State with access to administrative tools, Investigative capability, service level agreement reports, fiscal management reports, training and other tools and reports as requested by CDCR and the State.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

GTL's Private IWTS Web Site will be maintained and updated weekly. We will use this site to provide the State with access to administrative tools, Investigative capability, service level agreement reports, fiscal management reports, training and other tools and reports as requested by CDCR and the State.

6.11.3 PRIME CONTRACTOR HOSTED WEB-BASED IWTS APPLICATION

Requirement revised per Addendum 7

The Prime Contractor shall host a web-based IWTS application with [REDACTED] accessible to authorized users through specific networks designated by the CDCR Operations Manager. The [REDACTED] application shall provide the State with access to administrative tools, investigative capability, data search capabilities, service level agreement reports, training and other tools and reports as requested by the State.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[REDACTED]



6.11.3.1 System Use Notification/IWTS Log-In Screen

Per Addendum 3: Requirement Added

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

- 1) Display an approved system use notification message or banner before granting access to the IWTS service that provides privacy and security notices consistent with applicable federal laws, Executive Orders, directives, policies, regulations, standards, and guidance, and state that:
 - a) Users are accessing an official State of California information system;
 - b) System usage may be monitored, recorded, and subject to audit; and,
 - c) Unauthorized use is prohibited and subject to criminal and civil penalties.
- 2) Retain the notification message or banner on the screen until users take explicit actions to log on to or further access the information system.

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:

Upon log-in, GTL's web-based IWTS application will:

- 1) Display an approved system use notification message or banner before granting access to the IWTS service that provides privacy and security notices consistent with applicable federal laws, Executive Orders, directives, policies, regulations, standards, and guidance, and will state that:
 - a) Users are accessing an official State of California information system;
 - b) System usage may be monitored, recorded, and subject to audit; and,
 - c) Unauthorized use is prohibited and subject to criminal and civil penalties.
- 2) Retain the notification message or banner on the screen until users take explicit actions to log on to or further access the information system.

GTL will modify the notice at the CDCR Operations Manager's request.

6.11.3.2 IWTS Log-Out Screen


Per Addendum 3: Requirement Added

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

Per Addendum 3: Requirement Added

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

Per Addendum 3: Requirement Added

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 _____

GTL Description:





6.12 IWTS SERVICE LEVEL AGREEMENTS



6.12 IWTS SERVICE LEVEL AGREEMENTS

Requirement revised per Addendum 7

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:

GTL will act as the single point of contract coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of our affiliates, subsidiaries, subcontractors or resellers under this Contract. We understand that:

All SLAs will apply 24 hours a day, 7 days a week.

All SLAs will be classified as either Technical or Administrative.

We further understand that, unless otherwise stated in the SLA, all technical SLAs shall be applied to all systems and components.

- 1) GTL will 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. GTL will apply rights and remedies in accordance with SOW Section 11, Annual Run Rate Cost Adjustments. GTL 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) GTL understands that the State will perform periodic SLA audits to ensure GTL is accurately identifying, reporting and applying remedies for all SLAs and 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. There is no expiration for applying Rights and Remedies. GTL will correct all errors within 30 calendar days of written notification from the State.

6.12.1 IWTS RIGHTS AND REMEDIES

Requirement revised per Addendum 7

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:*

GTL understands that if an outage/performance event fails to meet one or more of the IWTS SLA objectives, only the SLA with the largest ISLARRM will be applied.

During the term of the Contract, to the extent that GTL offers additional or more advantageous rights and/or remedies to similarly-situated customers that are offered through on-line service guides or other programs, these rights or remedies will be made available to CDCR. 'Similarly-situated' customers are those customers with inmate facilities that house the same number of inmates, require the same number of inmate/ward phones and services, account for the same degree of call volume, request the same network facilities, and have the same cost structure, as the CDCR under the instant contract. The products, services, costs, and SLA rights and/or remedies associated with each customer are customized for that customer, and disparity that exists among individual requirements of any given customer requires GTL to adjust the terms and conditions under which it can provide similar products and services.

GTL 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.

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:

- 14) 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) [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- 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:*

GTL has read, understands and agrees with all Trouble Ticket Stop Clock Conditions defined in 6.12.2.



6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS

Requirement revised per Addendum 7

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Availability Voice	[REDACTED]	T [REDACTED]	[REDACTED]	[REDACTED]
Availability Data IWTS Call Detail Records IWTS Voice Recordings	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Time to Repair - Major	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]











6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Excessive Outage	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Round Trip Transmission Delay/Latency IWTS Investigative Work Stations IWTS Administrative Control System IWTS Live Monitoring Terminals IWTS Voice Network IWTS Investigative Tool Network	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



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>Packet Loss IWTS Telephone System</p>				



6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Catastrophic Outage (CAT)				
Call Detail Record (CDR) and Voice Recording Information Loss				



6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Download Interval IWTS Voice Recording	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Individual Facility Excessive Download Interval IWTS Voice Recording	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Provisioning	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Transition-In	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

Yes No

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

GTL has read, understands and agrees with all Technical Service Level Agreements.



6.12.4 IWTS ADMINISTRATIVE SERVICE LEVEL AGREEMENTS

Requirement revised per Addendum 7

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 ISLARMM.</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 ISLARMM 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 Monthly IWTS Trouble Ticket Report 6.12.5.1 IWTS Public Web Site 6.11.1 IWTS Private Web Site 6.11.2 On-Line Payment for IWTS Prepaid Accounts 6.14.6.4 IWTS Reports of Detected Attempts 6.3.1.12.2 IWTS investigative Reports 6.9.1.3 IWTS Customer Service Reports 6.9.3 IWTS Service Support and Maintenance Reports 6.9.4 IWTS Financial Reports 6.10 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. 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>



SERVICE LEVEL	DEFINITION	MEASUREMENT	OBJECTIVE	SEVERITY
<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 _____

GTL Description:

GTL has read, understands and agrees with all Administrative Service Level Agreements.

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:

Monthly Service Level Agreement Reports will be posted to GTL's private web site and made available to the CDCR Operations Manager and Technology Agency in a data extractable application.

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:**

GTL will provide a **Monthly IWTS Trouble Ticket Report** that meets the content and format requirements of the CDCR Operations Manager and Technology Agency. All trouble tickets will appear in an SLA within 60 calendar days of the trouble ticket service restoration date. The Monthly IWTS Trouble Ticket Report will 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.

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:

GTL will provide an **IWTS Catastrophic Outage SLA Report** that meets the content and format requirements of the CDCR Operations Manager and Technology Agency. The Catastrophic Outage Report will be provided on a per occurrence basis within 60 days of the restoration date.

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:*

GTL will 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.

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 X No _____

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

Upon request GTL will provide an **Executive Outage Summary Report** for any significant network outage or critical service failure. This report will meet the content and format requirements of the CDCR Operations Manager and Technology Agency; with an initial report being provided within twenty-four hours of the recorded incident, followed by a comprehensive report within 30 calendar days.

An IWTS Executive Outage Summary Report will 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).

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:

GTL's **Annual IWTS SLA Trouble Ticket Summary Report** will display 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, including Catastrophic Outages.

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:



GTL will provide an **Annual IWTS SLA Trouble Ticket Summary by CDCR Facility Report** that contains the total number of trouble tickets per CDCR facility. GTL will provide for each facility the total number of trouble tickets by SLA type and remedies applied for each SLA type.

6.13 IWTS BUSINESS PLAN REQUIREMENTS



6.13 IWTS BUSINESS PLAN REQUIREMENTS

Bidder's response block added per Addendum 3

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: documents [GTL Business Plans A through I](#)

Location [Volume I, Section 3 Tab: GTL Business Plan](#)

Description:

In order to present a comprehensive picture of GTL's commitment and business management processes as they relate to the State's CDCR IWTS Project, our preliminary, formal Business Plan, ***included in this Volume at Tab: GTL Business Plan***, is composed of a series of very detailed individual Plans subject to approval by the CDCR Operations Manager.

All final plans will be submitted within 60 calendar days following Contract award to become part of the Contract upon approval by the CDCR Operations Manager. We understand that the CDCR Operations Manager will approve or reject submitted plans within 10 business days and that plans rejected under CDCR review must be resubmitted within 15 calendar days.

6.13.1 PRIME CONTRACTOR IWTS BUSINESS PLAN

Requirement revised per Addendum 7

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:



GTL's Business Plan for Staffing and Resources as well as our long, successful history of serving the CDCR demonstrates that GTL has the qualified staff and sufficient resources to support the business and contractual requirements of the IWTS Contract. GTL's Business Plan as described in this section will be provided to the State within 30 days of Contract award and annually thereafter.

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:

- 153) A list of personnel classifications assigned with required skills defined for each classification.
- 154) An organization chart of personnel assigned to the Contract.
- 155) 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.
- 156) Executive level personnel available to meet and confer with the State on Contract-related issues at the CDCR Operations Manager office location.
- 157) 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* _____

GTL Description:

GTL's **IWTS Staffing and Resource Plan** includes a list and descriptions of the skills and responsibilities of key project staff. We have included resume statements and identified the executive level personnel available to meet and confer with the State on contract-related issues at the CDCR Operations Manager office location.

PERSONNEL CLASSIFICATIONS

Key Personnel CDCR Project Manager - [REDACTED]

Personnel Classification and Required Skills: The GTL Project Manager will have the certifications required by the IWTS contract and will provide oversight and approval of the IWTS implementation project plans.

This position will provide executive level management of internal GTL organization performance to assure all timelines are met. In addition, the Project Manager will apply PMI principals in providing timely reporting to ensure clear customer communications in order to ensure that all parties are informed of progress.

Mr. Garth Johnson, Senior Vice President of Operations will work as the Project Manager for the transition-in implementation of the IWTS contract. Mr. Johnson has both a certification from the Project Management Institute (PMI) and a project management certification from George Washington University. His experience as a Project Manager significantly exceeds the 5 year requirement as stated in this solicitation.

Key Personnel: CDCR Dedicated Contract Program Manager – Paul Turner

Personnel Classifications and Required Skills: The GTL Contract Program Manager will have at least 12 years experience overseeing contract requirements for large Departments of Corrections and large county contracts; with no less than 30 months of experience with a corrections department contract the size of California. The Contract Program Manager shall have in depth knowledge regarding the business, regulatory, and contractual requirements for large scale contracts. In addition, the Contract Program Manager shall have excellent written and verbal communication skills.

This position will be responsible for GTL meeting all contractual requirements as stated in the IWTS contract. In addition, the Contract Program Manager will be the State/CDCR's dedicated point of contact for all business and contractual matters. The Contract Program Manager will oversee all aspects of the contract and has responsibility to assure that contractual requirements are met.

Mr. Paul Turner has more than 22 years of telecommunications experience, of which 12 years are in the management, sales and service oversight of inmate telephone services. His experience includes two and a half years providing such services for a large state DOC contract. Paul will maintain a professional partnership with the CDCR Operations Manager and

the State maintaining directives of satisfaction, speed of service, and communication with these entities throughout the entire contract.

Key Personnel: CDCR Service Operations Manager – Ken McNiel

Personnel Classification and Required Skills: The GTL Service Operations Manager shall have a minimum of 12+ years of experience overseeing and managing large Department of Correction field support and service operations organizations performing inmate telephone services. The Service Operations Manager shall have at least 25 years of experience and knowledge of telecommunications, networking; 7 or more years of experience on the GTL products and services being deployed to meet IWTS contractual requirements. In addition, the Service Operations Manager shall have excellent written and verbal communications skills. This position shall oversee all GTL staff performing field and maintenance service, as well as all subcontractor supporting field level activities and associated internal GTL coordination's. The Service Operations Manager will also have access to management and leads for all service support organizations to assure that all IWTS requirements are met.

Ken McNiel has 14 years of experience supporting the California Department of Corrections and Rehabilitation and has more than 29 years in telecommunications and networking. Mr. McNiel has managed more than 5 consecutive DOC/CDCR contracts supporting inmate/ward telecommunications services. For more than 8 of those years, he has supported GTL equipment and has the most in-depth knowledge of CDCR requirements, facilities, and best practices to assure that the IWTS meets all requirements for the term of the contract. **In addition, Ken McNiel is a certified GTL trainer and will support the Training Manager in meeting CDCR staff training needs throughout the term of the contract.**

Key Personnel: CDCR Training Manager – Sunita Mehta

Personnel Classification and Required Skills: The GTL Training Manager shall have a minimum of 9 years experience providing training, and train the trainer training, in a correctional inmate telephone environment. In addition the Training Manager shall have in depth knowledge of all deployed software functionality to be deployed under the IWTS contract, the CDCR environment, and CDCR expectations for training.

The Training Manager will direct and oversee formal training, including scheduling and supervising all training activities, including web-based training for one-on-one training as often as necessary. In addition, the Training Manager will work with CDCR and generate required training aids and oversee the production of IWTS specific training materials. Our Training Manager, or other certified trainers, will be available to CDCR for periodic visits back to the site to accommodate personnel turnover.

Ms. Sunita Mehta currently serves as both trainer and supervisor of trainers. She has provided certified training for GTL's Inmate Telephone System products since 2001. Ms. Mehta oversees only Certified Trainers who are fully qualified to teach CDCR staff to use the many administrative and investigative features of our IWTS. Ms. Mehta will use her experience over the past 3 years working directly with GTL staff supporting a large state DOC contract, her

knowledge of large state DOC environments and training expectations to assure that all IWTS training and training aid requirements are fully met and meet the CDCR Operations Manager's needs and expectations,

CDCR Implementation Manager – Steve Deforrest

Personnel Classification and Required Skills: The GTL Implementation Manager for the IWTS contract will have at least 15 years implementing inmate telephone system projects, including large and geographically dispersed Corrections contracts; including experience implementing the IWTS contract. The Implementation Manager will be certified on GTL equipment to be installed in support of the IWTS contract.

This position will manage and over see the execution of the day-to-day implementation activities; and report directly to the Project Manager. The Implementation Manger shall create and oversee all internal actions and orders to track internal timelines to meet the IWTS project implementation timelines. In addition, the Implementation Manager will coordinate with GTL field service, deployed implementation teams, and GTL subcontractors on a daily basis. The Implementation Manager will also participate in implementation meetings with CDCR and be available to CDCR at any time during the Transition-In Implementation project to discuss project status.

Steve has managed the successful implementation of GTL inmate telephone systems and services for the following Department of Corrections: New York, Florida, Georgia, Connecticut, Ohio, Minnesota, Wyoming, Louisiana, Tennessee, Kentucky, Arkansas, Missouri, Nevada, Idaho, California and the Commonwealth of Virginia – and has done such work for 16 years for GTL. Steve's experience and expertise will ensure that CDCR's implementation will be a seamless and timely transition to GTL's fully centralized Inmate/Ward Telephone System. As stated previously, Mr. Deforrest is certified on all GTL equipment.

Field Service Managers/Project Managers – Phil Clifton and Joe Reilly

Personnel Classification and Required Skills: The Field Service Managers (FSM)/Project Managers (PM) will have at least 3 years experience overseeing facility support activities for large Departments of Correction customers. The FSM/PM shall have in depth knowledge of all equipment to be deployed by GTL in support of the IWTS contract.

This position will be responsible for field execution of Service Operation Managers directives and all projects coordinated between GTL and CDCR. This position will oversee facility system performance through coordination's with and between the CDCR staff, field support and maintenance staff, GTL help desk and associated trouble ticketing systems.

Phil Clifton, Field Service Manager, has 7 years experience supporting the California Department of Corrections and Rehabilitation; over 12 years experience within the inmate telephone service business supporting both county agencies and large state DOC projects; and 25 years in the telecommunications industry.. His extensive experience and comprehensive knowledge of inmate telephone systems and features make him an invaluable resource for the



IWTS contract. **In addition, Mr. Clifton is a certified GTL trainer and will support the Training Manager in meeting CDCR staff training needs throughout the contract term.**

Joe Reilly, Project Manager, has 3 years experience supporting the California Department of Corrections and Rehabilitation and 10 years experience within the inmate telephone service business; supporting both county agencies and large state DOC projects. His experience and comprehensive knowledge of the inmate telephone systems and features make him an extremely valuable resource for the IWTS contract. **In addition, Mr. Reilly is a certified GTL trainer and will support the Training Manager in meeting CDCR staff training needs throughout the contract term.**

Installation Technicians - 6

Personnel Classification and Required Skills: The implementation team members to be assigned to the IWTS contract will have no less than 5 years experience performing installation of GTL systems and equipment, or installed no less than 2 large Departments of Corrections contracts. Installation team members will be fully certified on all GTL equipment to be installed in support of the IWTS contract. Must have the ability to plan, organize, and lead work groups on assigned projects. Experience with outside plant or premise wiring installation with good working knowledge of job drawings, sketches, prints, and other project documentation, is required. This position involves a thorough knowledge of installation, equipment layout, integration, testing, optimization, operation, as well as identification and maintenance of equipment, cable, et cetera at customer sites.

Installation managers/technicians shall be on site for each installation required by the IWTS contract. Installation managers/technicians will work hand-in-hand with the Implementation Manager and be responsible for verifying the receipt of all required equipment for each site; doing any pre-installation preparations and verifications; coordinate with internal departments to assure that GTL personnel are involved in the implementation; provide direction to additional implementation team members to assure the complete and accurate installation of all required equipment and connectivity; coordinate and inform the Service Operations Manager, FSM, and PM of progress; and perform internal quality performance and acceptance checklist documentation.

Installation team members will meet all qualifications as stated above. During post award implementation meeting all installation team members will be identified and their specific qualifications submitted to CDCR – to allow for adequate time for processing of all necessary CDCR background checks and issuing of badges.

Technical Support and Help Desk Lead – Liese Crosby

Personnel Classification and Required Skills: The Technical Support & Help Desk Lead (Team Lead) will have at least 7 years experience overseeing technical support activities for large Departments of Correction customers. The Team Lead shall have in depth knowledge of all technical support activities, internal processes and procedures, and shall have access to all levels of the company to assure that all IWTS contractual service requirements are met.

This position will be responsible for the management of the GTL Technical Support/Help Desk technicians, overall management of all tickets, and coordination of issue escalation in order to meet all IWTS performance requirements. This position will also be a dedicated point of contract for CDCR HQ to inquire about tickets, issues, resolutions, etc. In addition the Team Lead will perform all technical team training on IWTS contractual requirements, CDCR policies (e.g. user name generation), and procedures (e.g. not shipping replacement parts to sites).

Ms. Liese Crosby has 8 years of experience performing and coordinating technical support and help desk functions; 7 years of which has been supporting CDCR and other inmate phone service contracts directly or indirectly. Ms. Crosby currently performs the duties of Team Lead of Technical Support, which includes GTL's DOC clients. Ms. Crosby will direct and oversee the technical support and help desk staff, remote problem resolution through all tiers of technical support for CDCR's projects and troubles, and will be in daily contact with the Service Operations Manager and his FSM/PMs to assure IWTS resolution to field issues. Ms. Crosby will be the dedicated point of contact for CDCR for any direct help desk inquiries should the Service Operations Manager, FSM, or PM are unavailable. Ms. Crosby will report to Dennis Juzang, Executive Director of Technical Support.

Billing and Customer Support Lead – Beatriz Berry

Personnel Classification and Required Skills: The Billing and Customer Support Lead will have at least 15 years of customer service experience, no less than 5 of which as a manager of billing and customer service support for GTL. The Support Lead shall have in depth knowledge of all GTL billing and customer support activities, internal processes and procedures, and knowledge of how such activities and policies are implemented to assure that all IWTS/CDCR response times for escalations are met.

This position will be responsible for the management of billing and customer support escalations by CDCR through GTL customer service representatives, management of such escalations, and internal coordination of such escalations for timely resolution. This position will also be a dedicated point of contract for CDCR HQ to inquire about billing and customer support escalations forwarded by CDCR. However, initial submission of such escalations by CDCR HQ shall be via email as they are done today with CDCR.

Ms. Beatrice Berry has 20 years of overall customer service experience; of which the last 9 years as both a Sr. Customer Supervisor and her current position as a Billing Support Manager. Ms. Berry currently oversees escalations to ensure that resolution/updated emails are provided to GTL clients and timely coordination with the customer (billed party) to assist with their escalated subject matter. Ms. Berry will direct and oversee customer support efforts on CDCR escalated customer service and billing issues. Ms. Berry will be the dedicated point of contact for CDCR HQ for any customer service inquiries, should the Service Operations Manager, FSM, or Contract Program Manager not be available, or updates are not provided. Ms. Berry will report to Mr. Vance MacDonald, Executive Director of Billing and Customer Service.

Ms. Berry and her team are also directly responsible for investigating and resolving all escalated complaints received internally and through any outside agencies (PUC/PSC, BBB, FCC, etc). Bea also manages the administration team, which handles all payment related correspondence, account setups and daily reporting.

Technical Support – Held Desk Technicians and Support Departments

Personnel Classification and Required Skills: The Technical Support & Help Desk Technicians will be factory trained and certified by GTL to address customer and technical service issues related to GTL inmate/ward telephone systems. The technical service representative's experience requires a previous work history performing customer service functions and extensive computer-use knowledge – including standard and specialty software applications.

GTL technical support/help desk technicians are divided into 3 tiers to not only assure that the issue at hand is being reviewed and worked by the correct level of technician, but also to assure that technicians with the right level of experience are not working on issues they have not been trained to resolve. Each tier level receives GTL specific training on the use, trouble shooting and (based on tier) modifications of GTL products and back office system. Basic computer experience for all levels includes proficiency in Microsoft Windows NT4/2000/XP/2003 Server software packages and use of GTL standard Microsoft internet and communications programs.

- Tier 1 focuses on timely communication with customers, efficient ticket management, and first-tier support of all platforms. Primary responsibilities include but are not limited to:
 - Communication with internal and external customers
 - Ticket creation and closure
 - Resolution of technical issues
 - Escalation of technically complex issues to Tier 2

- Tier 2 focuses on escalated issues that require more detailed research into GTL calling platforms. Primary responsibilities include but are not limited to:
 - Hardware troubleshooting within the system
 - Feature configurations
 - Registry changes
 - Software upgrades
 - Escalating to Tier 3

- Tier 3 focuses on verifying apparent source of issues identified by Tier 1 and Tier 2. Tier 3 is the last step before an issue is presented to another department. At this level the Engineering Liaison does the following:
 - Performs database queries on a large scale, ensuring that issue is not a simple configuration problem within databases
 - Verifies Engineering standards and requirements apply to a given situation
 - Tests and documents the issue by determining when and where each error occurs and how each is replicated
 - Escalates software and/or related system issues to Engineering and tracks to closure
 - Escalates data-related issues to the MIS department and tracks to closure

Customer Service and Billing Representatives

Personnel Classification and Required Skills: Customer service and billing representative experience requires a previous work history performing customer service functions and a basic computer use knowledge – including standard computer software.

Customer Service Representative's duties include, but are not limited to, the following customer/called party direct support activities: explaining different GTL account offerings; accurately setting up new customer accounts, answering customer questions about accounts; processing payments and refunds; providing (e.g. account balance) and changing upon their request (e.g. billing address), customer account information; and updating accounts with any information needed. Customer Service Representatives are counseled on personal interaction to assist to the customer in s a pleasant customer experience during a difficult time for them.

8 Full Time Field Service Technicians – CCG

Personnel Classification and Required Skills: All field support technicians must have the ability to plan, organize, and lead work groups on assigned projects. Experience with outside plant or premise wiring installation with good working knowledge of job drawings, sketches, prints, and other project documentation, is required. This position involves a thorough knowledge of installation, equipment layout, integration, testing, optimization, operation, as well as identification and maintenance of equipment, cable, et cetera at customer sites. In addition, all technicians are desired to have 3-5 five years of formal technical education/ training, or related experience to perform installation, testing and maintenance of inside premise wiring, telephony equipment and all other related cabling. Extensive knowledge of test equipment i.e. TBIRD, VOM, Sidekick, CAT5 Cable tester etc. is also desirable.

GTL requires that each technician installing or supporting the "call processing platform" to study the appropriate training manual(s) and pass a certification exam corresponding to the platform or platforms that the particular technician is expected to support before they do any work on that platform. GTL will retain technician support of CDCR field maintenance and field service activities through Cooper Communications Group (CCG).

The field repair staff, working under the supervision of GTL, will assist with the installation at



each of the facilities to ensure that they are familiar with the locations and specifications of all IWTS hardware. In addition to providing service for telephone instruments, the field repair staff will be available for dispatch to assist GTL with any emergencies that occur relative to the IWTS.

Our field repair staff is factory trained and certified technicians, capable of maintaining and repairing the IWTS, offender telephones and computer systems. Additionally, our field repair staff possesses the required level of knowledge relating to telecommunications network, electronic circuits and wiring standards. They are trained to diagnose, repair and adjust telephone and ancillary equipment to ensure optimal performance and minimal down time. Our field repair staff are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of GTL network technical support, they perform indicated module or card exchanges and/or replacements. They are trained in the fabrication and testing of LAN interconnecting cables and has the proper equipment to repair and test them. Our field repair staff, working under the supervision of GTL field and technical support staff will assist with the installation to ensure that they are familiar with the locations and specifications of all IWTS hardware. In addition to providing service for telephone instruments, the field repair staff will be available for dispatch to assist GTL with any emergency situations that occur relative to the IWTS.

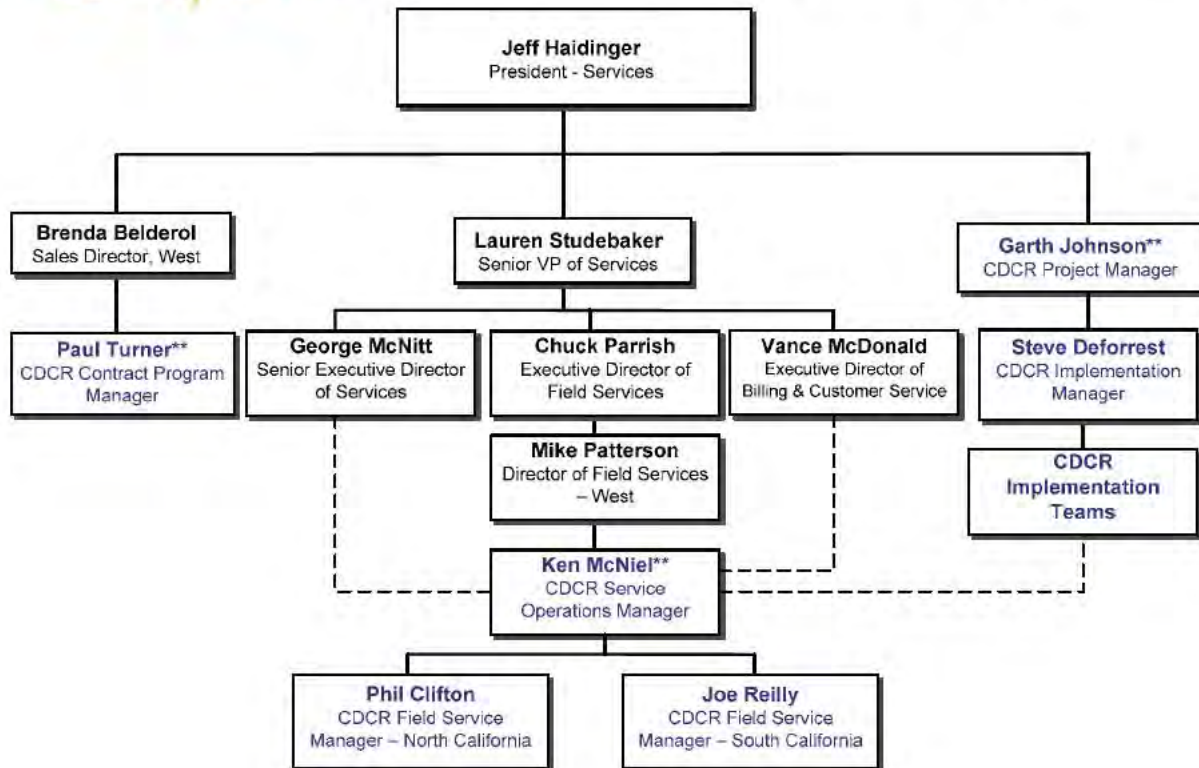
This centralized, single-point-of-contact approach allows CCG to carefully monitor the progress of each ticket and to report the current status of all work in progress to GTL. This centralized function ensures that all technicians are able to provide the high level of responsiveness required by GTL. All personnel are available on a 24X7 call out basis to respond to emergencies and major network outages. Some of the main tasks carried on at the central office include: retrieval and evaluation of diagnostic data, dispatch, tracking and monitoring of all trouble reports, database management and related reporting.

In addition to the 8 dedicated service technicians, **GTL has 24 additional service technicians** in the state of California who are available to support this contract should additional service resources be required.

ORGANIZATIONAL CHARTS



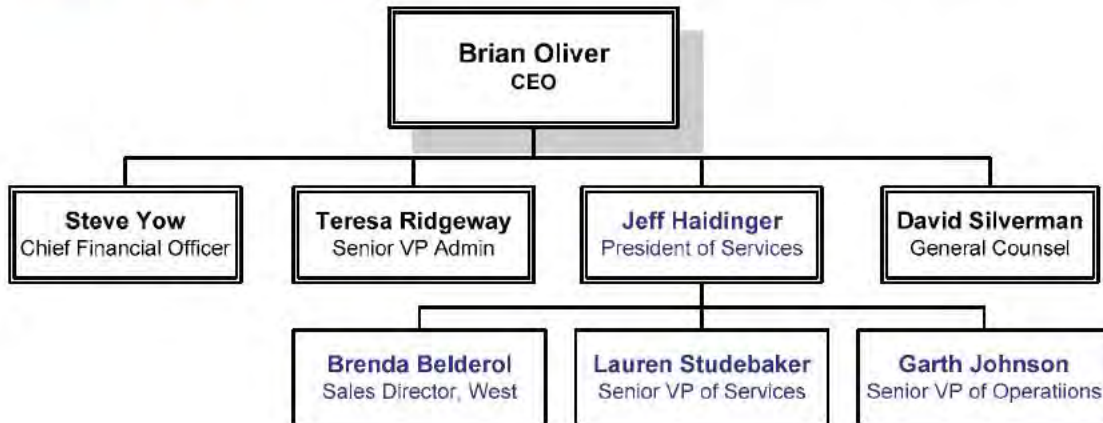
CDCR/GTL Operational Team



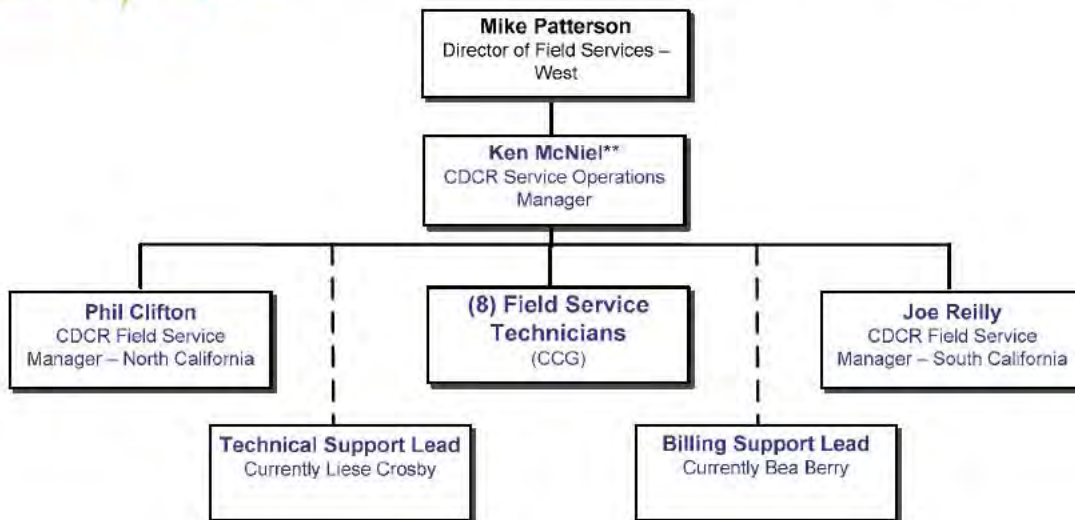
**Indicates Key Personnel



CDCR/GTL Executive Management Team



CDCR/GTL Field Service Team



**Indicates Key Personnel



CDCR PROJECT PERSONNEL



PERCENTAGE OF TIME

The following table illustrates percentage of work time expected of each team member assigned to the IWTS Contract. In short, GTL will focus 100% of its IWTS direct-support resources from the time of Contract award through IWTS implementation. During the Post-Implementation phase of the IWTS Contract, each Project Team member will provide support as required to ensure the best-in-class service for CDCR; ensuring that all requirements of the IWTS Contract are met. Note that all post-implementation percentages are GTL's projected time required to meet the requirements of the IWTS Contract.

IWTS Program Staff, Implementation Staff and Key Support Departments	Implementation	On-Going
GTL Executive – President Jeff Haidinger	10-15%	5-10%
GTL Executives – SVP of Services Lauren Studebaker	10-15%	10-15%
GTL Executives – CEO Brian Oliver; CFO Steve Yow; SVP of Administration Teresa Ridgway; General Counsel David Silverman	As required	5%
IWTS Dedicated Contract Program Manager - Paul Turner	100%	100%
IWTS Service Operations Manager - Ken McNiel	100%	90%
IWTS Field Service Manager/Program Managers – Phil Clifton (North) and Joe Reilly (South)	100%	90%
IWTS Field Service Technicians - All	100%	100%
IWTS Implementation Project Manager – Garth Johnson	100%	As Required
IWTS Implementation Manager - Steve DeForrest	100%	As Required
IWTS Installation Technicians - All	100%	As Required
IWTS Training Manager - Sunita Mehta	100%	As Scheduled
IWTS Trouble Ticket Help Desk - All	100%	100%
GTL Tier 2 and 3 Technical Support and Engineering - All	As required	As Required
GTL Billing and Called Party Customer Service Support Group - All	As required	As Required



RESUME STATEMENTS

GTL EXECUTIVE MANAGEMENT TEAM

Brian D. Oliver
Chief Executive Officer

Cornell University
BS/Civil & Environmental Engineering

Brian Oliver joined GTL directly from Gores Technology Group, LLC, where he was the President of the Telecom Group for this private investment firm focused on technology and telecom. Gores entered into an agreement with Schlumberger Technologies, Inc. in 2004 to acquire the outstanding stock of GTL. That acquisition closed in January 2005. Shortly thereafter, Gores entered into an agreement with AT&T Corporation to purchase their National Public Markets division. Brian remained with Gores through the due diligence of the acquisition of the AT&T National Public Markets (NPM) division. At the close of the NPM acquisition, Brian joined GTL as CEO of the combined entities. In his capacity with Gores, he was responsible for leading the firm's due diligence review with respect to new potential investments in the telecommunications and related sectors and overseeing portfolio companies once investments have been completed in those sectors. Brian brings over 25 years experience in telecommunications as a corporate executive at Bell Atlantic Corporation and XO Communications, Inc. and as an entrepreneur and founder/CEO of two telecommunications businesses.

Jeffrey B. Haidinger
President of Services

St. Lawrence University
BS/Economics
Wharton School

Jeff Haidinger joined Global Tel Link's executive management team in December 2006. He brings to GTL more than 25 years of extensive multi-functional experience in sales, business development, sales operations, finance and strategic planning. Prior to joining GTL, Jeff's recent assignments included senior leadership positions at Sigaba, Ciena, Nortel and Verizon. Prior to that, in Bell Atlantic's \$2B Enterprise Unit, he held executive positions in Channel Operations, Strategic Planning and as Chief Financial Officer. As Global Tel Link's President of Services he has overall responsibility for Sales, Marketing, Business Development and Technical and Field Support. With proven leadership, managerial, communications and project management skills, Mr. Haidinger further strengthens our company's ability to provide superior products and services to our customers.

Steve Yow
Chief Financial Officer

Emory University – MBA
Birmingham-Southern College BS

Steve Yow joined Global Tel*Link as Controller in 2002. Prior to this position, Mr. Yow spent six years in the telecom industry as Director of Finance for Powertel Inc, a publicly traded wireless communication provider. Prior to Powertel, Mr. Yow spent three years in Nashville, TN with First American Bank working in both the commercial credit and lending areas. In his current position of Controller and Chief Financial Officer, Steve Yow oversees and directs all aspects of GTL's financial operations.

Teresa Ridgeway
Corporate Secretary
Executive Vice President of Administration

University of San Francisco
BA/Psychology
MHROD - Human Resources &
Organizational Development

Teresa Ridgeway has been with GTL since early 1993. She has served as Director of Support Services, Director of HR, Vice President of Marketing, and now as Senior Vice President of Administration. In that role, she is responsible for Personnel & Benefits, and Corporate Administration. In previous positions, Ms. Ridgeway was the primary liaison for GTL's relationships with major accounts, State Departments of Corrections, and the Federal Bureau of Prisons.

Prior to joining GTL, Ms. Ridgeway worked for the California School of Professional Psychology beginning in 1984 and advanced to Associate Provost for Administrative Affairs. Her areas of responsibility included Admissions, Financial Aid, Business Affairs, Human Resources, Computer Services, and Plant Management, supervising 30 full-time and 40 part-time employees. Ms. Ridgeway was instrumental in designing and marketing a Master's program in Organizational Behavior, and through innovative recruiting techniques, increased minority enrollment from 2% to 13% in four years. She also served as the Administrative Consultant to the Faculty Senate, Student Selection and Retention Committee, and Ethics Committee.

David Silverman
Senior Vice President and General Counsel

Northwest University School of Law
Juris Doctorate
University of Kansas
B.S. Journalism

David Silverman is responsible for managing legal and regulatory affairs for GTL. David joined GTL from Acceris Communications Corp., a national competitive local exchange carrier specializing in VOIP services, where he served as general counsel. Prior to Acceris, he served as corporate counsel and director of legal affairs for XO Communications, a national communication services provider. At XO, he was responsible for matters related to the company's technology, licensing, litigation, and general commercial and corporate transactions. David also practiced law at Wiley, Rein and Fielding, a Washington D.C. law firm, where he represented clients before the FCC and state communications commissions on regulatory matters, including proceedings on mergers and acquisitions, licensing, enforcement actions and interconnection agreements. Prior to practicing law, Mr. Silverman was a reporter and editor for the Chicago Tribune. Mr. Silverman is a member of the bars of the State of Illinois and the District of Columbia and is a member of the Federal Communications Bar Association, the American Bar Association, District of Columbia Bar Association, Illinois State Bar Association and American Corporate Counsel Association.



Garth Johnson
Senior Vice President - Operations

University of Phoenix,
MBA Technology Management
George Washington University
Masters Certificate, Project Management
Siena Heights University
B.S. Electronic Engineering Technology

Garth Johnson is responsible for providing leadership and direction for the GTL's Operations departments which include the customer and corporate networks, data centers, systems development, testing, and product production. Garth has over 32 years experience in product development, including 15 years in public communications and 12 years in the inmate market. Garth has managed the development of numerous platform and backend system development projects during his career.

Lauren L. Studebaker
Senior Vice President of Services

East Carolina University
Bachelor of Science
Business Administration Economics & Marketing

Lauren Studebaker joined Global Tel*Link's executive management team October 2007. In her current position, Lauren will be responsible for the direction and all aspects of GTL's Project Implementations and Customer Care Operations including Technical Support, Field Service Operations and Customer Service Billing teams.

Ms. Studebaker came to GTL with more than 23 years of diversified business experience in the telecom industry, most recently as a member of Nortel's Executive Leadership Team. Recent Leadership position included, Vice President – Enterprise Channel Sales –Verizon Account. Other experiences included various Account Leadership roles with Business Development activities and Product Management.



CDCR DEDICATED CONTRACT PROGRAM MANAGER

Paul Turner
Account Manager

CDCR Contract Program Manager
University of Phoenix, BS Criminal Justice

Paul Turner has more than 22 years of telecommunications experience, of which 12 years are in the management, sales and service oversight of inmate telephone services. His experience includes eight years providing such services for large state DOC clients. Paul will maintain a professional partnership with the CDCR Operations Manager and the State maintaining directives of satisfaction, speed of service, and communication with these entities throughout the entire contract..

CDCR SERVICE OPERATIONS MANAGER

Ken McNiel
Field Service Manager

CDCR Service Operations Manager

Ken McNiel has more than 27 years of telecommunications and networking experience; 13 of which has been performing the service management of large Department of Correction contract. For these 13 years, Mr. McNiel has managed more than 5 consecutive large state DOC contracts supporting inmate/ward telecommunications services. Mr. McNiel has spent more than 7 of the 13 years supporting GTL equipment and best practices, which will help assure that the IWTS meets all requirements for the term of the contract. In addition, Mr. McNiel is a certified GTL trainer and will support the Training Manager in meeting CDCR staff training needs throughout the contract.

CDCR TRAINING MANAGER

Sunita Mehta
Client Systems Trainer/Coordinator

CDCR Training Manager
Spring Hill College, BS Marketing

Sunita Mehta currently serves as both trainer and supervisor of trainers. She has provided certified training for GTL's Inmate Telephone System products since 2001. Ms. Mehta oversees only Certified Trainers who are fully qualified to teach CDCR staff to use the many administrative and investigative features of our IWTS. Ms. Mehta will use her experience over the past 3 years working directly with GTL staff supporting GTL's DOC clients. Her knowledge of large state DOC environments and training expectations will ensure that IWTS training and training aid requirements are fully met.

EXECUTIVE LEVEL PERSONNEL OPERATIONAL EXECUTIVES AND MANAGEMENT SUPPORTING IWTS

- **Garth Johnson, Senior Vice President of Operations:** Mr. Johnson will be the IWTS certified Project Manager and provide oversight for the implementation and transition activities. Mr. Johnson will provide executive level oversight for all software development efforts, hardware determinations and qualifications, and system production efforts in order to assure that all IWTS contract software, hardware and network requirements are met.

- **Lauren Studebaker, Senior Vice President of Service** will provide executive level oversight to assure that field service and maintenance, technical help desk center, and billing and customer service center IWTS requirements are met.

The above GTL executive and operational level staff will be available to meet and confer with the State on Contract-related issues and based on the nature of issues to be discussed (as described above).

OTHER KEY PERSONNEL

Michael Patterson, Field Service Director: Mr. Patterson is currently the Field Service Director for the Western region. Mr. Patterson has 18 years experience in telecommunications, with 10 of those years directly supporting past large state DOC contracts for the same services in the IWTS requirements. Mr. Patterson oversees the Service Operations Manger, is a first level escalation point for CDCR relating to field service activities, and will be a liaison between GTL CDCR support staff and GTL managers and executives, regardless of GTL department/organization responsibility.

Brenda Belderol, Sales Director – Western Region: As Director of Sales in the Western Region Brenda Belderol will serve as resource and backup for Paul Turner, GTL's CDCR Dedicated Contract Program Manager. Ms. Belderol has over 21 years experience in the Telecommunications industry in senior sales management, human resources and assets management, marketing, professional services, and technical sales management. Ms. Belderol is a dynamic, results-oriented executive with proven sales, customer service, and leadership track records. She is adept at developing and implementing strategic business plans to the advantage of our clients. Her experience includes business development, account management, client relationship development and management, revenue and cost reporting and management, budgeting, forecasting, and marketing.

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 Live Scan 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* _____

GTL Description:

GTL employees and subcontractors who will need access to work areas at CDCR facilities will complete and submit in a timely fashion all CDCR forms and provide personnel information required for Gate Clearance.

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: documents [GTL Business Plans A through I](#)

Location [Volume I, Section 3 Tab: GTL Business Plan](#)

GTL Description:

In order to present a comprehensive picture of GTL's commitment and business management processes as they relate to CDCR's Inmate/Ward Telephone System Project, our formal Business Plan, ***included in this Volume at Tab: GTL Business Plan***, is composed of a series of very detailed individual Plans.

In addressing the first two paragraphs of CDCR's General Business Requirements, we refer to the individual Business Plans that together provide the information requested. However, all or most of the information in those individual Plans is also presented in our responses to the remaining requirements in this Section 6.13 Business Plan Requirements.

IWTS BUSINESS AND CONTRACT MANAGEMENT PROCESSES:

Reference: [IWTS Staffing and Resource Plan](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan A page: 3-A.1](#)

Reference: [IWTS Project Management Plan](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan B page: 3-B.1](#)

Reference: [IWTS Escalation Plan](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan C page: 3-C.1](#)

Reference: [IWTS Change Management Plan](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan D page: 3-D.1](#)

Reference: [IWTS Configuration Management Plan](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan E page: 3-E.1](#)

Reference: [IWTS Security Management Plan](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan F page: 3-F.1](#)

Reference: [IWTS Customer Service Plan](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan G page: 3-G.1](#)

Reference: [IWTS Service, Support, and Maintenance Plan](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan H page: 3-H.1](#)

Reference: **IWTS Transition In and Transition Out Plans**

Location: Volume I, Section 3 Sub-Tab: GTL Business Plan I page: 3-I.1

Each individual Plan referenced above comprehensively describes an important aspect of GTL's business and contract management processes. Collectively they demonstrate GTL's ability and commitment to providing the highest quality service to CDCR.

PROCESSES AND COMMITMENT TO ON-GOING QUALITY SERVICE:

Reference: **IWTS Escalation Plan**

Location: Volume I, Section 3 Sub-Tab: GTL Business Plan C page: 3-C.1

Reference: **IWTS Customer Service Plan**

Location: Volume I, Section 3 Sub-Tab: GTL Business Plan G page: 3-G.1

Reference: **IWTS Service, Support, and Maintenance Plan**

Location: Volume I, Section 3 Sub-Tab: GTL Business Plan H page: 3-H.1

GTL *Description:*

Each individual Plan referenced above describes in detail an established and important process used by GTL to ensure quality service to CDCR for the term of Contract.

PROCESSES FOR TRANSITION IN AND OUT:

Reference: **IWTS Transition-In and Transition-Out Plans**

Location: Volume I, Section 3 Sub-Tab: GTL Business Plan I page: 3-I.1

GTL *Description:*

GTL's **Transition-In** and **Transition-Out** processes are described in detail in our GTL Business Plan I: IWTS Transition-In and Transition-Out Plans at the above referenced location. Following are overviews of these Plans.

GTL will cooperate fully with the State in planning, coordinating and implementing both required transition phases. For both the transition-in (IWTS) and transition-out (future IWTS) phases, GTL provides a plan that will assure the State that all services will be transitioned in a timely and efficient manner.

We understand that it is each party's cooperative effort that will have the greatest affect on the processes of transition. Planning is essential to assure the State, CDCR and the End-Users experience a near uninterrupted transition in and out of the contracted services.

Given that GTL is the incumbent provider of the IWTS, the coordination of the IWTS Transition-In planning and the orderly transition of services are greatly enhanced as compared to a

vendor-to-vendor transfer. For future IWTS Transition-Out planning, GTL will coordinate and participate in all meetings for an orderly transition. During both Transition-In and Transition-Out, GTL will perform tasks within the CDCR-approved transition plans to make sure that each transition is as transparent as possible.

GTL also understands that both of these plans require the coordination with various parties and, as required; we will cooperate to create plans that are acceptable to CDCR.

TRANSITION-IN PLAN OVERVIEW

GTL's collective experience gained from supporting state DOCs since 1989 and, most importantly, lessons learned as large state DOC's business partners, will contribute significantly to our ability to minimize the impact of transitioning from the current to the new centralized IWTS platform on CDCR staff and daily operations at CDCR inmate/ward facilities. Of equal significance to minimizing impact are GTL's established relationships with CDCR staff and End-Users (the families and friends of inmate/wards).

Prior to installation activities at any site, GTL will submit an IWTS site-specific Project Management Plan for review and approval by the CDCR and the facility. These plans will address changes to existing equipment and the installation of new equipment, as applicable to each site. Each plan will identify the timeframe for the installation activities and define the specific responsibilities of the CDCR and the GTL Team. This careful planning and GTL's strict adherence to the established timelines will help ensure an efficient transition with minimal problems that could potentially delay full implementation of the IWTS.

Our Transition-In Plan is carefully designed to minimize transition impact as we address the needs of each distinctive IWTS "user", including: CDCR Staff, inmate/wards, and the families and friends of inmates.

- **Daily Operations:** GTL's familiarity with the security, physical environment, and daily operations, as well as the current inmate/ward telephone system infrastructure at large state DOC sites, will greatly expedite activities during site surveys and new equipment installation. We will have few questions, no assumptions, and make far fewer demands on the time of busy CDCR facility staff.
- **Existing Data Protection:** The information and call data accumulated during GTL's current contract on the existing GTL systems, secondary storage units, and the [REDACTED] will be readily available and easily transitioned to the new storage servers of the IWTS without risk of data loss.
- **CDCR Staff Training:** CDCR staff will be able to easily master the new and more intuitive User Interface and expanded capabilities of the GTL's IWTS platform resulting from our comprehensive training program. CDCR Administrative and Investigative staff will move into the new contract period with a sense of familiarity and confidence in both GTL and the IWTS.
- **Inmate/Wards:** The transition from the existing GTL platform to the new centralized IWTS platform will cause little or no downtime of telephone service to inmate/wards and the inmate/ward calling procedure will remain essentially unchanged. Printed instructions on

GTL-provided telephones will explain the procedure and clear automated voice prompts will continue to assist inmate/ward callers from off-the-hook to hang-up.

- **Friends & Family:** Relatives and friends who have established payment accounts with GTL will not need to renew or setup new accounts as a result of the transition to GTL's centralized IWTS. GTL will prepare a CDCR-specific *Friends and Family User Guide* for recipients of inmate/ward telephone calls to acquaint new End-Users with standard procedures related to inmate/ward calls and to explain to all End-Users the availability of our prepaid collect service in addition to the traditional collect and direct billed service currently provided by GTL.

In summary, our Transition-In Plan is designed to mitigate disruption of the current environment. GTL will be able to transition CDCR facilities to the new IWTS platform with minimal impact for each distinctive IWTS "user": CDCR Staff, Inmate/Wards, and the Families and Friends of inmate/wards.

TRANSITION-OUT PLAN OVERVIEW

GTL will work with the State and the new vendor to establish a mutually agreeable transition plan for the smooth disentanglement of the IWTS services. GTL's Service Operations Manager, Functional Lead, and Technical Lead will all participate in meetings with the State and new vendor to establish a transition plan. GTL anticipates that the transition plan will include a detailed work breakdown structure and dependencies to ensure such smooth transition. We will meet all agreed upon dates for GTL actions contained in the transition plan. In addition, GTL will attend all required transition meetings and will provide periodic updates, as agreed to between the State and GTL.

GTL will fully cooperate by providing the CDCR and/or the new vendor with existing IWTS information, such as Facility Phone Lists, approved attorney list, currently blocked numbers, et cetera. Call detail records and existing call recordings from GTL's IWTS will be made available to the CDCR for distribution to the new vendor at the CDCR Operations Manager's discretion.

At the point defined by the agreed upon Transition-Out Plan, GTL will transfer ownership of all telephones, enclosures, cut-off switches and associated cabling to the State. GTL will continue to maintain all equipment until the Transition-Out process, as mutually agreed upon, has been completed and accepted by the CDCR Operations Manager.

At the site level, GTL will not remove any equipment until such removal is coordinated with the CDCR Operations Manager. We will maintain a fully functional IWTS call processing system, including the network, to process calls from the site for a period of not less than forty-eight (48) hours after turn-up of another service providers equipment, or other reasonable time period as agreed upon between the State and GTL. This will ensure that the site has a backup system in place for a minimum of forty-eight (48) hours.

At the IWTS system level, GTL will not disable any hardware, network, or back office systems required to provide IWTS services for a period of time of not less than forty-eight (48) hours after turn-up of another service providers equipment at the last CDCR location, or other reasonable time period after the last site is transitioned to the new vendor in accordance with

the paragraph above. Again, this ensures the State that a fully functional backup system is in place for a minimum of forty-eight (48) hours.

PROCESSES FOR INITIATING SERVICE ORDERS:

Reference: document [IWTS Service, Support, and Maintenance Plan](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan H](#) page: [3-H.2](#)

GTL Description:

GTL's processes for **initiating service orders** are [described below](#) and are also included in our GTL Business Plan H: Service Support, and Maintenance Plan at the above referenced location.

CDCR Staff, GTL Technical Support Staff and GTL Field Service Staff can initiate IWTS service orders. When a trouble ticket is opened the CDCR Operations Manager or other designated CDCR staff is notified.

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, **CDCR Staff** requests for service or reports of malfunctions go directly to GTL's CDCR Help Desk where highly trained GTL professionals open a trouble ticket and determine the best course of action. A live GTL representative always answers our toll free technical service number.

At the time of installation, the IWTS is placed on-line with GTL's **Technical Support Center** for continuous performance monitoring. When a problem is detected, either by the system's self-diagnostic programs or by a watchful GTL Support Technician, a trouble ticket is opened and CDCR is notified.

GTL Field Service Technicians perform on-site maintenance at scheduled times for inmate/ward telephones and on-site IWTS equipment. If a problem is found that cannot be remedied on-the-spot (e.g. repair or replacement of a damaged telephone) the technician opens a trouble ticket and CDCR is notified.

PROCESSES FOR IWTS EQUIPMENT PROCUREMENT:

Reference: document [IWTS Change Management Plan](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan D](#) page: [3-D.9](#)

GTL Description:

GTL's processes for **equipment procurement** as well as the procurement of new software features (e.g. when requested by CDCR or when they become available in new general releases of GTL's IWTS management program) are fully described in our GTL Business Plan D: IWTS Change Management Plan at the above referenced location. [Following is a description of hardware equipment procurement.](#)

GTL's IWTS has virtually unlimited expansion capabilities. The system's modular design allows hardware expansion with little or no downtime. Our customers are never charged or billed for hardware upgrades or expansions.

Request Procedure

When a minor hardware change is needed such as the addition of one or more new telephones or workstations for an existing facility, the CDCR submits a written request to GTL's CDCR Contract Manager or CDCR Operations Manager. GTL opens an action ticket, orders the new equipment, and notifies the Field Service representative who will schedule the installation with the CDCR facility.

When the CDCR anticipates major expansion of an existing facility or the addition of a new facility to the IWTS network, the CDCR submits a written request to GTL's Contract Manager or CDCR Operations Manager. GTL opens an action ticket and schedules a meeting with CDCR Operations Manager to discuss and clearly define the needs and solutions of the expansion project.

Additional Telephone Stations

The total number of stations can be increased with little or no downtime. IWTS station cards may have additional space available to add new stations for a facility. When station cards have additional space, field technicians will hang phones, run wiring and cross-connects if necessary, and map and identify new stations. In the event that a significant number of new stations are required, there may be the need for the installation of a new station card in our control computer. In this event, GTL project management will coordinate with the facility and field service to keep downtime to an absolute minimum. In most circumstances, any system downtime is scheduled during lockdown periods or scheduled off times.

Additional Unit or Facility

The addition of new stations for an entire new unit or facility can be provided with little to no downtime of existing inmate phone service. Project managers, technical support engineers, and field service technicians plan and execute each phase of system expansion including wiring if necessary, hanging phones, and system connection. In the event that a secondary control system is required, no downtime is required and once connected to our private network, access to records and information from the new system is accessible for any workstation within the facility. If it becomes necessary to take the system down for a short period of time, GTL project management will coordinate with the facility and field service to keep downtime to an absolute minimum. In most circumstances, any system downtime is scheduled during lockdown periods or scheduled off times.

Additional Workstations

The addition of administrative or investigative workstations to the IWTS can be accomplished with no downtime. Workstations are peripheral components of the system and have no effect on the successful operation of inmate telephones. To add new workstations, field technicians will run wiring to the new location(s) from the control computer and the workstation is installed.

Additional Live Monitoring Terminals or Live Monitoring Speaker Boxes

The installation of Live Monitoring Terminals to accommodate the addition of new phones will not require system shutdown. As needed, field technicians will run wiring to the new terminal location(s) from the control computer and each new Live Monitoring Terminal is installed and configured for the CDCR-approved telephone Span of Control.

PROCESSES FOR TRACKING TROUBLE TICKETS (ADHERENCE TO CONTRACT TERMS AND CONDITIONS):

*Reference: document **IWTS Service, Support, and Maintenance Plan***

Location: Volume I, Section 3 Sub-Tab: GTL Business Plan H page: 3-H.14

GTL *Description:*

GTL's processes for **tracking trouble tickets and adhering to Contract terms and conditions** are described below with additional information provided in our GTL Business Plan H: IWTS Service, Support, and Maintenance Plan at the above referenced location.

GTL maintains a real-time ticketing system used to track all IWTS technical issues or other customer service issues from opening to close-out. This system provides a unique ticket number; links any new ticket to the specific facility's service record; maintains priority, status and due date; and records in real-time all updates and notes made to the ticket.

The methods by which service issues are identified include a call from the facility, feedback from GTL's IWTS self-diagnostics routines, event-driven network and system alerts, and proactive monitoring procedures performed by GTL's Technical Support team.

Troubles are logged and tracked in GTL's Ticket Tracking System. All activity is documented with details added to the ticket, as soon as possible; including any work performed remotely or on-site and details discussed with the customer. The ticket owner is responsible for tracking the ticket through closure. Any ticket opened due to a report or request from the site is a "reactive ticket". All reactive tickets require CDCR acceptance before closure.

CDCR TROUBLE TICKET TRACKING

GTL will provide a Trouble Ticket Reporting and Tracking System that is accessible to the CDCR. This system will have the following characteristics:

- CDCR Operations Manager will have real-time access to all the CDCR-related information in the Trouble Ticket Reporting and Tracking System through the GTL's Private Web Portal;
- CDCR Authorized Staff will have the ability to open Trouble Tickets by calling the toll free Help Desk number available 24 hours a day, 7 days a week;
- A Trouble Ticket will be opened for all reported trouble;
- A Help Desk Trouble Ticket number will be provided to the reporting party when the ticket is opened;



- The Trouble Ticket system will 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;
- Trouble Tickets will be closed upon successful resolution and only with the CDCR's approval by the person that originally opened the Trouble Ticket or by the CDCR Operations Manager or their designated representative;
- The Trouble Ticket System will document and track all impacted components by their unique inventory identifier via drop down list;
- CDCR Operations Manager will have online access to the complete ticket data for the life of the Contract;
- Distribution of Trouble Tickets notifications will 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
- The trouble ticket system will provide search capability on any and all fields detailed in the Trouble Ticket Content.







CDCR Contract Terms and Conditions:

GTL acknowledges and will comply with Service Priority Levels and Response Times for trouble tickets as defined by CDCR and shown on the following page.

SERVICE PRIORITY LEVELS

Service Priority Levels and Response Times

PRIORITY	CRITERIA	RESPONSE TARGET	RESOLUTION TARGET
Critical	Impact: Either the CDCR Management and Control System or the IWTS telephone functionality is 'down' at more than one site at the same time.	15 minutes	Issue will be continuously worked, 24x7x365, until closure or stabilization. Status updates are provided in as real-time as possible. Usually CDCR is in constant contact with the Help Desk.
Major	Impact: Either the CDCR Management and Control System or the IWTS telephone functionality is 'down' at one site or one housing unit. A down system includes the inability to record individual calls, the inability to monitor individual telephones or the inability to control the usage of any telephone.	30 minutes	Issue will be continuously worked, during the hours of 6:00 am to 7:00 pm PST until closure or stabilization, which would result in the issue being downgraded to minor. Status updates are provided every four hours or sooner if developments occur.
Minor	Impact: The issue is considered to have a noticeable, yet minimal and manageable impact of CDCR operations. Issues that affect End-User calls is of a nature that is not impacting call completion but still requires attention in order to meet Contract requirements. This includes any individual End-User complaint regarding service.	2 hours	Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PST, Monday – Friday, except California state holidays). Status updates will be provided at the end of the business day or sooner as developments occur.
Informational Requests	Requests for information, equipment change requests and general information	4 hours	Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PST, Monday – Friday, except California state holidays). Status updates will be provided at the end of the business day or sooner as developments occur.

Note: the CDCR will work with the Contractor to properly identify the severity of an issue when the issue is first reported. However, the CDCR reserves the right to escalate the status of any issue to a higher severity at any time.



PROCESSES FOR INSTALLING, SERVICING, AND MAINTAINING IWTS COMPONENTS:

Reference: document [IWTS Transition Plan](#)

Location: [Volume I, Section 4A](#) page: [4A.1](#)

Reference: document [IWTS Service, Support, and Maintenance Plan](#)

Location: [Volume I, Section 3](#) Sub-Tab: [GTL Business Plan H](#) page: [3-H.1](#)

GTL Description:

GTL's processes for installing the components of the IWTS are fully described in our comprehensive Section 4A: IWTS Transition Plan at the above referenced location. [Following is a overview of this Plan.](#)

[REDACTED]

GTL will make arrangements for an authorized site surveyor to visit each site to review and augment the site survey with new information. The site survey will include a detailed facility review of location of existing GTL equipment and placement of proposed new IWTS equipment.

[REDACTED]

Given the work environment, the amount of labor, machinery and tools required, GTL will work closely with CDCR Operations Manager, facility staff, and security personnel to ensure work progresses without major impediment and in accordance with security guidelines of the CDCR and institutions.



INSTALLATION APPROACH

GTL Data Storage Facility: Sacramento, California

The initial conversion steps will include upgrading hardware, data transfer capabilities and data storage capacity at [REDACTED]. The new capabilities will allow the automatic transmission call detail records and recordings from inmate/ward facilities to the [REDACTED] via GTL's statewide network architecture.

CDCR Operations Manager Location and Field Offices

The Administrative/Investigative workstation at CDCR Operations Manager's location and the investigative workstations at CDCR Field Offices will be changed-out/upgraded prior to cut-over of CDCR inmate/ward facilities to ensure immediate administrative and investigative access as soon as the new IWTS platform goes live.

Inmate/Ward Facilities: Northern California and Southern California

GTL recommends an IWTS Transition Plan that will enable work to be performed concurrently in Northern California and Southern California. We estimate the split between North and South California will exist between [REDACTED] and [REDACTED].

Each installation crew will be comprised of at least a lead implementation technician and service technician assigned to that zone. Additional resources will be determined during implementation calls/meetings with CDCR prior to each implementation based on the work to be performed and other factors as applicable.

The GTL CDCR team of [REDACTED] and the 8 full time field service technicians will be engaged throughout the transition and each will be intimately familiar with the sites in his or her territory ensuring facility-specific information gathered during the installation stays with the technician responsible for that site.

GTL proposes to divide the state into two regions with assigned installation crews for each region as follows:

- **Northern California** – [REDACTED]
- **Southern California** – [REDACTED]

Implementation teams will move through each region in a logical and time-efficient manner; installing the appropriate equipment and functionality at all facilities within close proximity of each other, whether Adult Institutions, CYAs, CCF, or FOPs, before moving to the next geographic area within the region. Crews will work on their assigned tasks at each facility until installation is complete and tested. Crews will install all required elements for each facility including [REDACTED].

GTL recommends a focus of efforts on the larger facilities first to accelerate the availability of the time saving benefits of the IWTS, the implementation of the new Live Monitoring Terminal solution, and the new call data retention solution. The introduction of the new GTL [REDACTED] combined with the new hardware at each facility will allow us to transfer recordings from each facility across our robust network to the [REDACTED]. This replaces the time consuming method of downloading the recordings via a USB drive and then transferring to the recording storage server.

GTL will replace the existing inmate telephones at each facility with new inmate telephones prior to implementing the IWTS. This approach minimizes the amount of downtime on a per facility basis. Instead of replacing the telephones and immediately cutting over to the new platform, installing the new phones and cutting over the platform at a later date minimizes the change factor to CDCR inmates/wards and staff. GTL will work with the CDCR Operations Manager to schedule the cut over time at the best time that will cause minimal to no disruption of service and to the security of the facility. Experience has taught us that the best time for cut-over is early in the morning while call traffic is very low or during the daily count times for inmate/wards.

Before moving to the next institution, the IWTS will be thoroughly tested and certified by our GTL-trained technicians. Facility training will be performed to ensure authorized staff at each facility understands the operation of the system, features and functions relative to their roles with the CDCR.

To reduce the amount of time spent between facilities, GTL has developed an implementation schedule that makes logistical sense. We have developed a methodical route through each region to ensure implementation crews and equipment are moved from location to location with relative ease.

Should the implementation team in one zone finish ahead of others, GTL will shift resources from the completed zone to other zones to speed and facilitate the overall State-wide implementation.

SERVICE AND MAINTENANCE

GTL's processes for **servicing and maintaining** the components of the IWTS are described in detail in our comprehensive GTL Business Plan H: Service, Support, and Maintenance Plan. Following is an overview of this Plan.

GTL is committed to providing the CDCR with the finest level of maintenance and account support possible. GTL Professionals ensure that the software, hardware, and peripheral equipment associated with the inmate calling system is maintained for the life of the contract.



- GTL provides the necessary labor, parts, materials, and transportation to maintain all inmate telephones and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.
- Maintenance and repair services provided entirely without cost to the CDCR.
- Malfunctioning equipment is repaired or replaced as needed and inquiries by CDCR staff are answered quickly and courteously.
- Responses to service interruptions or equipment malfunctions are within the agreed upon timeframes.

At the time of installation, the IWTS is placed on-line with GTL's Technical Support Center for continuous performance monitoring. When a problem is detected, either by the system's self-diagnostic programs or by a watchful GTL Support Technician, a trouble ticket is opened and CDCR is notified.

GTL Field Service Technicians perform routine on-site service and maintenance for inmate/ward telephones and on-site IWTS equipment. If a problem is found that cannot be remedied on-the-spot (e.g. a damaged telephone repaired or replaced) the technician opens a trouble ticket and CDCR is notified.

The GTL Field Service team members are comprised of a knowledgeable team members who will interface directly with CDCR and are responsible for service of the inmate telephones and assistance for CDCR staff and friends and family members of the inmates. Our key Project Team members will be the most visible "faces" of GTL supporting the IWTS contract. In addition to key GTL team members, we will use 8 full time field service technicians provided by our subcontractor CCG.

In addition to the 8 dedicated service technicians, **GTL has 24 additional service technicians** in the state of California who are available to support this contract should additional service resources be required.

System Self-Diagnostics

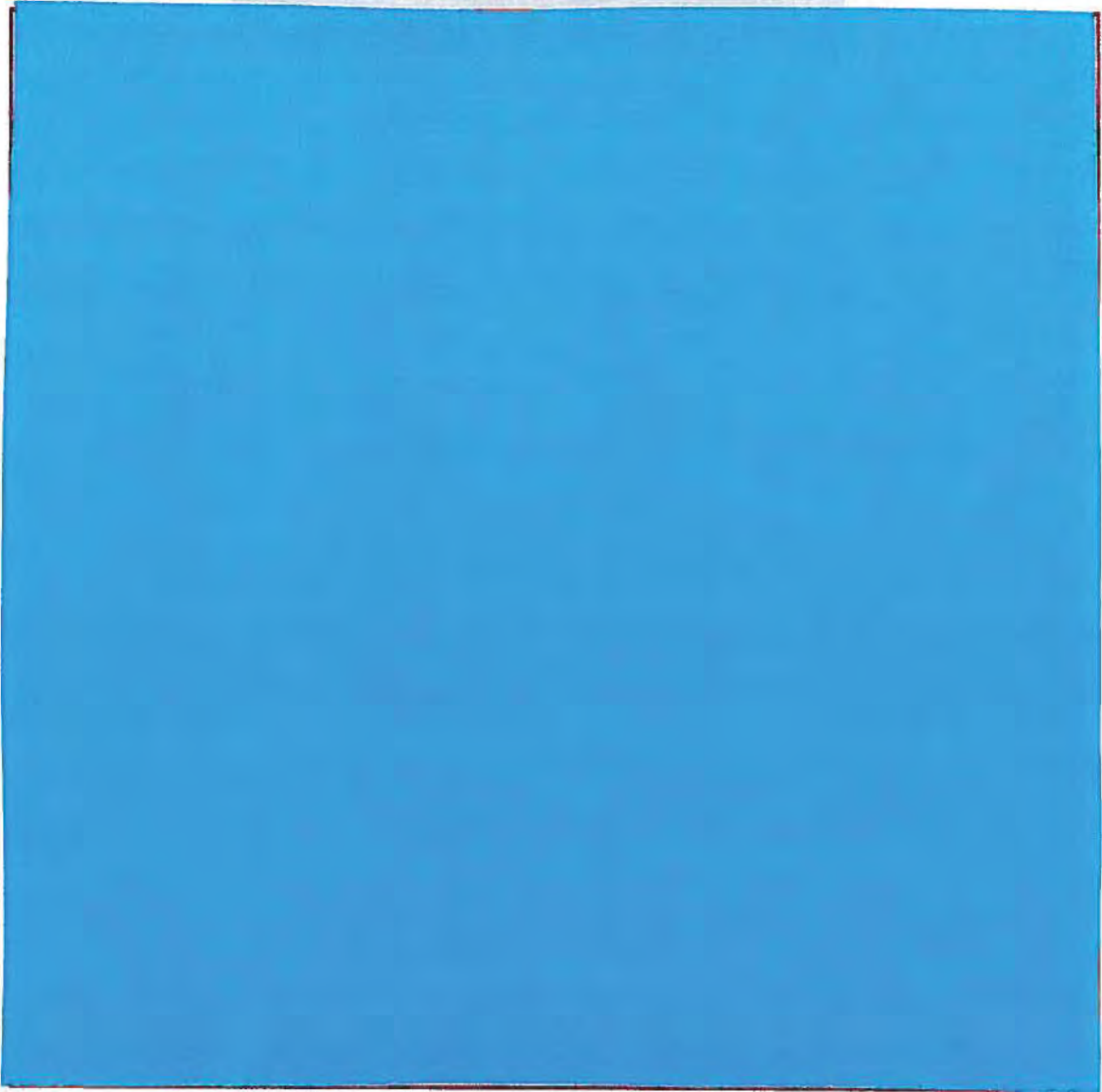
GTL's IWTS performs continuous on-line self-diagnostics. Connectivity of system elements and functionality of key programs in the system's controller are checked. Should a system component fail a diagnostic test, our IWTS automatically generates an alarm on GTL's Solar Winds monitor and a trouble ticket in the form of an email to GTL's Technical Support Center. Diagnostic and restoration of service begins upon notification. In most cases, problems are diagnosed and resolved before they are noticeable at the facility.

GTL strives for a 99.995% up time associated with the LAN Connections to the IWTS equipment. All GTL LAN connections are configured to provide 100mbps for data transmission. To ensure this speed, GTL manages the configuration to 40% capacity, meaning that alerts are generated should the utilization increase beyond 40%.





SNMP Monitoring



[REDACTED]

[REDACTED] An historical log of all statistics enables graphic views of specified daily, monthly, and yearly statistics.

Errors and alarms indicate the site involved and the system function that has failed. Real-time email notifications are sent to a GTL NSS notification group from these applications. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on-line diagnostics, dispatching of service personnel to the site if appropriate, and progress reports to the site. Ticket escalation occurs if the issue is not resolved within the expected time-frame.

Upon failure of a network element or local loop, GTL will open trouble tickets with carriers or dispatch a local technician to replace failed hardware elements. The network management tool also provides email alert notification to technical staff members.

Daily Performance Level Monitoring

Changes in call traffic that might indicate subtle problems are identified through daily performance level reports. These reports measure items such as number of completed calls, number of call attempts, daily revenue and number of validation attempts. Historical data gathered from GTL's extensive installed customer base has allowed us to build a sophisticated measurement model. This model is used to compare actual data from anticipated data. Thresholds that are exceeded or fall short of expectations are reported daily to our Customer Service department. GTL is capable of adjusting the measurement model on an installation-by-installation basis to ensure accurate problem reporting. In most cases, a problem is detected and resolved before the facility is aware that a problem has occurred.

Quarterly Quality Sweeps

Each quarter, every CDCR facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as software version numbers, storage capacity, module operation, database synchronization and capacity, network health and function, etc.

Billing Process Test Calls

GTL's ability to accurately report the IWTS's call activity is greatly enhanced by the fact that GTL's IWTS operates automatically in a dynamic, real-time environment. Call records are created and downloaded to GTL's central processing center in real time as calls are placed and completed. Each incoming call record is immediately evaluated and formatted, electronically, for billing (not batched for later processing), then re-checked for format accuracy and transmitted via electronic media to the appropriate LEC or billing agent. This completely automated process eliminates the possibility of human error. Our MIS department frequently places "test calls" and tracks the resulting call records through the entire process to insure they are properly routed, rated, formatted, processed, and billed.



How GTL Delivers Technical Support to CDCR

CDCR Help Desk

GTL will provide an IWTS Help Desk exclusively for CDCR Authorized Staff for the purposes of reporting, troubleshooting, tracking, escalating and resolving service related issues or to request changes in equipment, services, or system configurations.

CDCR users will have web-based access to the GTL trouble ticket system via secured user name and password access.

A technician assigned to the CDCR Project will provide Tier 1 technical support, meaning he or she will open trouble tickets; address and resolve issues remotely when possible; dispatch a local technician to a facility if needed; and work closely with other service personnel in GTL's Technical Support Centers when necessary to diagnose and resolve IWTS problems. Most system problems can be resolved remotely through software diagnostics and remediation.

CDCR Help Desk Hours of Operation

GTL's CDCR Help Desk line is answered ***twenty-four hours a day, three hundred sixty-five (365) days a year, including holidays***, by a full-time GTL Service Representative.

CDCR Help Desk Procedure Manual

Our CDCR Help Desk service representatives will have written trouble-shooting procedures specifically for the systems deployed to meet IWTS requirements, and features and functionalities used by IWTS system users. Initial content of these procedures will be drafted similar to those procedures provided under the contract today. As required, these procedures will be provided to CDCR for review and approval prior to transition of CDCR facilities from the existing platform to GTL's centralized IWTS platform.

CDCR Staff Responsibilities

CDCR staff will contact GTL's CDCR Help Desk to report system malfunctions or anytime technical assistance is needed. CDCR staff will be kept informed of the status of open trouble tickets and, upon satisfactory resolution of an issue, CDCR staff will quickly provide verification that the problem is solved so tickets can be closed in a timely manner.

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: [IWTS Project Management Plan](#)

Location [Volume I, Section 3 Sub-Tab: GTL Business Plan B Page 3-B.1](#)

 *Description:*

Our IWTS Project Management Plan addresses the installation of all equipment and services within 12 months following Contract award and includes a list and responsibilities of GTL Project staff who are properly qualified for effectively installing multiple systems, in short time frames, across a wide geographical area in tight coordination with the State, Subcontractors, local LECs, and other vendors.

Below is an introduction to GTL's IWTS Project Management Plan. All other details are provided in our comprehensive GTL Business Plan B: Project Management Plan at the location referenced above.

Leading this IWTS Project for GTL will be Garth Johnson, Project Manager; and Steve DeForrest, Implementation Manager. GTL is proposing an implementation timeline that meets CDCR's needs and we have the experience to make it happen.

GTL's IWTS Project Management Plan takes into consideration the CDCR's objective to have all required equipment and services transitioned no later than 12 months following contract execution.

Our Project Management Plan is designed to ensure optimum performance by GTL while ensuring the State achieves its goals under this procurement to reduce the cost of collect calls from inmates/wards to their families and friends; to achieve greater levels of performance, especially with regard to the investigative capability of the system; and to optimize the use of scarce State staff resources and public funds. In addition, this Project Management Plan takes into account GTL's knowledge of CDCR, available resources, security requirements, and our experience in implementing and maintaining the previous IWTS at CDCR locations.

Our Project Management Plan is carefully designed to mitigate disruption of the current environment as we address the needs of each distinctive IWTS "user": CDCR Staff, Inmates,



and the families and friends of inmates. Prior to installation activities at any site, GTL will submit an IWTS site-specific Project Management Plan for review and approval by the CDCR and the facility. These plans will address any changes to existing equipment and the installation of new equipment, as applicable to each site. Each plan will identify the timeframe for the installation activities and define the specific responsibilities of the CDCR and the GTL Team.

Equally as important as the timeline is the ability to minimize the “change factor” on all constituents of GTL’s offering including:

- **Daily Operations:** GTL’s familiarity with the security, physical environment, and daily operations gleaned from providing service to 33 of the 50 state DOCs, will greatly expedite activities during site surveys and new equipment installation. We will have few questions, no assumptions, and make far fewer demands on the time of busy CDCR facility staff because of this experience.
- **Existing Data Protection:** The information and call data accumulated on the existing IWTS systems, secondary storage units, and the Sacramento mass storage array will be readily available and easily transitioned to the new storage servers of the IWTS.
- **CDCR Staff Training:** Through our comprehensive training program, CDCR staff will easily master the new IWTS interface with its expanded functionality. CDCR Administrative and Investigative staff can move into the new contract period with a sense of familiarity and confidence in both GTL and the new centralized IWTS platform.
- **CDCR Staff Training:** Through our comprehensive training program, CDCR staff will easily master the new IWTS interface with its expanded functionality. CDCR Administrative and Investigative staff can move into the new contract period with a sense of familiarity and confidence in both GTL and the new centralized IWTS platform.
- **Inmate/Wards:** The transition from the existing IWTS platform to the new centralized IWTS platform will cause little or no downtime of telephone service to inmate/wards and the inmate/ward calling procedure will remain essentially unchanged. Printed instructions on GTL-provided telephones will explain the procedure and clear automated voice prompts will continue to assist inmate/ward callers from off-the-hook to hang-up.
- **Friends & Family:** Relatives and friends who have established payment accounts with the existing vendor will not need to renew or setup new accounts as a result of the transition to GTL’s centralized IWTS. GTL will prepare a CDCR-specific **Friends and Family User Guide** for recipients of inmate/ward telephone calls to acquaint new End-Users with standard procedures related to inmate/ward calls and to explain to all End-Users the availability of our prepaid collect service in addition to the traditional collect and direct billed service.

GTL Provides Properly Qualified Staff

Below are listed Key IWTS Project Personnel with a brief narrative on the qualifications and the roles of each. In addition to these key personnel, we have included similar information about