

IWTS  
Attachment 6 C  
Implementation Requirements

Requirement #		Service Level 1 Requirement Category	Service Level 2 Requirement Category	Response Code
<b>I.1</b>	<b>Implementation Transition Requirements</b>			
<b>I.1.1</b>	<b>General</b>			
I.1.1.1	The Contractor shall place signs on and around the inmate/ward telephones (where applicable) notifying the inmate/wards that all calls made from this telephone are being monitored and recorded. The exact verbiage of the sign will be supplied to the Provider by the State.		<b>M</b>	
I.1.1.2	The Contractor must supply the requested number of portable telephones necessary to provide inmate/wards housed in lock down units with access to telephone services.	<b>M</b>	<b>M</b>	
I.1.1.3	Portable telephones must be mounted on a movable base constructed in such a fashion that the telephone and the base are vandal resistant and do not pose a security threat.	<b>M</b>	<b>M</b>	
I.1.1.4	The inmate/ward telephones must be surface-mounted with no access to the back of the telephone. The exception will be the portable TTY/TDD telephones.	<b>M</b>	<b>M</b>	
I.1.1.5	The portable telephone shall be equipped with a lockable storage container of appropriate design that is mounted to the portable telephone base so that when not in use, the cable shall be capable of being unplugged from the wall plate and stored in a secure manner.	<b>M</b>	<b>M</b>	
<b>I.1.2</b>	<b>Transition and Implementation Plan</b>			
I.1.2.1	The contractor shall provide a transition and implementation plan which will include a time line for installation of all State sites and correctional facilities consistent with requirements outlined in this section. This time line shall address all aspects of installation for each site and correctional facility. The details of the plan will be discussed and agree-upon on a facility by facility basis.	<b>M</b>	<b>M</b>	
I.1.2.2	The plan shall describe the activities involved in the transition to and implementation of the IWTS.	<b>M</b>	<b>M</b>	
I.1.2.3	The contractor shall coordinate the transition and implementation of each site with the State Central Office.	<b>M</b>	<b>M</b>	
I.1.2.4	The focus of the transition plan shall be to minimize service disruption during the implementation process.	<b>M</b>	<b>M</b>	
I.1.2.5	The contractor shall provide a plan to include all aspects of the installation process. This plan proposed by the contractor shall be the baseline plan for each IWTS implementation at a State correctional facility. The contractor shall include any other components for this baseline plan deemed necessary in addition to the elements below. Inspection and acceptance testing procedures discussed in Section V of this RFP must also be fully reflected in this plan. The plan shall include, at a minimum, the following:	<b>M</b>	<b>M</b>	
I.1.2.5.1	Pre-installation procedures.	<b>M</b>	<b>M</b>	
I.1.2.5.2	Staffing requirements.	<b>M</b>	<b>M</b>	
I.1.2.5.3	Site visits.	<b>M</b>	<b>M</b>	
I.1.2.5.4	Site evaluation.	<b>M</b>	<b>M</b>	
I.1.2.5.5	System requirements check.	<b>M</b>	<b>M</b>	
I.1.2.5.6	Service coordinator	<b>M</b>	<b>M</b>	
I.1.2.5.7	Local service arrangements.	<b>M</b>	<b>M</b>	
I.1.2.5.8	Interexchange and international service agreements.	<b>M</b>	<b>M</b>	
I.1.2.5.9	Long distance carrier.	<b>M</b>	<b>M</b>	
I.1.2.5.10	Time requirements for installation of services.	<b>M</b>	<b>M</b>	
I.1.2.5.11	Software preparation.		<b>M</b>	
I.1.2.5.12	Data conversion.		<b>M</b>	
I.1.2.5.13	Data input.		<b>M</b>	
I.1.2.5.14	Installation procedures.	<b>M</b>	<b>M</b>	
I.1.2.5.15	Equipment delivery.	<b>M</b>	<b>M</b>	
I.1.2.5.16	Time required for installation.	<b>M</b>	<b>M</b>	

IWTS  
Attachment 6 C  
Implementation Requirements

Requirement #		Service Level 1 Requirement Category	Service Level 2 Requirement Category	Response Code
I.1.2.5.17	Equipment security.	M	M	
I.1.2.5.18	Cut-over.	M	M	
I.1.2.5.19	Training of Facility Staff	M	M	
I.1.2.5.20	Cleanup.	M	M	
I.1.2.5.21	Post-installation procedures.	M	M	
I.1.2.5.22	System testing.	M	M	
I.1.2.5.23	System acceptance.	M	M	
I.1.2.5.24	After action reporting.	M	M	
I.1.3	<b>Correctional Facilities</b>			
I.1.3.1	The State will work with the contractor to install the IWTS in the first State dictated CDC and CYA correctional facility within the first four months after award of contract. It is anticipated that this site will operate for one month prior to the installation of any additional sites. After all system changes and adjustments have been made and the Beta site has performed properly to the satisfaction of the State for up to 30 consecutive days, the State shall approve installation of the IWTS at additional sites. The IWTS will then be installed at other correctional facilities as directed by CDC/CYA. Additionally, pursuant to direction provided by the State the contractor will be required to install the IWTS at the required correctional facilities within 18 months of the contract award date and in the order directed by the State.	M	M	
I.1.4	<b>Pre-installation Process</b>			
	The following paragraphs describe the activities which shall occur prior to the installation of the IWTS at a correctional facility.			
I.1.4.1	<b>Staffing Requirements</b>			
I.1.4.1.1	The contractor shall provide information on how it will provide sufficient staffing to install the system, whether these personnel are contractor staff, subcontractor staff, or temporary employees hired for installation purposes only.	M	M	
I.1.4.2	<b>Site Visits</b>			
I.1.4.2.1	The contractor shall perform site visits as necessary to prepare for the installation of the IWTS at each site. The contractor shall rely on the information gathered from these site visits to size the system and gain an understanding of that correctional facility's needs for installation. These visits shall be coordinated with State Central Office staff and support the installation schedule. The contractor's field technician shall be required to, at a minimum, visit the correctional facility during implementation of the IWTS to ensure familiarization with the equipment and correctional facility access procedures.	M	M	
I.1.4.2.2	The contractor shall provide the State with an installation plan, site checklist, and an installation checklist to further ensure proper cut-over of the IWTS.	M	M	
I.1.4.2.3	The contractor shall provide the State with any concerns it may have regarding installation of the IWTS at each site, as a result of the site survey. The State and the contractor shall work together to resolve any concerns.	M	M	
I.1.4.3	<b>Software Preparation</b>			
I.1.4.3.1	The transition and implementation plan shall cover how the contractor will perform the transfer and input of data prior to cut-over of the IWTS.		M	
I.1.4.4	<b>Installation Process</b>			
I.1.4.4.1	The contractor shall be responsible for all equipment, tools, and materials required in the installation of the IWTS. The contractor is advised that all tools and personnel will be checked prior to entrance into a State correctional facility. All tools will be accounted for at the end of each working day.	M	M	
I.1.4.5	<b>State Responsibilities</b>			
I.1.4.5.1	The contractor will not be responsible for removing the present inmate/ward telephone system	M	M	
I.1.4.6	<b>Installation Procedures and Schedule</b>			
I.1.4.6.1	The contractor shall provide an anticipated time line for the installation of a single IWTS at a State correctional facility.	M	M	

IWTS  
Attachment 6 C  
Implementation Requirements

Requirement #		Service Level 1 Requirement Category	Service Level 2 Requirement Category	Response Code
I.1.4.6.2	The time-line shall provide specific details on each component from the beginning of the installation process to cut-over, including significant milestones.	M	M	
I.1.4.6.3	The time-line shall include variable time-frames, if necessary, based on the number of telephone sets a correctional facility requires.	M	M	
I.1.4.7	<b>Equipment Delivery</b>			
I.1.4.7.1	The contractor shall be responsible for the delivery of all the IWTS related equipment to each State site and correctional facility.	M	M	
I.1.4.7.2	The contractor shall be responsible for ensuring the delivery of proper equipment in working condition.	M	M	
I.1.4.7.3	The contractor shall provide information on the means of delivery for the IWTS and whether the means consists of contractor or subcontractor personnel.	M	M	
I.1.4.8	<b>Cutover</b>			
I.1.4.8.1	The contractor shall propose the time required to perform the physical cutover of an IWTS location. The schedule proposed will be reviewed and agreed to by the state once all concerns have been addressed.	M	M	
I.1.4.8.2	Within the transition and installation plan, the contractor shall provide specific details on the process of the actual cutover to the IWTS.	M	M	
I.1.4.9	<b>Cleanup</b>			
I.1.4.9.1	The contractor shall be responsible for ensuring the areas of installation are emptied of all materials used and discarded during the installation.	M	M	
I.1.4.10	<b>Additional Equipment Orders after Original Installation</b>			
I.1.4.10.1	The State may require the addition of equipment at its correctional facilities after the original installation of the IWTS. The contractor shall install additional equipment within 30 days upon notification from the State Contracting Officer. This installation of this equipment shall be at no cost to the State.	M	M	
I.1.4.11	<b>Newly Constructed Correctional Facilities</b>			
I.1.4.11.1	If a new correctional facility is opened by the State (but before occupancy by inmate/wards), the contractor and State shall determine a schedule for installation of an IWTS at that location to ensure service as soon as practicable at the new site. The contractor is advised that installation dates for the IWTS at new State correctional facilities occasionally change due to construction delays or the State's needs.	M	M	
I.1.4.11.2	The contractor shall be required to work with the State to adjust to delays or changes in implementation dates at no additional cost to the State.	M	M	
<b>I.2</b>	<b>PROJECT MANAGEMENT METHODOLOGY</b>			
<b>I.2.1</b>	<b>Project Management Approach</b>			
I.2.1.1	The Contractor shall use a formal project management methodology (e.g. based on IEEE, Project Management Institute (PMI), or comparable).	M	M	
<del>I.2.1.2</del>	<del>The Contractor proposed project management methodology shall adhere to most recent guidelines created by Department of Finance for project oversight.</del>	<del>M</del>	<del>M</del>	
I.2.1.3	The Contractor shall maintain a current (within 3 business days) project schedule to include tasks, durations, deliverables, responsible parties, dependencies, start and end dates, schedule variance, and completion status in MS Project 2000 or higher (or equivalent).	M	M	
I.2.1.4	The Contractor shall identify specific needs for information, materials, and decisions from CDC/CYA for implementation prior to the start of each phase of work proposed by the Bidder and request such information in writing.	M	M	
<b>I.3</b>	<b>PROJECT PERSONNEL</b>			
<b>I.3.1</b>	<b>General Contractor Requirements</b>			
I.3.1.1	The contractor shall be responsible for complying with all State and national laws and regulations concerning the delivery of these services.	M	M	

IWTS  
Attachment 6 C  
Implementation Requirements

Requirement #		Service Level 1 Requirement Category	Service Level 2 Requirement Category	Response Code
I.3.1.2	The contractor shall be held responsible for any noncompliance to these laws and regulations.	M	M	
I.3.1.3	The contractor shall provide goods and services at the prices proposed in Section II as ordered by the State.	M	M	
<b>I.3.2</b>	<b>Organizational structure</b>			
I.3.2.1	The Contractors shall provide information (organizational charts and explanatory charts) on the following organizational structures:	M	M	
I.3.2.2	Overall company structure: how the company is organized.	M	M	
I.3.2.3	Project structure: staffing structure for the IWTS project and how this project is positioned within the company.	M	M	
I.3.2.4	Detailed structure for the Central Operations Facility: to be staffed by the contractor.	M	M	
<b>I.3.3</b>	<b>Subcontractor Management</b>			
I.3.3.1	The contractor shall be responsible for all subcontractor personnel at all times.	M	M	
I.3.3.2	The contractor shall propose and adhere to a comprehensive plan regarding subcontractors.	M	M	
I.3.3.3	The contractor shall provide State with its policies and procedures of subcontractor management including the following:	M	M	
I.3.3.3.1	Contractor's level of experience with the subcontractor.	M	M	
I.3.3.3.2	References to the subcontractor's performance.	M	M	
I.3.3.3.3	Points of contact.	M	M	
I.3.3.3.4	Financial stability.	M	M	
I.3.3.3.5	Quality control measures.	M	M	
I.3.3.3.6	Replacement policies (contractor replacements attributed to situations such as corporate mergers, acquisition or insolvency, and poor performance).	M	M	
I.3.3.4	The Contractor shall provide a Project Organization overview that describes the Project Team structure, external interfaces, and the roles and responsibilities of project team members.	M	M	
I.3.3.5	The Contractor's proposed project manager must be certified by should use a recognized project management organization practice/methodology (e.g. University certifications, PMI, etc.) and must have five (5) years experience managing similar large scale telecommunications implementations.	M	M	
I.3.3.6	Contractor shall provide resumes for all proposed staff and references to support their qualifications.	M	M	
I.3.3.7	The Contractor's proposal shall maintain job responsibility statements on file for all project personnel.	M	M	
I.3.3.8	The Contractor shall clearly define (by name) staff and Subcontractors who will be responsible for each phase of the project.	M	M	
<b>I.4</b>	<b>QUALITY ASSURANCE</b>			
<b>I.4.1</b>	<b>Quality Assurance Plan</b>			
I.4.1.1	The Contractor shall develop a QA plan for this contract and is required to submit an outline of the critical elements in their proposal . The Quality Assurance Plan shall include but not be limited to the following:	M	M	
I.4.1.1.1.1	Process Documentation - Provide documentation of the operating process, performance measures, and problem resolution process	M	M	
I.4.1.1.1.2	Testing strategy	M	M	
I.4.1.1.1.3	Project management and technical standards	M	M	
I.4.1.1.1.4	Key Performance Indicators - Provide a description of key performance measures and problem indicators and how they will be jointly determined between CDC/CYA and the vendor	M	M	
I.4.1.1.1.5	Performance Reporting - Provide a description of how and how often, the key performance and problem indicators will be reported	M	M	
I.4.1.1.1.6	Problem Resolution -Provide a description of the problem resolution and process improvement processes	M	M	
I.4.1.1.1.7	Documentation Update - Provide a description of how changes resulting from problem solving or process improvement will be documented	M	M	
<b>I.4.2</b>	<b>Quality Assurance Team</b>			

IWTS  
Attachment 6 C  
Implementation Requirements

Requirement #		Service Level 1 Requirement Category	Service Level 2 Requirement Category	Response Code
I.4.2.1	The Contractor shall designate a Quality Assurance Team to include a liaison to work with the State to resolve any emerging problems or areas of concern.	M	M	
I.4.3	<b>Quality Assurance Organization</b>			
I.4.3.1	The Contractor proposed QA plan shall describe the proposed QA Team organization, its functions and responsibilities, its schedule for periodic meetings, and the methodologies for identification and correction of fault fixes.	M	M	
I.4.4	<b>Quality Assurance Measures</b>			
I.4.4.1	The Contractor's proposal shall identify the quality control (QC) measures and practices that will be implemented to ensure that all systems, network services, and applications are rigorously tested prior to implementation in production and are monitored.	M	M	
I.4.5	<b>Project Quality</b>			
I.4.5.1	The Contractor shall demonstrate an objective, quantitative basis for judging product quality and analyzing problems with products and processes.	M	M	
I.4.6	<b>Configuration Management</b>			
I.4.6.1	The contractor shall propose and adhere to Configuration Management (CM) plans and procedures.	M	M	
I.4.6.2	The contractor's CM plan shall be updated as necessary and include at a minimum the following.			
I.4.6.2.1	Hardware installed.	M	M	
I.4.6.2.2	Planned hardware upgrades.	M	M	
I.4.6.2.3	Software/firmware versions.	M	M	
I.4.6.2.4	Planned software upgrades.	M	M	
I.4.7	<b>Configuration Management</b>			
I.4.7.1	Configuration management plans and procedures shall be available to the State at any time throughout the contract.	M	M	
I.4.8	<b>Configuration management data</b>			
I.4.8.1	Configuration management data shall be updated whenever any software or hardware is changed or replaced. This data shall be provided to the State at the time of update.	M	M	
<b>I.5</b>	<b>ISSUE RESOLUTION</b>			
I.5.1	<b>Issue Resolution Process</b>			
I.5.1.1	The Contractor shall describe the processes and tools that will be used for problem and issue management in its proposal.	M	M	
I.5.2	<b>Project Issue Tracking</b>			
I.5.2.1	The Contractor shall track all Project issues using an automated issue-tracking process. The issue tracking process shall facilitate documentation of the following:	M	M	
I.5.2.1.1	Issue description	M	M	
I.5.2.1.2	Issue priority	M	M	
I.5.2.1.3	Issue status (e.g. open, pending, under investigation, resolved)	M	M	
I.5.2.1.4	Plan for resolution	M	M	
I.5.2.1.5	Individual responsible for resolution	M	M	
I.5.2.1.6	Targeted and actual resolution dates	M	M	
I.5.2.1.7	Resolution action	M	M	
I.5.3	<b>Escalation Procedures</b>			
I.5.3.1	Issue tracking shall include escalation procedures and a mechanism for reporting high priority problems immediately to CDC/CYA for resolution through closure.	M	M	
I.5.4	<b>Issue Tracking</b>			
I.5.4.1	The Contractor shall track issue status and report issues to CDC/CYA on at least a weekly basis.	M	M	
I.5.4.2	Issue reports generated by the issue tracking system shall become part of Bidder's Status Reports.	M	M	

IWTS  
Attachment 6 C  
Implementation Requirements

Requirement #		Service Level 1 Requirement Category	Service Level 2 Requirement Category	Response Code
<b>I.6</b>	<b>KNOWLEDGE TRANSFER</b>			
<b>I.6.1</b>	<b>Knowledge Transfer Plan</b>			
I.6.1.1	The Contractor shall create a Knowledge Transfer plan that includes, but is not limited to:	M	M	
I.6.1.1.1	Appropriate task assignments for CDC/CYA staff, based on experience and skill level	M	M	
I.6.1.1.2	One-on-one mentoring regarding products and processes	M	M	
I.6.1.1.3	A regular opportunity to measure progress with knowledge transfer activities	M	M	
I.6.1.1.4	Identification of recommended classroom training	M	M	
I.6.1.1.5	Provide input into the training plan as required to assist with end-user training	M	M	
<b>I.7</b>	<b>CHANGE MANAGEMENT</b>			
<b>I.7.1</b>	<b>Change Management Plan</b>			
I.7.1.1	The Contractor shall submit a change management plan outline in its proposal describing the proposed change management process, tools, and methods.	M	M	
I.7.1.2	All changes shall have the appropriate vendor and CDC/CYA management level approvals before implementing the change into production.	M	M	
I.7.1.3	CDC/CYA will detail the change with the contractor when a change becomes necessary. The contractor shall provide justifiable estimates of the cost, hours, task components, staff, and schedule necessary to complete the change.	M	M	
<b>I.8</b>	<b>PROJECT DELIVERABLES</b>			
<b>I.8.1</b>				
I.8.1.1	The contractor shall provide the following deliverables for the IWTS project:	M	M	
I.8.1.1.1	Systems design specification	M	M	
I.8.1.1.2	Production technical architecture document (initial and final update)	M	M	
I.8.1.1.3	Master Test Plan (includes unit, system/integration, stress/load and acceptance testing)	M	M	
I.8.1.1.4	Maintenance and operations plan	M	M	
<b>I.9</b>	<b>DOCUMENTATION</b>			
<b>I.9.1</b>				
I.9.1.1	The Contractor shall identify in the Project Work Plan the key documentation delivery milestones.	M	M	
I.9.1.2	The Contractor shall provide electronic copies of all documentation to CDC/CYA in the format specified by CDC/CYA.	M	M	
I.9.1.3	The Contractor shall provide documentation to include, but not limited to:	M	M	
I.9.1.3.1	Concept of Operations	M	M	
I.9.1.3.2	Requirements specification	M	M	
I.9.1.3.3	Design documentation (general and detailed)	M	M	
I.9.1.3.4	Test plans	M	M	
I.9.1.3.5	User's Manual	M	M	
I.9.1.3.6	Systems Manual		M	
I.9.1.3.7	System Administration Manual		M	
I.9.1.3.8	Training material (technical and user)	M	M	
I.9.1.3.9	Help desk manual	M	M	
I.9.1.4	The Contractor shall maintain hard-copy and online documentation of each manual necessary for the IWTS solution and make available to CDC/CYA upon request.	M	M	
I.9.1.5	The Contractor shall develop and maintain current, a hard-copy and online version of the System Procedures Manual available to CDC/CYA upon request.	M	M	
I.9.1.6	The Contractor shall submit the procedures manual to CDC/CYA for approval before project implementation.	M	M	
<b>I.10</b>	<b>TRAINING</b>			
<b>I.10.1</b>				
I.10.1.1	The Contractor's proposal shall include a Training Plan and plan for knowledge and skills transfer to CDC/CYA staff.	M	M	

IWTS  
Attachment 6 C  
Implementation Requirements

Requirement #		Service Level 1 Requirement Category	Service Level 2 Requirement Category	Response Code
I.10.1.2	The Contractor shall provide technical training for CDC/CYA staff who will be participating in the joint development of the system.	M	M	
I.10.1.3	The Contractor shall be responsible for providing trainers who have expertise and extensive knowledge in the technologies and topics to be covered. If the training does not meet specified evaluation criteria agreeable to CDC/CYA and the vendor, the vendor shall provide additional training at no additional cost.	M	M	
I.10.1.4	The Contractor shall provide initial training to CDC/CYA technical staff and end users, at each site, including but not limited to:	M	M	
I.10.1.4.1	System design and schema		M	
I.10.1.4.2	System usage		M	
I.10.1.4.3	System procedures		M	
I.10.1.4.4	Application and tools development		M	
I.10.1.4.5	Report generation	M	M	
I.10.1.5	The Contractor shall develop and/or provide training manuals. The materials must be reproducible by CDC and CYA for future training of CDC/CYA employees.	M	M	
I.10.1.6	The Contractor must include tools for technical staff and management to use to evaluate current competencies against the Training Plan.	M	M	
I.10.2	The contractor shall provide ongoing traing to CDC/CYA staff and end users, at each site when requested, at no cost to the state.	M	M	
<b>I.11</b>	<b>TESTING</b>			
<b>I.11.1</b>				
I.11.1.1	The Contractor shall explain its overall strategy for unit testing, systems and integration testing and user acceptance testing in the Proposal as well as an outline of the proposed Acceptance Test Plan (ATP).	M	M	
I.11.1.2	The Contractor shall provide the opportunity for State staff to review unit test scripts and results.	M	M	
I.11.1.3	Formal Acceptance of the system will be contingent upon successful completion of the Acceptance Test Plan, which includes reliability, performance and functional testing metrics and standards.	M	M	
I.11.1.4	The Contractor shall provide comprehensive performance testing that demonstrates the processing and response times of mission critical functions and transactions under operational conditions (e.g., scenario scripts and system loading).	M	M	
I.11.1.5	The Contractor shall provide functional testing of and traceability to each functional requirement identified in the requirements specification document, verifiable through inspection, demonstration, analysis or test.	M	M	
I.11.1.6	The Contractor shall provide a classification and tracking method for system or application errors during acceptance testing that describes the severity of deficiency, and determination based upon severity, of whether that error must be corrected prior to acceptance.	M	M	