



“important” personnel who are part of the team that support the key personnel who will make the IWTS contract a success.

Key Personnel CDCR Project Manager - Garth Johnson

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.

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 Contract Program Manager – Paul Turner

Personnel Classification 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. 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 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.

Mr. McNiel has more than 27 years of telecommunications and networking experience; 13 of which has been performing the service management of a large Department of Correction contract. Mr. McNiel has more than 7 of the 13 years supporting GTL equipment and the most in depth knowledge of a large state DOC's requirements, facilities, and best practices to 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.

Key Personnel: CDCR Training Manager – Sunita Mehta

Personnel Classifications 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. 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 system. Ms. Mehta will use her experience over the past 11 years working directly with GTL staff supporting large state DOC clients and her knowledge of large state DOC environments and training expectations to ensure that all IWTS training and training aid requirements are fully met.

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 existing IWTS contract. The Implementation Manager will be certified on GTL equipment to be installed in support of the new 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, 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 the centralized IWTS. 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.

Mr. Phil Clifton, FSM, has over 12 years experience within the inmate telephone service business supporting both county agencies and large state DOC projects for GTL, 5 years of which has been in direct support of a large state DOC contract. 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.

Mr. Reilly, PM, has over 8 years experience within the inmate telephone service business supporting both county agencies and large state DOC projects for GTL, 3 years of which has been in direct support of a large state DOC contract. Mr. Reilly also has hands on experience performing technician services on GTL equipment. His extensive experience and comprehensive knowledge of the inmate telephone systems and features make him an invaluable 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.

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 listed 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 Classifications 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. Crosby has 8 years of experience performing and coordinating technical support and help desk functions; 7 years of which has been supporting large state DOC contracts. Ms. Crosby currently performs the duties of Team Lead of Technical Support, which includes supporting large state DOC contracts. 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 HQ 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 Team 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 contact for CDCR HQ to inquire about billing and customer support escalations forwarded by CDCR.

Ms. 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 large state DOC escalations to ensure that resolution/updated emails are provided to the customer 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 using our GTL customer service processes. Ms. Berry will report to Ms. Margaret Philips, Executive Director of Billing Services.

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
- Resolution of technical issues
- Escalation of technically complex issues to Tier 2

Tier 2 focuses on escalated issues that require research deep 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 programming “bugs” to Engineering
- Escalates data-related issues to the MIS department

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 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 support CDCR field maintenance and field service activities through Cooper Communications Group (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 are required.

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.

Other Key Staff Supporting the IWTS Contract

Mr. Michael Patterson: 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 large state DOC contracts for similar 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 is a liaison between GTL CDCR support staff and GTL managers and executives, regardless of GTL department/organization responsibility.

GTL's Business Plan B, Project Management Plan is reflective of the collective experience gained from supporting state DOCs since 1989 and, most importantly, lessons learned as the provider to 14 of the 20 largest state DOCs.

6.13.2.1 Project Management Methodology

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

GTL's management methodology is based on Project Management Institute Project Management Body of Knowledge (PMBOK) principles. We use various applications to define, manage, and track the project's scope, communications, procurements, human resources, quality, and integration. We will use the following phases or steps to guide the project implementation and ongoing project management of the IWTS contract.

- Project initiation stage
- Project planning or design stage
- Project execution or production stage
- Project monitoring and controlling systems
- Project closeout

We will meet with CDCR throughout each of these phases to define expectations and finalize schedules; track and report progress to CDCR; and seek CDCR's approval of each plan and sign-off as appropriate to each project phase.

6.13.2.2 IWTS Project Schedule

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

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

Reference: IWTS Transition Schedule

Location: Volume I, Section 4A IWTS Transition Plan Page 4A.41

 *Description:*

GTL provides an **MS Project Schedule** at the end of our master **IWTS Transition Plan** included in this Volume as **Section 4A** in the location referenced above. This Gantt chart schedule was created and will be updated and maintained in Microsoft Project and shows estimated start and completion dates for each task.

Our Project Management team, led by Garth Johnson, will adhere to each step and timeline including dependant events/activities to the project schedule on target. By consistently referring to the Project Schedule and comparing actual deliverables along with dependant events to project timelines, we will know well in advance if corrective action is required to keep the project on schedule.

An electronic copy of the entire Gantt chart in Microsoft Project, showing both the Schedule and proportional timelines across the 12-month implementation period for each task is included on the CD submitted with our proposal. Our Project Schedule includes tasks, durations, deliverables, responsible parties, dependencies, start and end dates and, as the Project proceeds, will indicate schedule variance and completion status.

6.13.2.3 IWTS Site Specific Information Requests

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

Should GTL require additional IWTS site specific information or materials and decisions from the CDCR Operations Manager, we will submit a written request to the CDCR Operations Manager using SOW Exhibit G, Request for Information.

The protocol related to information exchange and delivery will be mutually finalized at the initial kickoff meeting between CDCR and GTL following contract award. GTL's Account and Project Management team will attend this face-to-face meeting with our respective counterparts from CDCR. During the kickoff meeting, it will be our collective opportunity to reaffirm our understanding of CDCR's priorities, CDCR policies and mutual expectations resulting from the IFB. This is the ideal forum to communicate expectations about the transition from the current IWTS solution to GTL's centralized IWTS solution. Prior to the meeting, we will circulate a recommended agenda to the key participants of the meeting to give all participants ample opportunity to comment and prepare for the meeting. Equally as important as the agenda is the prompt publication of meeting minutes and action items to ensure that key items are 'tasked' to the right individuals and memorialized for subsequent meetings.

Kickoff Topics: We will personally present and review GTL's proposed plans for implementation, discuss proposed timelines, major milestones and possible impediments to the installation. The kickoff meeting will provide a venue to discuss needs of CDCR as well as a forum for tailoring the implementation plan taking into consideration the following:

- CDCR and GTL staff introductions with contact information, roles and responsibilities
- GTL's Implementation and Project Plan
- Escalation information
- Facility coordinator contact and information



- Space and HVAC requirements for the GTL's IWTS
- Unique elements of each facility including required materials from CDCR
- Reporting requirements and distribution methods
- Weather considerations
- Telephone and wiring condition
- Security clearances including passwords for CDCR staff
- Site survey schedules
- Review install schedule for value add services selected
- Review CDCR policies, regulations and decision making personnel
- Review training modules for staff, inmates and friends and family members

6.13.2.4 Project Manager Certification for IWTS

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

GTL's CDCR IWTS **Project Manager, Garth Johnson**, who has over 12 years designing and managing large scale telecommunications projects for GTL's correctional clients, has been certified by the following recognized project management organizations:

George Washington University – Project Management Certificate

Project Management Institute – Project Management Professional Certification – PMP
Number: 189523 – Status: Member in good standing

6.13.2.5 Project Teams for IWTS

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



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

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

Reference: [IWTS Staffing and Resources Plan](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan A Page 3-A.1](#)

Description:

Our **Staffing and Resource Plan**, presented as **GTL Business Plan A**, explains in detail the staff that will be responsible for implementing each phase of the project installation and providing post-installation services.

Following is an overview of key individuals responsible for the implementation and on-going support of our CDCR Project. Additional details are provided in GTL Business Plan A. Staffing and Resources at the location referenced above.

**PROJECT MANAGEMENT
 GENERAL ROLES AND RESPONSIBILITIES MATRIX**

Role	Responsibilities
Garth Johnson CDCR Project Manager	Overall responsibility for the successful transition from the existing IWTS. Garth Johnson will plan, direct, and oversee every aspect of system installation from contract award. Garth will assign staff; order equipment and network services; define system configurations; oversee staff and implementation procedures through installs, testing, cutover, acceptance, and facility staff training using PMI PMBOK principles.
Steve DeForrest CDCR Implementation Manager	Steve DeForrest will work closely with Garth Johnson to plan, coordinate and deliver the necessary hardware and software, telecommunications network and peripherals to successfully deliver our solution on time. Steve is the primary 'internal' liaison for Garth to coordinate the implementation.
Ken McNiel CDCR Service Operations Manager Post Installation Team Member	Ken's knowledge of each CDCR facility will be valuable to the overall transition from the existing GTL platform to the new centralized IWTS. He will work with Garth and Steve to leverage the capabilities of the 8 field service technicians, coordinate site surveys, equipment delivery and ultimately installation. His relationships with each



	<p>site to 'customize' the transition will be invaluable. Ken will also be the CDCR Operation Manager's primary point of contact for all day-to-day operational and field support times during the contract.</p>
<p>GTL Installation Technicians (6)</p>	<p>GTL has the ability to deploy up to six GTL Certified Implementation Technicians to assist with the implementation of the IWTS services. The duties of the Installation technicians include, but is not limited to performing site surveys; installing and testing all hardware (system equipment, phones, enclosures, workstations, et cetera); assuring the configuration and testing of all software solutions and components, and overseeing the work of Field Service Technicians also performing installation activities at any given facility.</p>
<p>GTL Field Service Technicians (8) (through CCG) Post Implementation Team Members</p>	<p>The 8 full time field service technicians will be located throughout the State of California in close proximity to CDCR facilities, and will provide onsite service maintenance and repair of the IWTS system. During the implementation, these technicians will be utilized and scheduled accordingly to assure their knowledge base of a particular CDCR facility is not lost. In addition, these resources will be scheduled in order to assure that there is no service maintenance disruptions in the area(s) implementations are occurring.</p>
<p>Sunita Mehta Client Systems Trainer/Coordinator</p>	<p>Sunita will plan and coordinate all IWTS training activities. She will participate in CDCR's Training Certification process; tailor training plans to meet the unique needs of CDCR system users; coordinate and participate in facility staff training sessions; and ensure the timely delivery of training materials to each site.</p>

LOCATION OF 8 DEDICATED FIELD SERVICE TECHNICIANS

The locations of GTL's 8 full time field service technicians are indicated in the following table. This distribution of technicians will allow us to optimally respond to service impacting events within the required timeframes.

Technician #		General Location		
1				CA
2				CA



3			CA
4			CA
5			CA
6			CA
7			CA
8			CA

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 are required who can be called upon, for example, during emergencies or to assist during disaster recovery efforts at CDCR facilities.

GTL Field Service Resources in the State of California

- Western Region Field Service Organization is headquartered in [REDACTED]
- CA Based Field Service / Customer Support Personnel
 - ❖ Director of Field Service, Western Region
 - ❖ 5 Field Service Managers / Program Managers
 - 2 Located in [REDACTED]
 - 3 Located in [REDACTED]
 - 32 Fully Trained System/Phone Maintenance Personnel throughout the State (including those dedicated to IWTS project)
 - 8 Full Time Service Technicians dedicated to State of California IWTS Project.
- GTL maintain \$750 thousand to \$1 million worth of system sparing and consumable inventory in the State of California at any one time.

6.13.3 IWTS ESCALATION PLAN

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

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

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

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

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

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

Reference: [IWTS Escalation Plan](#)

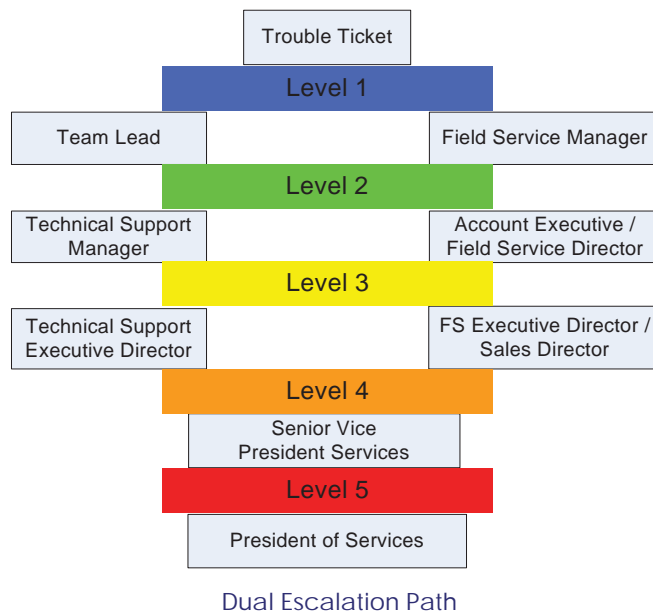
Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan C Page 3-C.1](#)

Description:

We will provide to the CDCR Operations Manager the names of one contact person and one alternate specifically to address unanticipated difficulties during installation, system downtime, and degradation of services. GTL's primary contact person will be our Dedicated Contract Program Manager, Paul Turner. The alternate contact person will be our Service Operations Manager, Ken McNiel. Detailed below, are our specific escalation plans to supplement the activities of Paul and Ken.

All levels of GTL escalations are based on time and CDCR approval. For technical issues, escalation events travel two separate, simultaneous paths shown in figure E-1. The left-hand path denotes the technical process of escalation and the right hand path denotes the field service and account management process of escalation.

Escalation events travel two separate, simultaneous paths shown below. The left-hand path denotes the technical process of escalation and the right hand path denotes the field and account management process of escalation. These paths are detailed on the following pages.



Trouble Ticket Escalation Levels Defined

Level 1 – If a trouble ticket passes the first time-based mark without resolution, the ticket is passed to the technical support Team Lead and the Field Service Manager is notified. The Team Lead determines the resources needed to accomplish a solution. The Field Service Manager contacts the customer to explain the issue, the steps planned for resolution, and the anticipated time frame.

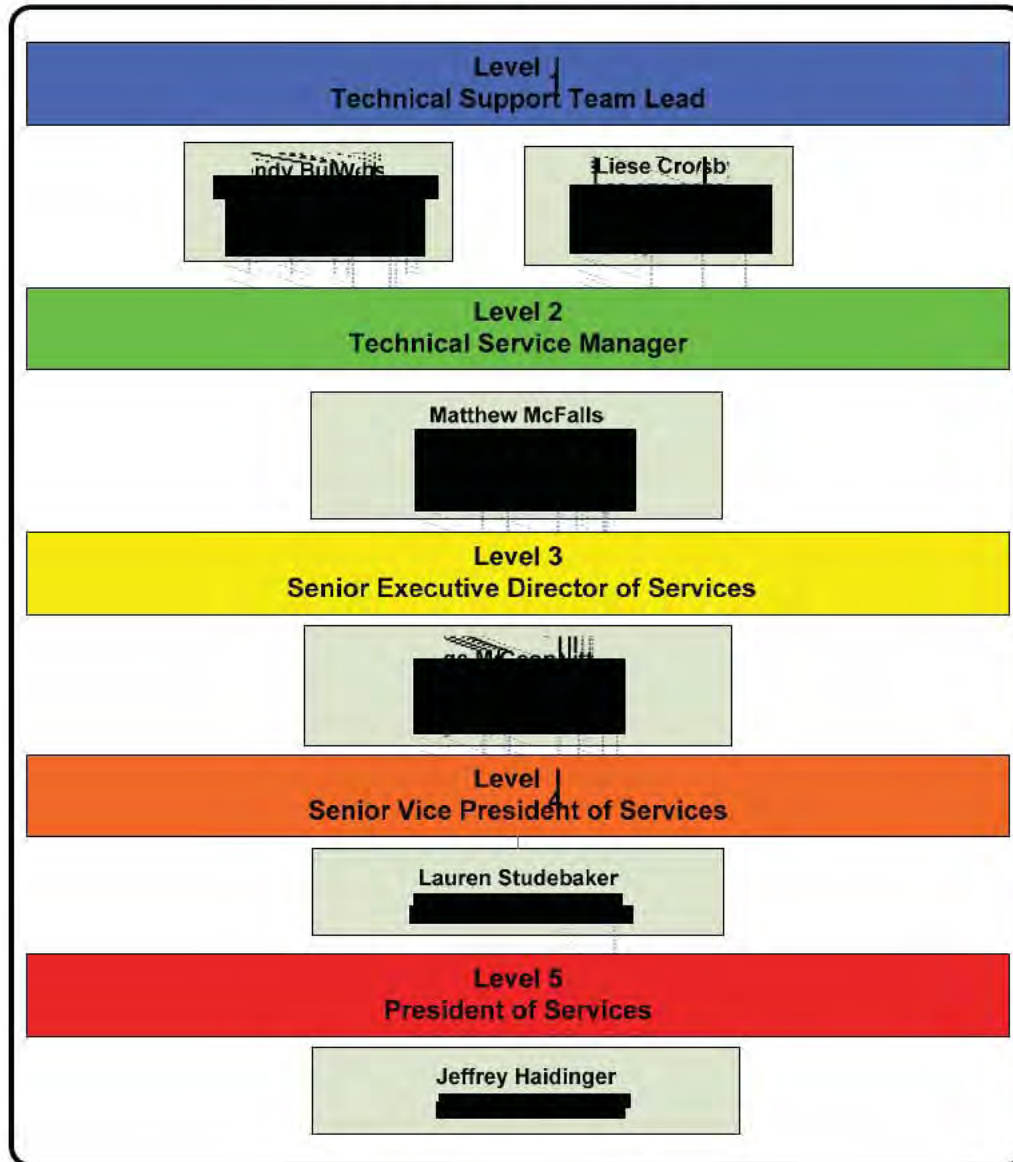
Level 2 – Should a trouble ticket pass the second time-based mark without resolution, the Technical Support Manager is notified and the Field Service Manager involves the Account Executive and the Field Service Director. At this level, conference calls are generally implemented on a periodic basis in order to keep everyone informed of the situation, current status, and any changes in plan for resolution.

Level 3 – Should a trouble ticket pass the third time-based mark without resolution, the Executive Director of Technical Support, the Executive Director of Field Services and Sales Director become involved. Depending on the root cause of the technical issue, these Directors may elect to involve other senior managers.

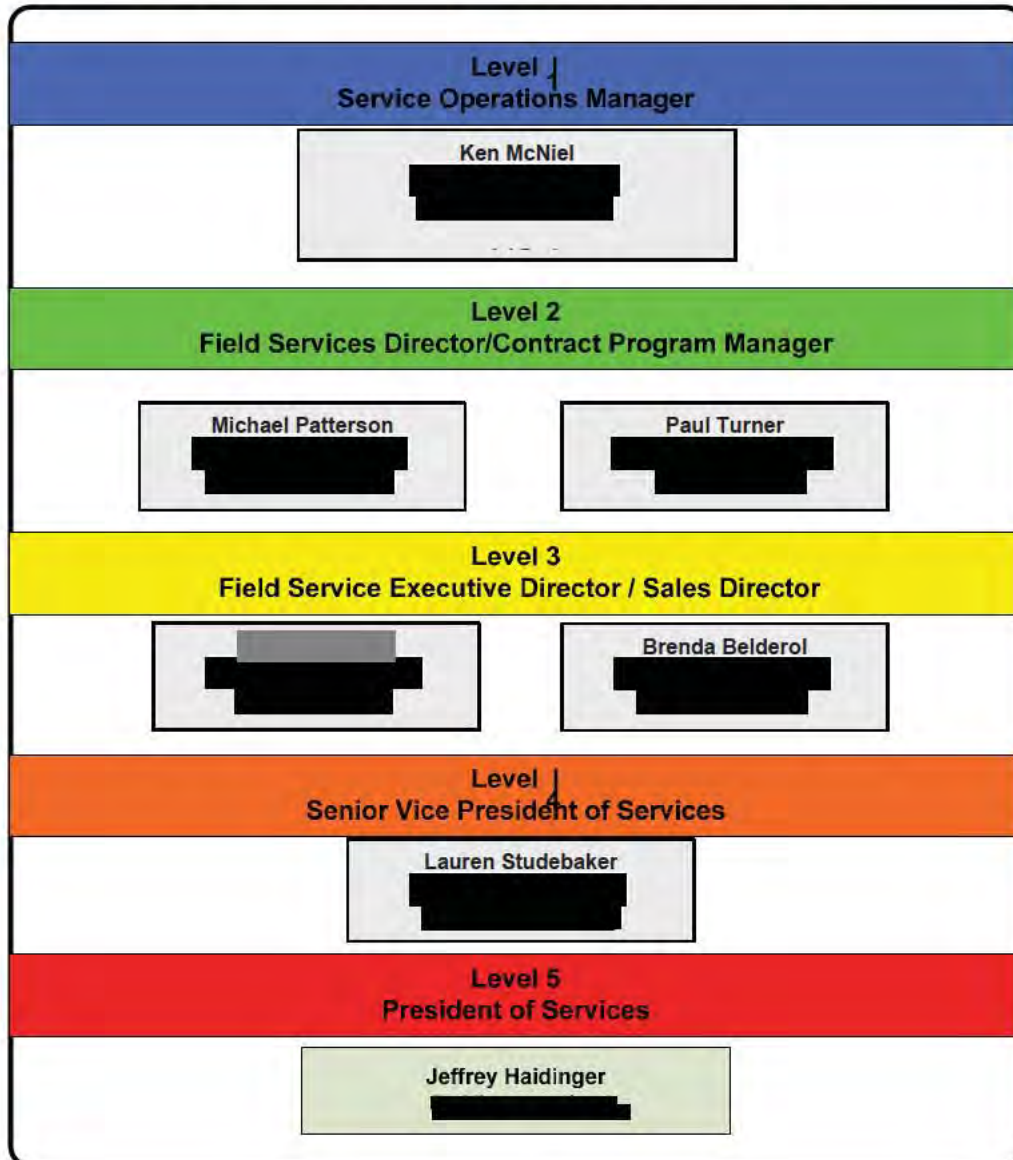
Level 4 – Should there be a need for a fourth level of escalation the Senior Vice President of Service is contacted for involvement and direction.

Level 5 – In the highly unlikely event that a trouble ticket passes outside the final time-based mark, GTL's **President of Services** is notified.

Technical Support Escalation Path



Field Service / Account Management Escalation Path





SERVICE PRIORITY LEVELS

Service Priority Levels and Response Times

PRIORITY	CRITERIA	RESPONSE TARGET	RESOLUTION TARGET
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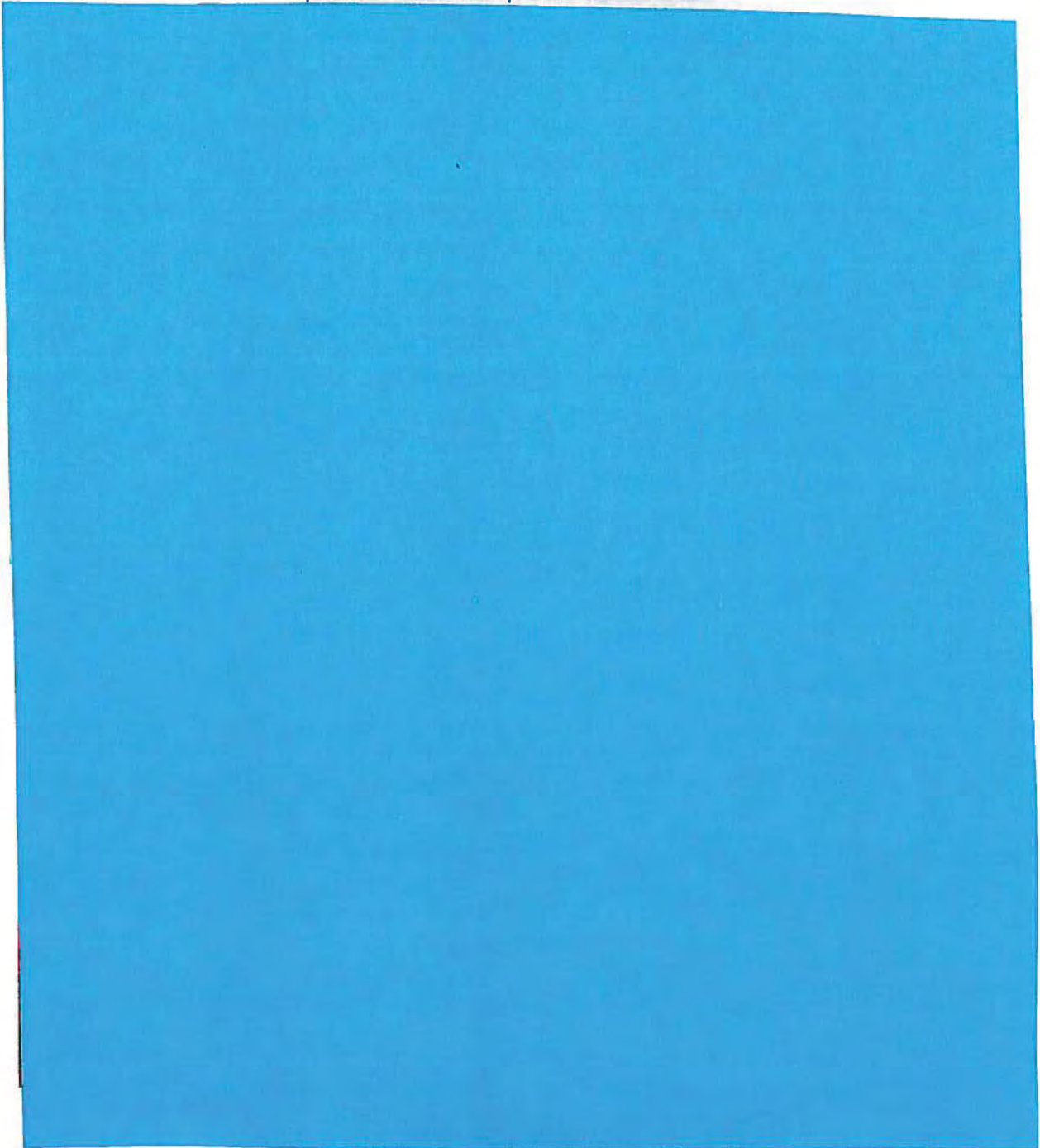
Critical	Impact: Either the CDCR Management and Control System or the IWTS telephone functionality is 'down' at more than one site at the same time.	15 minutes	Issue will be continuously worked, 24x7x365, until closure or stabilization. Status updates are provided in as real-time as possible. Usually 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.



TROUBLE TICKET FLOW

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 customer acceptance before closure.





GTL TECHNICAL SUPPORT STRUCTURE

Technical Support Roles and Responsibilities (Tier Structure)

TIER 1

The Tier 1 technical support team 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
- ❖ Resolution of technical issues
- ❖ Escalation of technically complex issues to Tier 2
- ❖ If applicable, full support of 3rd party platforms

TIER 2

Tier 2 technical support focuses on escalated issues that require research deep 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

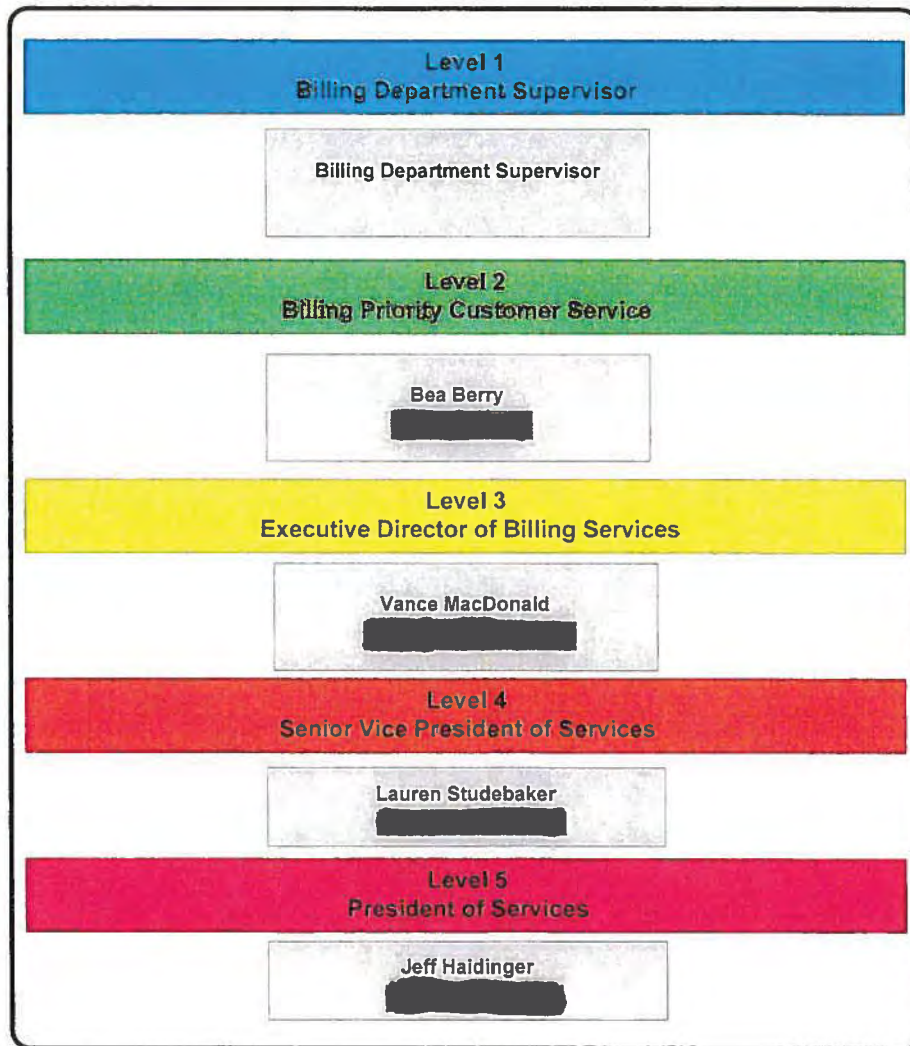
Tier 3 technical support focuses on verifying apparent source of issues identified by Tier 1 and Tier 2. Tier 3 is the last step before an issue is presented to another department. At this level the Engineering Liaison does the following:

- ❖ Performs database queries on 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 programming "bugs" to Engineering
- ❖ Escalates data-related issues to the MIS department

CALLED PARTY COMPLAINT ESCALATION PROCESS

Our highly trained Billing Customer Service staff can usually resolve inquiries or complaints during the initial call from the End-User. Any Billing Customer Service issue that cannot be readily resolved by the call center representative is quickly brought to the attention of a Billing Department Supervisor. Escalated issues or complaints that cannot be quickly resolved by Billing Supervisors are passed to a Priority Billing Customer Service group for handling. The Priority Billing Customer Service group records and tracks escalated issues and targets resolution of 95% of issues within 48 hours. Detailed below is GTL's escalation path for unresolved called party complaints or problems that are more complex in nature.

Called Party Complaint Escalation Path



6.13.4 IWTS CHANGE MANAGEMENT PLAN

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

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

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

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

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

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

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

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

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

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

Reference: IWTS Change Management Plan

Location: Volume I, Section 3 Sub-Tab: GTL Business Plan D Page 3-D.1

GTL Description:

Below is an overview of GTL's Change Management Plan. The details of this Plan are provided in **GTL Business Plan D: IWTS Change Management Plan** at the location referenced above.

GTL recognizes that CDCR's telecommunications and IWTS systems, operations, and infrastructure will constantly evolve and adapt to the State's changing environment. In order to continually adapt and improve the delivery of services, GTL will work jointly with the CDCR Operations Manager to establish procedures for managing any needed or advantageous changes.

Prior to the implementation of any change, we will submit the change management documentation required. All changes to the IWTS environment will be carefully planned, tested, and monitored.

The State will receive timely notifications of all planned changes and those approved will be scheduled and implemented for minimal impact on the State and daily operations at CDCR facilities.

All CDCR-approved software or hardware changes to the IWTS operating environment are carefully planned and managed by GTL's Technology Team. We have clearly-defined processes, regulatory steps, and reporting procedures to ensure that each change is compatible and in compliance with our CDCR Contract and requirements for IWTS functionality. Our Change Control Process involves:

Management Approval: All changes must be approved by GTL management prior to being placed in the production environment.

Security Department Approval: Any changes to security elements (firewalls, et cetera) or features that have the potential to impact security must be reviewed and approved by GTL's Security Department.

Impact Analysis: Identification of all features, applications, and processes related to the change that may impact functions available to system users.

Test Plan: Planned tests, specific to the change, to verify that the change accomplished what it was supposed to do and does not adversely affect other system components.

Rollback Procedure: A fall-back plan that describes the process of reverting the environment to its original configuration if the change does not proceed as intended.



Test Environment: All software changes must be rigorously tested on the quality assurance test network isolated from the production network.

Version Control: documents process and procedures for controlling new versions of software; documenting new features and benefits of new versions prior to introduction into the production environment.

6.13.5 IWTS CONFIGURATION MANAGEMENT PLAN

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

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

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

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

Reference: IWTS Configuration Management Plan

Location: Volume I, Section 3 Sub-Tab: GTL Business Plan E Page 3-E.1

GTL Description:

GTL's detailed **IWTS Configuration Management Plan** is included as **GTL Business Plan E** at the location referenced above.

GTL's Configuration Management focuses on establishing and maintaining consistency of the IWTS's performance and ensuring that its functional and physical attributes are in compliance with CDCR's design and operational requirements throughout the term of the Agreement.

Hardware Configuration Management

In preparation for the initial implementation of the IWTS following contract award and prior to the installation of any hardware components, GTL will submit for CDCR Operations Manager approval pre-installation documentation that includes technical specifications and drawings and/or diagrams of the proposed equipment, installation location, and, if applicable, network connectivity.

In instances where the actual installation deviates from the model system drawings and diagrams, GTL will notify the CDCR Operations Manager of the deviation and provide as-built drawings and diagrams that reflect the actual installation.

All installed hardware documentation will be maintained by GTL and updated as needed for the term of the Agreement. Documentation of installed hardware will be provided to the CDCR in hard copy and electronic format via the CDCR's preferred delivery methods. Electronic copies can be made available to authorized CDCR-HQ Administrative Staff on CDs and/or from our Private Web Portal.

Planned Hardware Upgrades

GTL's Project Manager will review with the CDCR Operations Manager reasons for potential hardware upgrades; ensuring that upgrades are in keeping with CDCR goals and requirements for the system as a whole.

At least thirty (30) days prior to the projected date of a planned hardware upgrade, GTL will submit for CDCR Operations Manager approval documentation that identifies the existing equipment to be replaced and technical specifications of the proposed new equipment. Should a hardware upgrade require additions or changes to the existing telephone system infrastructure, drawings or diagrams will be included that show both the original design and the proposed alteration.

Following the upgrade, relevant CDCR Hardware Documentation will be updated as needed to reflect the as-built configuration.

Installed Software/Firmware Versions

For the term of the contract, GTL will maintain the following software elements:

- System software standard configurations (settings, releases, and customizations)
- System software maintenance and administration records
- System software upgrades (version releases, patches, hot fixes, et cetera)
- System software procedures and documentation

As with all changes within the IWTS environment, GTL carefully manages the release of new system software/firmware versions. GTL will coordinate all software updates to the IWTS with the CDCR Operations Manager. Following CDCR approval, software updates are installed automatically and remotely from GTL's secure Web Server.

Security Department Approval: Any software or firmware changes to security elements (firewalls, et cetera) or features that have the potential to impact system security are carefully evaluated and must be reviewed and approved by GTL's Security Department.

Each quarter, every CDCR facility is checked to ensure that all systems and services are operating according to specifications and all software versions are up-to-date. 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, et cetera.

Our software version control process is schematically shown in the **New Release Software Version Control** flow chart included in GTL Business Plan E: Configuration Management Plan at Location: Volume I, Section 3; Sub-Tab: GTL Business Plan E; Page: 3-E.4.

Planned Software Upgrades

GTL will coordinate all software updates to the IWTS with the CDCR Operations Manager. Following CDCR approval, software updates are installed automatically and remotely from GTL's secure Web Server. Our software update policy allows GTL to deliver the highest quality service and support and allows all GTL customers to enjoy the very latest enhancements of our platform's control program – at all times.

Authorized IWTS users are notified at their Administrative or Investigative Workstations when a new version of the system's controlling software is available. After log-in, the authorized user will see a New Release announcement along with a link to *Release Notes* that introduce and fully explain any new features or enhancements that were developed, tested, and incorporated into the product since the last update.

6.13.6 IWTS SECURITY MANAGEMENT PLAN

Requirement revised per Addendum 3

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

- 20) Section 6.3.1.9, IWTS Voice Network Security;
- 2) Section 6.4.2.16, IWTS Live Monitoring Terminal Physical Security;
- 3) Section 6.5.2.9, IWTS Investigative System Network Security;
- 4) Section 6.5.3.3, IWTS Investigative Workstation Software Security;
- 5) Section 6.7, IWTS Data Management; and
- 6) Section 6.7.1, IWTS Information Security.

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

Reference: [IWTS Security Management Plan](#)

Location: Volume I, Section 3 Sub-Tab: GTL Business Plan F Page 3-F.1

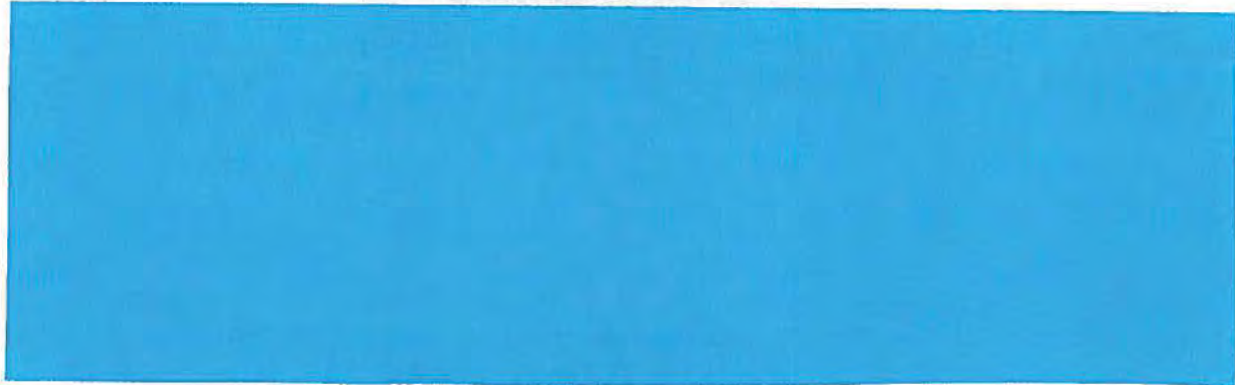
GTL Description:

GTL has stringent security policies, procedures, and standards to ensure that all aspects of our IWTS are protected from physical and electronic intrusion and unauthorized access. Our security policies apply to all system components and to all information acquired, created, or maintained by GTL.

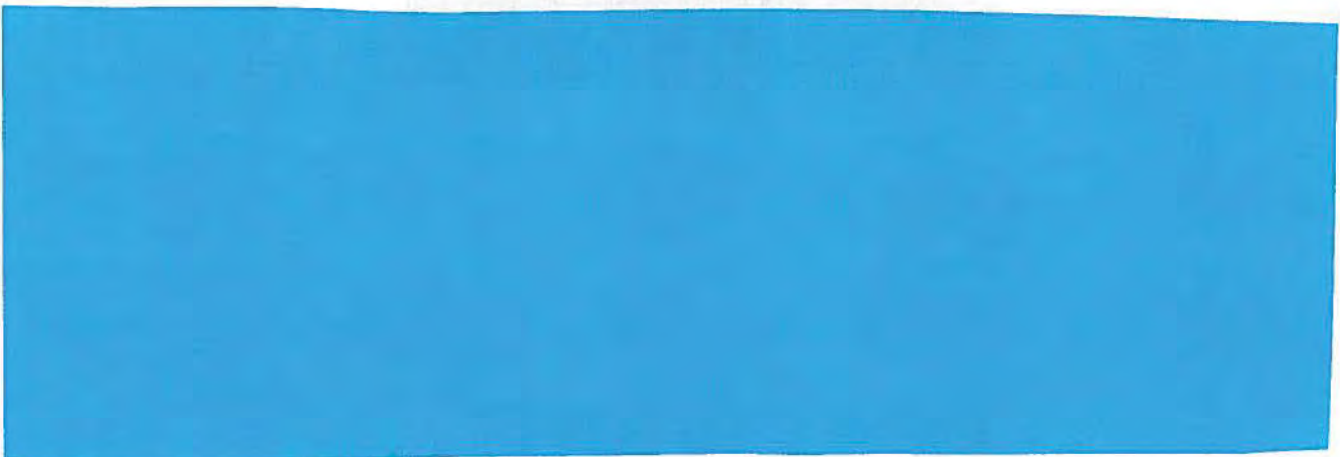
Business continuity is assured by the fact that the IWTS is configured for automatic backup of all call data and system information to separate sites, as well as redundancy of all critical system components, which allows quick recovery of data and system functionality in case of localized disasters.

GTL's vast experience coupled with our proven technology and sound business practices make our IWTS the most reliable inmate/ward telecommunication system in the industry. GTL continuously monitors system performance and responds quickly with resolutions when problems arise.

SECTION 6.3.1.9 IWTS VOICE NETWORK SECURITY



SECTION 6.4.2.16 IWTS LIVE MONITORING TERMINAL PHYSICAL SECURITY





SECTION 6.5.2.9 IWTS INVESTIGATIVE NETWORK SECURITY

GTL provides security and intrusion protection for the IWTS and its components as well as protection against network outages and loss of network management. We commit to Security Administration; support for current and future U.S. encryption standards; and physical site security.



GTL creates a Virtual private network to all facilities using Internet Protocol Virtual Private Network (IPVPN) technology. All sites are connected to the data centers using [REDACTED]. All validation, call records, and recordings are thus encrypted when they traverse this network. Facilities with remote workstations or cellular wireless broadband networks [REDACTED].

The multiple layers [REDACTED] prevents unauthorized access from the internet. The [REDACTED] keeps inmate information, recordings, and customer data from being compromised.

GTL uses [REDACTED] all equipment in our network. In the event of failure of any network element, server, or circuit, GTL tech support will be notified. We provide Investigative Network Security by the following methods:



SECTION 6.5.3.3 IWTS INVESTIGATIVE WORKSTATION SOFTWARE SECURITY

GTL's input/output devices for Investigative Workstations are protected from the introduction of viruses or other malware that have the potential to affect the security or operation of the IWTS. All data are stored behind secure firewalls and computers are protected by virus and spyware scanning programs. The Windows operating system on each computer is kept up-to-date with the manufacturer's latest security updates and software patches.

SECTION 6.7 IWTS DATA MANAGEMENT

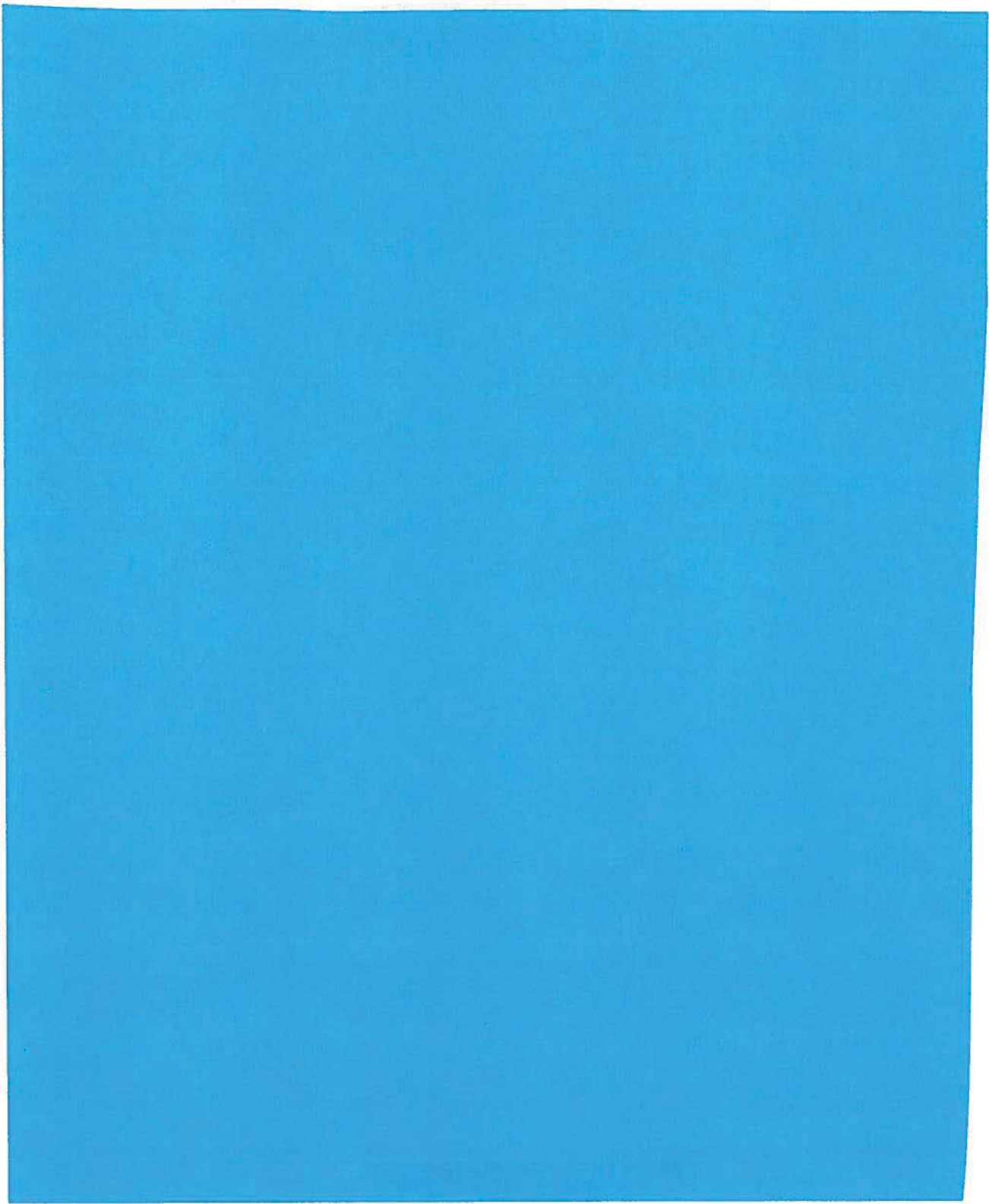
GTL will store, maintain, and secure the data stored in all the IWTS databases, including but not limited to all information or content specific to call detail records, recordings, and investigative notes.

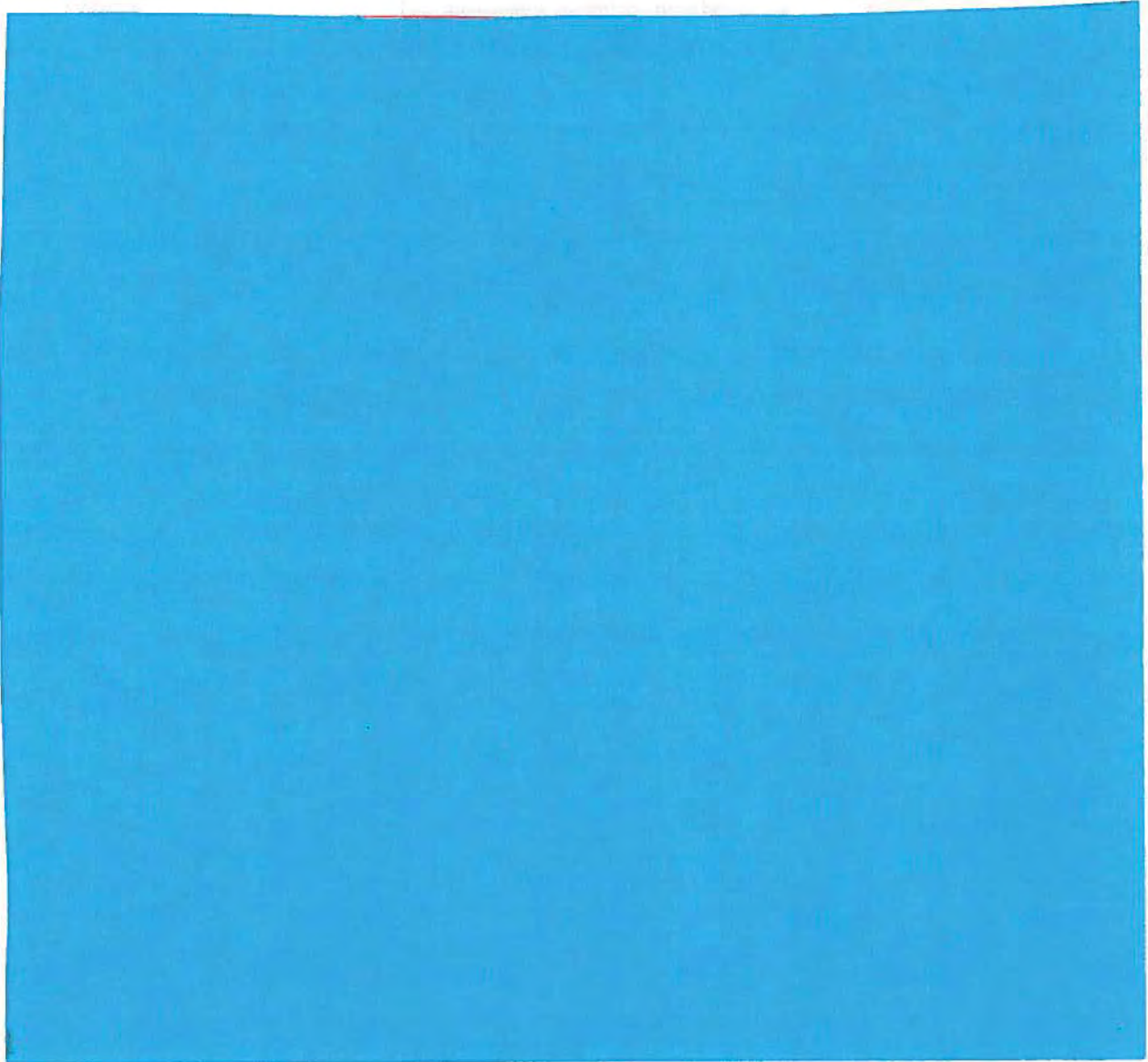


GTL provides the hardware and software necessary to automatically archive IWTS call data from all CDCR facilities [REDACTED]. Archived data will be maintained for the term of the Contract and, as needed, will be capable of retrieval for viewing, querying, and reporting by authorized CDCR Staff through the system's secure interface, without disrupting ongoing operations. GTL's IWTS supports the full administrative query and reporting functions on retrieved archival data that were possible on the data at the time it was generated and before it was archived.

SECTION 6.7.1 INFORMATION SECURITY

GTL is aware of the confidential and sensitive nature of CDCR data transmitted via our IWTS. We go to great lengths to ensure that stored and transmitted data, as well as system functionality, are protected from unauthorized access or fraudulent usage.







6.13.7 IWTS CUSTOMER SERVICE PLAN

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

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

Reference: [IWTS Customer Service Plan](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan G Page 3-G.1](#)

GTL Description:

GTL’s detailed **IWTS Customer Service Plan** is included in our proposal as **GTL Business Plan G** at the location referenced above. Below is an overview of our Customer Service Processes.

GTL understands and shares CDCR’s goal to provide a positive calling experience for those who have relatives or friends held at CDCR inmate/ward facilities. To achieve that objective, **GTL is establishing a new customer service center in the United States to provide superior customer service to friends and family members.** GTL will supplement our center with our customer service centers located in Mobile, AL and Gainesville, Florida.

BILLING SERVICES

GTL will provide **collect, prepaid collect, and direct remit billing** options for the relatives and friends of CDCR inmate/wards.

Collect Billing

Traditional collect is the default billing method for inmate/ward calls. Calls placed collect to numbers that can be billed through local exchange carriers will be completed and billed by that carrier, unless an established billing threshold has been reached or exceeded. In this latter case, GTL will block further billing and offer the called party an option to either establish a direct remit billing account or a prepaid account. Notice that a threshold has been reached is via an automated outbound call to the called party’s number.

Prepaid Collect Billing

Inmate/ward calls to destination numbers that are unable to receive collect calls can be completed through GTL's prepaid collect program.

Prepaid Collect Set Up: Contacting GTL's customer service to establish a prepaid account is an easy process. The customer can set up an account with their credit card which provides immediate capabilities to receive collect calls from the inmate or ward. Alternatively we accept other forms of payment including cashier's check, personal check, Western Union, or money order.

- Initial account set up is arranged by a GTL customer service representative in order to **validate the billing name and address** for file retention.
- During initial account set up, the account holder is **informed of the one-time fee applicable to the initial deposit** and that no subsequent deposit fees apply.

Prepaid Collect Deposit Via Automated Phone Prompts: When allocated funds in a called party's existing GTL prepaid collect account are depleted, at the time of the next inmate call to that number, GTL's automated operator informs the party that a deposit to the account is required before the current or future calls from the correctional facility can be completed. If the party elects to allocate additional funds using his or her credit card, the inmate's current call is connected as soon as the party completes the automated steps to replenish the account.

Prepaid Collect Deposit via the Web: Prepaid collect customers are invited to use GTL's Web site on the Internet, 24 hours a day, 7 days a week, to deposit funds to their existing prepaid collect accounts. The party's ability to receive calls from the facility is reinstated within twenty-four (24) hours of payment receipt.

Prepaid Collect Deposit via Other Methods: prepaid collect customers may call GTL's toll-free number to make arrangements to replenish prepaid funds using a cashier's check, personal check, Western Union, or money order. The party's ability to receive calls from the facility is reinstated within twenty-four (24) hours of payment receipt.

Checking Prepaid Collect Balances: At the time of each inmate call to the owner of a prepaid collect account, GTL's IWTS automatically announces to the called party the current balance in the account. GTL also provides a toll-free number that a consumer may call anytime (24 hours per day, 365 days per year) to check the balance on his/her existing prepaid collect account.

Direct Remit Billing

Direct Remit Billing (DRB) Set Up: As an alternative to traditional Collect billing, GTL offers credit worthy subscribers an opportunity to be directly billed by GTL for collect calls. This service offers extended credit consistent with billing thresholds established by contract. Subscribers can receive calls and be billed on a post-pay basis. Monthly billing statements are rendered with a remittance slip attached and call details and payment histories displayed. Accounts information is secured in accordance with prevailing federal CPNI regulations. Initial account set up is arranged by a GTL customer service rep in order to validate the billing name and address for file retention. BNA or billing name and address must be obtained and retained on every account as a natural extension of monthly mailing of bill statements.



DRB Payments by Phone: An interactive voice response (IVR) system is provided for current account holders to make a payment, check their balances and get payment instructions by USPS or Western Union. Validated credit card payments are posted immediately. This payment channel is available 24/7/365.

DRB Payments on the Web: GTL's "storefront" website, www.offenderconnect.com, is available to both potential and active subscribers. This website can accommodate both account set up and facilitate payments to existing accounts, balance verifications and payment instructions by USPS and Western Union.

DRB Payments via Other Methods: customers may call GTL's toll-free number to make arrangements to make payments using a cashier's check, personal check, Western Union, or money order. The party's ability to receive calls from the facility is reinstated within twenty-four (24) hours of payment receipt.

DRB Billing Thresholds: each new DRB account will be created with a \$100/month billing threshold or other such threshold that may be established by mutual consent of the CDCR and GTL. Exceptions will be determined on a case by case basis. For example, defense attorneys and bail bondsmen may require special consideration given their respective roles within the corrections environment.

CUSTOMER SUPPORT – CONVENIENT ACCESSIBILITY

GTL provides end users (relatives and friends of inmate/wards) toll-free telephone access to our knowledgeable Customer Service staff seven (7) days week from 5:00 A.M. to 9:00 P.M. Pacific Time; plus a Toll Free IVR and Internet Web Site that that can be accessed 24-hours a day and provides information and planned enhancements for email support to contact our Billing Customer Support Department.

In addition to the toll free numbers, GTL's Customer Service will be accessible by mail, email, web-site, fax, and TTY. The addresses and telephone numbers for each of these communication methods will be published on all billings, customer solicitations, public portal, and customer correspondence.

Our service representatives are well versed in the IWTS functions and adept at handling billing disputes and adjustments and issues related to blocked calls. GTL Customer Service representatives have access to up-to-date account information that includes current account status, call records, and billing and payment histories.

For our domestic CDCR End-Users, GTL will provide separate, dedicated, toll free Customer Service access numbers for English-speaking; Spanish-speaking, and TTY callers. These dedicated numbers can be reached from all points within the United States and Puerto Rico. For International customers, our toll free Customer Service, we will provide English and Spanish speaking live operators.

Customer Requested Call Blocks: With each and every inmate call, GTL IWTS's automated operator gives called parties an option to request that calls from the correctional facility be blocked. During a call attempt, the automated operator informs the called party: "If you wish to block future calls of this nature, press or say '7' to receive further information." The party that chooses this option is instructed to call a toll free customer service number.

GTL's Billing and Customer Service Department will place a "Customer Requested Block" on the line. This block will prevent the delivery of any future inmate calls to the number from any GTL managed correctional facility. At the time the block is requested the customer is asked to provide a password. To have the block removed at a future date, the customer must provide the password.

In almost all cases a customer request to block (or to remove a block) is implemented immediately, while the customer is still on the line. However, to allow for any unusual circumstances, the customer is assured the block will be implemented (or removed) within 24 hours.

Website Support: GTL's Website (www.offenderconnect.com) has information and links about our Billing and Customer Service Department for the public's use. From this site, emails (for example, with billing questions or requests for blocks) go directly to GTL's Billing and Customer Service Department for review and handling. Once received, the customer will receive email confirmation of the resolution to their concern. If required or additional information is needed, a GTL customer service representative may contact the consumer directly.

We actively promote our support services for End-Users by:

- Including our Family and Friends User Guide for the State of California available to download as a PDF from the website.
- Planned enhancements for email to contact our Billing Customer Service Department for customer service.
- Publishing our Billing Customer Service toll free telephone and fax numbers on our public website;
- Posting Frequently Asked Questions (with answers) on our public website.

End-Users who contact GTL by phone are never directed to an automated IVR to help resolve issues.



6.13.8 IWTS SERVICE, SUPPORT, AND MAINTENANCE PLAN

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

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

Reference: [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 comprehensive **IWTS Service, Support, and Maintenance Plan** is included in our proposal as **GTL Business Plan H** at the location referenced above. Below is a brief summary of this Plan.

We are 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 are 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 inquires by CDCR staff are answered quickly and courteously.
- Responses to service interruptions or equipment malfunctions are within the agreed upon timeframes.

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to GTL's CDCR Help Desk where highly trained GTL Professionals determine the best course of action. A live GTL representative always answers our toll free technical service number.

Many system problems can be resolved remotely through software diagnostics and manipulations. When problems or requests cannot be handled remotely, a service technician is dispatched to the site.

GTL Field Service Team

The GTL Field Service team members are comprised of a knowledgeable team members who interface directly with CDCR and are responsible for service of the inmate telephones, CDCR staff and friends and family members of the inmates. These team members will be the most



visible “faces” of GTL supporting the IWTS contract. In addition to the GTL team members, we will use the services of 8 field service technicians provided by CCG.



Scheduled Local Maintenance

GTL will perform on-site maintenance on a schedule that is mutually acceptable to the CDCR Operations Manager and GTL. We recommend a plan of every 30 days at all major facilities and every 60 days at outlying camps. Following are samples of our Preventative Maintenance Reports containing Tables of Maintenance Components. The first report is for major sites, followed by the report for outlying camps.

GTL Proactive Approach to Service

At installation, the IWTS is put on-line with the GTL's Technical Support Center and remains so, twenty-four hours a day, three hundred sixty-five days a year, throughout the life of the contract. Technicians in the Service Center, as well as the system's continuous self-diagnostic routines keep a vigilant watch to ensure that problems are detected and addressed immediately. Global Tel*Link's core value of **RESPONSIVENESS** includes knowing about problems before you do.

System Self-Diagnostics

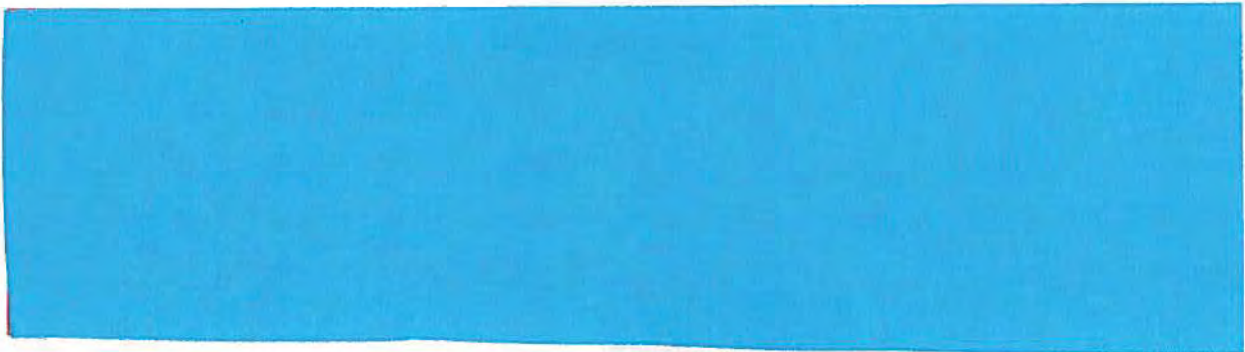
GTL's IWTS performs continuous on-line self-diagnostics. Connectivity of system elements and functionality of key programs in the system's controller are checked. Should a system component fail a diagnostic test, the IWTS automatically generates an alarm on GTL's Solar Winds monitor and a trouble ticket 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





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



Billing Process Test Calls

GTL's ability to accurately report the IWTS's call activity is greatly enhanced by the fact that our 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.

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.

The CDCR-dedicated Help Desk will be accessible via toll free access, as well as allowing CDCR users will have web-based access to the GTL trouble ticket system via secured user name and password access.

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 staff will contact GTL's CDCR Help Desk to report system malfunctions or anytime technical assistance is needed. 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 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 the new GTL IWTS platform.

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.

6.13.9 IWTS TRANSITION PLANS

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

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

Reference: [IWTS Transition-In and Transition-Out Plans](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan I Page 3-1.1](#)

GTL Description:

GTL has provided IWTS Transition Plans with our proposal as GTL Business Plan I at the location cited above. In addition to installing all new hardware and supporting IWTS data systems, GTL will be importing some of the IWTS contract (Transition-In) call records/recordings and exporting all of the accumulated call records/recordings to the future IWTS contractor (Transition-Out).



6.13.9.1 IWTS Transition-In Plan

Bidder's response block added per Addendum 3

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

GTL *Description:*

GTL's Transition-In Plan, which is based on the IFB's Exhibit 6-N IWTS Transition of Facilities, includes the use two teams working concurrently in separate locations during installation.

6.13.9.1.1 CDCR and End-User Impact

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

GTL *Description:*

GTL's collective experience gained from supporting state DOCs since 1989 will contribute significantly to our ability to minimize the impact of transition on CDCR staff and daily operations at CDCR inmate/ward facilities.

Our Transition-In 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. 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.

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, 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:** Through our comprehensive training program, CDCR staff will be able to easily master the new and more intuitive User Interface and expanded capabilities of the GTL's IWTS platform. Based on past experience with large state DOCs, CDCR Administrative and Investigative staff can 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.

6.13.9.1.2 IWTS Transition-In Planning and Scheduling Requirement revised per Addendum 7

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

- 90) Quantities and complexities of required equipment;
- 91) Ordering required circuits from LECs;
- 92) Facility access restrictions;
- 93) Facilities' infrastructure and cabling use;
- 94) IWTS Training for all Users;
- 95) Public Safety considerations;
- 96) Impact from limited State resources; and,
- 97) Establishing End-User accounts.

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

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

Reference: [IWTS Transition-In and Transition-Out](#)

Location [Volume I Technical Response Tab: \[GTL Business Plan I\]\(#\) page \[3-I.4\]\(#\)](#)

 **Description:**

GTL's Inmate/Ward Telephone System Transition-In Plan takes into consideration the CDCR's objective to have all required equipment and services transitioned within 12 months.

Our complete and detailed ***Transition-In Planning and Scheduling*** response is included at the above referenced location: [GTL Business Plan I](#) in this Volume of our proposal. As required, GTL's IWTS Transition-In Plan details:

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

6.13.9.1.3 Local Exchange Carriers (LECs) Agreements for IWTS
Requirement revised per Addendum 7

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



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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

GTL utilizes the services of two large collect call clearing houses that bill and collect on our behalf. These collect call clearing houses are responsible for establishing and maintaining billing LEC agreements across the country. Presently, our collect call clearing houses have billing and collection agreements with over 1,100 CLECs and LECs including Verizon, Embarq, AT&T and CenturyTel.

Immediately upon contract award GTL will order the required circuits for each IWTS location. Relatives and friends who currently have payment accounts with the existing vendor will not need to 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 provided by GTL.

6.13.9.1.4 Working with IWTS Incumbent Contractor

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

The strategy to create implementation processes and procedures is greatly simplified by virtue of the fact that all CDRs and recordings are resident on GTL servers and storage devices thus we eliminate a complicated step of transition to another provider. GTL will have immediate and complete access to all data and information required from the previous system to ensure a timely and successful implementation of the IWTS platform. The processes and procedures we use during the transition are clearly explained in our IWTS Transition Plan in Section 4A of this Volume.

6.13.9.1.5 IWTS Cut-over Process

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

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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

Planning and Emergency Procedures

Shortly after contract execution, GTL proposes a kick-off meeting with the CDCR Operations Manager and, if appropriate, other representatives of the State of California to personally present and review GTL's proposed plans for implementation, discuss proposed timelines, major milestones and possible impediments to the installation. The kick-off meeting will provide a venue to discuss needs of the CDCR as well as a forum for tailoring the Project Management Plan taking into consideration the following:

- Facility coordinator contact and information
- Space and HVAC requirements for IWTS equipment
- Unique elements of each facility
- Reporting requirements and distribution methods
- Weather considerations
- Telephone and wiring condition
- Security clearances
- Site survey schedules
- Inmate database information
- Review CDCR security and emergency policies and regulations

Site Preparation

GTL will replace the existing inmate telephones at each facility with new inmate telephones and install new data storage units prior to implementing the IWTS. This approach minimizes the amount of downtime on a per facility basis. Instead of replacing the telephones AND cutting over a new platform, introducing the new phones and then 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 and facility staff to schedule the cut over time at the best time that will cause minimal to no disruption of service or 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.

Order Processes and Inventory

GTL will provide all hardware, software, and services needed to meet IFB IWTS requirements, including but not limited to the required number of the following to be installed at locations designated by the CDCR:

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

GTL has well-established ordering and inventory processes that ensure timely delivery and tracking of all equipment required for implementation. As soon as possible after contract award GTL will order all required equipment. Inventory lists will be compiled, maintained, and updated as needed throughout the term of the contract.

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 current location of the IWTS equipment and placement of proposed new IWTS equipment. GTL will also review all locations of [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Given the work environment, the amount of labor, machinery and tools required, GTL must work closely with facility staff and security personnel to ensure work progresses without major impediment and in accordance with security guidelines of the CDCR and institutions.

Testing Prior to Cutover

The IWTS system installed at each CDCR facility will go through an acceptance testing process prior to the CDCR Operations Manager's approval of the system for use. At least two weeks before the scheduled in-service cutover date of the IWTS, GTL will provide the CDCR Operations Manager with an Acceptance Test Plan that will be used to test functionalities required for:

- Overall Telephone System
- Live Monitoring Terminals
- Investigative Workstations
- CDCR Administrative Control and Data Management

The CDCR Operations Manager will be notified when the system is installed and ready for testing. GTL will document and certify that the installed system is properly configured and meets each of the requirements of the Contract. During implementation, GTL uses a series of checklists to verify proper installation, configuration, and functionality of each system component. Among many other functions, system testing includes the placement of test calls to

a variety of destinations, verification of connectivity to the [REDACTED], effectiveness of call control features such as time limits and voice overlays, and management report generation.

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

6.13.9.1.6 IWTS Data Transition-In Planning

Requirement revised per Addendum 3

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

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

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

GTL has a ready-made "transition-in data server" using the existing IWTS platform. CDCR's current Facility Phone List, blocked numbers, et cetera, from the existing platform will be immediately accessible for importation into the new GTL IWTS. We understand that the volume and retention of the data for each specific data category will be determined during planning of the Transition-In process that follows contract award.



6.13.9.1.7 IWTS System Configuration

The Prime Contractor shall configure the IWTS, including user profiles and privileges, tracking/auditing features, and other system functionality, as directed by the CDCR Operations Manager.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

GTL will configure the IWTS as directed by the CDCR Operations Manager, including user profiles and privileges, tracking and auditing features, and other system functionality.

6.13.9.2 IWTS Transition-Out Plan

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

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

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

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

6.13.9.2.1 Transition of IWTS Equipment

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



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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

In order to facilitate a coordinated and timely transition of the IWTS equipment during the Transition-Out process, GTL agrees that we will transfer ownership from GTL to the State the equipment identified in Section 6.15, IWTS Transition Requirements, including all telephones, enclosures, cut-off switches and associated cabling.

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. If required or desirable, 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-Our 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.

6.13.9.2.2 State, CDCR, and End-User Impact

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

GTL will help minimize the impact a transition to a different vendor's IWTS by working cooperatively with the CDCR Operations Manager and/or new vendor and by maintaining IWTS services for a mutually agreed upon time after cut-over to the new system.

At the site level, GTL will not remove any equipment until such removal is coordinated with the CDCR Operations Manager. In addition, 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.

6.13.9.2.3 IWTS Transition-Out Planning and Scheduling

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

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

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

Reference: [IWTS Transition-In and Transition-Out Plans](#)

Location: [Volume I, Section 3 Sub-Tab: GTL Business Plan I Page 3-I.19](#)

Description:

GTL will work with the State and the new vendor to establish a mutually agreeable plan and schedule for the smooth transition from our IWTS services to the subsequent vendor's IWTS system and services. Our preliminary Transition-Out plan is included at the bid location referenced above.

GTL will fully cooperate by providing the CDCR and/or the new vendor with existing IWTS information. Existing call detail records and recordings from GTL's IWTS system 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.

Timely Equipment Removal: GTL will coordinate the timely removal of IWTS equipment that remains the property of GTL with the CDCR Operations Manager and will not remove such equipment from the site prior to the agreed upon reasonable date for such removal.

Facility Access Restrictions: GTL personnel involved in the on-site de-installation of GTL's IWTS will strictly follow facility security procedures and abide by facility access restrictions.

Public Safety Considerations: Prior to the commencement of the IWTS Transition-Out phase, GTL's Project Manager will work with the CDCR Operations Manager to identify any areas of concern relative to Public Safety, statewide or for a particular facility, and will submit for approval a plan to eliminate any potential danger to the public. GTL personnel on-site during the removal of equipment ensure that removed items, as well as any tools necessary for equipment removal, remain secure and are safely transported out of the facility and off State property.

Impact on State Resources: GTL is aware that IWTS transition impacts State resources. Access to State property and work sites within CDCR facilities is dependent upon the availability of State resources to process security clearance documents and escort GTL de-installation staff to work locations. We understand that a shortage of State resources to perform these functions has the potential to impact agreed upon schedules and work time frames. As needed GTL will work with the CDCR Operations Manager to reschedule and/or adjust time frames for tasks that must be performed on-site.

Closing End-User Accounts:

Collect Billing

Upon contract termination, all outstanding collect billing appearing on local exchange carrier (LEC) statements will remain collectible by the LEC until such time as this billing is declared uncollectible by the LEC and remitted back to GTL for independent collection or write off.

Prepaid Collect Accounts

Upon contract termination, all prepaid account holders will be notified of the contract termination date and all prepaid accounts will be closed to further billing. Any account holder requesting a refund will be provided a full refund without any close out fees or other such assessments. Unused balances that are not claimed will be disposed of in accordance with prevailing California laws applicable to unclaimed property.

Direct Remit Billing (DRB) Accounts

Upon contract termination, all DRB will cease and collection efforts for all unpaid extended credit will continue until; a) payments are received/posted or b) unpaid balances are transferred to collection agencies or otherwise written off. Invoicing continues for two billing cycles (60



days) after contract termination with a billing secession date equal to the last date of the active contract. Any credit balances will be refunded to account holders of record.

6.13.9.2.4 Working with Future IWTS Contractor

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

GTL will continue to provide the services and resources committed under the terms and conditions of our IWTS Agreement during the transition to a subsequent vendor's IWTS system and services. In addition, 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.

6.13.9.2.5 IWTS Data Transition-Out Planning

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

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

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



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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

Upon termination of our contract with CDCR and in accordance with the agreed upon Transition-Out Schedule, GTL will provide all required IWTS data in a format and at a location approved by the CDCR Operations Manager.

GTL resources will be responsible for Transition-Out tasks, including exporting data, current and archived inmate/ward recordings, CDRs, and information contained within the IWTS Facility Phone list database (i.e., blocked numbers, etc.).

GTL's preferred export format is comma delimited text files with a data schema that include all elements of the call detail record. All inmate/ward recordings, CDRs and all information contained in the IWTS Facility Phone List Database will be provided. Data will be provided in the time frame it takes to export, format, and verify the data are accurate and complete (approximately 60 days).

GTL resources will work to with the GTL Quality Assurance department to implement a test plan to verify completeness and accuracy of all exported data. This test plan will compare exported data to that in GTL's Primary Data Center. After all data have been verified, GTL resources will work with CDCR resources to transfer the current and archived inmate/ward recordings, CDRs, and information contained within IWTS Facility Phone list database in a format accessible to the CDCR. Access to this previous call data by the new vendor will be at the discretion of the CDCR Operations Manager.



6.14 IWTS BILLING REQUIREMENTS



6.14 IWTS BILLING REQUIREMENTS

Requirement revised per Addendum 3

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

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

GTL will bill End-Users only for the Conversation Minutes of completed calls at the contracted rates. There shall be no charges for any functions associated with GTL's Customer Service or billing. GTL will not restrict the number of authorized telephone numbers that can be called through the IWTS to the same billing address.

GTL agrees to provide a URL to our payment web site as described in 6.11.1, IWTS Public Web Site.

6.14.1 IWTS CONVERSATION MINUTES

Requirement revised per Addendum 7

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

Conversation minutes include only the actual time that the inmate/ward and the called party are able to converse. Billable time for the call does not begin until the call has been accepted by the called party and the line has been opened for conversation. Billable time ends when either party hangs up or the call is otherwise terminated.

GTL will round the duration of Conversation Minutes to the nearest one (1) minute. Billing for conversation minutes is always rounded to the nearest one cent (\$0.01). IWTS Conversion Minutes will be billed in increments of a one (1) minute initial increment and one (1) minute subsequent increments.

6.14.2 IWTS COLLECT CALL BILLING SERVICES

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

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

6.14.2.1 IWTS Collect Call Processing

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

- 1) If there is a mechanism in place for the Prime Contractor to bill the called party for a collect call (i.e., agreement with the Local Exchange Carrier, direct billing), then the call will be processed to the called party's number for collect call acceptance;
- 2) If the called party's number is determined to not qualify for collect call charges or collect calling, then the inmate/ward will hear a recorded message stating "calls to this number cannot be completed"



- 3) The IWTS must have a method of automatically and immediately contacting the called party at the telephone number dialed by the inmate. Notification will be given that an inmate or ward is attempting to call, and the message will provide guidance on how to establish a billing account or to remove any call blocking the customer may have in place with their local telephone company. The IWTS shall make a secondary notification call to the called party if the called party hangs up on the first attempt.

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 **Description:**

GTL's IWTS system is able to determine how to handle collect calls based on the billable status of the called number. The status of a number is determined during the system's call validation process.

GTL is able to bill inmate/ward calls via the LEC bills of called parties who are eligible to accept collect calls. Inmate/Ward calls to non-billable numbers evoke a process whereby the caller is placed on hold and the called party is offered an opportunity to subscribe to prepaid service using a Visa, MasterCard or Discover Card. If this process results in a successful deposit, the caller and called party are reconnected. If for any reason this transaction is not successful, the called party's number is placed in an outbound interactive voice response system (IVR) that subsequently provides guidance on how to establish a billing account.

Collect Billing

Traditional collect is the default billing method for inmate/ward calls. Calls placed collect to numbers that can be billed through local exchange carriers will be completed and billed by that carrier, unless an established billing threshold has been reached or exceeded. In this latter case, GTL will block further billing and offer the called party an option to either establish a direct remit billing account or a prepaid account. Notice that a threshold has been reached is via an automated outbound call to the called party's number.

Direct Remit Billing

Direct Remit Billing (DRB) Set Up: As an alternative to traditional Collect billing, GTL offers credit worthy subscribers an opportunity to be directly billed by GTL for collect calls. This service offers extended credit consistent with billing thresholds established by contract. Subscribers can receive calls and be billed on a post-pay basis. Monthly billing statements are rendered with a remittance slip attached and call details and payment histories displayed. Accounts information is secured in accordance with prevailing federal CPNI regulations. Initial account set



up is arranged by a GTL customer service rep in order to validate the billing name and address for file retention. BNA or billing name and address must be obtained and retained on every account as a natural extension of monthly mailing of bill statements.

DRB Payments by Phone: An interactive voice response (IVR) system is provided for current account holders to make a payment, check their balances and get payment instructions by USPS or Western Union. Validated credit card payments are posted immediately. This payment channel is available 24/7/365.

DRB Payments on the Web: GTL's "storefront" website, www.offenderconnect.com, is available to both potential and active subscribers. This website can accommodate both account set up and facilitate payments to existing accounts, balance verifications and payment instructions by USPS and Western Union.

DRB Payments via Other Methods: customers may call GTL's toll-free number to make arrangements to make payments using a cashier's check, personal check, Western Union, or money order. The party's ability to receive calls from the facility is reinstated within twenty-four (24) hours of payment receipt.

DRB Billing Thresholds: each new DRB account will be created with a \$100/month billing threshold or other such threshold that may be established by mutual consent of the CDCR and GTL. Exceptions will be determined on a case by case basis. For example, defense attorneys and bail bondsmen may require special consideration given their respective roles within the corrections environment.

Prepaid Collect Account

Inmate/ward calls to destination numbers that are unable to receive collect calls can be completed through GTL's prepaid collect program.

Prepaid Collect Set Up: Contacting GTL's customer service to establish a prepaid account is an easy process. The customer can set up an account with their credit card which provides immediate capabilities to receive collect calls from the inmate or ward. Alternatively we accept other forms of payment including cashier's check, personal check, Western Union, or money order.

- Initial account set up is arranged by a GTL customer service representative in order to **validate the billing name and address** for file retention.
- During initial account set up, the account holder is **informed of the one-time fee applicable to the initial deposit** and that no subsequent deposit fees apply.

Prepaid Collect Deposit Via Automated Phone Prompts: When allocated funds in a called party's existing GTL prepaid collect account are depleted, at the time of the next inmate call to that number, GTL's automated operator informs the party that a deposit to the account is required before the current or future calls from the correctional facility can be completed. If the party elects to allocate additional funds using his or her credit card, the inmate's current call is connected as soon as the party completes the automated steps to replenish the account.

Prepaid Collect Deposit via the Web: Prepaid collect customers are invited to use GTL's Web site on the Internet, 24 hours a day, 7 days a week, to deposit funds to their existing prepaid



collect accounts. The party's ability to receive calls from the facility is reinstated within twenty-four (24) hours of payment receipt.

Prepaid Collect Deposit via Other Methods: prepaid collect customers may call GTL's toll-free number to make arrangements to replenish prepaid funds using a cashier's check, personal check, Western Union, or money order. The party's ability to receive calls from the facility is reinstated within twenty-four (24) hours of payment receipt.

Checking Prepaid Collect Balances: At the time of each inmate call to the owner of a prepaid collect account, GTL's IWTS automatically announces to the called party the current balance in the account. GTL also provides a toll-free number that a consumer may call anytime (24 hours per day, 365 days per year) to check the balance on his/her existing prepaid collect account.

6.14.2.2 Monthly IWTS Collect Call Charge Limits

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

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

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

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

Reference: _____



Location _____ page _____ paragraph _____

 Description:

A collect billing monthly threshold of \$100 will apply to all accounts with an option for customers demonstrating credit worthiness to increase their limit as required herein. Outbound IVR calls will be used to notify customers when their accounts near their threshold. Delinquent accounts will be blocked and the account holder will be encouraged to move to prepaid service. Defense Attorneys, Bail Bonds Agents and others who routinely provide services to inmates and wards can be granted special status and offered higher billing thresholds.

GTL will provide a means for customers with a record of regular full payment paid by the statement's due date, to increase their monthly limit by \$50.00 increments up to a minimum of \$300.00 per month or greater by mutual agreement between GTL and the State.

6.14.3 IWTS PREPAID BILLING SERVICES

Bidder's response block added per Addendum 3

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

GTL provides and manages all aspects and associated services of our Prepaid Billing Services to called parties, including billing, arrangements for the collection of funds, and administering account balance information.

6.14.3.1 IWTS Prepaid Call Processing

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

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

159) If the called party's number is determined to not qualify for prepaid call charges when the prepaid account does not have sufficient



funds, then the inmate/ward will hear a recorded message stating “calls to this number cannot be completed at this time.” The called party will be notified and given the option to establish a mechanism to allow calls to be billed to this number.

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

 *Description:*

When an inmate/ward's call goes to a number associated with an existing prepaid account, and the balance in the account is sufficient for at least a three-minute call, the called party will hear the balance in the account before being given the opportunity for call acceptance. The system will provide a timeout warning to the called party and inmate/ward when funds are depleted and the call is being terminated.

If a call is terminated due to depletion of funds in a prepaid account, the called party will be given the choice to make a deposit using a credit card and GTL's automated IVR system or contact GTL's Customer Service Department to arrange a deposit to the account using a credit card or other forms of payment.

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

Inmate/Ward calls to non-billable numbers automatically evoke a process whereby the caller is placed on hold and the called party is offered an opportunity to subscribe to prepaid service using a Visa, MasterCard or Discover Card. If this process results in a successful deposit, the caller and called party are reconnected. If for any reason this transaction is not successful, the called party's number is placed in an outbound interactive voice response system (IVR) that subsequently offers prepaid subscription.



6.14.3.2 IWTS Prepaid Account Payment Methods

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

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

GTL accepts the following types of payments for funding Prepaid Collect accounts:

- Western Union
- Certified Check
- Via the Internet with a Credit Card
- Bank Debit Card
- Money Order

Prepaid Collect Setup: Contacting GTL's customer service to establish a prepaid account is an easy process. The customer can set up an account with their credit card which provides immediate capabilities to receive collect calls from the inmate or ward. Alternatively we accept other forms of payment including cashier's check, personal check, Western Union, or money order.

Customers have a wide variety of choices to administer and maintain their accounts as described below:



Checking Prepaid Collect Balances: At the time of each inmate call to the owner of a prepaid collect account, GTL's IWTS automatically announces to the called party the current balance in the account. GTL also provides a toll-free number that a consumer may call anytime (24 hours per day, 365 days per year) to check the balance on his/her existing prepaid collect account

Prepaid Collect Deposit via Automated Phone Prompts: When allocated funds in a called party's existing GTL prepaid collect account are depleted, at the time of the next inmate call to that number, GTL's automated operator informs the party that a deposit to the account is required before the current or future calls from the correctional facility can be completed. If the party elects to allocate additional funds using his or her credit card, the inmate's current call is connected as soon as the party completes the automated steps to replenish the account.

Prepaid Collect Deposit via the Web: Prepaid collect customers are invited to use GTL's Web site on the Internet, 24 hours a day, 7 days a week, to deposit funds to their existing prepaid collect accounts. The party's ability to receive calls from the facility is reinstated within twenty-four (24) hours of payment receipt.

Prepaid Collect Deposit via Other Methods: prepaid collect customers may call GTL's toll-free number to make arrangements to replenish prepaid funds using a cashier's check, personal check, Western Union, or money order. The party's ability to receive calls from the facility is reinstated within twenty-four (24) hours of payment receipt.

6.14.3.3 IWTS Unused Prepaid Account

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

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

GTL's prepaid account system identifies prepaid accounts that have no IWTS call activity for a period of 90 calendar days. We will provide written notification within two weeks of the completion of the 90 day inactivity period with instructions that describe GTL's processes for closing the account and the End-User receiving the unused balance of funds that are in the account. If the customer requests a refund, we will refund their balance within 30 days of receipt of a written valid request.

If there is no request for refund from the customer after receipt of GTL's initial notification, GTL will send written notification via United States Postal Service (USPS) mail of our intention to close the account. If there is no response from the customer by any means after 180 calendar days from the written attempt, GTL will close the prepaid account.

6.14.4 IWTS PROCESSING OF CALLS TO CELL PHONES

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

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

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

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

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

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



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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

GTL complies and will establish Directly Billed accounts for cell phone numbers where the prospective account holder's billing name and address (BNA) can be confirmed or when the prospective account holder provides documentation to confirm BNA. In either case, the cell phone carrier will be identified. This latter documentation will generally be in the form of a copy of their most recent cell phone bill, which can be emailed or faxed in advance of account creation. GTL utilizes an email address and fax number for this purpose. Under no circumstances will "Pay-as-you-Go" cell phones be eligible for either Directly Billed accounts

The only cellular telephones eligible to receive and accept calls through the IWTS are those associated with established GTL payment accounts. Cell phones are identified during the system's validation process via Transaction Network Services (TNS) LIDB data. This includes Neustar database information which accounts for "ownership" of all 10-digit numbers. TNS data are updated nightly (every 24 hours). All calls to cell phones will require the end-user to establish a direct bill account with GTL and shall have the option of being collect or prepaid.

6.14.5 IWTS BACK BILLING OF CHARGES

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

GTL's internal "age of toll" process, as well as the "age of toll" restrictions applied by clearing houses is in compliance with the State's prohibition of back-billing of charges older than 90 days. GTL agrees that, should we fail to present inmate/ward call charges to the appropriate collection service, credit card company, or direct billed party within 90 calendar days of the call the call will be considered non-chargeable and no longer collectable by GTL. GTL will bear the burden of proof regarding collection or payment disputes.



6.14.6 IWTS MONTHLY CUSTOMER STATEMENTS

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

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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

GTL will provide called parties with monthly statements that detail inmate/ward calls accepted during the billing period.

Collect Call Service: When an IWTS call goes to a number that can be billed for inmate/ward calls through the Local Exchange Carrier the call is processed and delivered to the number as collect. At the end of each billing cycle, GTL sends call records for completed calls to appropriate LECs to be added to the called parties' respective monthly telephone bills.

Direct Bill Service: The customer with a Direct Bill account will receive a telephone bill each month directly from GTL detailing inmate/ward calls placed through the IWTS and accepted by the customer during the previous billing period.

Prepaid Collect Service Monthly billing statements are optional for Prepaid Collect customers and can be provided via GTL's secure Website. GTL will mail monthly statements to any Prepaid Collect customer who prefers this option. GTL will inform the customer when setting up a prepaid account that Monthly Customer Statements are available at no extra charge.

6.14.6.1 IWTS Monthly Customer Billing Statement Content

Requirement revised per Addendum 11

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



- 160) Statement billing period;
- 161) Customer number or other reference number (if applicable);
- 162) Prime Contractor's toll free Customer Service telephone number regarding billing;
- 163) A detail of each call, including:
 - a) Date and time of call (PST);
 - b) Originating CDCR facility;
 - c) Telephone number called;
 - d) Conversation Minutes (to the nearest minute);
 - e) Rate per-Conversation Minute;
 - f) Applicable federal universal fees and other related taxes; and,
 - g) Total call cost.
- 164) Call billing format (collect call or prepaid call):
 - a) The beginning account balance and ending account balance;
 - b) An explanation of how total Conversation Minutes are rounded to the nearest one (1) minute and total billed to the nearest \$0.01;
 - c) A note of how IWTS Conversation Minutes will be billed in increments of a one (1) minute initial increment and one (1) minute subsequent increments.
 - d) A description of the applied federal universal fees and other related taxes;
 - e) A description of the rates for Local, IntraLATA, InterLATA, and Interstate Calls as well as information on where to find the rates for International Calls; and,
 - f) An explanation of where to find information on how to request a refund of any unused prepaid account balance.

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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

GTL's Monthly Billing Statements will be configured to include all of the following required information:



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

6.14.6.2 IWTS Delivery of Monthly Billing Statements

Requirement revised per Addendum 3

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

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



Reference: _____

Location _____ page _____ paragraph _____

 Description:

GTL will give customers the option of receiving on-line or hard copy billing statements. Without additional charge to the State or the customer, Monthly Billing Statements will be mailed within 10 business days following the billing month. GTL will inform the customer when setting up a prepaid account that Monthly Customer Statements are available at no extra charge and that statements of usage for any of the last six months can be requested at any time at no charge. Monthly billing statements will be for one calendar month starting with the first of each month.

6.14.6.3 IWTS Monthly Customer Billing Statements On-Line

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

At no charge, families and friends of inmate/wards will be able to view their current GTL Monthly Billing Statements and Monthly Billing Statements for the most recent six-month period on-line through GTL's Public Web Portal. Access to the each person's private billing information will require the entry of a valid username and password.

6.14.6.4 On-Line Payment for IWTS Prepaid Accounts

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

Families and friends of inmate/wards will be able to make on-line payments to their prepaid accounts for the IWTS call charges on their Monthly Billing Statements.



6.14.7 DELINQUENT ACCOUNTS

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

GTL invoices customers with net 30 payment terms. Customers have 30 days from the date of the invoice to remit full payment to GTL. GTL considers an invoice delinquent at 1 day past due. We offer a grace period of 15 days for payment on the invoice. Any invoice which is not paid in full within 45 days from invoice date will result in a block being placed on the line of the telephone number receiving the telephone calls.

Calling campaigns are initiated each month to contact customers with outstanding direct bill invoices over 30 days. We make 3 attempts to reach the customer to inform of their delinquent invoice until we reach the customer. The time frame for block removal after payment of a past due amount depends on the payment method. The table below shows payment methods and time frames for block removal.

Payment Method	Time Frame for Block Removal
Credit Card	Immediate
Western Union	Same day (where available)
Any type of mailed payment	Duration of postal service delivery plus 24 hours



6.15 IWTS TRANSITION REQUIREMENTS



6.15 IWTS TRANSITION REQUIREMENTS

Bidder's Response Block added per Addendum 3

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

GTL will fully cooperate with the State in the planning, coordination and implementation required for a smooth transition-in (IWTS/MAS Contract) and transition-out (future IWTS contract) phases. We understand that at the end of the contract the State will take ownership of the IWTS equipment including all telephones, enclosures, and cut-off switches at CDCR facilities; while GTL will retain ownership and responsibility for removal of all live monitoring, investigative and administrative components of the IWTS.

6.15.1 PRIME CONTRACTOR COOPERATION

Requirement revised per Addendum 3

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

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

Reference: IWTS Transition-In and Transition-Out Plans

Location: Volume I, Section 3 Sub-Tab: GTL Business Plan I Page 3-I.1

 *Description:*

We will fully cooperate with the State in the planning, coordination and implementation required for the transition-in (IWTS/MAS Contract) and transition-out (future IWTS contract) phases. For



the transition-in phase, GTL as the incumbent will provide a plan that will provide the State assurance that all services will be transitioned in a timely and efficient manner to our proposed services included in the contract. GTL will also provide such a final transition-out plan upon the completion of the IWTS contract.

Our preliminary plans for Transition-In and Transition-Out are presented at the bid location referenced above.

6.15.2 TRANSFER OF IWTS EQUIPMENT OWNERSHIP

Requirement revised per Addendum 7

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

We will transfer ownership from GTL to the State of all telephones, enclosures, cut-off switches and associated cabling, as part of the Transition-Out phase to the future IWTS/MAS contract. GTL will maintain all equipment until the Transition-Out process has been completed and accepted by the CDCR Operations Manager with the understanding that upon transition of traffic to another vendor the maintenance of the telephones, enclosures, cut-off switches, and associated cabling shall be the responsibility of the new vendor. GTL understands that major milestone dates will be identified by the CDCR Operations Manager in the approved Transition-Out Plan agreed upon by GTL, CDCR, and any vendor providing subsequent IWTS services that is not GTL.

6.15.3 IWTS TRANSITION PLANNING

Requirement revised per Addendum 7

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



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

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

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

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*



We understand that the purpose of the transition planning is to assure the State, CDCR and the End-Users experience a transparent transition in and out of the contracted services and at no additional cost to the state.

Given that GTL is the incumbent provider of the IWTS, the coordination of the IWTS Transition-In planning and orderly transition of services are greatly enhanced as compared to a vendor-to-vendor transfer. For the IWTS to a 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 transition plans to make sure that each transition is as transparent as possible.

GTL understands that coordination and development of an installation plan will be organized between GTL, CDCR Operations Manager and the facility's staff. To ensure that the CDCR business objectives are met, GTL understands the CDCR Operations Manager shall have final approval authority for both IWTS Transition-In and IWTS Transition-Out Plans.



6.15.4 IWTS STRATEGIC AND OPERATIONAL PLANNING

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

GTL looks forward to working with the State for technology planning; assisting in the development of goals and objectives; assessment of the current environment; analysis of alternatives; development of recommended directions and solutions; and the development of implementation plans.



6.16 MANAGED ACCESS SYSTEM SERVICES



6.16 INTRODUCTION FOR THE MANAGED ACCESS SYSTEM SERVICES

Requirement revised per Addendum 11

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

The State seeks a Prime Contractor maintained Managed Access System. The MAS will provide the CDCR with complete 24-hour continuous blocking of all unauthorized cellular wireless communications within the scope of the facility with the exception of calls to 9-1-1 Emergency Telephone System (9-1-1 ETS). Concurrently, the MAS will allow full transmission functionality of authorized cellular devices operating in the same coverage areas.

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

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

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

The Prime Contractor shall engineer, furnish, install, test, and maintain all equipment, software, and cabling to interconnect devices required for the proper functionality of the MAS.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:



6.16.1 MAS REQUIREMENTS OVERVIEW

6.16.1.1 MAS Designation of Requirements Overview

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

GTL will provide all Mandatory requirements at no cost to the State. We understand that all requirements in this Section 6 are mandatory and our responses will be judged as pass/fail.

6.16.1.2 MAS Bidder's Documentation Requirements

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

"Yes" responses to technical requirements shall be specifically described within the "Description" portion of the response. Additional information may be provided in accordance with the bid format described in Exhibit 8-B,



Technical Response Format Requirement. Manufacturer's literature is only acceptable when it is specific to the Bidder's response.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

Drawings, plans, and diagrams are included where required for specific responses to further describe details of our "Yes" responses to technical requirements in Section 6.

6.16.1.3 Pacific Time

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*



6.16.1.4 Special Correctional Environment

Requirement revised per Addendum 3

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

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



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

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted]

[Redacted]

[Redacted]

[Redacted]

6.17 MAS GENERAL REQUIREMENTS

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

6.17.1 MAS COMPLIANCE

Requirement revised per Addendum 7

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

MAS services provided by GTL and its subcontractor [REDACTED] will comply with all regulatory requirements imposed by local, state, and federal regulatory agencies and any legislative requirements imposed throughout the term of this Contract.

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

Requirement revised per Addendum 11

The MAS services shall comply with all statutory and regulatory requirements imposed by local, state, and federal regulatory agencies for all systems and services provided throughout the term of this Contract. The Prime Contractor shall work with the State to implement any changes as dictated by the statute or regulation.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

MAS services provided by GTL and [REDACTED] will comply with all statutory and regulatory requirements imposed by local, state, and federal regulatory agencies for all systems and services provided throughout the term of this Contract. GTL will work with the State to implement any changes as directed by the statute or regulation.



6.17.1.2 MAS Legislative Compliance

Requirement revised per Addendum 11

The Prime Contractor shall comply with all legislative requirements imposed by the State for all systems and services provided throughout the term of this Contract, including all options. The Prime Contractor shall work with the State to implement any changes as dictated by the statute.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

GTL will comply with all legislative requirements imposed by the State for all systems and services provided throughout the term of this Contract, including all options. GTL will work with the State to implement any changes as dictated by the statute.

6.17.1.3 MAS Hardware Engineering Documentation

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

GTL will provide engineering specifications for all major hardware components used to meet the requirements of this Contract. The specifications will include each component's capability to adequately perform the MAS requirements. Any future changes to the hardware or a component's configuration will be documented and provided to the State for approval prior to implementation.

6.17.2 MAS SOFTWARE LICENSING

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



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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted]

6.17.3 MAS DOCUMENTATION REQUIREMENTS

6.17.3.1 MAS Documentation

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted]

[Redacted]

6.17.3.2 Types of Pre-Installation Documentation for MAS


Unless otherwise stated, the following documentation shall be delivered to the CDCR 30 calendar days prior to MAS installation at each CDCR facility.

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]

6.17.3.3 MAS As-Built Documentation Requirements

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

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



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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted description text]

6.17.3.4 MAS Documentation Availability

Requirement revised per Addendum 7

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted description text]

[Redacted description text]

[Redacted description text]



6.17.3.5 State Property Requirement deleted per Addendum 7


6.17.4 MAS ACCURATE TIME AND DATE

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.17.4.1 Daylight Saving Time

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.17.5 MAS LOCATION CATEGORIES

Requirement revised per Addendum 11

The MAS shall be installed at CDCR adult institutions as specified in Exhibit 6-S, Managed Access System Implementation of Facilities. A listing of the current CDCR facilities is provided in Exhibit 6-O, Adult Institution MAS Locations. A listing of future CDCR facilities is provided in Exhibit 6-P, Future Adult Facility MAS Locations Anticipated. CDCR locations may be modified, added, or deleted over the term of the Contract as CDCR facilities are modified, activated, and/or deactivated.

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

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

6.17.6 DESIGNING AND ENGINEERING THE MAS AT CDCR FACILITIES

Requirement revised per Addendum 7

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



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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

GTL will design and engineer the MAS for each site. If additional detailed site specific information is required for engineering the MAS, GTL will submit a written request to the CDCR Operations Manager using SOW, Exhibit G, Request for Information. GTL will be responsible for all public works and design and engineering configurations. We understand that all final plans and specifications shall be approved by CDCR and the State Public Safety Communications Office (PSCO) 30 business days prior to installation.

6.17.7 MAS CABLE AND WIRING

6.17.7.1 Connecting MAS Equipment

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:




6.17.7.2 MAS Industry Standards

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*



6.17.8 MAS POWER REQUIREMENTS

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

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

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

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

Reference: _____



Location _____ page _____ paragraph _____

GTL Description:

[Redacted]

6.17.8.1 MAS Conditioning Equipment

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

The Prime Contractor shall submit a written request to the CDCR Operations Manager using SOW, Exhibit F IWTS/MAS Contract Change Request when a change is being requested.

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted]

[Redacted]



6.17.9 MAS SYSTEM ARCHITECTURE

6.17.9.1 MAS Service Ubiquity

The MAS service shall have the ability to provide functionality throughout the State. Bidders shall accurately describe the processes, design, and equipment necessary to fulfill this requirement.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

GTL Description:

The MAS service provided by GTL through its subcontractor, _____, will provide functionality throughout the State. _____



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6.17.9.2 MAS Service Scalability

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]

[REDACTED]



t [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6.18 MAS FUNCTIONAL REQUIREMENTS


6.18.1 MAS FUNCTIONALITY

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

GTL will provide all software and hardware system requirements for complete 24 hour continuous blocking of all unauthorized cellular wireless communications within the scope of the facility with the exception of calls to 911 Emergency Telephone System (9-1-1 ETS).



The required MAS functionality will be maintained for the term of the contract.

6.18.1.1 MAS Facility Coverage

Requirement revised per Addendum 11

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

- 1) The secured perimeter of CDCR facilities;
- 2) Inmate/Ward Minimum Security Facilities (MSF); and,
- 3) Inmate/Ward work assignment areas that include the warehouse, firehouse, Prison Industry Authority, Inmate/Ward Labor,



Joint-Venture Program, Recycling and Salvage Program (RASP),
and Motor Pool.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

MAS services will block all unauthorized cellular wireless communications within the following
areas

[Redacted content]

6.18.2 MAS PLACEMENT AND INSTALLATION

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

[Redacted content]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6.18.3 MAS COVERAGE OF DEVICES AND RADIO FREQUENCY BANDS

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- 5) Other spectrum bands in use for cellular communications during MAS deployment.

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]

6.18.4 MAS AFFECTS ON CURRENT RADIO SYSTEM

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

6.18.4.1 Radio Frequency Interference


Requirement revised per Addendum 11

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]

6.18.4.2 Degradation of Fixed Radio Receivers

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



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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted]

6.18.4.3 Degradation to Subscriber Units

[Redacted]

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted]

6.18.5 HOSTED WEB-BASED MAS APPLICATION

Requirement revised per Addendum 7

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

The web-based MAS application shall be compatible with Microsoft Internet Explorer 7 and newer.

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:



6.18.5.1 System Use Notification/Log-In Screen for MAS

Requirement revised per Addendum 3

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.18.5.2 MAS Log-Out Screen

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:




6.18.5.3 MAS Concurrent Session Control

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:




6.18.5.4 MAS Application Session Expiration

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*



6.18.6 MAS CELLULAR WIRELESS COMMUNICATION PROCESSING

6.18.6.1 MAS Processing of 9-1-1 ETS Calls

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

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


6.18.6.2 MAS Real-Time Monitoring of Blocked Cellular Wireless Communications

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]


6.18.6.3 MAS Blocked Call Message

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.18.6.4 Text and Email Notification for MAS

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

GTL will work with the CDCR Operations Manager to determine the content of the return message.

6.18.6.5 MAS Blocked Communication Database

Requirement revised per Addendum 7

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.18.7 ROLE-BASED MAS USER PROFILES

The MAS shall provide for role-based user profiles, allowing specific functions and features unique to each role. The Prime Contractor shall be responsible for the System Administrator User activities. The CDCR Operations Manager will be responsible for the Operations Administrator, Device Authorizer, Device Activator, Forensic Investigator, and State Contract Manager User activities. Each MAS User shall have unique identification credentials and be verified for identity through two-factor authentication.

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

- 1) System Administrator
 - a) Maintain database of all role-based profiles;
 - b) Update system software;
 - c) Troubleshoot application programming and code;
 - d) Repair system software;
 - e) Generate system health status reports; and,
 - f) Provide back-up and recovery of stored data.
- 2) Operations Administrator
 - a) Create and manage Device Authorizer, Device Activator, Forensic Investigator, State Contract Manager User accounts;



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

The MAS service shall provide a distinct display screen for each role based profile type. The distinct display screen shall only display the unique abilities and accesses for the role based profile type being accessed.

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[REDACTED]



[REDACTED]

6.19 MAS SECURITY

6.19.1 MAS SECURITY

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



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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted]

6.19.2 MAS USER LOG-ON NAME

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

Access to the MAS application will require [Redacted]

6.19.3 MAS PASSWORDS

6.19.3.1 MAS Password Requirements

All access to MAS and databases will require [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



[Redacted text block]

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted text block]

The MAS will require passwords for access and will issue password change reminders for the MAS environment consistent with the following rules:

- [Redacted list item]
- [Redacted list item]
- [Redacted list item]
- [Redacted list item]
- [Redacted list item]
- [Redacted list item]
- [Redacted list item]
- [Redacted list item]
- [Redacted list item]
- [Redacted list item]
- [Redacted list item]

[Redacted]

[Redacted]

6.19.3.2 MAS User Authentication Log

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted]

6.19.4 MAS DATA TRANSMISSION ENCRYPTION

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

Electronic Transmission to include:

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted]



6.19.5 MAS ANTI-VIRUS AND VIRUS PROTECTION

6.19.5.1 MAS Anti-Virus and Virus Protection Software

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.19.6 REPORT OF MAS BREACH OR COMPROMISE

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:





6.20 MAS DATA MANAGEMENT

6.20.1 MAS DATA OWNERSHIP

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

We understand and agree that GTL will be the owner of the data collected, processed and stored by the MAS, while the CDCR will own the administrative data pertaining to all authorized cellular devices, authorized users, and all data produced and reports generated at CDCR Operations Manager's request throughout the term of the Contract.

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

Following are descriptions of how GTL will comply with the MAS data management requirements below.


6.20.2 MAS DATA RETENTION

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted content]

6.20.3 MAS DATA ARCHIVING

The MAS shall provide hardware and software capable of archiving all MAS data after one (1) year. All archived data shall be maintained for four (4) additional years for a total of five (5) years of retention. Archived data shall reside at the Prime Contractor's California Database Storage Facility within the geographic confines of the State of California. Archived data shall be capable of being viewed, queried, and reported on by authorized CDCR Staff without disrupting ongoing operations. The State Contract Manager and/or the CDCR Operations Manager may visit the Prime Contractor's California Database Storage Facility to audit how the data is being stored. CDCR will provide a 24-hour notice before visiting the Prime Contractor's California Database Storage Facility.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted content]

6.20.3.1 MAS Archived Data Content

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



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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

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

6.20.4 MAS DISASTER PLANNING, BACKUP, AND RECOVERY

6.20.4.1 MAS Data Backup and Recovery Requirements

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

The following requirements for this capability are listed in this section.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

GTL will provide all backup and archival hardware, supplies, and recovery procedures. The methods we use to ensure that no data will be lost are described in responses to requirements in this section.

6.20.4.2 MAS Service Failures

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

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

Bidders shall describe how they will provide in-service recovery.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 Description:




6.20.4.3 MAS Full Recovery

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

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

6.20.4.3.1 MAS Data Backup Requirements

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

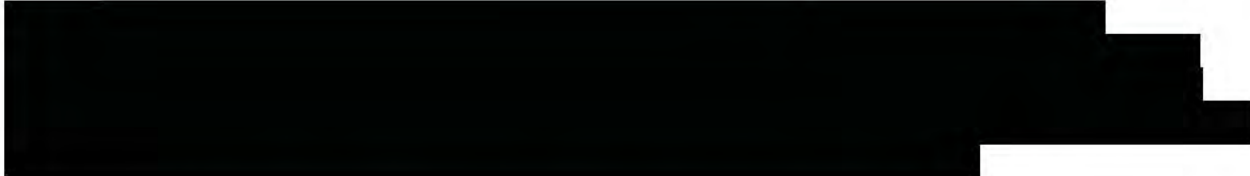
The Prime Contractor shall provide a backup and archiving facility capable of performing backups concurrently with ongoing full operation of the database with no readily apparent effect on any applications running concurrently with the backup activity. Data backups shall occur on a regular basis, at least once each day.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.20.4.4 MAS Data Backup and Disaster Recovery Plan

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

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

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



- 5) Document and maintain a backup schedule that meets the required retention periods.

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

The Bidder shall describe the Data Backup and Recovery Plan.

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

Reference: [MAS Data Backup and Disaster Recovery Plan](#)

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

GTL Description:

[Redacted content]



[Redacted text block]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

DATA Transfers

[REDACTED]

6.20.5 MAS DATA SECURITY POLICIES AND PROCEDURES

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]

Network and Data Security

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Physical Hardware Security

[REDACTED]

[REDACTED]

[REDACTED]

Il cables, wires and equipment will be firmly held in place. Fastenings and supports will be adequate to support their loads with ample safety factors based upon such factors as seismic zone. For specialized installation areas where security is a consideration, GTL will meet CDCR's and Public Safety Communications Office (PSCO) cabling requirements to ensure a secure installation.

MAS Application and System Security



[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[REDACTED]

6.20.6 MAS DATA STORAGE PHYSICAL LOCATION

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

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



Reference: _____

Location _____ page _____ paragraph _____

GTL Description:



6.20.7 MAS DATABASE

6.20.7.1 MAS Access by Authorized Staff

The Prime Contractor shall provide secure, multilevel database access control configurations and definable staff levels as described in Section 6.18.7, Role-Based MAS User Profiles. The MAS shall allow creation of access levels and assignment of users to those access levels either singularly or by batch input. Additional access levels may be created throughout the term of the Contract.

Database access shall be provided in a hierarchical fashion, beginning with the CDCR Operations Manager. All lower-level access shall be defined by CDCR Operations Manager staff that will include the access for Prime Contractor's authorized personnel log-on.

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:





6.20.7.2 MAS Database Search Capability

All databases shall be searchable on all fields. Search results shall be printable.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

The MAS database will be searchable on all fields and search results will be printable.

6.20.7.3 MAS Export Data Format

At any time, upon request, the Prime Contractor shall fulfill the State's request of MAS data, including current and archived logs and reports. The data exports shall be:

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

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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

[REDACTED]

6.21 MAS SERVICE, SUPPORT, AND MAINTENANCE

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

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

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

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

 *Description:*

GTL will provide MAS service, support, and maintenance in accordance with the State's descriptive requirements below. Our responses to requirements in this section describe the methodologies we use to support these Contract requirements.

6.21.1 MAS SERVICE, SUPPORT, AND MAINTENANCE RESPONSIBILITIES

6.21.1.1 MAS Responsibilities of the Prime Contractor

Requirement revised per Addendum 11

The Prime Contractor shall be responsible for the following:

- 1) Providing prior notification of major on-site changes and modifications of equipment installed. Such changes are subject to prior approval of the CDCR Operations Manager. The Prime Contractor shall use the best commercially reasonable efforts to effect such modification with minimal disruption to the CDCR's operating schedule;



- 2) Complying with the trouble ticket response times listed in 6.21.3, MAS Trouble Ticket Priority Table;
- 3) Participating in meetings with the CDCR Operations Manager and staff and/or State staff for the purpose of presenting MAS maintenance reports and discussing resolution to service issues and concerns. These meetings will be at the discretion of the State. The site for the meetings shall be determined by the State. Travel may be required to various State sites or the Prime Contractor's site. The Prime Contractor shall provide representatives for each Subcontractor at these meetings as requested by the CDCR Operations Manager or other State staff. The Prime Contractor will be responsible for travel costs;
- 4) Coordinating with CDCR Operations Manager the Prime Contractor and any Subcontractor staff's access to CDCR facilities. All personnel who will need one-time or ongoing access to a CDCR facility will be required by CDCR to complete SOW Exhibit A, Gate Clearance Information and Approval Sheet, and Exhibit C, Primary Laws, Rules, and Regulations Regarding Conduct and Association with State Prison Inmates. The CDCR gate clearance forms may differ slightly by facility, but the general information required by the Prime Contractor is the same. The CDCR reserves the right to deny the Prime Contractor's employee(s) the right to enter a CDCR facility. All Prime Contractor employees who require access to a facility and do not receive clearance will not be allowed to work on the Contract;;

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]

6.21.2 MAS SERVICE AND SUPPORT REQUIREMENTS

6.21.2.1 System and Carrier Signal Verification

Upon notification from the CDCR Operations Manager, the Prime Contractor shall conduct a commercial carrier signal verification service at the CDCR facility where an issue has been identified. Carrier signal verification service shall verify the commercial wireless carrier signals operating in the same space as the signal of the MAS at each facility. Signal verification service shall indicate: the frequencies, channels and Effective Radiated Power (ERP) of the commercial wireless carrier signals and must also include any other



information required by the Prime Contractor to ensure correct operation of the MAS. A hardcopy of the system and carrier signal verification report including changes from the previous site survey shall be provided to the CDCR Operations Manager. The Prime Contractor shall respond within four (4) hours to make all necessary corrections.

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted description text]

GTL will provide a hardcopy of the system and carrier signal verification report to the CDCR Operations Manager, including any changes from the previous site survey. GTL will respond within four (4) hours to make all necessary corrections.

6.21.2.2 Prime Contractor's MAS Help Desk for CDCR

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

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


6.21.2.3 MAS Help Desk Access

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.21.2.4 MAS Help Desk Hours of Operation

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.21.2.5 MAS Help Desk Procedures Manual

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*



6.21.2.6 MAS Trouble Ticket Reporting and Tracking System

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

- 1) The CDCR Operations Manager shall have real-time access to all the information in the Trouble Ticket Reporting and Tracking System through the Prime Contractor hosted web-based MAS application;
- 2) CDCR Authorized Staff shall have the ability to open trouble tickets by calling the toll free Help Desk number available 24-hours a day, seven (7) days a week;
- 3) A Trouble Ticket shall be opened for all identified MAS issues;
- 4) A trouble ticket number will be provided to the reporting party when the ticket is opened;
- 5) The Trouble Ticket system shall provide an e-mail notification with all trouble ticket information to designated CDCR Authorized Staff after each trouble ticket has been opened and each time the trouble ticket has been modified or updated;
- 6) Trouble Tickets are to be closed upon successful resolution and only with the CDCR's approval by the person that originated the trouble ticket or by the CDCR Operations Manager or their designated representative;



- 7) The Trouble Ticket System shall document and track all impacted components by their unique inventory identifier as described in Section 6.22.5.3.3, MAS Current Inventory Report (Monthly);
- 8) CDCR Operations Manager shall have online access to the complete ticket data for the term of the Contract;
- 9) Distribution of trouble tickets notifications shall be configurable for automatic e-mail distribution of updates. E-mailed trouble ticket notifications will include a URL link that allows the CDCR Operations Manager to click on and immediately connect to the on-line trouble ticket system. A log of all e-mail notifications will be automatically generated and contained in the body of the ticket; and,
- 10) The Trouble Ticket System shall provide search capability on any and all fields detailed in 6.21.2.7 MAS Trouble Ticket Content.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

GTL Description:

[Redacted content]



6.21.2.7 MAS Trouble Ticket Content

The following fields will be permanently fixed in a drop-down list or automatically generated fields. These fields shall be searchable and/or queried for generation of ad hoc reports as defined in Section 6.22.5.3.4, MAS Ad Hoc Reports.

Minimum requirements for each ticket shall include:

- 1) Trouble ticket number;
- 2) Date and time trouble reported (separate fields);
- 3) Date and time trouble resolved (separate fields);
- 4) Total time to repair;
- 5) Name, call back telephone number and e-mail address of person reporting trouble;
- 6) CDCR facility name where trouble was reported;
- 7) Component(s) affected (Examples: wiring, network equipment, network transmission, power, software, programming/configuration), including the Equipment Identification as described in Section 6.22.5.3.3, MAS Current Inventory Report (Monthly);
- 8) Priority assigned to trouble per 6.21.3, MAS Trouble Ticket Priority Table;
- 9) Trouble Ticket Creator (Prime Contractor's Staff);
- 10) Reported description of trouble;
- 11) Name of Prime Contractor's technician assigned;
- 12) Date and time technician was dispatched;
- 13) Date and time technician arrived on-site;
- 14) Actual description of trouble;
- 15) Description of resolution;



16) Whether the issue had been previously reported but not resolved completely and disposition of the previous trouble ticket;

17) Updates with date and time; and,

18) Notes Section.

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted content]

6.21.3 MAS TROUBLE TICKET PRIORITY TABLE

Requirement revised per Addendum 7

MAS Trouble Ticket Priority Definitions and Responses

PRIORITY	CRITERIA	RESPONSE TARGET	RESOLUTION TARGET
1 - Critical	[REDACTED]	30 minutes	<p>Issue will be continuously worked, 24x7x365, until ticket closure or MAS service stabilization, which would result in the issue being downgraded to Major.</p> <p>Status updates are provided in as real-time as possible. Usually CDCR is in constant contact with the MAS Help Desk.</p>
2 – Major	[REDACTED]	Four (4)hours	<p>Issue will be continuously worked until ticket closure or MAS service stabilization, which may result in the issue being downgraded to Minor.</p> <p>Status updates are provided every four (4) hours or sooner if developments occur.</p>
3 - Minor	[REDACTED]	Eight (8) hours	<p>Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PT, Monday – Friday, except California state holidays).</p> <p>Status updates will be provided at the end of the business day or sooner as developments occur.</p>
4 – Change Requests & General Information	[REDACTED]	16 hours	<p>Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PT, Monday – Friday, except California state holidays).</p> <p>Status updates will be provided at the end of the business day or sooner as developments occur.</p>



Note: The CDCR will work with the Prime 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.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

GTL understands and agrees to meet or exceed the requirements as stated in the above MAS Trouble Ticket Priority Table.

6.21.4 MAS MAINTENANCE REQUIREMENTS

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:



6.21.4.1 Scheduling Remote and Routine Maintenance for MAS

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

GTL Description:

[Redacted]

6.21.4.2 Routine and Preventative Maintenance Requirements and Hardware Refresh for MAS

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

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

The MAS software must be kept up to date as required to satisfy the manufacturer's recommended update intervals and will be the sole responsibility of the Prime Contractor.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

GTL Description:

[Redacted]

[Redacted]

[Redacted]

6.21.4.3 System and Carrier Signal Verification

Requirement revised per Addendum 3

The Prime Contractor shall provide periodic verification of commercial carrier wireless signals at each CDCR facility where the MAS is deployed. Such commercial carrier wireless signal verification shall occur no less frequently than semi-annually at each CDCR facility where the MAS is deployed for the duration of the Contract. Verification may be performed by any means capable of verifying commercial carrier wireless signals. Commercial carrier wireless signal verification shall indicate: the frequencies, channels and



Effective Radiated Power (ERP) of all commercial carrier wireless signals operating in the same space as the signals of the MAS at each CDCR site. Commercial carrier wireless signal verification shall include any other information required by the Prime Contractor to ensure correct and effective operation of the MAS. The Prime Contractor shall make all necessary changes to the MAS to ensure correct and effective operation within 15 calendar days of the determination of a change in the commercial carrier wireless signals requiring an adjustment to the MAS.

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted description text]

6.21.4.4 MAS Database Update Functionality

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted description text]

[Redacted]

[Redacted]

[Redacted]

6.21.4.5 MAS Remedial Maintenance Requirements

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

GTL will provide remedial maintenance 24 hours a day, seven days a week.

6.21.4.6 MAS Maintenance Procedures and Scheduling Plans

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*



GTL and its subcontractor, [REDACTED] will provide preventive maintenance as required by the equipment manufacturer and as necessary to maintain the MAS service. Preventive maintenance shall be provided on a schedule which is mutually acceptable to the CDCR Operations Manager and GTL.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

MAS Preventive Configuration Maintenance and Environmental Testing

[Redacted]

[Redacted]


6.21.4.6.1 MAS Remedial Maintenance Response Times

The Contactor will respond to trouble ticket issues within the time frames detailed in Table 6.21.3, MAS Trouble Ticket Priority Table, including dispatching appropriate resources to the affected facilities.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*



GTL will respond to trouble ticket issues within the time frames detailed in Table 6.21.3, MAS Trouble Ticket Priority Table. As needed, the response will include the dispatch of appropriate resources to the affected facilities.

6.21.5 MAS TRAINING REQUIREMENTS

6.21.5.1 MAS General Training Requirements

The Prime Contractor shall provide a customized training plan as described in Section 6.21.5.1.3, MAS Training Plan. The Prime Contractor will train Certified Trainers as described in Section 6.21.5.1.1, Trainer Certification by CDCR. The Training Plan shall employ a hands-on, classroom and train-the-trainer approach at the CDCR Operations Manager office location.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

As Prime Contractor, following contract award, GTL will provide a customized training plan as described in Section 6.21.5.1.3, MAS Training Plan. We will train Certified Trainers as described in Section 6.21.5.1.1, Trainer Certification by CDCR. Our Training Plan will employ a hands-on, classroom and train-the-trainer approach at the CDCR Operations Manager office location.

6.21.5.1.1 Trainer Certification by CDCR

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



GTL will conduct a training class for the CDCR Operations Manager, which will provide an opportunity for 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. GTL will provide a Training Plan at least two (2) weeks prior to the first CDCR Trainer Certification presentation.

6.21.5.1.2 MAS Administration Training

The Prime Contractor shall provide MAS Administration Training to CDCR Operations Manager and authorized staff prior to MAS implementation and as needed throughout the term of the Contract.

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

MAS Administration Training for CDCR Operations Manager and authorized staff will be provided prior to MAS implementation and as needed throughout the term of the Contract.

6.21.5.1.3 MAS Training Plan

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

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

Bidders shall describe any additional methods of training to be provided for MAS. These training materials and modifications shall be subject to approval by the CDCR Operations Manager

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

GTL's MAS Training Plan will contain a complete syllabus of how CDCR authorized staff will be effectively taught to use the MAS. The Training Plan will include the goals, objectives, timelines, and benchmarks associated with each training component. The Training Plan will also identify each piece of training material included in the lesson plan (i.e., a MS PowerPoint presentation, or quick reference guide, or 'wiki' type links) as well as the intended use and method(s) of distribution.

We understand that the Training Plan will be subject to approval by the CDCR Operations Manager. GTL will keep the Training Plan current with modifications or implementation of any features and/or functionality.

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

Additionally, live one-on-one web-based training will be available for the life of the contract. The MAS Training Manager will work with CDCR to design any additional methods of training that may be advantageous.

6.21.6 MAS USER MANUALS FOR CDCR AUTHORIZED STAFF

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

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



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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[REDACTED]

6.22 CDCR MAS ADMINISTRATIVE CONTROL

6.22.1 CDCR MAS ADMINISTRATIVE CONTROL SYSTEM

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

The MAS shall provide secure, multilevel access control configurations and definable staff levels as described in Sections 6.7.6 IWTS Database Access By Authorized Staff and 6.24.6 MAS Security Management Plan. The MAS shall allow creation of access levels and assignment of multiple users to those access levels. Additional access levels may be created throughout the term of the Contract.

Bidders shall submit a description of how they will comply with the MAS administrative control system requirements described in this section.

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

Reference: _____



Location _____ page _____ paragraph _____

GTL Description:

GTL's secure MAS solution for the CDCR will provide:

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

[Redacted]

[Redacted]

[Redacted]

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



[Redacted text block containing multiple paragraphs of obscured content]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6.22.2 SITE VISITS TO PRIME CONTRACTOR'S FACILITIES

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

With 24-hour notice to GTL, the State will have the right to perform site visits to GTL's California Operations Facilities and Primary Database Storage Facility.

6.22.3 CDCR APPROVAL OF MAS MODIFICATIONS

Requirement revised per Addendum 7

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

[REDACTED]



6.22.4 MAS TOOLS, REPORTS, AND ALERTS

Requirement revised per Addendum 7

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

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

Within ten (10) business days after Contract award, the State and Prime Contractor will meet to discuss the timelines and due dates for the implementation and delivery of the tools and reports in this section. If the Prime Contractor fails to meet the agreed upon implementation and delivery dates, the State will apply MAS Service Level Agreements (SLA) to the applicable MAS Tools and Reports described in Section 6.23.5, MAS Administrative Service Level Agreements.

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

Bidders shall provide examples of each report listed within this section with the Bid response.

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

Reference: [MAS Sample Reports](#)

Location [Volume IV Literature page IV-24](#)

Description:

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



Within ten (10) business days after Contract award, the State and Prime Contractor will meet to discuss the timelines and due dates for the implementation and delivery of the tools and reports in this section. If the Prime Contractor fails to meet the agreed upon implementation and delivery dates, the State will apply MAS Service Level Agreements (SLA) to the applicable MAS Tools and Reports described in Section 6.23.5, MAS Administrative Service Level Agreements.

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

We have included examples of MAS reports in Volume IV Literature.

6.22.4.1 MAS Tools

6.22.4.1.1 Prime Contractor Personnel MAS User Profiles

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted]

[Redacted]

6.22.4.1.2 CDCR MAS User Profiles

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



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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:



6.22.4.1.3 CDCR MAS User Administration

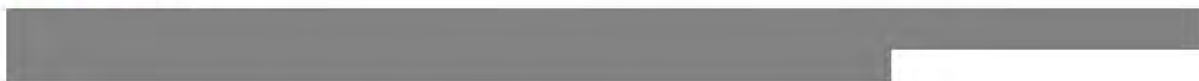
The Prime Contractor shall ensure that CDCR Operations Administrator shall have the ability to create, update, and delete authorized MAS users to individual facilities or statewide.

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:



6.22.4.1.4 MAS Authorized Cellular Device Access Administration

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:



6.22.5 MAS ENTERPRISE HEALTH VERIFICATION

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

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

Bidders shall submit details regarding the MAS topology and how they will provide control of all of the MAS sites. Bidders shall provide plans describing non-stop operations to the State.

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

Reference: **GTL Business Plan**

Location **Volume I, Section 3** Tab: **GTL Business Plan** subtabs: **J, K, L, M, N, O, P, Q**

 Description:

We describe MAS topology and control of MAS sites in this response. As referenced above, at tab **GTL Business Plan**, we include these plans to ensure non-stop MAS operations for the State:



MAS Enterprise Health Verification

GTL will provide CDCR the ability to monitor and view the following to verify MAS enterprise health is meeting business requirements:

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





MAS Facility Site Rack

[Redacted content]

[Redacted content]



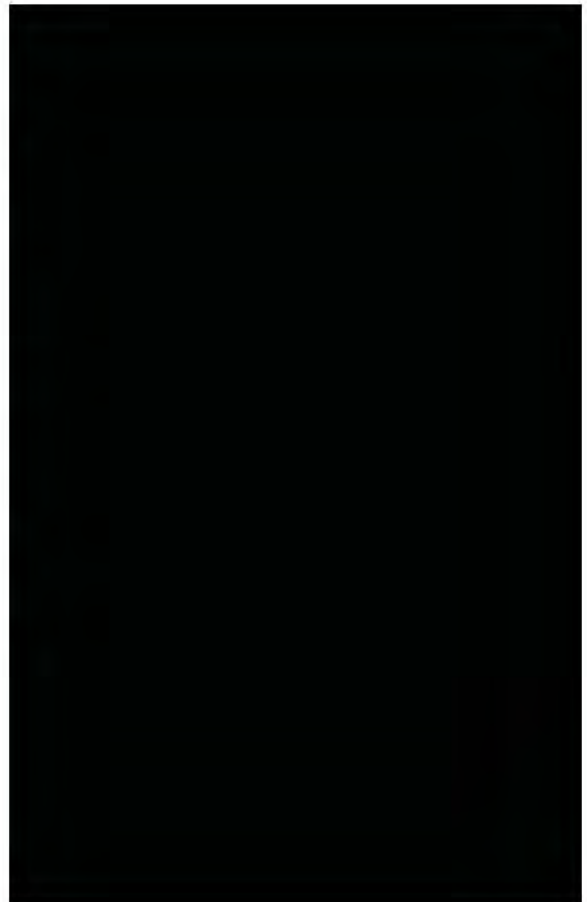
[Redacted]

[Redacted]

[Redacted]

[Redacted]

Central Control Site Rack



6.22.5.1 MAS Report Format

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

All reported time and date information shall reflect PT. The time and date information shall be synchronized with the same time source that provides the Blocked Call Detail Record (BCDR) at each facility.

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

Summary reports shall be provided for all monthly reports detailing the summary detail from the monthly reports on a cumulative basis.



Use of color on reports for titles, conditional formatting, and other report elements shall be limited to shades that will remain readable when printed in black and white.

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted description text]

6.22.5.1.1 MAS Blocked Call Detail Record (BCDR)

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted description text]



6.22.5.1.2 MAS Blocked Call Detail Record (BCDR) Content

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

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

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

Reference: [Sample MAS Blocked Call Detail Record Report](#)

Location [Volume IV](#) tab: [MAS Sample Reports](#) page: [MAS Report 1](#)

 Description:



6.22.5.2 CDCR MAS Administrative Reports and Alerts


6.22.5.2.1 MAS User ID Report

The MAS User ID Creation Report shall reflect the activity of user ID accounts created/activated during a specific reporting period. This report shall indicate the name and MAS User ID of the CDCR-Operations Administrator that created/activated the account with the date and time stamp, the user account(s) created/activated, the date the profile was deactivated, last successful or attempted log-in, and all updates to the account.

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

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

Location Volume IV tab: MAS Sample Reports page: MAS Report 2

 Description:




6.22.5.2.2 MAS User ID Alert

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.22.5.2.3 MAS Audit Log Report

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

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

Reference: Sample MAS Audit Log Report

Location Volume IV tab: MAS Sample Reports page: MAS Report 3

 Description:



6.22.5.2.4 MAS Authorized Number Alert

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[Redacted description text]

6.22.5.2.5 MAS Authorized Number Report

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

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

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

Reference: [Sample MAS Authorized Number Report](#)

Location [Volume IV](#) tab: [MAS Sample Reports](#) page: [MAS Report 4](#)

 Description:

[Redacted description text]

GTL will provide this report to CDCR Operations Manager quarterly for recertification.

6.22.5.2.6 MAS Authorized Number Expiration Alert

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

6.22.5.2.7 MAS Authorized Number Expiration Report

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

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

Reference: [Sample MAS Authorized Number Expiration Report](#)

Location [Volume IV tab: MAS Sample Reports](#) page: [MAS Report 5](#)

 Description:

6.22.5.3 MAS Service, Support, and Maintenance Reports


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

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

[REDACTED]

6.22.5.3.1 MAS Data Backup Validation Report

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

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

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

Location [Volume IV](#) tab: [MAS Sample Reports](#) page: [MAS Report 6](#)

 Description:

[REDACTED]

6.22.5.3.2 MAS Trouble Ticket Report

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

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

- 1) Trouble Ticket Number;
- 2) Date and Time Trouble was Reported;
- 3) Time and Date Trouble was Closed;
- 4) CDCR Facility Name;
- 5) Severity of Service Issue (as reported);
- 6) Type of Service Reported;



- 7) Description of Service Issue;
- 8) Issue Resolution;
- 9) Follow-up Required; and,
- 10) The sum of trouble tickets shall be listed at the bottom of the report, tallying the number of closed tickets and tickets remaining open. The summary of the Trouble Ticket information shall be carried forward to the Trouble Ticket Summary Report.

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

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

Location [Volume IV tab: MAS Sample Reports page: MAS Report 7](#)

GTL Description:

[Redacted content]

6.22.5.3.3 MAS Current Inventory Report (Monthly)

Requirement revised per Addendum 11

The MAS Current Inventory Report provides the CDCR Operations Manager with a complete accounting of the equipment located at CDCR facilities and connected to the MAS. The MAS Current Inventory Report shall include a separate listing of all equipment at each CDCR facility and a summary of the total inventory at each facility, by Category of Facility (Adult Institutions only) and statewide totals.

The following fields shall be included for each facility:


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

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

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

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

Location [Volume IV tab: MAS Sample Reports](#) page: [MAS Report 8](#)

 Description:





6.22.5.3.4 MAS Ad Hoc Reports

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

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

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

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



Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[Redacted content]

6.23 MAS SERVICE LEVEL AGREEMENTS

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:



6.23.1 MAS SLA GENERAL REQUIREMENTS

Requirement revised per Addendum 7

- 1) The Prime Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their affiliates, subsidiaries, any Subcontractors, or resellers under this Contract.
- 2) All SLAs will be applied 24-hours a day, seven (7) days a week.
- 3) All SLAs shall be classified as either Technical or Administrative. Unless otherwise stated in the SLA, all technical SLAs shall be applied to all systems and components.
- 4) The Prime Contractor shall monitor all service levels and identify when the service has failed to meet the SLA objective identified in Section 6.23.4, MAS Technical Service Level Agreements, and Section 6.23.5, MAS Administrative Service Level Agreements. The Prime Contractor will apply Rights and Remedies in accordance with SOW Section 11, Annual Run Rate Cost Adjustments. The Prime Contractor will apply and report all SLA occurrences to the State on a monthly basis in accordance to Section 6.23.6, MAS Service Level Agreement Reports.
- 5) The State will perform periodic SLA audits to ensure the Prime Contractor is accurately identifying, reporting, and applying remedies for all SLAs. There is no expiration for applying Rights and Remedies. The State may elect to recalculate any previous year's Conversation Minutes of use or MAS Service Level Agreement Rights and Remedies Minutes (MSLARRM) as defined in SOW Section 11, Annual Run Rate Cost Adjustment. The Prime Contractor shall correct all errors within 30 calendar days of written notification from the State.

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

Reference: _____

Location _____ page _____ paragraph _____

 *Description:*

Relative to MAS SLA General Requirements:



1. GTL will 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 GTL's affiliates, subsidiaries, any Subcontractors, or resellers under this Contract.
2. All SLAs will be applied 24-hours a day, seven (7) days a week.
3. All SLAs will be classified as either Technical or Administrative. Unless otherwise stated in the SLA, all technical SLAs will be applied to all systems and components.
4. GTL will monitor all service levels and identify when the service has failed to meet the SLA objective identified in Section 6.23.4, MAS Technical Service Level Agreements, and Section 6.23.5, MAS Administrative Service Level Agreements. 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 6.23.6, MAS Service Level Agreement Reports.
5. GTL understands that: the State will perform periodic SLA audits to ensure GTL is accurately identifying, reporting, and applying remedies for all SLAs. There is no expiration for applying Rights and Remedies. The State may elect to recalculate any previous year's Conversation Minutes of use or MAS Service Level Agreement Rights and Remedies Minutes (MSLARRM) as defined in SOW Section 11, Annual Run Rate Cost Adjustment. GTL will correct all errors within 30 calendar days of written notification from the State.

6.23.2 MAS RIGHTS AND REMEDIES

Requirement revised per Addendum 7

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

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

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

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

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



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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

Relative to MAS Rights and Remedies, GTL agrees:

- If an outage/performance event fails to meet one (1) or more of the SLA objectives, only the most severe MSLARRM will be applied.
- To the extent that GTL offers additional or more advantageous rights and/or remedies, the State shall be entitled to exercise the rights and/or remedies therein.
- Rights and Remedies will apply to each SLA in which the SLA objective was missed. The Rights and Remedies compensation for missed SLA objectives may require GTL to apply "penalty minutes" to the MSLARRM totals every month as described in SOW Section 11, Annual Run Rate Cost Adjustments.
- GTL will automatically calculate, report, and apply all Rights and Remedies.
- Rights and Remedies will be assessed monthly and applied toward the MSLARRM totals within 60 calendar days from the last day of the month in which the SLA objective was missed.
- In addition, Rights and Remedies for all SLAs will allow the option for the State to invoke the escalation process described in Section 6.24.3, MAS Escalation Plan.

6.23.3 MAS TROUBLE TICKET STOP CLOCK CONDITIONS

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

Stop Clock criteria include:

- 21) 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.
- 22) 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.
- 23) Time after a service has been restored, but CDCR Authorized Staff are not available to verify that the service is working. If the service is later determined by the CDCR Authorized Staff to not have been restored, the Stop Clock shall apply only for the time period between the Prime Contractor's attempt to notify the CDCR Authorized Staff that the Prime Contractor believes the service has been restored and the time the CDCR Authorized Staff notifies the Prime Contractor that the service has not been restored.
 - 24) Failures occurring as a result of a power problem, outside the control of the Prime Contractor, which exceeds 30 minutes, except where power is provided by a CDCR generator. Stop Clocks will apply after the initial 30 minutes as required in Section 6.17.8, MAS Power Requirements. Power outages resulting from a backup generator test will not be considered a Stop Clock condition. Power outages as a result of the Prime Contractor will not be considered a Stop Clock condition.
 - 25) The following contact/access problems, provided that Prime Contractor makes specific efforts to contact the appropriate CDCR staff for site access during the applicable Stop Clock period:
 - a) Access necessary to correct the problem is not available because access has not been arranged by appropriate site contact or CDCR authorized staff representative;
 - b) Site access is not granted to a technician who displays proper identification;
 - c) Site has limited hours of access that directly impacts the Prime Contractor's ability to resolve the problem;
 - d) If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply;
 - e) If CDCR prevents or delays the Prime Contractor's resolution of the problem, the delay shall be documented on the trouble ticket. In such event, the Prime Contractor shall make a reasonable request to CDCR authorized staff to correct the problem or delay; or,
 - f) Delays in the process of admittance to the CDCR facility.
 - 6) Failure of the trouble ticket originator or responsible CDCR Authorized Staff to return a call from Prime Contractor's technician for on-line close-out of trouble tickets after the service has been restored as long as the Prime Contractor can provide documentation substantiating message.



- 7) An outage directly related to any properly performed scheduled maintenance or upgrade by the Prime Contractor. Any such Stop Clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to this Stop Clock criteria.
- 8) Any problem or delay caused by a third party not under the control of the Prime Contractor, not reasonably preventable by the Prime Contractor, including cable cuts not caused by the Prime Contractor. The Prime Contractor's affiliates, subsidiaries, or any Subcontractors shall be deemed to be under the control of the Prime Contractor with respect to the equipment, services, or facilities to be provided under this Contract.
- 9) Force Majeure events, as defined in Attachment 2, General Provisions – Information Technology (GSPD-401IT, 06/08/10) of the Contract.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

 *Description:*

[Redacted description text]



6.23.4 MAS TECHNICAL SERVICE LEVEL AGREEMENTS

Requirement revised per Addendum 7

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



6.23.4 MAS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

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



6.23.4 MAS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
MAS Authorized Cellular Device Call Processing MAS Functionality 6.18.1	Any incident of a blocked call from any authorized cellular wireless device to commercial carriers caused by the MAS occurring inside the CDCR defined coverage areas.	The call processing SLA will be based upon the opening of a trouble ticket as a result of a blocked call (s) from an authorized device inside the CDCR defined coverage areas. If blocked authorized device calls are concurrently occurring at various locations around a facility, the trouble ticket will remain open until all blocked authorized device call issues at a single CDCR facility are resolved.	No blocked authorized device calls inside the CDCR defined coverage areas.	100% of the total trouble ticket open duration time will be added to the MSLARRM per affected caller.
MAS Data Availability MAS Blocked Call Detail Records 6.22.5.1.1	The monthly availability percentage equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month multiplied by 100. This SLA is based on 100% system functionality and can be applied at the individual component level.	The monthly Availability percentage shall be based on the accumulative total of all trouble ticket outage durations per circuit, device and/or application, per calendar month. Scheduled uptime is based on 24 x 7 x number of days in the month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from this monthly accumulative total.	DS0 >99.2% DS1 >99.5% DS3 >99.8% OCX >99.8% or If the centralized database is not accessible from the internet for more than two (2) hours.	50% of the total monthly down time will be added to the MSLARRM per device, circuit/phone number, or application.



SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
<p>Packet Loss MAS Data, Logs, and Report</p>	<p>Packets lost between the customer edge device and the Prime Contractor's Centralized data Storage facility.</p>	<p>The CDCR Authorized Staff is responsible for opening a trouble ticket with the Prime Contractor Help Desk when the packet loss exceeds the committed level. The problem requires timely verification, consistent with industry standards (e.g., protocol analyzer), by the Prime Contractor. Trouble shall be tracked as a QoS problem using a special disposition code on the trouble ticket. QoS tickets shall not count in Availability or Time to Repair measurements unless and until the CDCR Authorized Staff reports service as unusable for its intended uses.</p>	<p>Minimum: 0.5 percent (0.5%) maximum packet loss for three (3) consecutive months.</p>	<p>720 minutes per day will be added to the MSLARRM after the third consecutive month the objective is not met until issue is resolved.</p>



6.23.4 MAS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

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



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

Reference: _____

Location _____ page _____ paragraph _____



Description:

GTL understands and agrees with all Service Levels, Definitions, Measurements, Monthly Objectives, and Rights and Remedies defined in the above table: **6.23.4 MAS Technical Service Level Agreements**.



6.23.5 MAS ADMINISTRATIVE SERVICE LEVEL AGREEMENTS

Requirement revised per Addendum 7

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



6.23.5 MAS ADMINISTRATIVE SERVICE LEVEL AGREEMENTS (CONTINUED)

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

GTL understands and agrees with all Service Levels, Definitions, Measurements, Objectives, and Severities defined in the above table:
6.23.5 MAS Administrative Service Level Agreements.

6.23.6 MAS SERVICE LEVEL AGREEMENT REPORTS

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:



6.23.6.1 Monthly MAS Trouble Ticket Report

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

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[REDACTED]

[REDACTED]

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6.23.6.2 MAS Critical Radio Frequency Service Issue SLA Report

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTIL Description:

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6.23.6.3 Monthly MAS SLA Summary Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:



6.23.6.4 MAS Executive Service Summary Report

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

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6.23.6.5 Annual MAS SLA Trouble Ticket Summary Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

GTL will provide an Annual MAS SLA Trouble Ticket Summary Report displaying:

- Grand total number of trouble tickets,
- Number of trouble tickets with remedies per SLA type,
- Total remedies/minutes per SLA type,
- Grand total number of tickets with remedies/minutes and
- Grand total of remedies/minutes.

6.23.6.6 Annual MAS SLA Trouble Ticket Summary by CDCR Facility Report

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

GTL Description:

GTL will provide an Annual MAS SLA Trouble Ticket Summary by CDCR Facility Report containing the total number of trouble tickets per CDCR facility. For each facility, this report will also provide total number of trouble tickets by SLA type and remedies applied for each SLA type.

6.24 MAS BUSINESS PLAN REQUIREMENTS

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

GTL has both the size and sophistication to effectively implement and support the IWTS/MAS Contract. We have provided preliminary plans in this Volume I, Section 3 that identify GTL's approach to various aspects of supporting the MAS as described in this section. GTL will meet with the CDCR Operations Manager to finalize the plans. All plans will be submitted within 30 calendar days following Contract award and will become part of the Contract upon approval by the CDCR Operations Manager.

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

6.24.1 PRIME CONTRACTOR MAS BUSINESS PLAN

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

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

Reference: [GTL Business Plan](#)

Location [Volume I, Section 3](#) Tab: [GTL Business Plan](#) subtabs: [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#)

 Description:

GTL has provided in this Volume I, Section 3, a set of MAS Business Plans, including a MAS Staffing and Resource Plan that details and demonstrates that GTL has qualified staff and resources available to support the business and contract requirements and management activities consistent with the terms and conditions of the Contract. At the location indicated above, our MAS Business Plan includes:

Tab: GTL Business Plan

Subtab	Plan Name	Page
J	MAS Staffing and Resource Plan	3-J.1
K	MAS Project Management Plan	3-K.1
L	MAS Escalation Plan	3-L.1
M	MAS Change Management Plan	3-M.1
N	MAS Configuration Management Plan	3-N.1
O	MAS Security Management Plan	3-O.1
P	MAS Service, Support, and Maintenance Plan	3-P.1
Q	MAS Data Backup and Disaster Recovery Plan	3-Q.1
R	MAS Transition-Out Plan	3-R.1

6.24.1.1 MAS Staffing and Resource Requirements

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

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

5) Other key personnel shall be available to work in California.

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

Reference: MAS Staffing and Resource Plan

Location Volume I, Section 3 TAB: GTL Business Plan Tab: J

GTL Description:

GTL's Business Plan J, included at the above noted bid location, presents our fully detailed **Staffing and Resource Plan**. We are pleased to present here, highlights of this Plan.

GTL's executive management team will oversee and be responsible for all aspects of our IWTS/MAS Contract. Each of the executives listed in the chart below is available to confer with the State of California regarding Contract related issues at the CDCR Operations Manager office location.



Operational Executives and Management Supporting the MAS Project

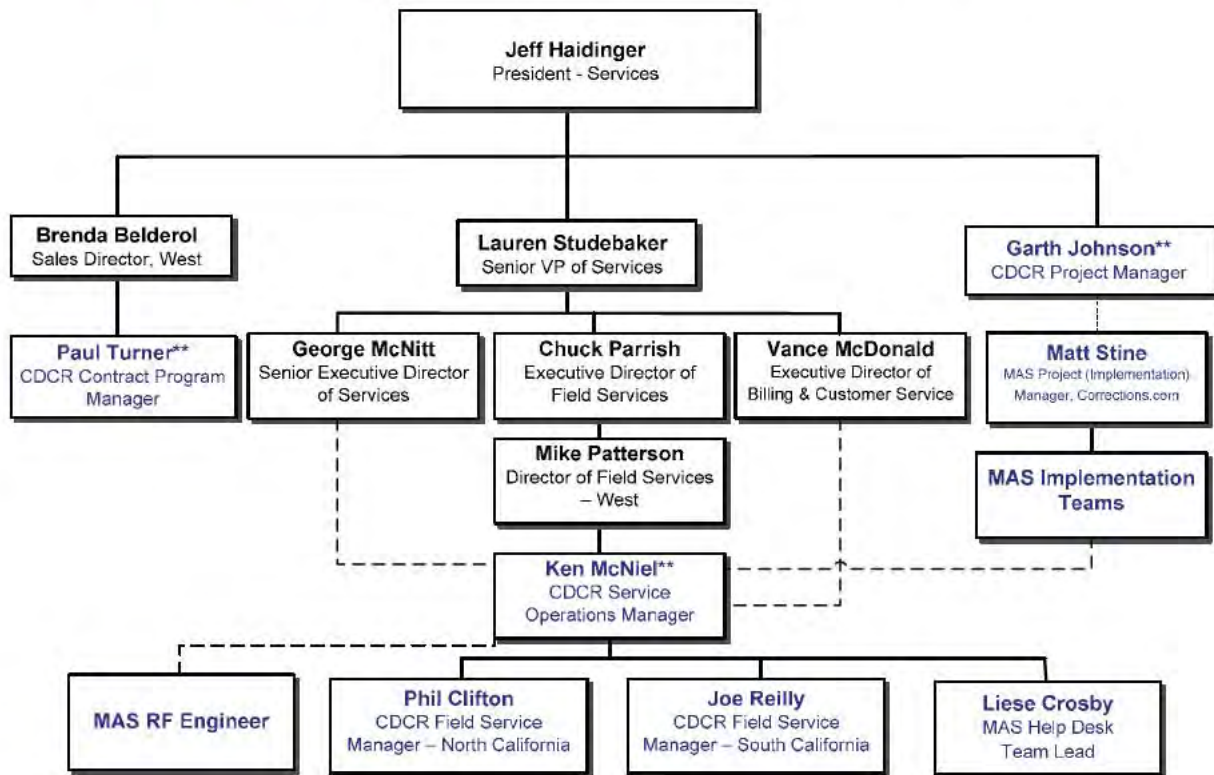
Executives highlighted in blue in the chart will lead the core teams responsible for the success of GTL's MAS Project.

- Garth Johnson, Senior Vice President of Operations and GTL's Project Manager for MAS Implementation will provide executive level oversight for the implementation; ensuring that the MAS equipment and services delivered by the MAS Project Implementation Team satisfies all contractual requirements.

- Lauren Studebaker, Senior Vice President of Service will provide executive level oversight to ensure that field service and maintenance as well as the MAS help desk services are delivered in compliance with contractual requirements.
- Brenda Belderol, Sales Director – Western Region, will provide executive level oversight of the MAS contractual and administrative requirements and the MAS Program Contract Manager’s activities.

Brief resumes for GTL’s executives as well as GTL’s complete Staffing Plan are provided in *Volume I, Section 3, GTL Business Plan J MAS Staffing and Resource Plan.*

GTL Operational Organization for CDCR MAS Project



Daily oversight and leadership for the MAS Project will be provided by **Ken McNiel, CDCR Service Operations Manager** and **Paul Turner, CDCR Contract Program Manager**. Ken and Paul have over 15 years of combined service to large state DOCs.

Garth Johnson, Project Manager for MAS Implementation and PMI-certified Project Manager Professional will oversee the implementation of CDCR’s MAS service. *Additionally, Matt Stein,*

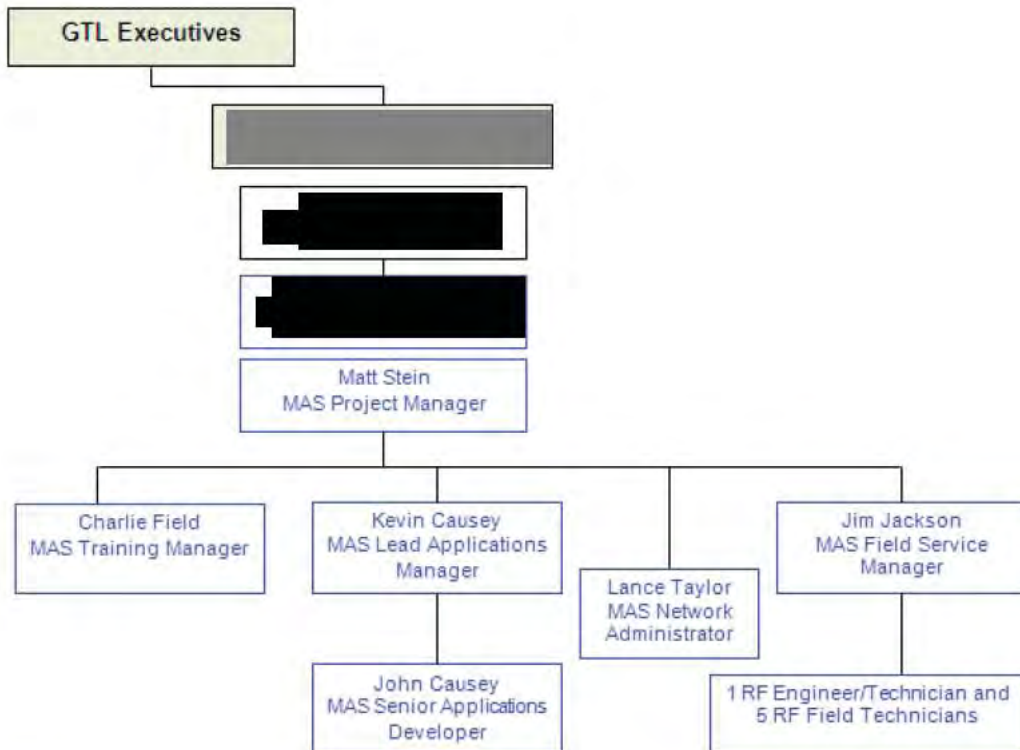
also a PMI certified Project Manager from our subcontracted MAS provider's organization, will work closely with Garth Johnson to handle the implementation from the subcontractor's side.

As the Prime Contractor, **GTL is fully responsible to the State** for the delivery, installation, and performance of the MAS Solution to fulfill the requirements of our IWTS/MAS Contract with the State of California, whether services are delivered by GTL employees or GTL's subcontracted personnel. GTL will manage all aspects of the implementation and delivery of MAS services.

To deliver the high quality MAS functionality required by the State of California, GTL has partnered with [REDACTED]; a systems integrator and aggregator of technology for public safety and correctional institutions that specializes in the development and distribution of a Managed Access System and integrated [REDACTED] that identifies, locates, tracks and controls all cellular phones within a facility or building and is specifically designed to work in prison and correctional complexes..



Executives and subcontracted staff from [REDACTED] who have committed to working closely with GTL to ensure the proper implementation and successful delivery of GTL's MAS services to CDCR are diagrammed below.



Brief resumes and full descriptions of Project responsibilities for GTL's subcontracted staff are included in our complete Staffing Plan in **Volume I, Section 3, GTL Business Plan J MAS Staffing and Resource Plan.**

PERCENTAGE OF TIME

MAS Program Staff, Implementation Staff and Key Support Departments	Implementation	On-Going
Key Personnel - IFB Section Reference: 6.24.1.1		
GTL Executive – President Jeff Haidinger	10-15%	5-10%
GTL Executives –SVP of Services Lauren Studebaker; Brenda Belderol, Sales Director – West Region	10-15%	10-15%
GTL Executives – CEO Brian Oliver; CFO Steve Yow; SVP of Administration Teresa Ridgway; General Counsel David Silverman	As required	5%
██████████ Executives - ██████████	30%	5 - 15%
Dedicated Contract Program Manager - Paul Turner	100%	100%
Project Manager for MAS Implementation – Garth Johnson	100%	As Required
Service Operations Manager - Ken McNiel	100%	90%
MAS Training Manager, Charles Field	100%	As Scheduled
Other Key Personnel		
Project Manager – ██████████	100%	90%
MAS RF Engineer/ Technician *	100%	100%
MAS Installation Technicians - All *	100%	As Required
MAS Bay Station Configuration Manager – Jim Jackson	100%	As Required
MAS Central Control Implementation Manager – Lance Taylor	100%	As Required
MAS Web Applications Manager – Kevin Causey	100%	As Required
MAS Application Developer – John Causey	100%	As Required
MAS RF Technicians – All *	100%	100%
MAS Help Desk – All *	100%	100%
██████████ and GTL MAS Tier 2 and 3 Technical Support and Engineering - All	As required	As Required

* Qualified staff to be identified/hired upon Contract award

KEY PROJECT MANAGEMENT STAFF CLASSIFICATION, RESPONSIBILITIES, AND EXPERIENCE

Dedicated Contract Program Manager – Paul Turner

Paul Turner, GTL's Dedicated Contract Program Manager will be the State/CDCR's dedicated point of contact for all business and contractual matters. He will oversee all aspects of the contract and has responsibility to assure that contractual requirements are met. 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.

Paul Turner has more than 22 years of telecommunications experience, of which 12 years are in the management, sales and service oversight of inmate/ward telephone services.

Project Manager for MAS Implementation - Garth Johnson

Garth Johnson, Senior Vice President of Operations and GTL's Project Manager for MAS Implementation is certified by the Project Management Institute (PMI) and has project management certification from George Washington University. Mr. Johnson's experience as project manager for large scale telecommunications projects significantly exceeds the State's minimum 5 year requirement.

Garth Johnson will provide executive level management and overall responsibility for the successful implementation and on-going MAS service at CDCR facilities. He will work closely with GTL's subcontracted MAS provider to oversee every aspect of MAS installation from contract award through full implementation.

Service Operations Manager – Ken McNiel

Ken McNiel will oversee all staff performing field and maintenance service, including subcontracted personnel. He will support field level activities and associated internal GTL coordination. As Service Operations Manager he will have access to management and team leads for all service organizations supporting the MAS project.

Ken has more than 27 years of telecommunications and networking experience and 13 years performing service management supporting inmate/ward telecommunications services. Over the last 13 years, *Mr. McNiel has managed aspects of service operations for more than 5 consecutive DOC/CDCR contracts.* This experience has given Mr. McNiel an in-depth understanding of CDCR requirements, facilities, and best practices. As the Service Operations Manager for the new IWTS/MAS Contract, Ken McNiel will be in a position to help assure that both the IWTS and MAS service meets all requirements for the term of the Contract.

Training Manager – Charles Field

Charles (Charlie) Field has in-depth knowledge of MAS functionality and all MAS software features. He will direct and oversee initial training for CDCR staff at the time of implementation, including scheduling, participating, and supervising training activities. He will also be available for one-on-one web-based training as often as necessary after the initial training. The Training Manager will work with CDCR to design required training aids and will oversee the production and delivery of MAS-specific training materials.

Charlie has over 30 years experience designing and producing award winning training programs in all mediums including print, visual aide, videos, eLearning, webcasting and audio programs. He has led dozens of training programs for correctional agencies.

Project Personnel to be Assigned upon Contract Award

Classification	Skills and Responsibilities
MAS Installation Technicians (6)	Perform site surveys; install internal and external equipment, test all MAS hardware and software configurations for proper functionality and compliance with State requirements.
RF Engineer/Technician (1)	Maintenance and optimization of wireless and wireline network communications systems, including [REDACTED] cell site equipment layout, parameter definition and ancillary equipment for optimum performance.
RF Field Service Technicians (5)	Troubleshoot network systems, firewall and provide server maintenance software and hardware installation, troubleshoot and optimize wireless networks. Perform advanced monitoring and review of radio network key performance indicators in order to improve network performance.

Complete staffing information for GTL's MAS Project is provided in **Volume I, Section 3, GTL Business Plan J MAS Staffing Plan.**

6.24.1.2 MAS Staffing and Resource Background Check Requirement

California Public Utilities Code Section 7910, subdivision (b), requires that all independent Prime Contractors or vendors of a telephone corporation and their respective employees have a background check performed. CDCR

requires that a LiveScan background check be conducted prior to implementation and throughout the Contract. The Prime Contractor and any Subcontractors will be required to complete the CDCR forms that include providing personal information described in SOW Exhibit A, Gate Clearance Information and Approval Sheet. Prime Contractor or any Subcontractor employees who do not pass the required background screening criteria cannot be assigned to any work area with access to MAS data or systems.

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

GTL and _____ employees who will need access to work areas at CDCR facilities will complete and submit in a timely fashion all required forms, including those requiring personal information for gate clearance approval.

6.24.1.3 MAS General Business Process Requirements

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

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

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

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

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

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

Reference: **GTL Business Plan**

Location **Volume I, Section 3** TAB: **GTL Business Plan** Tabs: **J, K, L, M, N, O, P, Q, R**

GTL Description:



TAB: GTL Business Plan



➤ **Business and Contract Management Processes**

GTL's business and Contract management processes are described in ***GTL Business Plan K: MAS Project Management Plan***.

Paul Turner, GTL's Dedicated Contract Program Manager for the IWTS/MAS Contract, has in-depth knowledge of the business, regulatory, and contractual requirements of the anticipated IWTS/MAS Contract. He will be the State's and CDCR's point of contact for all business and contractual matters.

➤ **On-Going Processes and Commitment to Quality Service**

GTL's ongoing processes and commitment to providing quality MAS service are described in GTL Business Plans:

- ***J: MAS Staffing and Resource Plan***
- ***L: MAS Escalation Plan***
- ***O: MAS Service, Support, and Maintenance Plan***

➤ **Processes for MAS Implementation and Transition-Out**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6.24.2 MAS PROJECT MANAGEMENT PLAN

Requirement revised per Addendum 11

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

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

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

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

Reference: MAS Project Management Plan

Location Volume I, Section 3 Sub-Tab: GTL Business Plan K Page 4-K.1

GTL Description:

Our full and complete MAS Project Management Plan is included at the bid location noted above. Our Plan addresses a 36 month, phased implementation of all required equipment and services following contract award. Following are highlights of this Plan.

GTL and its proposed MAS subcontractor, [REDACTED] understand the importance of the MAS initiative and have put together the technology, hardware, manpower and resources to successfully implement MAS service at CDCR facilities, within the time frames defined by the State.

Project Management Methodology

[REDACTED]

Site Specific Information Requests

At any time before, during, or after the implementation of the MAS, should GTL require additional site specific information or materials and decisions from the CDCR Operations Manager, we will submit a written request to the CDCR Operations Manager using SOW Exhibit G, Request for Information.

Managing the Project Schedule

[REDACTED]

Contract Management

Paul Turner, GTL's Dedicated Contract Program Manager for this Project, has in-depth knowledge of the business, regulatory, and contractual requirements of the anticipated IWTS/MAS Contract. He will be the State's and CDCR's point of contact for business and contractual matters.

Project Manager Certification

GTL's CDCR Project Manager, **Garth Johnson**, has been certified by the following recognized project management organizations:

Project Management Institute – Project Management Professional (PMP) Certification; PMP Number: 189523 – Status: Member in good standing

George Washington University – Project Management Certificate

Additionally, **Matt Stein**, committed to GTL's MAS Project by our subcontractor, [REDACTED], is also a PMI certified Project Management Professional. Managing the MAS implementation from the subcontractor's side, Mr. Stine will work closely with GTL's Garth Johnson.

Managing Impact on CDCR Staff and Facility Routines

Using the latest technologies, GTL and its MAS subcontractor [REDACTED] are able to deliver MAS services with minimal on-site equipment. Much of the equipment for the centralized MAS service is located outside of facilities and the equipment installed within facilities is configured and controlled remotely. [REDACTED]

The topology and network configuration of the MAS system allows the MAS services at each facility to be configured and tested remotely during the implantation process, dramatically reducing the need for MAS technician work in the maintenance closets and the need for CDCR escort personnel.

The need for in-facility escorts is also reduced by the fact that the majority of the [REDACTED]

Managing Project Personnel in CDCR's Secure Environment

GTL and its MAS subcontractor will be responsible for implementing services that will operate in the existing environment and we understand the CDCR provides no guarantee that the current institutional environments will remain the same. We will schedule, conduct, adjust, correct, and coordinate work so as to prevent delays in the implementation schedule, while cooperating to accommodate any delays necessary for security reasons.

GTL and its MAS subcontractor, [REDACTED], fully understand that correctional facilities require a high level of security twenty-four hours a day, seven (7) days a week. GTL managers will ensure that all GTL personnel (employees and subcontractors) who must work on CDCR property or enter CDCR facilities will be aware of all CDCR security requirements and will complete and submit in a timely fashion all required forms with personnel information for gate clearance.

GTL and its subcontractor, [REDACTED] will notify the CDCR Operations Manager immediately if they find any presence of asbestos and/or lead paint. GTL understands the State or public agency will be responsible for the remediation of any asbestos and/or lead-based paint that may be discovered.

Managing Implementation with the State's Phased Approach

IFB Reference: 6.16 Introduction for the Managed Access System Services

GTL's proposed MAS will provide the CDCR with complete 24-hour continuous blocking of all unauthorized cellular wireless communications within the scope of the facility with the exception of calls to 9-1-1 Emergency Telephone System (9-1-1 ETS).

Concurrently, the MAS will allow full transmission functionality of authorized cellular devices operating in the same coverage areas.

The MAS implementation will be completed within 36 months following Contract award. In accord with the State's required phased approach, MAS implementation will occur as follows:

- **Phase 0** will be completed within 5 months of Contract award and will result in the MAS installation at the California State Prison, Solano (SOL). GTL and our MAS Subcontractor understand they will not begin Phases I, II, or Future Phases/Sites without CDCR acceptance of Phase 0 test results.

[REDACTED]

[REDACTED]

[REDACTED]

At no cost to the State, GTL will provide all hardware, software, and services needed to meet IFB MAS requirements.

Management of Implementation Tasks

GTL will ensure quality installations at all facilities and continuity of MAS service statewide by using the same set of clearly defined **Task Tracks** for each implementation.

The **Phase 0** project schedule will have four (4) distinct and parallel tracks being performed

[REDACTED]

- 1. [REDACTED]

- 2. [REDACTED]

- 3. [REDACTED]

- 4. [REDACTED]

(Track 1) Within 10 business days the GTL and MAS Services team will meet with CDCR, for a kickoff meeting, where we will discuss timelines and due dates. At that time, the MAS Services team will submit the necessary paperwork to CDCR for security clearances and state wide badges for the MAS Services survey and install teams.

Upon initiation of the project, GTL and MAS Services team will hire a set of California based MAS technician. These technicians will be specifically trained to support service and maintain the MAS service. These field technicians will be onsite to the implementation of the MAS service at each facility and will be the core field technical support team for the duration of the CDCR MAS project.

(Track 1/4) Within 30 days of the award the MAS Services team will meet with GTL and CDCR to finalize the Project Management Plan and the Acceptance Test Plan.

(Track 1) [REDACTED]

(Track 2) GTL and its subcontractor, [REDACTED] internal web development team will start the development, and implementation of the MAS services web base application. [REDACTED]

(Track 3) GTL and its subcontractor, [REDACTED] IT services will install and configure t [REDACTED]

(Track 4) GTL and MAS subcontractor will work with the Commercial Carriers and the FCC to obtain spectrum license and consent letter for each of the CDCR facilities, starting with the SOL facility; throughout this set of timelines, the documentation and configuration control team will work with each task track and will ensure the latest configuration of plans, drawing and documentation. Technical writers will start creating the user manuals for the MAS service.

(Track 1) Shortly after the kickoff meeting the MAS Services Survey team will visit the [REDACTED] [REDACTED] for the initial Site Survey. Due the timeline, the [REDACTED] team will need to obtain temporary gate clearance to perform the survey. The team will be working with the SOL facility to [REDACTED]

(Track 1) Following the survey, the MAS Survey Team will prepare the install plans for SOL which [REDACTED]

[REDACTED]

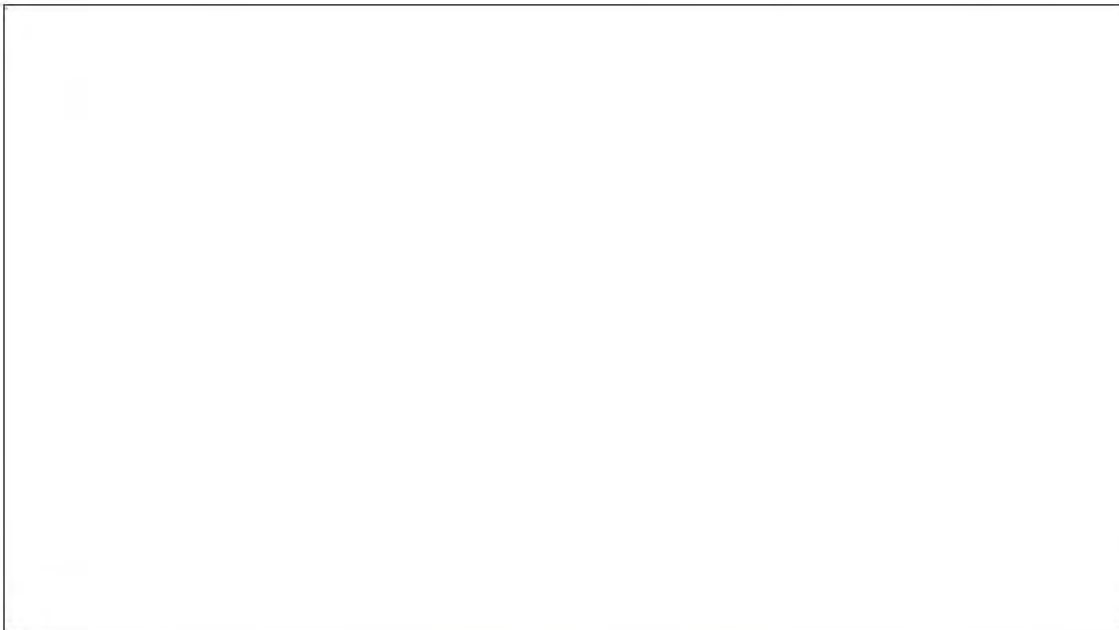
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]

- █ [REDACTED]
- █ [REDACTED]

Following the successful implementation and CDCR acceptance of MAS service at the Phase 0 facility, the proven 4-track tasks will be used to accomplish the implementations during Phase I, Phase II, and subsequent installations, if any.

MAS PROJECT STAFFING

GTL's executive management team will oversee and be responsible for all aspects of our IWTS/MAS Contract. Each of the executives listed in the chart below is available to confer with the State of California regarding Contract related issues at the CDCR Operations Manager office location.



Operational Executives and Management Supporting the MAS Project

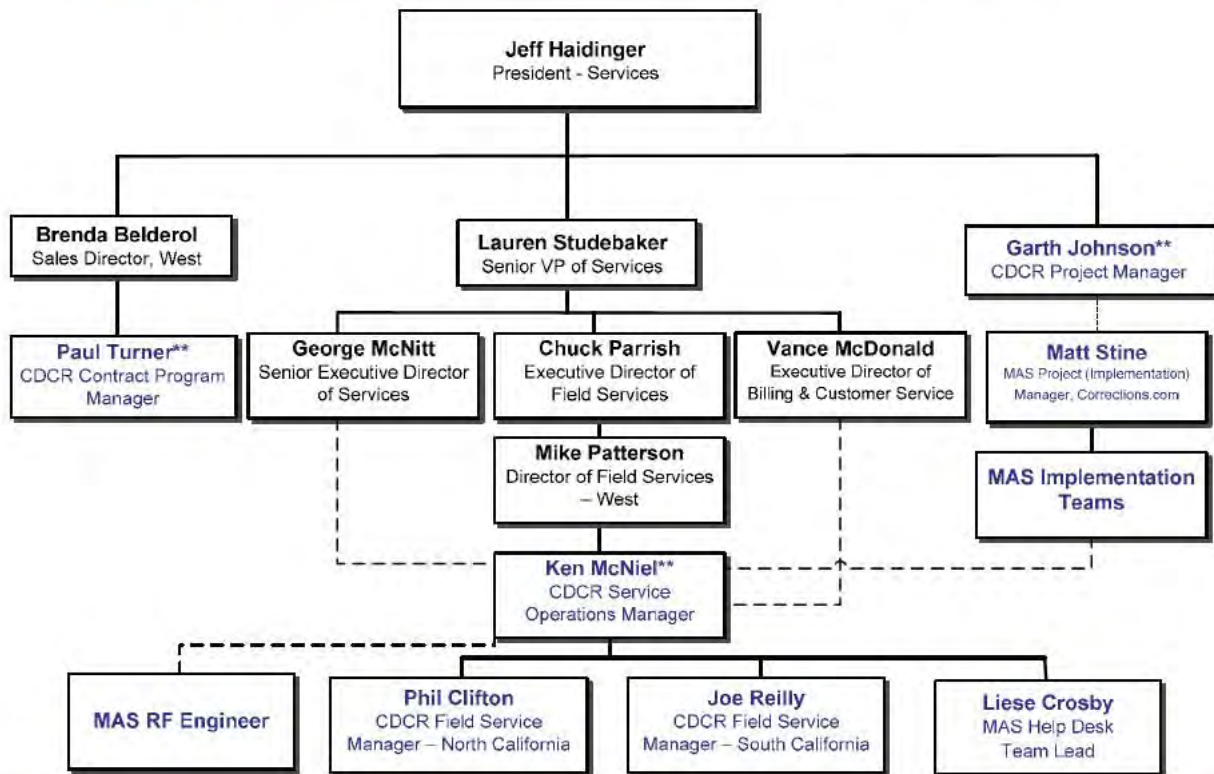
Executives highlighted in blue in the chart will lead the core teams responsible for the success of GTL's MAS Project.

- Garth Johnson, Senior Vice President of Operations and GTL's Project Manager for MAS Implementation will provide executive level oversight for the implementation; ensuring that

the MAS equipment and services delivered by the MAS Project Implementation Team satisfies all contractual requirements.

- Lauren Studebaker, Senior Vice President of Service will provide executive level oversight to ensure that field service and maintenance as well as the MAS help desk services are delivered in compliance with contractual requirements.
- Brenda Belderol, Sales Director – Western Region, will provide executive level oversight of the MAS contractual and administrative requirements and the MAS Program Contract Manager’s activities.

GTL Operational Organization for CDCR MAS Project



Daily leadership and direction for this important Contract will be provided by **Ken McNiel, CDCR Service Operations Manager** and **Paul Turner, CDCR Contract Program Manager**. Ken and Paul have over 15 years of combined service to large state DOCs.

Garth Johnson, GTL's **Project Manager for MAS Implementation** and PMI-certified Project Manager Professional will oversee the implementation of CDCR's MAS service. *Additionally,*

Matt Stein, a PMI certified Project Management Professional from our subcontracted MAS provider's organization will work closely with Garth Johnson to handle the implementation from the subcontractor's side.

Introduction to GTL's Subcontracted MAS Service Provider

As the Prime Contractor, **GTL is fully responsible to the State** for the delivery; installation,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6.24.2.1 Project Management Methodology

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

GTL Description:

GTL's project management methodology is based on Project Management Institute Project Management Body of Knowledge (PMBOK) principles. We use various applications to define, manage, and track the project's scope, communications, procurements, human resources, quality,

and integration. We will use the following phases or steps to guide the project implementation and ongoing project management of the MAS contract.

| [Redacted]

[Redacted]

6.24.2.2 MAS Project Schedule

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

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

Reference: [MAS Implementation Schedule](#)

Location: [Volume I, Section 4B MAS Implementation Plan](#) Page [4B.53](#)

Description:

GTL and its subcontractor, [REDACTED], have provided a **MAS Project Schedule** at the at the bid location referenced above. This Gantt chart schedule was created and will be updated and maintained in Microsoft Project and shows estimated start and completion dates for each task.

Our Project Management team will adhere to each step and timeline including dependant events/activities to the project schedule on target. By consistently referring to the Project Schedule and comparing actual deliverables along with dependant events to project timelines, we will know well in advance if corrective action is required to keep the project on schedule.

6.24.2.3 Site Specific Information Requests for MAS

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

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

Reference: [MAS Project Management Plan](#)

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

Description:

Prior to the start of each phase of MAS work, the implementation plan for the phase will be complete with all materials and decisions received in writing from the CDCR Operations Manager, including the CDCR Operation Manager's final written approval.

If additional information is required for the design or development of final implementation plans, GTL and [REDACTED] will submit to the CDCR Operations Manager a completed SOW, Exhibit G, Request for Information California Department of Corrections and Rehabilitation Inmate/Ward Telephone System/Managed Access System.

If changes are needed or desirable in a previously approved plan or currently installed element, GTL and its subcontractor [REDACTED] will submit to the CDCR Operations Manager a completed SOW, Exhibit F, Inmate/Ward Telephone System/Managed Access System Contract Change Request.

6.24.2.4 Project Manager Certification for MAS

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

GTL's CDCR **Project Manager, Garth Johnson**, whose experience with large scale telecommunications projects exceeds 12 years, has been certified by the following recognized project management organizations:

Project Management Institute – Project Management Professional Certification – PMP Number: 189523 – Status: Member in good standing

George Washington University – Project Management Certificate

*Additionally, **Matt Stein**, committed to GTL's MAS Project [REDACTED], [REDACTED] is a PMI certified Project Manager with 12 years telecommunications experience including wireless communications, enterprise infrastructure, and telecommunications networking projects. Managing the MAS implementation from the subcontractor's side, Mr. Stine will work closely with GTL's Garth Johnson.*

6.24.2.5 MAS Project Teams

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

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

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

Reference: [MAS Staffing and Resource Plan](#)

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

GTL Description:

GTL's executive management team will oversee and be responsible for all aspects of our IWTS/MAS Contract. Each of the executives listed in the chart below is available to confer with the State of California regarding Contract related issues at the CDCR Operations Manager office location.



Operational Executives and Management Supporting the MAS Project

Executives highlighted in blue in the chart will lead the core teams responsible for the success of GTL's MAS Project.

- Garth Johnson, Senior Vice President of Operations and GTL's Project Manager for MAS Implementation will provide executive level oversight for the implementation; ensuring that the MAS equipment and services delivered by the MAS Project Implementation Team satisfies all contractual requirements.
- Lauren Studebaker, Senior Vice President of Service will provide executive level oversight to ensure that field service and maintenance as well as the MAS help desk services are delivered in compliance with contractual requirements.
- Brenda Belderol, Sales Director – Western Region, will provide executive level oversight of the MAS contractual and administrative requirements and the MAS Program Contract Manager's activities.



Knowledgeable GTL employees who interface directly with CDCR Operations Manager and CDCR staff comprise the visible “face” of GTL's Field Service and Support Team. Behind the scenes, a project-dedicated Radio Frequency (RF) Engineer/Technician provided by our subcontractor,

[REDACTED] work closely with **Ken McNeil, Service Operations Manager**, to manage the day-to-day MAS field service operations and the activities of five (5) RF Field Service Technicians, also provided [REDACTED].

Introduction to [REDACTED]

As the Prime Contractor, **GTL is fully responsible to the State** for the delivery, installation, and

[REDACTED]

[REDACTED]

[REDACTED]

Subcontracted staff from [REDACTED] who have committed to working closely with GTL to ensure the proper implementation and successful delivery of GTL's MAS services to CDCR for the term of the Contract are indicated in the following diagram.

GTL Executives



As GTL's subcontracted MAS provider, [REDACTED] will provide qualified personnel for the [REDACTED]

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

Project Team Members to be Assigned upon Contract Award

Role	Responsibilities
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

The MAS RF Engineer/Technician will be located in [REDACTED]. The proposed locations of the five RF Field Service Technicians are indicated in the table below.

Technician #	General Location (city/state/zip code)			
1	[REDACTED]	[REDACTED]	CA	95532
2	[REDACTED]	[REDACTED]	CA	95304
3	[REDACTED]	[REDACTED]	CA	93610
4	[REDACTED]	[REDACTED]	CA	93204
5	[REDACTED]	[REDACTED]	CA	93561

6.24.3 MAS ESCALATION PLAN

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

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

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

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

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

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

Reference: [MAS Escalation Plan](#)

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

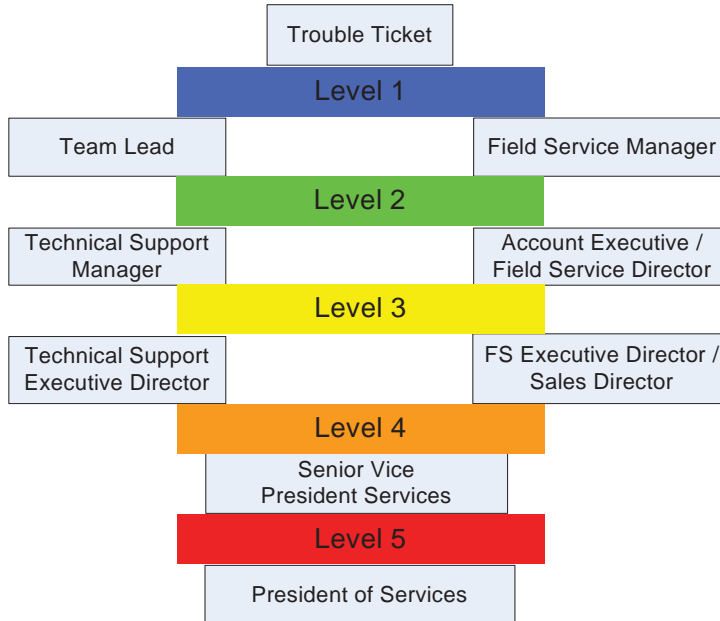
Description:

At the bid location noted above, we provide GTL's comprehensive Escalation Plan, which details procedures, processes, and personnel for addressing issues related to the resolution of MAS trouble tickets. Highlights of this Plan are presented on the following pages. We understand that all escalation procedures are subject to State approval.

Following Contract award, as the Prime Contractor, GTL will provide three (3) escalation levels from GTL's organization to address unanticipated difficulties like installation concerns, system downtime, and degradation of services. We will also provide additional escalation policies and points of contact, including contact numbers (office telephone, mobile telephone, facsimile, e-mail), titles, and chain of command, for use in case the efforts by a single GTL point of contact are insufficient in resolving a particular situation. If for any reason it is decided that GTL's CDCR Project Manager f [REDACTED], is not to be the primary contact point, we will clarify the relationship of the Project Manager in the escalation process.

TROUBLE TICKET ESCALATION PROCESS

MAS escalation trouble tickets travel two separate, simultaneous paths shown below. The left-hand path denotes the technical process of escalation and the right hand path denotes the field and account management process of escalation. These paths are detailed on the following pages.



Trouble Ticket Escalation Levels Defined

Level 1 – If a trouble ticket passes the first time-based mark without resolution, the ticket is passed to the technical support Team Lead and the Field Service Manager is notified. The Team Lead determines the resources needed to accomplish a solution. The Field Service Manager contacts the customer to explain the issue, the steps planned for resolution, and the anticipated time frame.

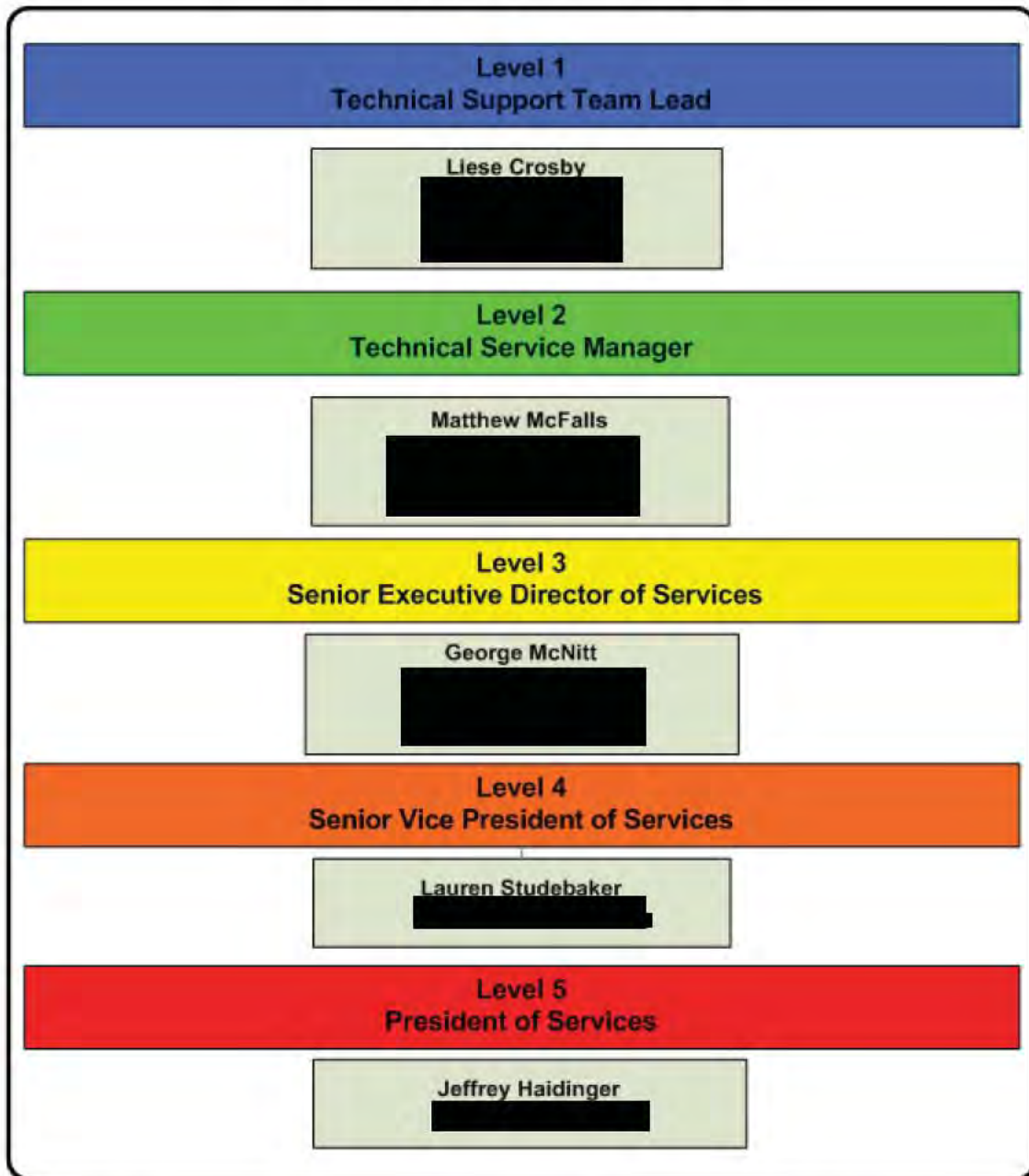
Level 2 – Should a trouble ticket pass the second time-based mark without resolution, the Technical Support Manager is notified and the Field Service Manager involves the Account Executive and the Field Service Director. At this level, conference calls are generally implemented on a periodic basis in order to keep everyone informed of the situation, current status, and any changes in plan for resolution.

Level 3 – Should a trouble ticket pass the third time-based mark without resolution, the Executive Director of Technical Support, the Executive Director of Field Services and Sales Director become involved. Depending on the root cause of the technical issue, these Directors may elect to involve other senior managers.

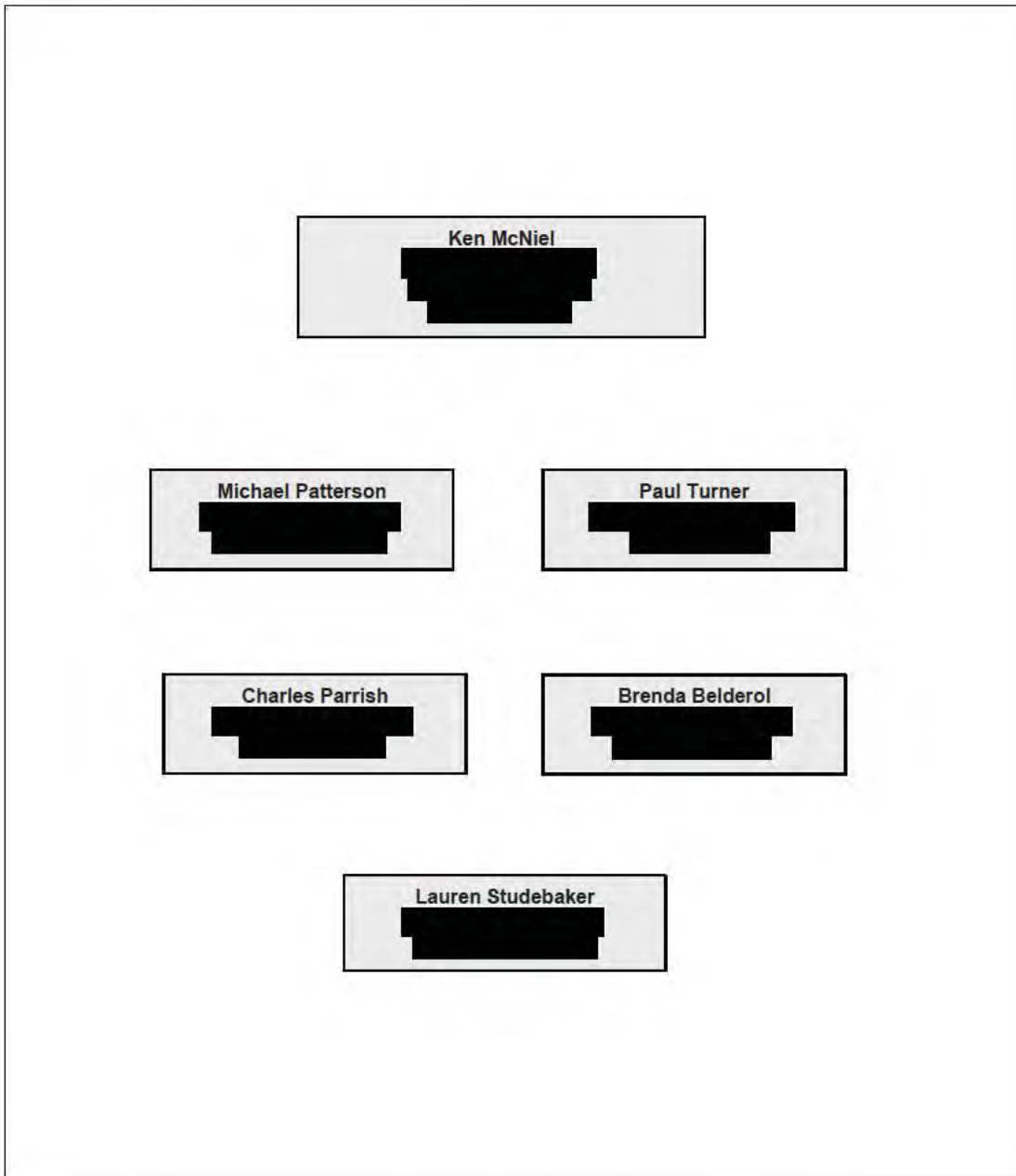
Level 4 – Should there be a need for a fourth level of escalation the Senior Vice President of Service for GTL and Corrections.com are contacted for involvement and direction.

Level 5 – In the highly unlikely event that a trouble ticket passes outside the final time-based mark, GTL's **President of Services** and [REDACTED] CEO are notified.

Technical Support Escalation Path

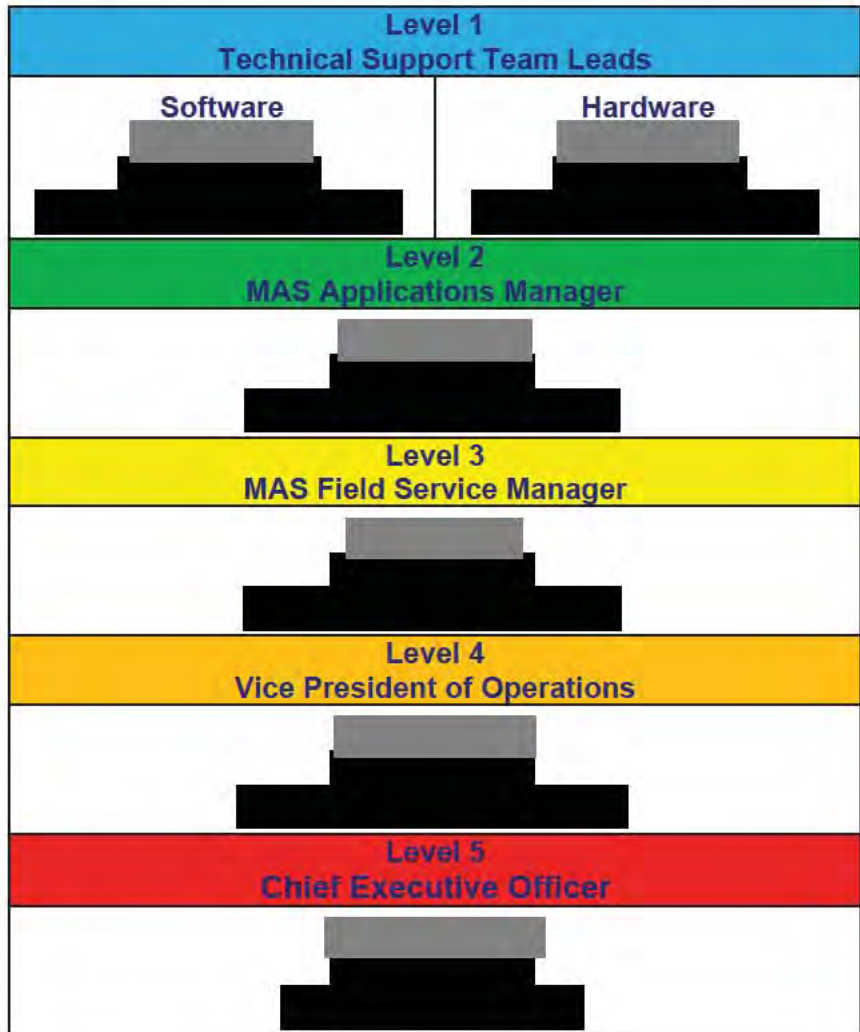


At any level deemed appropriate, the escalation hierarchy of GTL's MAS subcontractor, [Redacted] s engaged.



At any level deemed appropriate, the escalation hierarchy of GTL's MAS subcontractor, [REDACTED] is engaged. [REDACTED] Escalation Path is shown on the following page.

Escalation Path



6.24.4 MAS CHANGE MANAGEMENT PLAN

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

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

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

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

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

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

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

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

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

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

Reference: [MAS Change Management Plan](#)

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

 *Description:*

GTL's complete Change Management Plan is provided at the bid location noted above. Following are highlights of this Plan.

GTL and its subcontractor, [REDACTED], recognize that CDCR's MAS service, operations, and infrastructure will constantly evolve and adapt to the State's changing environment. In order to continually adapt and improve the delivery of services, GTL and its subcontractor, [REDACTED] will work jointly with the CDCR Operations Manager to establish procedures for managing any needed or advantageous changes. GTL and [REDACTED] will make sure that the **Change Management Plan** is compatible with the State's change management processes.

During the term of this Contract, GTL and [REDACTED] will maintain and administer the electronic change management processes that communicate, assess, monitor, and control all changes to system resources and processes. GTL and [REDACTED] will also manage changes so that a stable MAS service environment is maintained during all change activities.

Prior to the implementation of any change, we will submit to CDCR the change management documentation required.

GTL and [REDACTED] will ensure that all software modifications and upgrades are deployed using the configuration management, documentation, integration, and transition requirements of this Contract during the maintenance period.

The CDCR will receive timely notifications of all planned changes and those approved will be scheduled and implemented with minimal impact on the State and/or daily operations at CDCR facilities.

All approved software or hardware changes to the MAS will be carefully planned and managed by GTL and [REDACTED] Technology Team. We have clearly defined processes and regulatory steps to ensure that each change is compatible and in compliance with our CDCR Agreement, the desired functionality and requirements for the MAS service.

Software Change and Documentation

GTL's subcontractor, [REDACTED], maintains an MAS test environment in which all potential changes are fully tested before software updates are approved for implementation or integration.

[REDACTED]

GTL and [REDACTED] will prepare and provide to the CDCR complete documentation of any system changes or upgrades prior to implementation. MAS engineers will carefully document all changes to system functionality.

Software Version Control

As with all changes within the MAS environment, GTL and [REDACTED] will carefully manage the creation and release of new system software versions. GTL and [REDACTED] will coordinate all software updates to the MAS with the CDCR Operations Manager. Following CDCR approval, software updates are installed [REDACTED]

[REDACTED] deliver the highest quality service and support and allows all MAS sites to enjoy the very latest enhancements of our platform's control program – at all times.

All software modifications will be documented and provided to the State for approval prior to implementation. Additionally, GTL and [REDACTED] Configuration Management Plan will be updated appropriately to reflect the software installation and/or upgrade.

[REDACTED]

Hardware Change and Documentation

GTL's subcontractor, [REDACTED] maintains an MAS test environment in which all potential hardware changes are fully tested before hardware updates are approved for implementation or integration.

[REDACTED]

GTL and [REDACTED] will prepare and provide to the CDCR complete documentation of any system hardware changes or upgrades for approval prior to implementation. MAS engineers will carefully document all changes to system functionality.

Hardware Version Control

As with all changes within the MAS environment, GTL and [REDACTED] will carefully manage the creation and release of new system hardware configurations. GTL and [REDACTED] will coordinate all hardware modifications and updates to the MAS with the CDCR Operations Manager. GTL and [REDACTED] will provide engineering specifications for hardware

[REDACTED]

The following documentation will be delivered to the CDCR 30 calendar days prior to MAS hardware modification at each CDCR facility. We understand that approval from CDCR is required prior to deployment of any hardware changes or upgrades.

[REDACTED]

[REDACTED]

[REDACTED]

6.24.5 MAS CONFIGURATION MANAGEMENT PLAN

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

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

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

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

Reference: [MAS Configuration Management Plan](#)

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

 *Description:*

Configuration Management focuses on establishing and maintaining consistency of MAS performance and ensuring that its functional and physical attributes are in compliance with CDCR's design and operational requirements throughout the term of the Agreement.

MAS CONFIGURATION MANAGEMENT PLAN

[Redacted content]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6.24.6 MAS SECURITY MANAGEMENT PLAN

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

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

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

Reference: [MAS Security Management Plan](#)

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

GTL Description:

GTL and its MAS subcontractor, [REDACTED] understand the importance of having a rigorous Security Management Plan with clear policies and procedures for the security of the network, application, data transmission, data storage, and physical security. GTL and [REDACTED] will take any and all steps necessary to ensure the continuous security of the MAS, including all data, and provide data security procedures for the CDCR, throughout the Contract term.

DATA and Network Security

[REDACTED]
[REDACTED] remote access to the network or application; and system and network monitoring traffic.

The system and data will be protected from virus and malicious software attacks through the use of a comprehensive third-party anti-virus and spyware protection software, which will be routinely updated and kept current with the manufacturer's newest release.

GTL and its MAS subcontractor, [REDACTED], understand that all data collected is confidential and that any unauthorized access to, copying, alteration, use, sale, destruction, or dissemination of that data outside the scope of this Contract without explicit permission by the CDCR Operations Manager is strictly prohibited.

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



6.24.7 MAS SERVICE, SUPPORT, AND MAINTENANCE PLAN

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

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

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

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

GTL Description:

GTL's comprehensive MAS Service, Support, and Maintenance Plan is submitted at the bid location noted above. Following are highlights of this Plan.

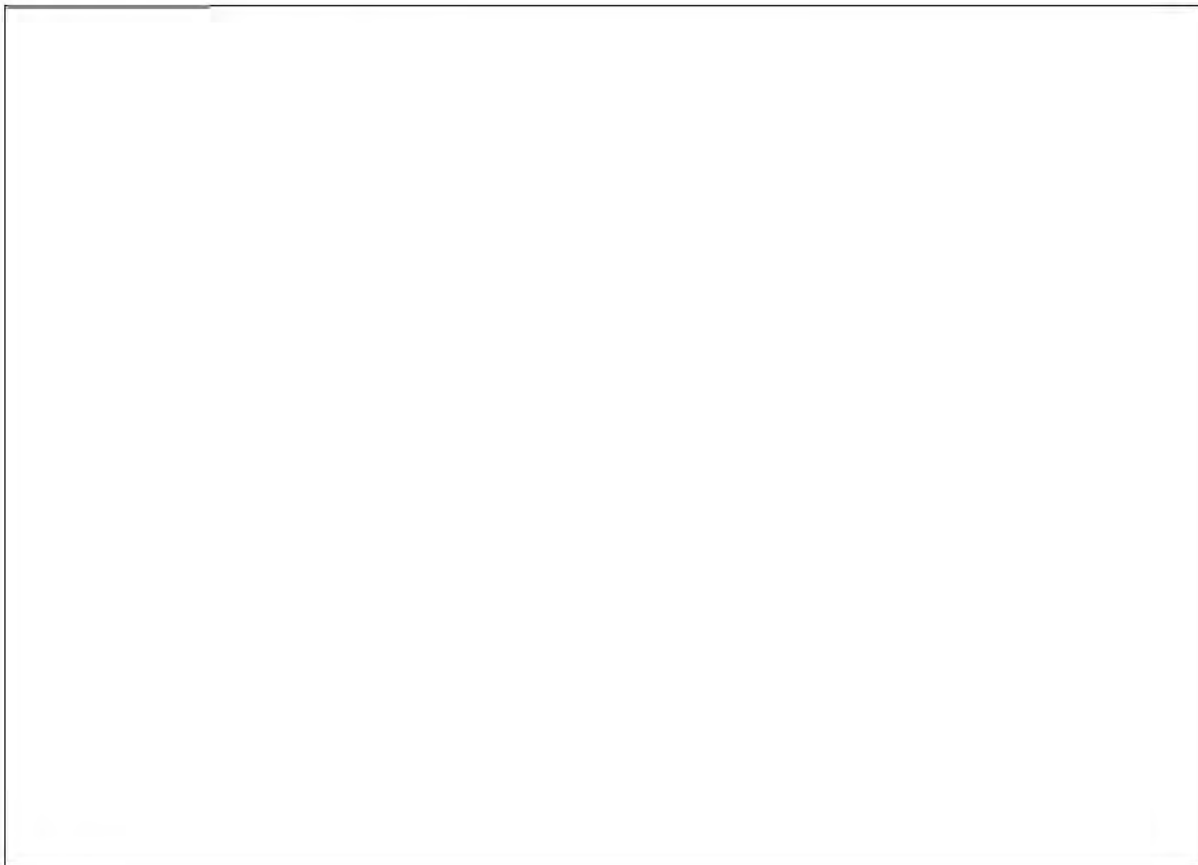
[REDACTED]

MAS FIELD SERVICE

MAS Field Service Team

Knowledgeable GTL employees who interface directly with CDCR Operations Manager and CDCR staff comprise the visible “face” of GTL’s Field Service and Support Team. [REDACTED]

[REDACTED]



[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



TECHNICAL SUPPORT – MAS HELP DESK

IFB Reference: 6.21.2.2 Prime Contractor's MAS Help Desk for CDCR

GTL will provide a MAS 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.

MAS Help Desk Hours of Operation

The CDCR MAS Help Desk line will be answered ***twenty-four hours a day, three hundred sixty-five (365) days a year, including holidays***, by a full-time MAS Service Representative.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

[REDACTED]

[REDACTED]

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

[REDACTED]

[REDACTED]

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



CDCR TROUBLE TICKET TRACKING

IFB Reference: 6.21.2.6 MAS Trouble Ticket Reporting and Tracking System

GTL and the MAS subcontractor will provide a Trouble Ticket Reporting and Tracking System that is accessible to the CDCR. This system will have the following characteristics:

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

SERVICE PRIORITY LEVELS

Service Priority Levels and Response Times

IFB Reference: 6.21.3 MAS Trouble Ticket Priority Table

Priority	Criteria	Response Target	Resolution Target
1 - Critical	[REDACTED]	[REDACTED]	<p>Issue will be continuously worked, 24x7x365, until ticket closure or MAS service stabilization, which would result in the issue being downgraded to Major.</p> <p>Status updates are provided in as real-time as possible. Usually CDCR is in constant contact with the MAS Help Desk.</p>
2 - Major	[REDACTED]	[REDACTED]	<p>Issue will be continuously worked until ticket closure or MAS service stabilization, which may result in the issue being downgraded to Minor.</p> <p>Status updates are provided every four (4) hours or sooner if developments occur.</p>
3 - Minor	[REDACTED]	[REDACTED]	<p>Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PT, Monday – Friday, except California state holidays).</p> <p>Status updates will be provided at the end of the business day or sooner as developments occur.</p>
4 - Change Requests & General Information	[REDACTED]	[REDACTED]	<p>Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PT, Monday – Friday, except California state holidays).</p> <p>Status updates will be provided at the end of the business day or sooner as developments occur.</p>
<p>Note: The CDCR will work with the Prime 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.</p>			

6.24.8 MAS IMPLEMENTATION PLAN

Requirement revised per Addendum 7

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

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

Reference: [MAS Implementation Plan](#)

Location [Volume I, Section 4B MAS Implementation Plan](#) Page: [4B.1](#)

GTL Description:

GTL's detailed Implementation Plan is submitted at the bid location noted above. Following are highlights of this Plan.

[Redacted content]

IMPLEMENTATION OVERVIEW



[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

nit for the

[Redacted]

[Redacted]

[Redacted text block]

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IMPLEMENTATION TASKS

The **Phase 0** project schedule will have four (4) distinct and parallel tracks being performed

[REDACTED]

- 1. [REDACTED]

- 2. [REDACTED]

- 3. [REDACTED]

- 4. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

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



6.24.8.1 CDCR Impact

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

MAS installation processes and procedures are specifically designed for efficiency, minimal time on-site, and minimal disruption of facility operations and routines.



6.24.8.2 MAS Implementation Planning and Scheduling

Requirement revised per Addendum 11

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

- 1) Quantities and complexities of required equipment;
- 2) Acceptance prior to full implementation;
- 3) Ordering required circuits;
- 4) Facility access restrictions;

- 5) Facility infrastructure;
- 6) MAS Training;
- 7) Public safety considerations;
- 8) Impact from limited State resources; and,
- 9) Establishing user accounts.

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

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

Reference: [MAS Implementation Plan](#)

Location [Volume I, Section 4B MAS Implementation Plan](#) Page: [4B.1](#)

GTL Description:

The implementation planning and scheduling that will ensure timely deployment of all contracted MAS services is described in detail in GTL's MAS Implementation Plan at the bid location noted above. Highlights of this plan relating to the nine areas of interest listed in this IFB section (6.24.8.2) are provided below.

[REDACTED]

The MAS and DAS (distributive antenna system) units are housed in a full rack enclosure.

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

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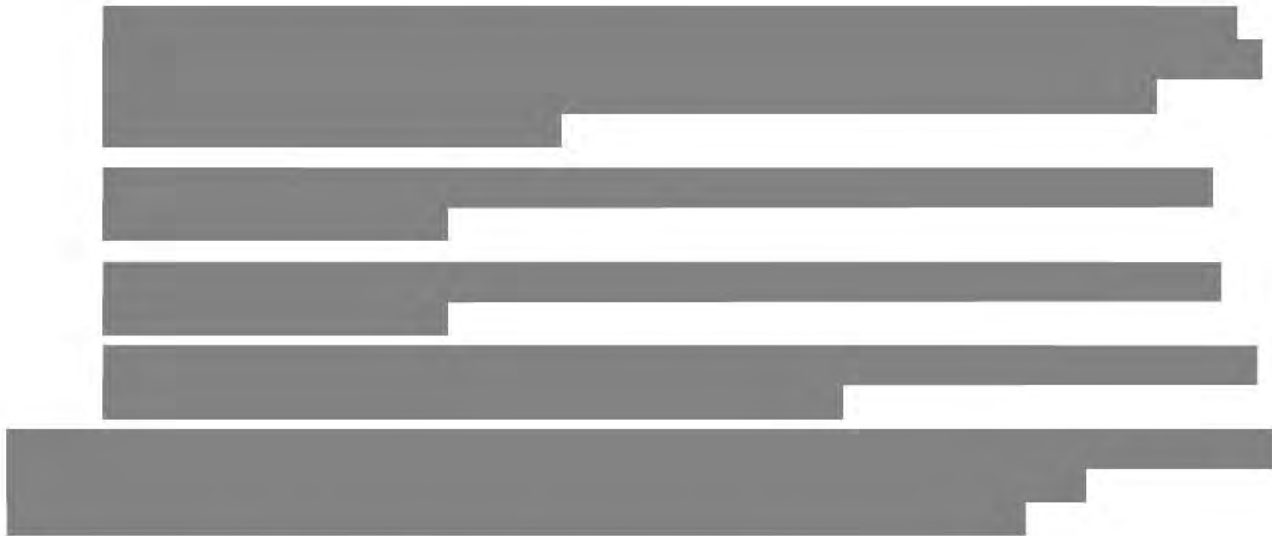
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



6.24.8.3 Transfer of MAS Equipment Ownership

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

GTL will abandon in place, at no cost to the State, all affixed assets and associated cabling as part of the MAS Transition-Out process to the future MAS Contract. GTL will continue to maintain all equipment until the MAS Transition-Out process has been completed and accepted by the CDCR Operations Manager. We understand that the major milestone dates for transition-out will be identified by the CDCR Operations Manager in the approved MAS Transition-Out Plan.

6.24.9 MAS TRANSITION-OUT PLAN

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

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

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

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

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

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

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

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

Reference: [MAS Transition-Out Plan](#)

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

GTL Description:

To help ensure that CDCR business objectives are met, GTL hereby declares and commits to participating in the MAS Transition-Out phase at the end of the Contract term or before if cancellation of the contract should occur.

As the incumbent, GTL will work with the State and future MAS Prime Contractor in the development and coordination of a transition plan that will effectively and efficiently handle the Transition-Out of MAS services to the future MAS Prime Contractor.

GTL and its subcontractor, [REDACTED], will cooperate fully with the State in planning, coordinating and executing the transition out process. For the MAS transition-out phase, GTL and [REDACTED] will provide a plan that will assure the State that all services will be transitioned in a timely and efficient manner.

For the Transition-Out planning, GTL will coordinate and participate in all meetings for an orderly transition. GTL and [REDACTED] will perform tasks within the transition plan to make sure that the transition-out is as transparent as possible and at no cost to the State.

Transition of MAS Equipment

At the point defined by the agreed upon Transition-Out Plan, GTL will transfer ownership of all affixed assets and associated cabling to the State. GTL and [REDACTED] will continue to maintain all equipment until the Transition-Out process has been completed and accepted by the CDCR Operations Manager.

MAS Transition-Out Planning and Schedule

GTL will work with the State and the new vendor to establish a mutually agreeable transition plan for the smooth disentanglement of the MAS services at the end of GTL's Contract. We will meet all agreed upon dates for actions contained in the approved transition plan. GTL will attend all required transition meetings and will provide periodic updates, as agreed to between the State and GTL.

Working with Future MAS Contractor

GTL will cooperate at the end of the Contract by providing the CDCR and/or the new vendor with existing MAS information, such as white listed phones, blocked call data, and other pertinent information. MAS data and information will be made available to the CDCR at the CDCR Operations Manager's discretion.

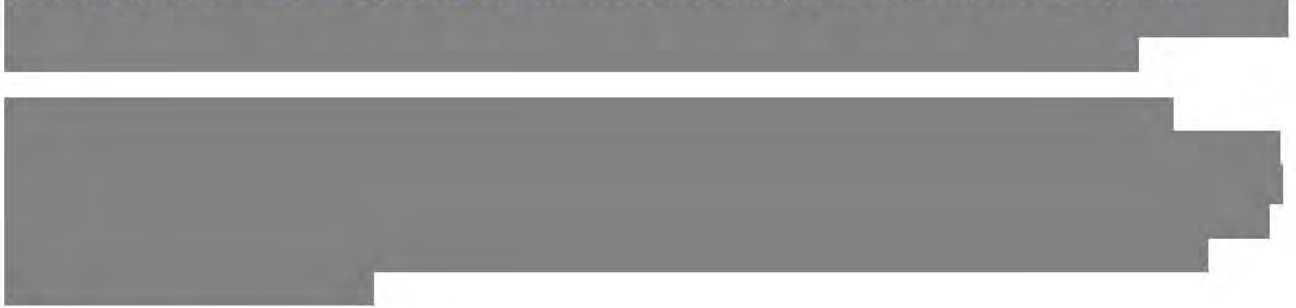
GTL will continue to provide the services and resources committed under the terms and conditions of our MAS Agreement during the transition to a subsequent vendor's MAS solution and services. In addition, we will [REDACTED]

MAS Data Transition-Out Planning

Upon termination of GTL's contract and in accordance with the agreed upon Transition-Out Schedule, GTL will provide all required MAS data in the State's approved format. GTL and [REDACTED] will retain MAS data storage for a period of [REDACTED]. The [REDACTED] period also applies to the Transition-Out of data upon expiration of the Contract.

GTL and [REDACTED] resources will be responsible for Transition-Out tasks, i [REDACTED]

In keeping with the State's export data format requirements (IFB Section 6.20.7.3) GTL and



6.24.10 MAS STRATEGIC AND OPERATIONAL PLANNING

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

GTL Description:

GTL will work with the State for technology planning and will assist in: Development of goals and objectives; Assessment of the current environment; and Development and analysis of recommended strategies, solutions, and alternatives.

6.24.11 MAS ACCEPTANCE TEST PLAN

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

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

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

Reference: [MAS Implementation Plan](#)

Location [Volume I, Section 4B MAS Implementation Plan](#) Page: **4B.15**

 Description:

We have submitted with our proposal a preliminary and detailed MAS Acceptance Test Plan at the bid location referenced above. GTL will provide a final MAS Acceptance Test Plan within 30 calendar days of contract award.

6.24.11.1 MAS Acceptance Testing

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

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

Reference: _____

Location _____ page _____ paragraph _____

 Description:

GTL understands that acceptance testing will be performed by GTL-provided personnel and that validation and acceptance of testing results will be performed by the State.

6.24.11.2 MAS Acceptance Testing Evaluation

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[REDACTED]

6.24.12 MAS ACCEPTANCE TESTING DELIVERABLES

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

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

Reference: _____

Location _____ page _____ paragraph _____

GTL Description:

[REDACTED]