Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.1	**Inmate/Ward Telephone Service (IWTS) Requirements**		
F.1.1	**Service Required**		
F.1.1.1	The IWTS shall provide inmates/wards with access to a collect call services as described within this section. These services shall support a present inmate/ward population of approximately 168,000. The contractor shall provide an IWTS which is capable of operating in 33 adult correctional facilities and 36 camps in California. CYA currently has 10 facilities (of which, 2 are designated for closure by 2005-06), and 4 camps (of which, 2 may or may not participate in this contract). Correctional facility information and traffic volume estimates are provided in Section III, Current Environment Table 3-4 through 3-7.	M	M
F.1.1.2	All CDC and CYA data shall be kept logically and physically separate from each other.	M	M
F.1.2	**Compliance with Regulatory Agencies.**		
F.1.2.1	The contractor shall be responsible for compliance with all regulatory requirements imposed by local, state, and federal regulatory agencies for all systems and services provided throughout the performance period of this contract.	M	M
F.1.3	**Meeting New Industry Standards**		
F.1.3.1	The contractor shall be responsible for making all system modifications necessary to allow inmate/wards to place calls as industry dialing requirements change, at no additional cost to the State.	M	M
F.1.3.2	The contractor shall be responsible for complying with and updating the IWTS for any regulatory changes and requirements during the life of the contract. These regulatory changes include federal, state, county, and municipal modifications. These changes shall be made at no additional cost to the State.	M	M
F.1.3.3	The IWTS must support multi-lingual operation, including all menus, prompts and branding announcements. The system must be delivered configured to support English and Spanish operations.	M	M
F.1.3.4	The IWTS shall provide voice prompt calling instructions for each type of call allowed.	M	M
F.1.3.5	The system shall not take more than two seconds to provide a dial tone or voice prompt to the telephone once the receiver is lifted off the hook.	M	M
F.1.3.6	The system shall take a maximum of ten seconds to process a call, from the last digit dialed from the telephone keypad until the last digit is sent to the service provider for domestic calls.	M	M
F.1.4	**Voice Quality**		
F.1.4.1	The quality of voice connections provided by the IWTS shall meet or exceed appropriate industry standards in use in the United States and enacted by appropriate standards organizations (Bellcore, IEEE, ANSI, NIST, FIPS) for transmitted and received levels, noise, cross-talk, and frequency range. The contractor shall provide the State with the standard to which their IWTS will adhere.	M	M
F.1.4.2	This voice quality level shall be in place for all telephone services at all stages of a call and shall not be affected by any other IWTS feature, function, or capability.	M	M
F.2	**Inmate/Ward Access to Telephones**		
F.2.1	**Feature Parameters**		
F.2.1.1	The IWTS shall provide features which provide the State with the capability to manage inmate/wards' abilities to place telephone calls. These features, at a minimum, shall be capable of being applied by the State as described below and as summarized by F.2.2, Feature Groups The IWTS shall provide the State with an easy to use method of setting and changing feature parameters which can be applied to various groups of inmate/wards or individual inmate/wards as deemed necessary by the State.		M
F.2.2	**Feature Groups**		
F.2.2.1	The IWTS shall be capable of maintaining multiple groups of State configurable features derived from various combinations of the features listed below.		M
F.2.2.2	The contractor shall state the number of feature groups which shall be made available for configuration. There shall be a minimum of six feature groups.		M
F.2.2.3	The IWTS shall provide State Central Office staff the capability to assign access privileges to user levels for any individual feature, allowing those users to modify or change features for individual inmate/wards and/or individual telephone numbers only.		M
F.2.2.4	A call shall be completed only if the inmate/ward attempting to place that specific call is allowed to do so within the confines of the applicable feature group configuration.		M
F.2.3	**Class of Service (COS)**		
F.2.3.1	The State shall be capable of configuring COS by configuring the parameters for each feature within a group. The values of these parameters are listed below in Feature Descriptions. These COSs shall be capable of being assigned by State staff or vendor personnel with appropriate access levels to individual inmate/wards or groups of inmate/wards as defined by groups of institutions. individual institutions, or living units.		M
F.2.3.1.2	The IWTS shall be capable of providing multiple COSs for each feature group.		M
F.2.3.1.3	A COS shall be capable of being assigned as a default configuration to the following levels.		M
F.2.3.1.3.1	Individual inmate/wards		M
F.2.3.1.3.2	Groups of inmate/wards as defined in sets of living units, correctional facilities, groups of correctional facilities		M
F.2.4	**Feature Descriptions**		

Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.2.4.1	The following features shall be made available for inclusion in each feature group as defined by the State. If a feature is not included in a feature group, its function shall be considered not applicable.		M
F.2.4.1.1	**Calling Schedules**		
F.2.4.1.1.1	The IWTS shall be capable of providing the State with a means of setting various calling schedules. These schedules will control when telephones cut on or off within a correctional facility or when individual inmate/wards are allowed to place calls within the correctional facility schedule. The IWTS shall provide the capability to configure multiple calling schedules for each day, by correctional facility and individual inmate/ward (if PINs are used).		M
F.2.4.1.2	**Time Between Completed Calls**		
F.2.4.1.2.1	If PINs are use, the IWTS shall be capable of being configured to control the amount of time between inmate/ward completed calls. The system shall be capable of placing this limit on collect calls. The State shall be capable of enabling or disabling this feature. This time shall be set by minutes and shall range from 0 to 999.		M
F.2.4.1.3	**Maximum Number of Calls**		
F.2.4.1.3.1	The IWTS shall be capable of being configured for the maximum number of calls allowed per day, week, or month for an individual inmate/ward or groups of inmate/wards (if PINs are used) or all inmate/wards. The system shall be capable of placing this limit on collect calls. The State shall be capable of enabling or disabling this feature. This setting shall range from 0 to 999.		M
F.2.4.1.4	**Maximum Number of Minutes**		
F.2.4.1.4.1	The IWTS shall be capable of being configured for the maximum number of minutes of calls allowed per day, week, or month for an individual inmate/ward or groups of inmate/wards (if PINs are used) or all inmate/wards. The system shall be capable of placing this limit on collect calls. The State shall be capable of enabling or disabling this feature. This time shall be set by minutes and shall range from 0 to 9,999.		M
F.2.4.1.5	**Call Duration**		
F.2.4.1.5.1	The IWTS shall be capable of assigning a maximum call duration. The State shall be capable of enabling or disabling this feature. This time shall be set by minutes and shall range from 0 to 99.		M
F.2.4.1.6	**Extra Dialed Digits Prevention**		
F.2.4.1.6.1	The IWTS shall be capable of preventing the processing of additional digits from the inmate/ward after all call processes have been completed for an authorized call. This feature shall be capable of being enabled or disabled. It shall also be configurable for the number of extra dialed digits allowed before the call is cut off. The system shall be capable of enabling or disabling this feature for individual inmate/wards and individual telephone numbers.	M	M
F.2.4.1.7	**Called Party Blocking**		
F.2.4.1.7.1	The IWTS shall provide the called party through a voice prompt with a method to block all calls placed from an inmate/ward.. Calls blocked for an Institution/Facility using this method shall not affect other inmate/wards from another institution wishing to call that same number. Calls blocked using this method shall be identified separately in all tables as blocked by the customer. Under no circumstances will the contractor alter or interfere with the ability of the called party to receive other collect calls originating from non-State correctional facilities (i.e., placing LIDB blocks).	M	M
F.2.5	**Placing Calls**		
F.2.5.1	Due to the various locations of State correctional facilities throughout the State the contractor shall propose a method by which inmate/wards shall place calls to local, long distance and international locations using a Statewide consistent dialing pattern. Due to the fact that inmate/wards transfer to and from correctional facilities on a frequent basis, the State requires a dialing method which is standard for all correctional facilities. The contractor shall be responsible for informing inmate/wards of the proper call process directions permanently affixed on each telephone.	M	M
F.3	**Voice Response and Message Capability**		
F.3.1	**Prerecorded Messages**		
F.3.1.1	The IWTS shall be capable of providing prerecorded messages to inmate/wards and called parties. The contractor shall ensure that the IWTS provides sufficient access to voice storage and response capability to support the voice message and inmate/ward interaction requirements pertaining to all calling services, and to the IWTS account management functions specified in this RFP. Under no circumstances shall an inmate/ward with access to an IWTS handset experience delay in placing a call due to insufficient voice messaging and response resources.	M	M
F.3.2	**Capability to Change Messages**		
F.3.2.1	The contractor shall provide the State with the capability to change all voice messages provided by the system at no cost to the State.	M	M
F.3.3	**Responding to Voice Prompts**		
F.3.3.1	The IWTS shall be capable of accepting voice responses, and/or DTMF keypad and rotary telephone input as a means of input for answering all system provided questions or prompts from the inmate/ward and called party.	M	M
F.3.4	**Use of Voice Messaging**		
F.3.4.1	The IWTS shall be capable of using the voice message capability to provide inmate/wards information or prompt responses regarding:	M	M
F.3.4.1.1	Call setup.	M	M

Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.3.4.1.2	Call processing.	M	M
F.3.4.1.3	Reasons call could not be completed.	M	M
F.3.5	**Keypad Input**		
F.3.5.1	The IWTS shall be capable of using the voice response capability or keypad input to allow inmate/wards to:	M	M
F.3.5.1.1	Perform call setup.	M	M
F.3.4.1.2	Process a call.	M	M
F.4	**CALL PROCESSING**		
F.4.1	**Call Processing Information**		
F.4.1.1	All call processing and call rating information shall be kept current by the contractor to ensure inmate/wards can place calls. This information includes but is not limited to local exchanges, area codes, country codes, vertical and horizontal coordinates, and any other information necessary to accurately process and rate calls. The contractor shall provide the State with rating information for all calls.	M	M
F.4.2	**Outbound Only Calls**		
F.4.2.1	The IWTS shall allow inmate/wards to process only outbound calls. Inbound calls shall not be processed by the system.	M	M
F.4.3	**Second Dial Tone**		
F.4.3.1	The IWTS shall not allow an inmate/ward to obtain a second dial tone without hanging up the telephone after the first call.	M	M
F.4.4	**Time to Dial Tone**		
F.4.4.1	The IWTS shall not take more than two seconds to provide a dial tone or voice prompt to the telephone once the receiver is lifted off of the hook.	M	M
F.4.5	**Call Setup and Process Time**		
F.4.5.1	The IWTS shall take a maximum of ten seconds to process a call, from the last digit dialed from the telephone keypad until the last digit is sent to the service provider for domestic calls.	M	M
F.4.6	**Maximum Ring Time**		
F.4.6.1	The IWTS shall provide a maximum ring time, for all calls, of one minute prior to disconnecting a call. The amount of ring time may be adjusted with the concurrence of the State.	M	M
F.4.6.2	The IWTS must allow for an automatic no-answer call disconnect once a maximum number of rings has been reached. The number of rings must be programmable.	M	M
F.4.7	**Call Process Notification**		
F.4.7.1	The IWTS shall provide notification to an inmate/ward of the call status (i.e., busy no response). This notification may either be in the form of busy tones or appropriate messages at ringing intervals.Call process notification shall be provided at no cost to the State.	M	M
F.4.8	**Call Answer Notification**		
F.4.8.1	Once a call has been answered by the called party, the IWTS shall immediately begin playing the necessary voice interaction scripts and replay them until the called party responds or the time limit for responses expires	M	M
F.4.9	**Separation of Voice Path Until Call Acceptance**		
F.4.9.1	The IWTS shall not allow the called party or the calling party to speak to or hear the other party, except for the prerecorded name, until the call has been accepted.	M	M
F.4.10	**Collect Calling (Refer to F.5.16 for further Collect Call Information)**		
F.4.10.1	The IWTS should support station-to-station collect calling.	M	M
F.4.11	**Call Control System**		
F.4.11.1	All calls shall be validated on a real time basis to restrict access to blocked numbers, cellular telephones, payphones, pagers or other devices unacceptable numbers.	M	M
F.4.11.2	The IWTS shall possess the capability to notify both Contractor and State personnel in the event of a malfunction of the call control system, the recording system, monitoring station, or any other system component, with the exception of an individual telephone instrument. The notification may be sent to one (1) or more individuals' pager or other telecommunications device.		M
F.4.11.3	The IWTS shall allow the input of a "Hot Number" database of telephone numbers, which the call control equipment shall "tag" in the database. Hot number list is defined as telephone numbers that are under surveillance.		M
F.4.11.4	Access to administrative functions of the IWTS Call Control System shall be user name and password protected and shall support roles-based multi-tiered system access with expiring passwords.		M
F.4.11.5	The IWTS shall provide an audit trail of users that have logged into the Call Control System and the functions performed by that user.		M
F.4.11.6	The IWTS shall have the capacity to allow passive acceptance to specific hotline numbers identified by the CDC State Office.		M
F.4.12	**Human Operators**		
F.4.12.1	Human operators shall not be used at any point during a domestic collect call	M	M
F.4.13	**Called Party Voice Message Announcements**		
F.4.13.1	**Voice Announcements**	*M*	M

Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.4.13.1.1	The IWTS shall provide the called party with an opportunity to deny all future calls of that same type from a specific prison/facility, by responding to a voice response prompt when answering a call. The State shall have the capability to turn this feature on or off.	M	M
F.4.13.1.2	The IWTS shall have the capability to provide automated messages to the called party in the language specified (English or Spanish) by the inmate/ward for that called number.	M	M
F.4.13.1.3	The IWTS shall have the capability to accept the called party's response via keypad input from the telephone or a voice response and shall accept rotary dialed responses.	M	M
F.4.13.1.4	The IWTS shall be capable of providing an announcement message to the called party that the call is from a correctional facility, configurable by the State, and used as determined by the State. The State shall have the capability to turn this feature on or off.	M	M
F.4.13.1.5	The IWTS must prompt the inmate/ward to state his or her name prior to call initiation and include the caller's name in the called party's announcement.	M	M
F.4.13.1.6	The IWTS shall be capable of announcing to the called party an instruction to proceed talking.	M	M
F.4.13.2	The IWTS shall have the capability to do "Branding" or interject overlay messages into a telephone call at random intervals (e.g., "this call is from a State correctional facility") as deemed necessary by the State and at State determined intervals. The State shall have the capability to turn this feature on or off.	M	M
F.4.13.3	Call Announcement: The IWTS shall provide "branding" after the called party answers the telephone during the call set-up and randomly throughout the telephone call. Branding during call set-up shall block all conversation. Random branding shall be an overlay that allows both parties to continue a conversation. This branding may state a message such as this, "This recorded call is from an inmate/ward at a California correctional institution." The IWTS shall have the capability to control the volume of the branding and overlay to allow the branding/overlay to be audible but not intrusive.	M	M
F.4.14	**Call Acceptance**		
F.4.14.1	In accordance with Federal and State regulations, the system shall be capable of providing the called party with per minute rates and surcharges prior to call acceptance.	M	M
F.4.14.2	The IWTS shall be capable of announcing to the called party the collect call rate, prior to acceptance.	M	M
F.4.14.3	The IWTS shall provide a manner for the called party to accept a call by depressing or dialing a number on their telephone, or to deny a call by hanging up the phone. The inmate/ward shall be permitted to monitor call progress but shall not be allowed to communicate with the called party until the called party positively accepts the call.	M	M
F.4.15	**Call Blocking**		
F.4.15.1	In addition to other methods of blocking calls as stated elsewhere in this RFP, the contractor shall be responsible for blocking all calls made to telephone numbers which incur excess charges such as 972, 976, etc. The contractor shall also be responsible for blocking inmate/ward calls to long distance carrier access numbers (i.e., 10333, 10288). The contractor shall also be responsible for blocking all local numbers which access long distance carriers, which include but are not limited to numbers such as 950-XXXX.	M	M
F.4.15.2	The IWTS shall provide the State with the capability to input telephone numbers which shall be automatically blocked from being called by inmate/wards. Telephone numbers shall be capable of being blocked as an individual number or as a block or range of numbers (e.g., 800-000 to 800-540). The IWTS shall provide the capability for State staff to produce a report of all numbers which have been blocked in the database and the reason for their being blocked. The IWTS shall allow State staff with appropriate access the ability to block and remove number blocks for either an individual correctional facility or all correctional facilities. Calls to telephone numbers which have been blocked in this manner will not be allowed by the IWTS. For Level 1 Service, this functionality will be performed for CYA by the Contractor. For Level 2 Service, this functionality will be performed by CDC/CYA.	M	M
F.4.15.3	The system shall also provide the called party with the option of blocking all future calls from that institution by depressing or dialing other numbers on the telephone. The numbers for each option shall be programmable (selectable) by the State.	M	M
F.4.15.4	The IWTS shall allow the input of a database of telephone numbers which the call control equipment shall block (not allow the call to be placed or completed). The blocked number database shall retain a minimum of five hundred -thousand (500,000) telephone numbers per institution/camp. There are two (2) types of telephone numbers to be blocked: General (800, 809, 866, 877, 888, 900, 411, 911, 0+, and operators) and Specific (the telephone numbers of Wardens' homes, Correctional Officers, victims, witnesses, etc.).	M	M
F.4.15.5	The IWTS shall have the capability to detect or disconnect third-party calls.	M	M
F.4.16	**Collect Call Service and Fees**		
F.4.16.1	The contractor shall provide the collect call services listed below through the use of an Automated Operator except for requirement noted in F.4.18 below.	M	M
F.4.16.1.1	**General Collect Call Requirements**		
F.4.16.1.1.1	Human operators shall not be used at any point during a collect call except under extraordinary circumstances and as agreed to by the State except for requirement noted in F.4.18 below.	M	M
F.4.16.1.1.2	Collect calls shall not be connected nor shall billing commence until the called party indicates acceptance of the call.	M	M
F.4.16.1.1.3	Billing for the called party shall stop when either the called or calling party hangs up, whichever comes first.	M	M

Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.4.16.1.1.4	The contractor shall provide all services associated with collect call services such as billing, out-clearing, and line information database (LIDB) verification. The IWTS contractor shall assume all responsibility for billing called parties receiving IWTS collect calls, and collecting payments for these calls.	M	M
F.4.16.1.1.5	The contractor shall provide a toll free number which will be clearly shown on the called party's bill for assistance in billing matters.	M	M
F.4.16.1.1.6	The contractor shall provide the State with a written copy of all collect call restrictions it imposes in managing its collect call program. The contractor shall also notify the State in writing of any changes to these restrictions and must be agreed upon by the State in writing.	M	M
F.4.16.1.2	**Local Collect**		
F.4.16.1.2.1	The contractor shall provide local collect calling service at all correctional facilities where the IWTS is installed. The contractor shall be responsible for installing and maintaining all telephone circuits necessary to provide this service through the IWTS.	M	M
F.4.16.1.3	**IntraLATA Collect**		
F.4.16.1.3.1	The contractor shall provide intraLATA collect calling service at all correctional facilities where the IWTS is installed. The contractor shall be responsible for installing and maintaining all telephone circuits necessary to provide this service through the IWTS.	M	M
F.4.16.1.4	**InterLATA Collect**		
F.4.16.1.4.1	The contractor shall provide interLATA collect calling service at all correctional facilities where IWTS is installed. The contractor shall be responsible for installing and maintaining all telephone circuits necessary to provide this service through the IWTS.	M	M
F.4.16.1.5	**Interstate Collect**		
F.4.16.1.5.1	The contractor shall provide interstate collect calling service at all correctional facilities where the IWTS is installed. The contractor shall be responsible for installing and maintaining all telephone circuits necessary to provide this service through the IWTS.	M	M
F.4.16.1.6	**International Collect**		
F.4.16.1.6.1	International collect services are a mandatory requirement for the IWTS. The contractor shall be responsible for installing and maintaining all telephone circuits necessary to provide this service through the IWTS.	M	M
F.4.17	**Call Limits and Termination**		
F.4.17.1	The IWTS shall allow call time limits. The time limits must have a variable range that supports calls of one (1) minute to thirty (30) minutes per call. For Service Level 1 manual spring wound timer switches would be acceptable.	M	M
F.4.17.2	The system shall include the ability to revise blocks of inmate/ward call based upon inmate/ward's "privilege group" policies (if PINs are used).		M
F.4.17.3	Prior to the IWTS terminating a call due to the expiration time, the Inmate/Ward shall be informed at 60 and 30 seconds prior to the impending expiration.		M
F.4.17.4	The IWTS shall permit State personnel to manually terminate calls for a single or group of inmate/ward telephone(s) from either the monitoring system or the monitoring workstation.		M
F.4.17.5	The system shall allow corrections staff to turn-off the entire system or by housing unit via manual override or "kill" switches.	M	M
F.4.17.6	The IWTS shall have automatic timed turn-on/turn-off features adjustable for different days of the week and programmable by facility and phone bank.		M
F.4.18	**International Calls**		
F.4.18.1	The system shall place international collect calls automatically where available. If automatic call placement is not available, the system must invoke operator intervention through a State-approved service provider.	M	M
F.4.18.2	If an inmate/ward dials an international telephone number that requires operator assistance for call placement, the IWTS shall have the capability to capture the dialed digits and route the call to a live operator.	M	M
F.4.18.3	Any call that is routed to a live operator, on international calls, shall be prefaced or otherwise identified as a call from a correctional institution. The operator is directed electronically not to allow any domestic calls.	M	M
F.5	**Telephone Call Record Information**		
F.5.1	**Call Detail Record**		
F.5.1.1	All proposed systems must be able to collect and to communicate usage and revenue detail for billing and/or auditing purposes.	M	M
F.5.1.2	The Call Control System for all facilities shall provide separate, full Call Detail Records (CDR) and traffic management reports for administrative and investigative purposes.	M	M
F.5.1.3	All Call Detail Records shall be downloaded from the facilities to the Contractor not less than once per day. Both downloaded centrally stored and locally stored CDR shall be available to the State on a real time basis.		M
F.5.1.4	The IWTS must record the method in which the call was accepted or denied. Furthermore, the system must record the method in which the call was terminated. This information must be contained within the Station Message Detail Recording (SMDR) and be included in reports as requested by the State.		M
F.5.2	**Call Record Availability**		

Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.5.2.1	All calls shall generate call records which shall be accessible and available for reporting, analysis, or viewing, immediately upon the termination of a call. Any process requiring a delay in making call records available (for example, on a daily basis or through a download process) is unacceptable. Service Level 1 locations shall be able to obtain call records from the vendor upon request, within 1 business day.	M	M
F.5.3	**Call Record Data Structure for Collect Calls**		
F.5.3.1	For the purposes of viewing call records, all call records shall reflect the most current record first, followed in a descending date order to the least current call record.		M
F.5.4	**Call Record Storage**		
F.5.4.1	The IWTS, at a minimum, shall support a call record database storage capacity of the most recent 12 month period per correctional facility/camp for queries and reports. This storage shall be for all incompleted and completed calls. It is estimated that the number of records will range from 1 million to 4 million call records, per correctional facility, depending on the size of the correctional facility for a 12 month period. If a PIN system is used, informational calls placed by inmate/wards, call minutes remaining, etc., shall not affect this call record capacity, nor shall they be stored as part of the call detail record database.		M
F.5.5	**Calls Not Completed**		
F.5.5.1	The IWTS shall record the reason for a call not being connected in the call record using English constructs. The use of notification messages in the form of codes that must be looked up to ascertain their meaning is unacceptable.	M	M
F.5.6	**Call Record Format**		
F.5.6.1	The following information shall be captured and stored for all calls attempted:		M
F.5.6.1.1	inmate/ward name.		M
F.5.6.1.2	Correctional facility from which call was placed.	M	M
F.5.6.1.3	Date.	M	M
F.5.6.1.4	California Time.	M	M
F.5.6.1.5	Dialed digits.	M	M
F.5.6.1.6	Destination (city and state, or city and country for international calls).	M	M
F.5.6.1.7	Reason for call not completed.	M	M
F.5.6.1.8	Duration from answer or acceptance.	M	M
F.5.6.1.9	Trunk definition (Long distance, local, international, etc.).	M	M
F.5.6.1.10	Telephone location.	M	M
F.5.6.1.11	Station set number.	M	M
F.5.6.1.12	Charge for call.	M	M
F.5.6.1.13	Call type (interLATA, intraLATA, local, etc.).		M
F.5.6.1.14	Alert (whether an alert was issued for that call).		M
F.5.6.1.15	Type of Alert (telephone number).		M
F.5.6.1.16	Recorder channel number.		M
F.6	**MONITORING**		
F.6.1	**Monitoring Requirements**		
F.6.1.1	The IWTS shall be capable of monitoring the quantity of inmate/ward telephones at its current level with the ability to expand as required at no cost to the State.		M
F.6.1.2	The IWTS shall provide the capability to monitor calls in progress without the inmate/ward or called party's awareness, through attenuation of volume or other audible sound(s), to suggest that the conversation is being monitored.		M
F.6.1.3	The IWTS shall provide the capability to monitor calls in progress while making the inmate/ward and called party aware of monitoring through the use of periodic beeps or similar techniques.		M
F.6.1.4	The IWTS shall have the capability for the monitoring personnel to interrupt or barge in on a selected inmate/ward telephone conversation.		M
F.6.1.5	The IWTS shall permit State personnel to manually terminate calls from a single or group of inmate/ward telephone(s) for the corresponding monitoring location.		M
F.6.1.6	The system shall have the capability to allow the monitoring of an inmate/ward telephone call in more than one (1) location simultaneously. The "other" location may be local or remote to the institution originating the call. Local monitoring shall be in real-time. If the location is remote, the conversation being monitored shall be in near-real time.		M
F.6.1.7	The IWTS shall activate a manner of notification if a call to a "Hot Number" has been placed. The notification shall be an audible alarm, a flashing light, or place a notification on the CRT of the monitoring station associated with the inmate/ward telephone originating the call. The "Hot Number" database shall retain a minimum of one thousand (1000) telephone numbers per institution/camp.		M
F.6.1.8	**System-wide hot number capability**		M
F.6.1.8.1	The IWTS shall provide the capability for the system to alert staff in real-time via a paging signal generated upon receipt of a "Hot Number" or other time sensitive event.		M

Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.6.1.8.2	The IWTS shall be capable of capturing and recording in the Call Detail Record (CDR) the Billing Name and Address (BNA) of the called party when available.		M
F.6.1.8.3	The State is requesting that the IWTS ~~system must support~~ be capable of allowing the input of data (hot numbers, blocked numbers, etc.) if/when the IWTS network is down (off-line). When the IWTS network is up (on-line) the off-line data entry shall be updated, within the netwrok, as appropriate ~~data entry and record updates of all data~~.		M
F.6.1.9	**Display of Calls in Progress**		
F.6.1.9.1	Certain State staff, as designated by the State Central Office, shall have real-time access (via a display) to information on all calls in progress. This feature will give State staff with the proper access level the capability to see, real time, the following information at a minimum on all telephone calls currently in progress.		M
F.6.1.9.2	Telephone number called, when available.		M
F.6.1.9.3	Called party BNA information, when available.		M
F.6.1.9.4	Any association with a ~~silent monitor number~~ hot number that is in "alert mode".		M
F.6.1.9.5	Recorder channel number.		M
F.6.1.9.6	Duration of call.		M
F.6.1.9.7	Charge of call.		M
F.6.1.9.8	Location of telephone.		M
F.6.1.9.9	Type of call.		M
F.6.1.9.10	Call denial reason.		M
F.7	**RECORDING**		
F.7.1	**Recording Requirements**		
F.7.1.1	The IWTS shall have the capability to control the playback functions of the previously recorded calls stored. These functions shall include: fast forward, rewind, play, pause, and stop.		M
F.7.1.1.1	Call Recordings shall be maintained on site for one year.		M
F.7.1.1.2	Call Recordings shall be able to be downloaded to a CD and maintained indefinitely by LEIU/ISU ~~at either the institution or in the four LEIU centers~~.		M
F.7.1.2	The system shall provide a means to transfer recordings of inmate/ward telephone conversations to re-writeable and non re-writeable optical disks for permanent storage, evidentiary and investigative use, etc. Recordings shall be electronically stamped with a tamper resistance proof of authenticity or security envelope to insure with technical certainty the authenticity and integrity of the record.		M
F.7.1.3	The IWTS must be capable of maintaining the locked and/or flagged voice recording on the hardrive for up to seven years after the adjudication of the civil or criminal litigation.		M
F.7.1.4	Playback from any drive or other recording media must not interrupt the record process for on-going calls. Simultaneous monitor, record, and playback should be possible.		M
F.7.1.5	The IWTS shall allow the capability for multiple recorded conversations to be replayed simultaneously at the same or other designated workstation location(s).		M
F.7.1.6	The IWTS shall allow a user to send a recorded conversation to any telephone number within the continental United States for playback via telephone to the call recipient.		M
F.7.1.7	The recording system must have multiple levels of password protection for an individual to access the system either to monitor, record, listen, or effect any operational aspect of the recording function.		M
F.7.1.7.1	At a minimum, the recording system shall have a library capability that is able to search (locate/sort) call recordings based upon the following criteria:		M
F.7.1.7.2	1. Start date/time		M
F.7.1.7.3	2. Destination number called		M
F.7.1.7.4	3. Calling telephone number		M
F.7.1.7.5	4. End date/time		M
F.7.1.7.6	5. Duration of call		M
F.7.1.7.7	6. Inmate's name (if PINs are used).		M
F.7.1.8	The IWTS shall provide the capability for the State to define when the recording of inmate/ward conversations will commence, i.e., recording will begin when the inmate/ward lifts the phone off hook. The called party shall not have the ability to cut-through the recording (cut-through is defined as the ability to interrupt and bypass a voice prompt playback when a touchtone key is pressed).		M
F.7.1.9	The IWTS must be capable of producing an audible beep tone every one (1) to twenty (20) seconds to the called party to indicate that the conversations are being recorded. The system must allow this function to be engaged or not engaged at the State's discretion.		M
F.7.1.10	The recording system must provide the capability to automatically make any time and date, or daylight savings time adjustments while continuing to record.		M
F.8	**REPORTING**		

Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.8.1	**Reporting Tools**		
F.8.1.1	The State requires reporting and querying methods and capabilities which provide maximum flexibility, a user friendly interface, speed, efficiency, and accuracy. The contractor shall therefore make available a sophisticated information retrieval system with maximum flexibility, speed, and ease of use. Report format shall be designated by the State. The workstation software shall provide online uses documentation that is indexed and searchable.		M
F.8.2	**Queries ~ *ALL ARE DELETED***		
~~F.8.2.1~~	~~The IWTS shall provide the State the capability to retrieve, analyze, and report IWTS information according to its dynamic mission-defined needs.~~		~~M~~
~~F.8.2.1.1~~	~~All data dealing with inmate/ward use of the IWTS, telephones, telephone numbers called, call types, restrictions, and all other data residing in the data base shall be accessible to State IWTS staff, limited only by user access level, as determined by the State Central Office.~~		~~M~~
~~F.8.2.1.2~~	~~Sorting shall be able to be performed on data base queries to a minimum of five levels.~~		~~M~~
~~F.8.2.1.3~~	~~All queries shall be able to be sent to a screen and/or printer.~~		~~M~~
~~F.8.2.1.4~~	~~All queries shall be capable of being saved for future use and available from a pick list at the access level and location from which they were created.~~		~~M~~
~~F.8.2.1.5~~	~~All queries created by Central Office IWTS staff shall be capable of being saved and distributed to user levels for use from a pick list.~~		~~M~~
~~F.8.2.1.6~~	~~The contractor shall provide a screen-oriented form of data retrieval, in which State personnel with the proper access level shall have the following options to:~~		~~M~~
~~F.8.2.1.6.1~~	~~Pick from standard, defined queries with no modifications (from saved central list)~~		~~M~~
~~F.8.2.1.6.2~~	~~Pick from standard, defined queries with no modifications (from saved local list)~~		~~M~~
~~F.8.2.1.6.3~~	~~Pick from standard, defined queries with modifications (which can then be saved under another name either centrally or locally)~~		~~M~~
~~F.8.2.1.6.4~~	~~Put together queries in a free-form manner (which can then be saved, either centrally or locally).~~		~~M~~
~~F.8.2.1.7~~	~~The contractor shall provide all three of the following methods for the State to format and modify queries.~~		~~M~~
~~F.8.2.1.7.1~~	~~Direct typing of query information ("SQL-like" structure)~~		~~M~~
~~F.8.2.1.7.2~~	~~Use of a "pick list" for fields, logical operators and relationships between/among fields~~		~~M~~
~~F.8.2.1.7.3~~	~~English-language query creation (via utilization of a user interface in combination with the data base).~~		~~M~~
~~F.8.2.1.8~~	~~All queries shall have a "drill-down" capability in which users are capable of using the results from one query as input to a second or third query, to a minimum of three levels. This capability shall be made available through the use of an "SQL-like" structure or an English-language user interface system.~~		~~M~~
~~F.8.2.1.9~~	~~At no time shall a State IWTS staff member be forced to use a native data base language, such as the SQL to retrieve information, although this capability shall be made available to State IWTS staff.~~		~~M~~
~~F.8.2.1.10~~	~~State correctional facility personnel shall be limited to data retrieval specifically dealing with the correctional facility to which they are associated unless specifically granted increased access by the State Central Office.~~		~~M~~
~~F.8.2.1.11~~	~~The CDC/CYA Central Office IWTS personnel shall have unlimited access to data retrieval. Central Office IWTS personnel shall, therefore, have access to IWTS data on a departmental system-wide basis.~~		~~M~~
~~F.8.2.1.12~~	~~The contractor shall provide the maximum time the IWTS will take on a fully loaded database to retrieve the call recordings and the following screen:~~		~~M~~
~~F.8.2.1.12.1~~	~~Any Individual inmate/ward Call Record(s)~~		~~M~~
F.8.3	**General Report Capabilities**		
F.8.3.1	The State requires an IWTS which provides extremely flexible reporting capabilities, as well as, an easy to use interface for users to create new reports as needs arise. The IWTS shall also provide reporting capabilities with speed and accuracy. Speed of reports is highly desired by the State, therefore, the IWTS software and hardware shall be designed to maximize all report processing speeds. The contractor shall work with the State throughout the life of this contract to attain maximum report speeds.		M
F.8.3.1.1	All reports shall be capable of being generated by correctional facility or combinations of correctional facilities dependent on the user level requesting the report.		M
F.8.3.1.2	The CDC /CYA Central Office staff shall have the capability to assign access to reports to various user levels. State Central Office staff shall also have the capability to limit a user's access to a correctional facility or combination of correctional facilities.		M
F.8.3.1.3	The State shall have the ability to change the type of information presented in each report; that is, the State shall have the ability to custom design reports to show specific information State requires. Customization includes report information (content) and the information sorting sequence and presentation.		M
F.8.3.1.4	The CDC/CYA Central Office staff shall have the capability to assign reports to categories so that reports with similar functions can be grouped together under one menu item.		M
F.8.3.1.5	The State requires the capability to program reports to be generated automatically. These reports shall be printed, as determined by State personnel, when a certain call is made, or at a certain time of day. This capability is intended to act as a notification to State staff when targeted circumstances occur.		M
F.8.3.1.6	The automatic report generation programming shall be able to be performed at each correctional facility or system-wide.		M

Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.8.3.1.7	Printed reports shall include only necessary information and pages. Blank pages shall not be inserted into reports unless a legitimate reason exists.		M
F.8.3.1.8	The contractor shall provide rapid report searching and printing capabilities.		M
F.8.3.1.9	All reported data shall be capable of being stored in an ASCII file format on removable electronic storage media (e.g., tape or CD-ROM).		M
F.8.3.1.10	Reports shall be capable of being created and viewed on-line at all terminals by a user with the proper access level and shall be able to be printed as determined by State staff.		M
F.8.3.1.11	All reports shall be capable of being recreated without the need to store the original report to electronic medium.		M
F.8.3.1.12	All printed reports shall include, at a minimum, the following basic information:		M
F.8.3.1.12.1	California Time.		M
F.8.3.1.12.2	Terminal making request.		M
F.8.3.1.12.3	Parameters of the report that includes the search criteria that may include but is not limited to the dates and/or timeframe, specific inmate phone station, etc.".		M
F.8.3.1.12.4	Number of pages.		M
F.8.3.1.12.5	Report heading.		M
F.8.3.1.12.6	End of report footer.		M
F.8.3.1.12.7	Report heading on each page.		M
F.8.3.1.12.8	Report title on each page.		M
F.8.3.1.13	The header of the report must be on the same page as the beginning of the report and on each page of the report and contain the following basic information:		M
F.8.3.1.13.1	Correctional facility name.		M
F.8.3.1.13.2	Report name.		M
F.8.3.1.13.3	Date and California time of report.		M
F.8.3.1.13.4	Page number.		M
F.8.3.1.13.5	Field headings.		M
F.8.3.1.14	The report footer must be on the ~~same~~ page that appears at ~~as~~ the end of the report ~~except when normal page breaks occur~~ and include the following:		M
F.8.3.1.14.1	All columns containing dollar values shall total at the end of the column.		M
F.8.3.1.14.2	If the report contains inmate/ward information, the report shall include a total count of inmate/wards (if PINs are used).		M
F.8.3.1.14.3	All columns containing minutes of call duration or counts of calls shall include a total of this information.		M
F.8.3.1.15	The State shall have the capability to create groups of related information such as telephone numbers, correctional facilities, units, which can be used as input for search criteria. These groups or batches shall be capable of being named and saved for use as search criteria input for future queries and reports.		M
F.8.4	**Specific Reports**		
F.8.4.1	The IWTS shall provide the following standard reports:		M
F.8.4.1.1	***Chronological List of Calls Report***		
F.8.4.1.1.1	Produces a list of call records within the specific start time/date and end time/date ranges specified. This report shall include the following information in chronological order:		M
F.8.4.1.1.1.1	Date of call.		M
F.8.4.1.1.1.2	California Time call started.		M
F.8.4.1.1.1.3	Duration of call.		M
F.8.4.1.1.1.4	Destination number called.		M
F.8.4.1.1.1.5	Call type (local, long distance, international).		M
F.8.4.1.1.1.6	Trunk.		M
F.8.4.1.1.1.7	Station set number.		M
F.8.4.1.1.1.8	Cost of call.		M
F.8.4.1.1.1.9	Recorder channel number.		M
F.8.4.1.2	***Daily Call Volume and Charge Report***		
F.8.4.1.2.1	Provides a daily sum of call charges, call count, and call duration for collect call.		M
F.8.4.1.2.2	Search criteria include start date, end date, and correctional facility. The report shall be capable of reporting multiple days and multiple correctional facilities if requested.		M
F.8.4.1.5	***Frequently Dialed Numbers Report***		
F.8.4.1.5.1	Lists all telephone numbers meeting the user input parameters of number of times dialed within a specified time frame.		M
F.8.4.1.5.2	Search criteria include start date, end date, and the minimum number of times a telephone number must have been called to be included in the report.		M

Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.8.4.1.5.3	Output shall contain information relative to each of the frequently called numbers included in the report. This includes: date, time, recorder channel number, correctional facility, site code of the inmate/ward, and shall be sorted by telephone number and chronologically according to the starting date and time of each call.		M
F.8.4.1.6	**Telephone Number Usage Report**		
F.8.4.1.6.1	The report lists calls made to a user specified telephone number or numbers. The search criteria is the telephone number or any wildcard combination of number and other criteria allowing the user to filter the output if necessary for completed calls, uncompleted calls, collect calls, and/or user defined duration of calls. Output lists calls to a specified telephone number (or pattern) sorted .by telephone number and in chronological order. The output shall contain the following:		M
F.8.4.1.6.1.1	Inmate/ward name (if PINs are used).		M
F.8.4.1.6.1.2	Telephone number.		M
F.8.4.1.6.1.3	Date of call.		M
F.8.4.1.6.1.4	California Time of call.		M
F.8.4.1.6.1.5	Telephone used.		M
F.8.4.1.6.1.6	Recorder channel number.		M
F.8.4.1.6.1.7	Cost of call.		M
F.8.4.1.6.1.8	Correctional facility site code.		M
F.8.4.1.7	**Approved Telephone Number Search Report**		M
F.8.4.1.7.1	The report lists inmate/wards who are authorized to call a specified telephone number, or multiple numbers or number pattern defined by using wildcards (if PINs are used).		M
F.8.4.1.7.2	The search criterion is the telephone number (or number pattern).		M
F.8.4.1.7.3	Output is sorted by telephone number and by inmate/ward register number (if PINs are used).		M
F.8.4.1.8	**Alert Notification Report**		
F.8.4.1.8.1	The IWTS shall be capable of providing a report for all telephone numbers which have been placed on alert status by State staff.		M
F.8.4.1.8.2	Search criteria shall include a start date and time, and an end date and time.		M
F.8.4.1.8.3	Output shall include in chronological order the following as applicable.		M
F.8.4.1.8.3.1	Type of alert.		M
F.8.4.1.8.3.2	Destination number called.		M
F.8.4.1.8.3.3	Date of call.		M
F.8.4.1.8.3.4	California Time of call.		M
F.8.4.1.8.3.5	Telephone used.		M
F.8.4.1.8.3.6	Recorder channel number.		M
F.8.4.1.8.3.7	Cost of call.		M
F.8.4.1.9	**Blocked Telephone Numbers**		
F.8.4.1.9.1	The IWTS shall be capable of producing a report of telephone numbers blocked from calling. This shall include numbers blocked system-wide, and shall indicate the reason for being blocked (i.e., blocked by staff, blocked by called party). The report output shall include:		M
F.8.4.1.9.1.1	Destination Telephone Number.		M
F.8.4.1.9.1.2	Reason for block (comment or description).		M
F.8.4.1.9.1.3	Who placed the block.		M
F.8.4.1.9.1.4	Correctional facility site code of inmate/ward.		M
F.8.4.1.10	**Extra Dialed Digits**		
F.8.4.1.10.1	This report shall provide information for each call which the IWTS detected extra dialed digits. This report shall be capable of being generated from a user defined period of time. The output shall be in chronological order and shall include:		M
F.8.4.1.10.1.1	Date.		M
F.8.4.1.10.1.2	California Time.		M
F.8.4.1.10.1.3	Destination number.		M
F.8.4.1.10.1.4	Telephone.		M
F.8.4.1.10.1.5	Recorder channel number.		M
F.8.4.1.10.1.6	Correctional facility site code of inmate/ward.		M
F.8.4.1.10	**Local Exchanges**		
F.8.4.1.10.1	This report shall provide each correctional facility with a report of all exchanges which are designated within the local calling area for that particular correctional facility.		M
F.8.4.1.12	**Percentage Grade of Blocking Report**		

Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.8.4.1.12.1	This report shall provide information on a line by line basis for the percentage of calls blocked at specific hourly time periods for either telephones or call types (i.e., local, international, collect local). The output shall include the number of calls attempted, the number of calls blocked, and the percentage of blocking. Search criteria shall include start date, end date, and time interval in minutes.		M
F.8.5	The CDC/CYA Central Office Administrative Reports		
F.8.5.1	The CDC/CYA Central Office shall have the ability to create reports on a departmental system-wide basis and for each correctional facility.		M
F.8.5.1.1	The State requires the ability to program reports that would be generated at predesignated times or on an ad-hoc basis.		M
F.8.5.1.2	All reports, whether site specific or IWTS-wide, shall be accessible from any workstation at any correctional facility. Limited only by user level of person logged into a workstation.		M
F.8.5.1.3	The State Central Office shall have the ability to query the database and generate reports from all correctional facilities or any group of correctional facilities.		M
F.8.5.1.4	The database shall allow multiple correctional facilities to query the database simultaneously.		M
F.8.5.1.5	The Contractor shall provide the CDC/CYA State Central Office with a monthly Trouble Ticket Report, in a format approved by the State.		M
F.8.6	General Revenue Report Requirements		
F.8.6.1	The IWTS contractor shall provide revenue reports to the State and Contracting Officer within thirty days of the close of the month being reported upon. These reports are separate from the monthly maintenance reporting process described elsewhere.	M	M
F.8.6.1.1	The IWTS contractor shall provide these reports, in hard copy and/or electronic medium formats. All revenue figures shall be calculated and displayed in U.S. dollars and cents.	M	M
F.8.6.1.2	For purposes of these reports, call types are defined as follows. Other call types shall be added as necessary.	M	M
F.8.6.1.2.2	Collect Call Types	M	M
F.8.6.1.2.2.1	Collect (other than international).	M	M
F.8.6.1.2.2.2	Collect international—if provided and for countries serviced (excluding Canada and Mexico).	M	M
F.8.6.1.2.2.3	Collect Canada.	M	M
F.8.6.1.2.2.4	Collect Mexico.	M	M
F.8.7	Specific Monthly Revenue Reports		
F.8.7.1	*Summary Minutes by Call Type*		
F.8.7.1.1	The contractor shall provide as part of the monthly revenue reports a Summary Minutes by Call Type report which shall include the following:	M	M
F.8.7.1.1.1	Number of calls (by each call type).	M	M
F.8.7.1.1.2	Minutes of calls (by each call type).	M	M
F.8.7.1.2	Totals shall be calculated and displayed for total calls for each correctional facility.	M	M
F.8.7.1.3	Totals shall be calculated and displayed for total minutes for each correctional facility.	M	M
F.8.7.1.4	Totals shall be calculated and displayed for each call type, total calls, and total minutes across all correctional facilities and shall include sub-totals and totals for each of the categories.	M	M
F.8.7.2	*Monthly Distribution of Revenues*		
F.8.7.2.1	The contractor shall provide as part of the monthly revenue reports a Monthly Distribution of Revenues report. This report shall be the summation of all calls placed through IWTS for the entire State. The following information shall be included for each call type:		M
F.8.7.2.1.1	Totals minutes by call type		M
F.8.7.2.1.2	Rate per minute by call type		M
F.8.7.2.1.3	Grand totals for minutes		M
F.8.7.2.1.4	Gross billable revenue by call type		M
F.8.7.2.1.5	Amount due State by call type		M
F.8.7.2.1.6	Grand totals gross billable revenue		M
F.8.7.2.3	The contractor shall provide supporting documentation for the Monthly Distribution of Revenues report by providing the following information for each individual correctional facility.		M
F.8.7.2.3.1	Correctional facility name.		M
F.8.7.2.3.2	call type.		M
F.8.7.2.3.3	Rate charged to the Called Party by the Contractor by call type.		M
F.8.7.2.3.4	Summary totals by call type (minutes and amount due the contractor) by correctional facility.		M
F.8.7.2.3.4	Summary totals by call type (minutes and amount due the contractor) across all correctional facilities.		M
F.8.7.2.3.5	Collect call minutes		M
F.8.7.2.3.6	Summary of collect call minutes by correctional facility.		M
F.8.7.2.3.7	Summary of collect call minutes across all correctional facilities.		M
F.8.7.2.3.8	Gross billable collect call revenue by call type.		M
F.8.7.2.3.9	State percentage of gross billable collect call revenue by call type.		M
F.8.7.2.3.10	Amount due the State by the Contractor for collect calls.		M

Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.8.7.2.3.11	Summary totals for collect call revenues (gross billable ~~and due the State~~) by correctional facility.		M
F.8.7.2.3.12	Summary totals for collect call revenues (gross billable ~~and due the State~~) across all correctional facilities.		M
F.8.7.3	***Monthly IWTS Collect Revenue Analysis***		
F.8.7.3.1	The contractor shall provide as part of the monthly revenue reports a Monthly IWTS Collect Revenue Analysis Report which, at a minimum, shall include:		M
F.8.7.3.1.1	Primary sort: collect calls		M
F.8.7.3.1.2	Secondary sort: by correctional facility.		M
F.8.7.3.1.3	Tertiary sort: by month in fiscal year (beginning of July through end of June).		M
F.8.7.3.1.4	Fields: revenue for each call type.		M
F.8.7.3.1.5	Totals: total revenue across all collect call types per month in fiscal year.		M
F.8.7.3.1.6	Subtotals for each call type for a correctional facility across the fiscal year (to date).		M
F.8.7.3.1.7	Grand totals of all subtotals shall be calculated and displayed.		M
F.8.7.4	***Cumulative Usage for Fiscal Year***		
F.8.7.4.1	The contractor shall provide as part of the monthly revenue reports a Cumulative Usage for Fiscal Year report which, at a minimum, shall include:	M	M
F.8.7.4.1.2	Percentage of total call minutes (for each collect call type).	M	M
F.8.7.4.1.3	Percentage of total call minutes (across all collect call types).	M	M
F.8.7.4.2	Totals and averages shall be calculated and displayed for each field.	M	M
F.8.7.4.3	Inmate/Ward Usage and Cumulative Usage for fiscal year reports may be combined into one report. Separate reports shall be available for CDC and CYA sites.	M	
F.9.1	**Data Security**		
F.9.1.1	The IWTS contractor shall work with the State to maintain control of Call Detail Record (CDR) data within the IWTS and all data stored on backup or archived medium that are located at the Contractor's designated off-site location. This data is considered "sensitive" and shall not be disseminated to anyone without prior approval of the State or as designated within this contract.		M
F.9.1.2	The minimum measures which shall be taken by the contractor to ensure this data integrity include:		M
F.9.1.2.1	Degaussing or wiping of hard disk prior to being used in any other system.		M
F.9.1.2.2	Degaussing or wiping of hard disk prior to being shipped to any outside vendor.		M
F.9.1.2.3	Reports shall be shredded prior to disposal.		M
F.9.1.2.4	Backup and archive data shall be maintained in a fireproof compartment and in an area separate from that which contains IWTS.		M
F.9.1.3	The IWTS shall also be protected from access via the Internet. If the contractor's proposed IWTS solution is connected either directly or indirectly to the Internet, the contractor shall provide a secure firewall protection scheme to protect the IWTS. The contractor shall also describe this protection scheme to the State in its response to this RFP.		M
F.9.2	**IWTS Backup Capability**		
F.9.2.1	The State is seeking a system which can recover quickly from any failure. The contractor shall perform all backup and archival hardware, supplies, and recovery procedures which will ensure that no data will be lost. The following are the minimum requirements for this capability.	M	M
F.9.2.2	The contractor shall provide a backup and archiving facility capable of performing backups concurrently with ongoing full operation of the database with no readily apparent affect on any applications running concurrently with the backup activity.	M	M
F.9.2.3	The backup shall protect against loss of data at any State correctional facility for any type of system failure.	M	M
F.9.2.4	The contractor shall be capable of recovering all data, to the point of full system operation, using a system backup.	M	M
F.9.2.5	The contractor shall provide at a minimum a weekly system backup that shall be maintained at a location distinct and separate from the location of the contractor's Central Operations Facility, to be available in case of natural disasters, such as fire or flood.	M	M
F.9.3	**Data Archiving**		
F.9.3.1	*The IWTS shall provide hardware and software capable of archiving all IWTS data. All data older than 12 months ~~may~~ will be archived and shall be maintained for the length of the contract. For Service Level 1, the data shall be archived and maintained by the vendor. For Service Level 2, this archived data shall be __automatically archived__ and capable of being viewed, queried, and reported on, by CDC Central Office staff in the same manner as the IWTS real time operations without having to disrupt ongoing operations.*	*M*	*M*
F.9.3.2	The IWTS shall support a data archival capability that allows search and retrieval functions of historical inmate/ward telephone account information.		M
F.9.3.3	The IWTS shall support the full administrative query and reporting functions on archived data that were possible on the data at the time it was generated.		M
F.9.3.4	The IWTS may be configured to automatically archive data from all correctional facilities that is older than 12 months. The most current 12 months of information shall be maintained in the working database.		M
F.9.3.5	The data archival system shall have a minimum data transfer rate consistent with industry standards		M

Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.9.3.6	The contractor shall provide all magnetic or other media necessary for this archiving process.		M
F.9.4	**Access Control**		
F.9.4.1	The IWTS shall provide a secure, multilevel database access control configuration with a minimum of six definable user levels.		M
F.9.4.2	The IWTS access software shall allow creation of access levels and assignment of multiple users to those access levels. The CDC/CYA Central Office shall be the highest departmental access level and shall be capable of creating the lower levels of access.		M
F.9.4.3	For a user to access a system that is not local, they must enter two (2) sets of passwords and user names. One (1) set will be used to access the local system and the second set of user name and password will be used to access the second (remote) system.		M
F.9.4.4	The IWTS shall provide the CDC/CYA Central Office departmental access level the capability to assign specific menu functionality on an individual basis to each lower access level. This functionality shall include but is not limited to the assignment of report capabilities, menu functions, data input capability, query capability, screen view capability, menu functionality assignment, and other system administrative functions.		M
F.9.4.5	Departmental database access shall be provided in a hierarchical fashion, beginning with the Central Office level for CDC/CYA Central Office personnel. Access shall then be defined by Central Office personnel for the lower levels. Other levels may be created throughout the term of the contract.		M
F.9.4.6	Once a user has been created, it will require a password for access to the system at that user level. The following type of password system is required for the IWTS environment:		M
F.9.4.6.1	Length range: 4-8.		M
F.9.4.6.2	Composition: Uppercase letters (A-Z), lowercase letters (a-z), and digits (0-9).		M
F.9.4.6.3	Lifetime: 6 months (with an automated prompt for the user to change when necessary).		M
F.9.4.6.4	Ownership: individual.		M
F.9.4.6.5	Storage: encrypted passwords.		M
F.9.4.6.6	Entry: non-printing keyboard and masked-printing keyboard.		M
F.9.4.6.7	Transmission: cleartext.		M
F.9.4.7	System software shall allow the CDC/CYA Central Office to configure the system to allow either multiple or single instance logons for State user accounts.		M
F.9.4.8	The Contractor's staff with a need to access the IWTS database shall each be provided a separate and unique ID and password with identical requirements as those for State staff. This ID and password shall allow State staff the capability to monitor ~~and control~~ contractor staff access to State data.		M
F.9.4.9	Remote terminals and network workstations shall be identified to the system, preferably through a hardware-generated identifier such as the network interface card node address or controller port address.		M
F.9.4.10	Communication links which utilize public networks shall be protected. All necessary security functions shall be enabled to protect sensitive information while it is being processed or transferred.		M
F.9.4.11	All users shall be given notice during logon indicating that by "signing on" to the IWTS they consent to monitoring of their activities. This shall be done through an appropriately worded "sign-on" screen described as a banner, which shall include the following wording: "WARNING! By accessing and using this computer system you are consenting to system monitoring for law enforcement purposes. Unauthorized use of, or access to, this computer system may subject you to criminal prosecution and penalties."		M
F.9.4.12	The contractor shall provide a method for tracking activities and transactions conducted on the IWTS at the user level. This audit trail shall include, at a minimum, failed access attempts.		M
F.9.4.13	Automatic archiving of the log files shall be accomplished without requiring manual intervention or degradation to the use of the IWTS.		M
F.9.4.14	The audit trail log file shall be able to be searched using English language-type search criteria, and printed on demand.		M
F.9.4.15	Users with access to multiple correctional facilities shall be capable of performing functions and running reports on those correctional facilities or any combination of those correctional facilities.		M
F.9.5	**Fraud Detection**		
F.9.5.1	The IWTS shall provide features and reports which allow the State to maximize its efforts to detect and prevent fraudulent, illicit, or unauthorized activity attempted by inmate/wards through the use of the IWTS against the public. The contractor may propose reports and features in addition to those requested in this RFP, which it believes will contribute to identifying fraudulent, illicit, or unauthorized activity.		M
F.9.5.2	*Contractor Proposed Fraud Detection Features*		
F.9.5.2.1	Each proposed detection feature shall allow the State the option of:		M
F.9.5.2.1.1	Enabling or disabling the feature.		M
F.9.5.2.1.2	Reporting or not reporting detected activity.		M
F.9.5.2.1.3	Enabling or disabling real time notification of detected activity.		M
F.9.5.2.1.4	Terminating or not terminating ongoing telephone calls.		M
F.9.5.2.2	As part of the technical approach of the proposal, the contractor shall list and fully describe all its detection and prevention capabilities related to fraudulent, illicit, or unauthorized activity, on the proposed system.	M	M

Req. #	Requirement	Serivce Level 1 Requirement Category	Service Level 2 Requirement Category
F.9.5.2.3	The contractor shall identify specific activities the proposed capabilities shall detect and/or prevent. The contractor shall also identify possible methods inmate/wards may use to circumvent these capabilities.	M	M
F.9.5.3	*State Requested Fraud Detection Capabilities*		
F.9.5.3.1	The State desires the following capabilities within the IWTS to detect fraudulent or illicit activity. Some of the following features are identified as non-mandatory requirements.		M
F.9.5.4	*Extra Dialed Digits*		
F.9.5.4.1	The IWTS shall be capable of detecting extra dialed digits from either the called party or the inmate/ward's telephone.		M
F.9.5.4.1.1	The IWTS shall be capable of automatically terminating or reporting, as configured by the State, the call if the number of extra dialed digits detected by the system is equal to or greater than the number of digits configured by the State.		M
F.9.5.4.1.2	The IWTS shall be capable of providing a report of all calls which the IWTS detected with extra dialed digits. This report will provide the State with information needed to locate the detected attempt on a recording. See Section above		M
F.9.5.5	*Unusual or Suspicious Dialing*		
F.9.5.5.1	The State is requiring a means of detecting unusual or suspicious number sequences dialed or dialing patterns which the system identifies as possible attempts to commit fraud. Contractors who provide this type of detection shall provide the State with a list of the types of activities they detect and how this information will be reported.	M	M
F.9.5.6	*Third Party Calls to Correctional Facilities*		
F.9.5.6.1	The State is requiring a non-mandatory capability of detecting calls which have been connected to other State correctional facilities through a third party method. This capability may be accomplished through inaudible signal passing and detection from each correctional facility. This feature should also be capable of identifying the specific correctional facilities as well as, print a daily report of such occurrences.		D
F.9.5.7	*Detection of Three Way Calls and Call Forwarding*		
F.9.5.7.1	The State is requiring the capability of detecting three way calls and/or call forwarding. If the detection of three way calls and/or call forwarding is provided, the contractor shall explain in detail the type of three way calling or call forwarding their system is capable of detecting. At a minimum, the contractor shall indicate which of the following types of three way calls or call forwarding their system is capable of detecting.		M
F.9.5.7.1.1	Calls to telephone numbers which have been automatically forwarded to another telephone number by the local telephone company.		M
F.9.5.7.1.2	Calls to telephone numbers which have been automatically forwarded by called parties through the use of feature groups provided by the local telephone company.		M
F.9.5.7.1.3	Calls to telephone numbers which "hook flash," dial another number and complete the three way call.		M
F.9.5.7.1.4	Calls to "follow me" numbers.		M
F.9.5.7.1.5	Conference calls facilitated through customer provided switching equipment. Detection of three way calls and/or call forwarding shall be capable of being configured by the State to either automatically terminate suspected calls, report the suspected calls, or both.		M