

IWTS  
Attachment 6 D  
Service Support Requirements

Requirement #	Requirement	Service Level 1 Requirement Category	Service Level 2 Requirement Category
<b>SS.1</b>	<b>SYSTEM MAINTENANCE</b>		
<b>SS1.1</b>	<b>MAINTENANCE REQUIREMENTS</b>		
SS1.1.1	The contractor shall not configure IWTS to require on-site support under normal operating conditions. After installation of the IWTS at a correctional facility, contractor personnel will be permitted access to the correctional facility for the repair of equipment, restoration of services, and remedial and scheduled maintenance activities. Restrictions on contractor on-site maintenance activities are discussed in Section C.4.2.	<b>M</b>	<b>M</b>
<b>SS1.2</b>	<b>Responsibilities of the Contractor</b>		
SS.1.2.1	The Contractor services provided must be operated at a minimal ninety-nine percent (99%) of its operational use time		
SS.1.2.2	The Contractor shall provide maintenance (labor and parts) and keep the equipment/services in good operating condition at no charge to the State.	<b>M</b>	<b>M</b>
SS.1.2.3	The Contractor shall provide preventive maintenance as required by the equipment manufacturer and as necessary to maintain the system. Preventive maintenance shall be provided on a schedule which is mutually acceptable to the State and the Contractor, which is consistent with the State's operating requirements, and which is based upon the specific needs of the equipment as determined by the Contractor and State.	<b>M</b>	<b>M</b>
SS.1.2.4	Remedial maintenance, including parts and labor, is performed by the Contractor on an unscheduled basis as a result of system, hardware, public switched telephone network, or software failure. The time required for the Contractor to respond to a call for remedial maintenance is known as response time. Response time is defined as the time interval between the time a service request is made to the Contractor by a State representative and the time qualified maintenance service personnel successfully arrives on-site or initiates remedial maintenance remotely.	<b>M</b>	<b>M</b>
SS.1.2.5	Remedial maintenance shall be available twenty-four (24) hours a day, seven (7) days a week at no cost to the State.	<b>M</b>	<b>M</b>
SS.1.2.6	Required response times for different levels of service loss are listed below. For example, if a remedial maintenance call for a major loss of service is made for a system at 2:30 a. m., that call must be responded to by 6:30 a. m. the same day. The contractor must coordinate the maintenance call with the correctional facility representative prior to arrival. Repairs should be authorized on a priority basis.	<b>M</b>	<b>M</b>
<b>SS.1.3</b>	<b>Major Loss Of Service (Major)</b>		
SS.1.3.1	A major loss of service requires a Contractor response time within four (4) consecutive hours regardless of time of day or day of week when the loss of service is reported. A major loss of service is when the total system is inoperative for any reason or there is any malfunction that seriously affects the security or function of the State institution (e.g., recording system goes down, all of the inmate/ward telephones are inoperable in any one (1) housing unit, or the inmate/ward telephones cannot be monitored).	<b>M</b>	<b>M</b>
<b>SS.1.4</b>	<b>Minor Loss Of Service (Minor)</b>		
SS.1.4.1	A minor loss of service requires a Contractor response time of twenty-four (24) hours. A minor loss of service is any loss of service that does not meet the criteria for a major loss of service.		
SS.1.4.2	If the Contractor fails to respond to a request for remedial maintenance within the required response time, it may result in the Contractor being liable for liquidated damages	<b>M</b>	<b>M</b>
SS.1.4.3	The State will determine which level of response time is applicable in each individual case	<b>M</b>	<b>M</b>
<b>SS.1.4.4</b>	<b>Restoration of Service</b>		
SS.1.4.5	If the equipment cannot be repaired within eight (8) hours after notification of a major loss of service, the Contractor shall advise the State why the equipment has not been repaired and when the repair completion can be expected.	<b>M</b>	<b>M</b>
SS.1.4.6	If upon commencement of remedial maintenance for a major loss of service the Contractor determines that the equipment cannot be repaired within twenty-four (24) hours of such repair effort, at the Contractor's discretion, the Contractor may provide, at no cost to the State, loaner equipment to restore the system to working order.	<b>M</b>	<b>M</b>

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SS.1.4.7	Full restoration of services for a major loss of service shall occur within twenty-four (24) hours of the reported failure, and full restoration of services for a minor loss of service shall occur, within forty-eight (48) hours of the reported failure, or the contractor may be held liable for liquidated damages. Contractor shall use reasonable efforts to coordinate the closure of trouble tickets with the effected facility representative, or designee. Contractor may close a trouble ticket without coordination with the facility representative after 48 hours of Contractor conducting reasonable efforts to coordinate such ticket closure.	M	M
SS.1.5	Responsibilities of the State		
SS.1.5.1	The State may provide to the Contractor a list of designated personnel responsible for placing maintenance calls associated with each correctional facility	M	M
SS.1.6	<b>Major Field Modification</b>		
SS.1.6.1	At the State's request, the Contractor may provide for major on-site modifications of equipment installed. Contractor shall use its best commercially reasonable efforts to effect such modification with minimal disruption to the State's operating schedule.	M	M
SS.1.7	<b>General Maintenance Requirements</b>		
SS.1.7.1	The contractor shall provide the State with on-call maintenance service for the full contract period of performance including exercised option years for all equipment and services provided under this agreement.	M	M
SS.1.7.2	The contractor shall respond to all troubles reported on the IWTS. If the contractor determines that a malfunction exists due to equipment or services provided by the government, such as FTS or internal wiring, the contractor shall notify the appropriate State staff of the malfunction and shall assist the State or its contractor as necessary or requested, to help diagnose the malfunction.	M	M
SS.1.7.3	The contractor shall not require the use of an on-site administrator to fulfill the maintenance or any other requirements of this contract. The State will allow the contractor access to correctional facilities for the repair of services and equipment, and remedial maintenance needs. Physical access shall be coordinated with the individual correctional facilities.	M	M
SS.1.7.4	The contractor shall not schedule routine and preventative maintenance more than once per month for any State site. This shall include all subcontracted maintenance activities for any IWTS component.	M	M
SS.1.7.5	The contractor shall provide detailed plans of its troubleshooting and maintenance procedures and schedules including any remedial maintenance deemed necessary by the contractor to fulfill the requirements of this contract.	M	M
SS.1.7.6	The contractor, at the request of the State, shall perform any work that may adversely affect inmate/ward use of the telephones during off peak hours.	M	M
SS.1.7.7	The contractor shall provide skilled technicians who will be available to perform maintenance work on the IWTS at each of the correctional facilities and the IWTS locations covered by this contract.	M	M
SS.1.7.8	In general, the contractor shall not assume that the State will provide space in its correctional facilities for spare parts for the IWTS.	M	M
SS.1.7.9	A trouble ticket shall be established at the time a trouble is reported by a State site.	M	M
SS.1.7.10	Each trouble ticket shall be assigned a unique sequential number and given to the State staff member at the time the trouble is reported.	M	M
SS.1.7.11	Each trouble ticket shall include, at a minimum, the following information:	M	M
SS.1.7.12	Trouble ticket number.	M	M
SS.1.7.13	Date and time trouble reported.	M	M
SS.1.7.14	Date and time trouble resolved.	M	M
SS.1.7.15	Total time to resolve.	M	M
SS.1.7.16	Name of person reporting trouble and call back number	M	M
SS.1.7.17	Site at which trouble was reported.	M	M
SS.1.7.18	Component affected.	M	M
SS.1.7.19	Reported description of trouble.	M	M
SS.1.7.20	Actual description of trouble.	M	M
SS.1.7.21	Description of solution of trouble.	M	M
SS.1.7.22	Any exemption claimed.	M	M

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<b>SS.1.8</b>	<b>Maintenance Operations Control Center</b>		
SS.1.8.1	The contractor shall maintain a 24-hour-per-day, 7-day-per-week maintenance operations control center for response to the State in conjunction with operating the IWTS.	M	M
SS.1.8.2	The maintenance operations control center shall serve as the single point for generating trouble tickets that are established as a result of a system or service problem. State access to this center shall be through a contractor provided toll free telephone number.	M	M
SS.1.8.3	The IWTS shall be designed to minimize the need for State staff to report troubles such that the system and services shall automatically generate alerts to the maintenance operations control center for malfunctions or detected service degradation.	M	M
SS.1.8.4	The contractor shall maintain sufficient facilities and staff for receiving information on trouble calls so that the Government waiting time to provide such trouble information to a live person does not exceed 5 minutes from the time the call is placed.	M	M
<b>SS.1.9</b>	<b>Maintenance Status Updates</b>		
SS.1.9.1	During a major system problem, the contractor shall be required to update the State hourly, if requested by the State, until the problem is resolved.	M	M
<b>SS.1.10</b>	<b>The contractor's update shall include, at a minimum, the following information.</b>	M	M
SS.1.10.1	Current status of the problem.	M	M
SS.1.10.2	Projected solutions.	M	M
SS.1.10.3	Estimated time needed to resolve the problem.	M	M
<b>SS.1.11</b>	<b>Escalation Plan</b>		
SS.1.11.1	The contractor shall propose escalation procedures, processes, and personnel procedures for use during an IWTS system failure.	M	M
SS.1.11.2	The contractor's IWTS escalation procedures shall be subject to State approval and all contractor staff identified in the escalation plan shall be capable of being contacted.	M	M
SS.1.11.3	During a system failure, the contractor shall adhere to the approved escalation procedure.	M	M
SS.1.11.4	The contractor shall provide one contact person plus one alternate point of contact from its organization to address unanticipated difficulties (installation concerns, system downtime, degradation of services, etc.).	M	M
SS.1.11.5	The contractor shall also provide additional escalation policies and points of contact, including contact numbers (telephone, pager, facsimile, E-mail), titles, and chain of command, for the use of State in case the contractor's efforts by the single point of contact are insufficient in resolving a particular situation.	M	M
SS.1.11.6	If the main contact point is not the IWTS project manager, the contractor shall clarify the relationship of the project manager in the escalation process.	M	M
<b>SS.1.12</b>	<b>Maintenance Reports</b>		
SS.1.12.1	The contractor shall develop, prepare, and provide monthly maintenance reports to the State and Contracting Officer to keep the State informed about the IWTS performance.	M	M
SS.1.12.2	The contractor shall present and discuss these monthly maintenance reports as a part of the monthly IWTS maintenance meetings with the State.	M	M
SS.1.12.3	The contractor shall provide the State with monthly maintenance reports which thoroughly document and analyze system performance, trouble ticket reports, and trouble trends.	M	M
SS.1.12.4	The contractor shall work with the State to develop these reports in a meaningful and informative format.	M	M
SS.1.12.5	Monthly maintenance reports shall be available in both hard copy and electronic format. The database or spreadsheet file used to create these reports shall also be provided to the State on electronic medium.	M	M
SS.1.12.6	These reports shall be provided within 15 working days after the end of the previous month.	M	M
SS.1.12.7	The contractor shall continue to prepare and provide monthly maintenance reports to the State for the duration of this contract.	M	M
SS.1.12.8	The contractor shall provide maintenance reports on a monthly basis which shall include, at a minimum, the following information. This information shall be presented in- a format-approved by the State.	M	M
<b>SS.1.12.9</b>	<b>Major downtime report</b>		

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SS.1.12.10	The report shall list major downtime for each individual State site for the previous month.	M	M
SS.1.12.11	The report shall list the major downtime for the entire State for the previous month.	M	M
SS.1.12.12	The report shall list the major downtime for each individual State site by month for the previous six months.	M	M
SS.1.12.13	The report shall list the State-wide average of major down-time per site for the previous month.	M	M
SS.1.12.14	The report shall list the number of major down-time trouble tickets by site for the previous month. The report shall indicate compliance or non-compliance with the major downtime requirements of maintenance service ordered by the State.	M	M
<b>SS.1.12.15</b>	<b>Minor downtime report</b>		
SS.1.12.16	The report shall list minor downtime for each individual State site for the previous month.	M	M
SS.1.12.17	The report shall list the starting time, ending time, and total time of failure for each minor failure experienced at each site during the previous month.	M	M
SS.1.12.18	The report shall list the minor downtime for each individual State site by month for the previous six months.	M	M
SS.1.12.19	The report shall list the State-wide average of minor down-time per site for the previous month.	M	M
SS.1.12.20	The report shall list the number of minor down-time trouble tickets by site for the previous month.	M	M
SS.1.12.21	The report shall indicate compliance or non-compliance with the minor failure requirements of the maintenance service ordered by the State. The contractor shall provide the State with daily reports of all trouble tickets reported on the previous day. Trouble tickets reported on weekends and State Holidays may be reported on the next workday. This report may be faxed or E- mailed to the State on a daily basis.	M	M
<b>SS.1.13</b>	<b>Monthly Maintenance Meetings</b>		
SS.1.13.1	The contractor shall meet monthly with the CDC/CYA Central Office staff. These meetings shall be for the purpose of presenting IWTS prior month's maintenance reports and discussing resolutions to program issues and concerns. These meetings may be scheduled less frequently at the discretion of the State. The site for the meetings shall be determined by the State. Travel may be required to various State sites, contractor sites, and subcontractor's sites. The contractor shall provide representatives for each of its subcontractors at each of these meetings if requested by the State.	M	M
<b>SS.2</b>	<b>TRAINING AND DOCUMENTATION</b>		
<b>SS.2.1</b>	<b>Training</b>		
SS.2.1.1	The contractor shall provide training to a maximum of twelve CDC Central Office personnel in the use and technical operation of the IWTS. It is anticipated that this training will require from 40 to 80 hours of classroom time. The State will cover the costs of its travel expenses to the contractor's location within California only for this training. Any Service Level 1 locations upgrading to Service Level 2 will require this level of training as part of the upgrade.	M/O	M
SS.2.1.2	The first training session shall be provided within four months of award of contract.	M/O	M
SS.2.1.3	The contractor shall design the training to provide State CDC/CYA Central Office staff with a thorough working knowledge of the various IWTS components, their integration, and system operation.	M/O	M
SS.2.1.4	The contractor shall provide annually, upon the request of the State, updated refresher training for any major or significant changes to the administration, maintenance, or use of the IWTS. The State will cover the costs of travel expenses to the contractor's location within California only for this training.	M/O	M
SS.2.1.5	The contractor shall provide CDC/CYA ongoing training for end users at each site when requested, at no cost to the State.	M	M
<b>SS.2.2</b>	<b>System Documentation</b>		
SS.2.2.1	The contractor shall provide complete system documentation and all future updates to CDC Central Office Staff for all software and hardware components of the IWTS. State will use the documentation for internal purposes only.	M/O	M
SS.2.2.2	This documentation shall be updated by the contractor as necessary to remain current with the system. The Contractor shall notify CDC Central Office Staff prior to implementation of any updates.	M/O	M

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SS.2.2.3	The contractor shall also provide two Implementation Engineering Plans (IEP) for each site which detail the site specific wiring, trunking and routing data. One plan shall remain at the correctional facility and the other plan shall be provided to the CDC Central Office. The IEP shall be updated as changes to the system are made and shall be used by the contractor's local technicians and State staff to aid the troubleshooting process.	M/O	M
<b>SS.2.4</b>	<b>User Manuals</b>		
SS.2.4.1	The contractor shall provide and maintain current operation manuals for each State site. One type of operating manual, addressing the full capabilities, by Service Level, of the IWTS is acceptable.	M	M
SS.2.4.2	These manuals shall contain detailed and clear instructions on the operation of the IWTS software.	M	M
SS.2.4.3	These manuals shall be provided within one month after installation of the second correctional facility.	M	M
SS.2.4.4	These manuals shall be updated at each site as software version updates are made.	M	M
SS.2.4.5	The contractor shall provide a user manuals) for each workstation at every site.	M	M
SS.2.4.6	The contractor shall allow the State to make copies of these user manuals for internal use only.	M	M
SS.2.4.7	Transition Plan		
<b>SS.3</b>	<b>GENERAL OPERATIONS</b>		
<b>SS.3.1</b>	<b>Operations</b>		
SS.3.1.1	The provider shall be responsible for compliance with all regulator requirements imposed by local, state and federal regulator agencies for all systems and services provided throughout the performance period of this contract.	M	M
SS.3.1.2	The Contractor shall proactively perform full system operation monitoring, including but not limited to:	M	M
SS.3.1.3	System status to verify the condition of system and subsystem components	M	M
SS.3.1.4	System availability and performance	M	M
<b>SS.3.2</b>	<b>SERVER HARDWARE AND STORAGE</b>		
SS.3.2.1	The Contractor shall manage and coordinate the installation, upgrade, and maintenance of all server hardware and storage components during the life of the contract	M	M
SS.3.2.2	The Contractor shall maintain server hardware and storage in good operating condition.	M	M
<b>SS.3.3</b>	<b>SYSTEM SOFTWARE</b>		
SS.3.3.1	The Contractor shall maintain the following system software elements:	M	M
SS.3.3.2	System software standard configuration (software settings, releases, customization)	M	M
SS.3.3.3	System software maintenance and administration	M	M
SS.3.3.4	System software upgrades (version releases/patches/hot fixes, etc.)	M	M
SS.3.3.5	System software procedures and documentation	M	M
SS.3.3.6	The Contractor shall maintain system software in good operating condition.	M	M
<b>SS.3.4</b>	<b>DATABASE SOFTWARE</b>		
SS.3.4.1	The Contractor shall maintain the following database software elements:	M	M
SS.3.4.2	Database software standard configuration (settings and parameters, versions/releases)	M	M
SS.3.4.3	Database software maintenance	M	M
SS.3.4.5	Database capacity planning and monitoring	M	M
SS.3.4.6	Database software upgrades	M	M
SS.3.4.7	Database software procedures and documentation	M	M
SS.3.4.8	The Contractor shall maintain database software in good operating condition.	M	M
<b>SS.3.5</b>	<b>BACKUP AND RECOVERY</b>		
SS.3.5.1	The Contractor shall provide CDC/CYA with an optimal backup and recovery strategy, given the technologies and design of the IWTS application.	M	M
SS.3.5.2	The Contractor shall provide CDC/CYA with procedures for restoring the application and data to an alternative environment.	M	M

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SS.3.5.3	The Contractor shall comply with State requirements for disaster recovery planning. See www.dof.ca.gov.	M	M
<b>SS.3.6</b>	<b>HELP DESK SUPPORT</b>		
SS.3.6.1	The Contractor shall provide telephone, email and Web-based Help Desk support for problem resolution and troubleshooting.	M	M
SS.3.6.2	The Contractor Help Desk support shall be staffed between 6:00 a.m. to 6:00 p.m. PST, weekdays, Monday through Friday, except for State holidays.	M	M
SS.3.6.3	The Contractor shall provide a process to record after-hours problems for next day resolution.	M	M
SS.3.6.4	The Contractor shall develop and provide CDC/CYA Central Office Staff written Help Desk troubleshooting procedures for the IWTS system and environment.	M	M
SS.3.6.5	The Contractor shall maintain information on problems or events, including but not limited to, problem description, start and end dates/times, actual or potential cause(s), corrective action taken, and future action required.	M	M
<b>SS.3.7</b>	<b>APPLICATION MODIFICATION AND UPGRADE</b>		
SS.3.7.1	The Contractor shall be responsible for making all system modifications necessary to allow inmates/wards to place call as industry dialing requirements change, at no additional cost to CDC/CYA.	M	M
SS.3.7.2	The Contractor shall ensure that all software modifications and upgrades are deployed using the configuration management, documentation, and integration, and acceptance testing requirements as per each negotiated contract during the maintenance period.	M	M
SS.3.7.3	The Contractor shall provide justifiable resource and timeframe estimates for software design, development, testing, and deployment of all application modifications and upgrade requests. within the time frame established in the maintenance agreement.	M	M
SS.3.7.4	The Contractor shall begin and end each modification and upgrade effort within the timeframe established in the SLA. As agreed upon by the State	M	M
<b>SS.3.8</b>	<b>PERFORMANCE MANAGEMENT</b>		
SS.3.8.1	The Contractor shall provide CDC/CYA with methodologies and tools to demonstrate the ability to meet the performance requirements stated in the maintenance requirements.	M	M
SS.3.8.2	The Contractor shall develop procedures and tools for performance measurements including, but not limited to, the following:	M	M
SS.3.8.2.1	System availability	M	M
SS.3.8.2.2	Transaction volumes	M	M
SS.3.8.2.3	Response time	M	M
SS.3.8.3	The Contractor shall measure system performance, utilization, and availability on an ongoing basis during the warranty period.	M	M
SS.38.4	The Contractor shall provide CDC/CYA with a strategy for performance testing appropriate to benchmark end-to-end processing.	M	M
<b>SS.3.9</b>	<b>Completion of Contract</b>		
SS.3.9.1	The Contractor shall be responsible for removing all equipment related to the IWTS at the termination or completion of the contract. The schedule for the removal of equipment shall be determined by the State. Immediately upon the completion or termination of this contract the contractor shall provide the CDC/CYA Central Office with a stand-alone system which contains all Call Detail Records (CDR) for the previous six years; and the software to perform all functions that include easily retrieval and output of the is CDR information within the same parameters of the reports provided in this RFP , playback of previously recorded calls, and capability to record previously recorded calls to CD . This system will be provided by the contractor at no cost to the State.	M	M