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ATTACHMENT 1

STATEMENT OF WORK

1. PURPOSE

The purpose of this Statement of Work (SOW) is to define the tasks and responsibilities of the Prime Contractor and the State during the term of this Contract.

2. SERVICE AVAILABILITY

The services shall be provided 24-hours a day, seven (7) days a week. This requirement for service availability may only be constrained, on an individual location basis, where 24-hour access is restricted and where this access restriction is beyond the control of the Prime Contractor.

3. PERIOD OF PERFORMANCE CONTRACT TERM

The Contract Term shall be six (6) years with four (4) one-year optional extension years. The Prime Contractor shall not commence working until Contract execution.

4. ADMINISTRATION OF CONTRACT

The California Technology Agency (Technology Agency) will administer this Contract on behalf of the California Department of Corrections and Rehabilitation (CDCR). The Prime Contractor will work with the Technology Agency point of contact for issues such as Contract amendments. The Technology Agency will be the Contracts Manager.

State Agency: California Technology Agency	Prime Contractor: Global Tel*Link Corporation
Division/Unit: Statewide Telecommunications Network Division, (STND) Contracts Management Section	Unit/Department Western Region Account Manager
Attention: Scott Murray	Attention: Paul Turner
Address: P.O. Box 1810 Rancho Cordova, CA 95741-1810	Address: 2799 Morgan Drive Fl 2 San Ramon, CA 94583
Phone: (916) 657-9271	Phone: (925) 833-1002
Fax: (916) 463-9920	Fax: (925) 828-3967
Email: CIOSTNDCDCRContractAdminUnit@state.ca.gov	Email: pturner@gtl.net

The CDCR will provide a CDCR Operations Manager. The CDCR Operations Manager is the point of contact for the day-to-day activities, Transition-In and Transition-Out of services, moves, adds, and changes, coordination of gate clearances, as shown in SOW, Exhibit A, Gate Clearance Informational and Approval Sheet; SOW, Exhibit C, Primary Laws, Rules, and Regulations Regarding Conduct and Association with State Prison Inmates and all other responsibilities as described throughout this Contract.

State Agency: California Department of Corrections and Rehabilitation (CDCR)	Prime Contractor: Global Tel*Link Corporation
Division/Unit: Enterprise Information Services Infrastructure Services	Unit/Department Western Region Account Manager
Address: 1960 Birkmont Drive Rancho Cordova, CA 95742	Address: 2799 Morgan Drive Flr 2 San Ramon, CA 94583
Attention: Tammy Irwin - IWTS/MAS Operations Manager	Attention: Paul Turner
Phone: (916) 358-2551	Phone: (925) 833-1002
Fax: (916) 358-2619	Fax: (925) 828-3967
Email: tammy.irwin@cdcr.ca.gov	Email: pturner@gtl.net

5. NOTICES

All Notices required by or relating to this Contract shall be in writing and shall be sent to the State contact representatives described in SOW Section 4, Administration of Contract.

6. INMATE/WARD TELEPHONE SYSTEM SERVICES

The Inmate/Ward Telephone System (IWTS) services specified herein will provide the CDCR facilities with collect and prepaid local, IntraLATA, InterLATA, Interstate, and International telecommunications services for inmates and wards. The IWTS service will also provide CDCR with effective investigative tools and a method of tracking and reporting phone usage.

The Prime Contractor will be responsible for a complete and all-inclusive service offering at no cost to the State. The Prime Contractor's revenue to support all the requirements in this Contract will be derived only from the one-time setup fee for prepaid accounts and the "per-conversation minute" rate billed to the called parties.

7. MANAGED ACCESS SYSTEM SERVICES

The Managed Access System (MAS) services will provide the CDCR with complete 24-hour, continuous blocking of all unauthorized cellular wireless communications within the defined scope of each facility. However, the MAS shall process all calls to 9-1-1 Emergency Telephone System (9-1-1 ETS). Concurrently, the MAS will allow full transmission functionality of authorized cellular devices operating in the same coverage areas. The Prime Contractor will be responsible for a complete and all inclusive service offering at no cost to the State.

8. CONTRACT ADMINISTRATION FEE

After completion of the Transition-In phase and for the remaining term of the Contract, an annual Contract Administration Fee of $800,000 will be payable by the Prime Contractor, in monthly increments of $66,666.66 due on the last day of each month in arrears via wire transfer to cover the State contract management responsibilities and services. The State will provide the Prime Contractor the name and account information for the purpose of receiving these funds.

Payments that are late by more than 30 calendar days without prior approval of the State representative will be subject to a financial penalty of one and one-half percent (1.5%) per month of the administration

fee payment balance due. Successive late payments or late submission of reports will be subject to service level agreement remedies as described in Section 6.12.4, IWTS Administrative Service Level Agreements.

During transition periods (in and out) of the Contract, a pro-rated portion of the $800,000 Contract Administrative Fee will be assessed on a per-site basis. A pro-rated amount of the Contract Administration Fee will be applied to each site to determine the site's portion of the annual fee. The pro-rated Contract Administration Fee will be calculated from the site total conversation minutes as a percentage of the total contract conversation minutes from the State fiscal year baseline 2010, as identified in Exhibit 6-L2, CDCR 2010 IWTS Call Volume by Facility. The Contract Administration Fee will be due within 30 calendar days of written acceptance, by the CDCR Operations Manager, after successful cutover of the site. This pro-rated Contract Administration Fee will be paid monthly, in arrears, until all CDCR IWTS facilities are successfully cutover.

The following example, including Table SOW-1 Contract Administration Fee Calculation – Site specific Pro-rated Fee, reflects the calculation of the Contract Administration Fee during transition phases.

Table SOW-1 Contract Administration Fee Calculation – Site specific Pro-rated Fee		**Acronym**
$800,000	Total Contract Administration Fee	TCAF
5,276,444	2010 IWTS Call Volume Location Annual Total Minutes Example: Avenal State Prison (ASP)	LATM
99,666,347	2010 IWTS Statewide Annual Total Minutes	SATM
5.2941%	Site Percentage (for Avenal of 2010 Statewide Annual Total Minutes)	SP
$42,352.80	Site Annual Fee Portion (of Annual $800,000 Administrative Fee for ASP)	SAFP
$3,529.40	Site Monthly Fee Portion (for ASP)	SMFP

1) Divide the 2010 IWTS Call Volume Location Annual Total Minutes (LATM) for ASP by the 2010 IWTS Statewide Annual Total Minutes (SATM), to determine the ASP Site Percentage (SP).

   LATM divided by SATM = SP

2) Multiply the $800,000 Total Contract Administration Fee (TCAF) by the SP to determine the Site's Annual Fee Portion (SAFP) of the Contract Administration Fee.

   TCAF x SP = SAFP

3) Divide the SAFP by 12 to determine the Site's Monthly Portion (SMFP) of the Contract Administration Fee.

   SAFP divided by 12 = SMFP

9. NONREIMBURSEMENT OF ADDITIONAL COSTS

The State will not pay the Prime Contractor any lump sum or other start-up expenses for services, nor for any expenses incurred in the preparation of a Bid, even though the Prime Contractor shall be obligated to begin some aspects of performance immediately after Contract award and before in-service/cutover, including preparation, implementation, coordination and reporting necessary to ensure that full IWTS/MAS services shall be ready by the required in-service cutover date. The State will not pay the Prime Contractor any lump sum or other expenses for close-down or termination costs at the time the Prime Contractor ceases to provide service under the Contract.

10. SERVICE LEVEL AGREEMENTS

Section 6.12, IWTS Service Level Agreements (SLAs), and Section 6.23, MAS Service Level Agreements, detail the benchmarks of service that the Prime Contractor is expected to maintain for the IWTS and MAS services throughout the term of the Contract and their appropriate remedies. The Prime Contractor's failure to meet the Service Levels may result in the lowering of the per-Conversation Minute rates as detailed in SOW Section 11, Annual Run Rate Cost Adjustments.

The State will perform a quarterly review of the SLA reports provided by the Prime Contractor.

11. ANNUAL RUN RATE COST ADJUSTMENTS

On an annual basis, the State will conduct an analysis of the previous year's Conversation Minutes (CM) and Service Level Agreement Rights and Remedies Minutes (SLARRM) to determine if reductions to established Adult per Conversation Minute Rates (ACMR) and Youth per Conversation Minute Rates (YCMR) should be applied.

The annual CM for any given period is defined as the IWTS Call Volume expressed in minutes.

The SLARRM for any given period is the total of the Rights and Remedies Minutes reflecting SLA violations for both IWTS (ISLARRM) and MAS (MSLARRM). The monthly SLA Summary Report reflects the "penalty minutes" assessed and applied toward the MSLARRM and ISLARMM totals. Rights and Remedy minutes must be reported within 60 calendar days from the last day of the month in which the SLA objective was missed.

The IWTS annual CM and ISLARRM will be totaled at the end of each calendar year commencing after acceptance of IWTS transition. The MAS MSLARRM will be totaled at the end of each calendar year commencing after the State's acceptance of MAS implementation at each site.

Rate reductions will be applied as a result of the IWTS/MAS Run Rate Method. The results of this method calculation will be applied to all Adult and Youth per-Conversation Minute Rates throughout the remaining term of the Contract. Upon written notification by the State, rate reductions must be implemented by the Prime Contractor within 60 calendar days.

11.1 IWTS/MAS Run Rate Method

On an annual basis, the Prime Contractor will reduce the ACMR and YCMR by five percent (5%) if the SLARRM exceeds the Threshold Percentage (TP) of 1 percent (1%) of the annual Conversation Minutes (CM) of the previous calendar year.

Table SOW-2 Rate Reduction Calculation Example.

Run Rate Component	Acronym	Previous Year*	New Rates*
Annual Conversation Minutes	CM	105,000,000	
IWTS Service Level Agreement Rights and Remedies Minutes	ISLARRM	1,300,000	
MAS Service Level Agreement Rights and Remedies Minutes	MSLARRM	1,000,000	
Total	SLARRM	2,300,000	
Threshold Percentage of 1%	TP	1%	
Youth per Conversation Minute Rates (per 15-minute call) Local Call	YCMR	$0.475	**$0.451**
Adult per Conversation Minute Rates (per 15-minute call) Local Call	ACMR	$1.450	**$1.378**

*The totals and rates used in the table are for example purposes only.

Example:

Combine ISLARRM + MSLARRM = Annual SLARRM
If SLARRM / CM > 1% (TP), then apply the rate reduction adjustment calculation.
1,300,000 + 1,000,000 = 2,300,000
2,300,000 / 105,000,000 = 0.0219
0.0219 > 0.01

Calculate percent by multiplying the decimal by 100: 0.0219 X 100 = 2.19%
(2.19% is greater than 1%)

IF TP is greater than 1%; then calculate new YCMR and ACMR:
YCMR = YCMR - 5%
YCMR $0.451 = $0.475 - ($0.475 X 0.05)
New YCMR = $0.451

ACMR = ACMR - 5%
ACMR $1.378 = $1.450 - ($1.450 X 0.05)
New ACMR = $1.378

12. DEFINITIONS

Definitions for the terms used in this Contract are provided in Appendix C, Glossary of Terms.

13. CDCR FACILITIES AND ANTICIPATED IWTS EQUIPMENT

The quantities of components that are anticipated to be deployed at each CDCR facility are detailed in Section 6 Exhibits that are specifically referenced in this section. The anticipated number of facilities and IWTS related equipment may increase or decrease within the term of the Contract based upon activation or deactivation of facilities to accommodate inmate population changes and/or changes in CDCR operations and programs.

13.1 Adult Facilities

1) Exhibit 6-C1, Adult Institution IWTS Locations, includes the CDCR facilities' names, addresses, and telephone numbers. Exhibit 6-C2, Adult Institutions' IWTS Anticipated Equipment, includes the detail of the quantities and types of IWTS equipment at the adult institutions.
2) Exhibit 6-D1, CDF/CDCR Adult Camp IWTS Locations, includes the camp names, addresses, and telephone numbers. Exhibit 6-D2, CDF/CDCR Adult Camps' IWTS Anticipated Equipment, includes the detail of the quantities and types of IWTS equipment at the adult camps.
3) Exhibit 6-E1, Additional Adult Facility IWTS Locations, includes the names, addresses, and telephone numbers of the Community Correctional Facilities (CCFs) and Female Offender Programs (FOPs) that are privately operated and have custody oversight for CDCR inmates. Exhibit 6-E2, Additional Adult Facilities' IWTS Anticipated Equipment, include the detail of the quantities and types of IWTS equipment installed at these locations.
4) Exhibit 6-F1, New Adult Facility IWTS Locations Anticipated, includes the names, addresses and telephone numbers of future locations that include CDCR facilities that are anticipated or in various design, construction, or conversion stages. Exhibit 6-F2, New Adult Facilities' IWTS Anticipated Equipment includes the detail of the quantities and types of IWTS equipment at these locations.

13.2 Youth Facilities

Exhibit 6-G1, Youth Facility IWTS Locations, includes the names, addresses, and telephone numbers of the youth facilities. Exhibit 6-G2, Youth Facilities' IWTS Anticipated Equipment, includes the detail of the quantities and type of IWTS equipment at the youth facilities. Youth facilities will record all calls and may monitor ward calls. This change may require IWTS workstations installed at some youth facilities.

13.3 CDCR Field Offices

CDCR Field Offices will not require on-site equipment. The CDCR Authorized staff will perform the IWTS Investigative Workstation Functionality and IWTS Tools and Reports by using a State computer to access the Prime Contractor hosted web-based IWTS application. The Prime Contractor shall provide support with access to the web-based IWTS application, as needed.

13.4 Replacement of All IWTS Equipment

All IWTS equipment (with the exception of the state-owned enclosures refer to Section 6.3.2.4, IWTS Telephone Enclosures that Include Booths, Wall and/or Pedestals) will be replaced with new equipment in the IWTS/MAS Contract. During Transition-In, the Prime Contractor will replace all of the IWTS equipment components that are described in the Exhibits in this section. The CDCR Operations Manager will verify that the IWTS equipment provided is consistent with the Section 6, Technical Requirements.

14. IWTS CALL CONTROL SYSTEM CATEGORIES

The IWTS shall provide the ability to create five (5) categories for Call Control. A description of each category is provided in Exhibit 6-J, IWTS Call Control System Categories. These categories are defined by their functionality, related equipment, and storage of recordings for the adult and youth facilities. The five (5) Call Control system categories include: Adult Institutions, Adult Camps, Adult CCF and FOP Locations, Youth Facilities, and Field Offices.

15. MAS LOCATIONS

The MAS shall be installed at the CDCR Adult Institutions and Youth Facilities. A listing of the current CDCR facilities is provided in Exhibit 6-O, Adult Institution MAS Locations. A listing of future CDCR facilities is provided in Exhibit 6-P, Future Adult Facility MAS Locations Anticipated.

16. IWTS COLLECT AND PREPAID RATES

The IWTS/MAS Contract, Attachment 7, Cost Worksheets, reflects the Prime Contractor's collect and prepaid rates for the term of this Contract including optional years. These rates will be posted on the State's web-site at http://www.dts.ca.gov/stnd/calnet-inmate-ward.asp and Prime Contractor's public portal web-site for the public to reference.

The CDCR call volume summaries are detailed in Exhibit 6-K1, CDCR 2008 IWTS Call Volume by Call Type, Exhibit 6-K2, CDCR 2009 IWTS Call Volume by Call Type, Exhibit 6-K3, CDCR 2010 IWTS Call Volume by Call Type, Exhibit 6-L1, CDCR 2009 IWTS Call Volume by Facility, and Exhibit 6-L2, CDCR 2010 IWTS Call Volume by Facility. Additionally, International call volume summaries are detailed in Exhibit 6-M1, CDCR 2009 IWTS International Call Volume by Country by Month, and Exhibit 6-M2, CDCR 2010 IWTS International Call Volume by Country by Month. The summary and quantities are included for historical purposes. The CDCR facilities may increase or decrease based upon operational changes which may impact changes to the call volume. Call volumes are not expected to differ appreciably in the future, but the Prime Contractor will accept full risk with respect to State required deployment requirements and billable call volumes. Dependent on the needs of the State and at the State's request, the Prime Contractor will provide additional (or less) services as defined in this Contract during the term of the IWTS/MAS Contract period, including optional years, without a change in rates.

17. STATE RESPONSIBILITIES

17.1 State Physical Plant Infrastructure

1) For IWTS services - The State retains sole responsibility for performing any changes to installed physical plant infrastructure components such as wiring and conduits.
2) For MAS services - The State shall have no responsibility for the physical plant infrastructure components such as wiring and conduits.

17.2 Implementation of New and Existing IWTS/MAS Services

The State reserves the right, at its sole discretion, to restrict, delay, halt or discontinue all or part of any implementation of new or existing IWTS/MAS services if a mandatory technical requirement included in Section 6, Technical Requirements, fails to function. If this occurs, within three (3) business days after the State is aware of the defect, the State will document and provide the Prime Contractor written notification of the specific requirement. The Prime Contractor will have three (3) business days to provide a response that would include identification of corrective action and a proposed timeline. Upon receipt, the State will review the Prime Contractor's response and schedule a meeting with the Prime Contractor to discuss and finalize the corrective action and timeline.

17.3 Coordination

The State will retain core technology management functions for strategic planning, quality assurance, and contract management. The State will retain authority over specific IWTS/MAS service functions.

17.4 Service Support and Maintenance Responsibilities

1) Provide access to Prime Contractor's equipment at CDCR facilities;

2) Coordinate one-time gate clearance(s), in SOW, Exhibit A, Gate Clearance Informational and Approval Sheet; SOW, Exhibit C, Primary Laws, Rules, and Regulations Regarding Conduct and Association with State Prison Inmates and all other responsibilities as described throughout this Contract, and annual CDCR identification badges for Prime Contractor's staff to access the CDCR facilities;

3) Provide Prime Contractor with a list of CDCR personnel authorized to call the Help Desk to report trouble tickets. This list shall be updated twice a year or as needed; and,

4) Provide the concrete pad for IWTS telephone enclosures or pedestals.

18. TECHNOLOGY UPGRADE AND MODIFICATION APPROVAL

The State retains the right to accept or reject any Prime Contractor proposed technology upgrade, modification, or enhancement plan that changes the IWTS/MAS serviced infrastructure.

19. FUTURE BUSINESS PROCESS REENGINEERING

It is anticipated that the Prime Contractor will propose, initiate, and conduct technology infrastructure changes that result in business process reengineering efforts at the State. The State will retain primary responsibility and authority over approving these efforts and ensuring that performance metrics (including before and after) are accurately and appropriately developed.

20. MOVES, ADDS, AND CHANGES OF THE IWTS/MAS EQUIPMENT

The CDCR Operations Manager will be responsible for coordination of all moves, adds, and changes of the IWTS/MAS equipment. The Prime Contractor will be required to perform a site survey and prepare a site survey report that includes digital photos of the existing locations to document changes, as well as identify the CDCR and Prime Contractor's Responsibilities. The CDCR Operations Manager will review and approve the site survey report before it is shared with the CDCR facility. Refer to SOW, Exhibit D, IWTS Work Authorization Process and Form and SOW, Exhibit E, MAS Work Authorization Process and Form. The CDCR Operations Manager will direct the Prime Contractor to install, relocate, and deactivate telephones at the State's discretion regardless of the call volume and usage. The timeframes for the coordination include:

1) New Activation - Prime Contractor will have 60 calendar days from the written notification received from CDCR Operations Manager to order circuits, procure equipment, and install a new facility;
2) Additional Equipment at an Existing Facility - Prime Contractor will have 45 calendar days from the written notification received from CDCR Operations Manager to procure equipment and install at an existing facility that will require additional IWTS equipment; and,
3) Relocation of Equipment at an Existing Facility - Prime Contractor will have 30 calendar days from the written notification received from CDCR Operations Manager to deactivate and remove equipment installed at an existing facility.

21. CHANGE REQUEST PROCESS

The Prime Contractor shall submit a written request to the CDCR Operations Manager using, SOW, Exhibit F, Inmate/Ward Telephone System/Managed Access System Contract Change Request when a change is being requested.

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

22. REQUEST FOR INFORMATION

If additional detailed site specific information is required for engineering the IWTS and MAS Services, the Prime Contractor shall submit a written request to the CDCR Operations Manager using SOW, Exhibit G, Request For Information California Department of Corrections and Rehabilitation Inmate/Ward Telephone System/Managed Access System. The CDCR Operations Manager will then evaluate the request to ensure that there is no risk to security before releasing the information.

Any request for CDCR Data/Information will require the submission of SOW, Exhibit H, Information Access and Security Agreement.

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23. EXHIBITS

SOW EXHIBIT-A GATE CLEARANCE INFORMATIONAL & APPROVAL SHEET

(STAFF ONLY)

Requestor: _____ Department: _____ Extension: _____

Division Head Authorization _____Date: _____
(Print and Sign)

Purpose of Entry: _____

Date(s)_____ Time: _____Duration _____

Escort:_____

Type of Authorization Requested (Check One): ☐Gate Clearance ☐State ID Card (Contract)

Name of Company: _____

Name_____
(Last) (First) (Middle)

Area Code and Phone Number Day: _____ Night:_____

Date of Birth: Month: _____ Day: _____ Year: _____ Gender: ☐Female ☐Male

Driver's License Number: _____ State: _____ Social Security Number:_____

I also have been known by these names: _____

I visit an inmate in a Correctional Institution: ☐Yes ☐No

I have been arrested and/or convicted of a crime: ☐Yes (attach sheet if more than 2) ☐ No

Offense	Approximate Date	Disposition

Are you a former inmate? ☐ Yes ☐ No

NOTE THE FOLLOWING CONDITIONS/RESTRICTIONS

If you are on parole, probation or have been incarcerated, you must provide written consent from your supervising agency to enter these grounds. If you are under 18 years of age, you must have written, notarized consent provided by your parent or legal guardian and be accompanied by a responsible adult in order to enter these grounds. All questions must be answered! Any omission or falsification on this form shall be considered sufficient reason for denial of access.

The person listed above will only be allowed to enter the designated area(s) and only under employee escort unless otherwise authorized with an Identification Cared. Law Enforcement Personnel will be given authorization to enter grounds upon showing appropriate identification and no security clearance is necessary. A previous clearance is not an automatic approval for future clearances. You must resubmit a request if any clearance has expired.

Signature of Applicant: _____ Date: _____

CI&I CLEARANCE

☐APPROVED ☐DISAPPPROVED SIGNATURE:_____DATE:_____

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SOW EXHIBIT-B DIGEST OF LAWS RELATING TO ASSOCIATION WITH INMATES (DELETED)

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SOW EXHIBIT-C PRIMARY LAWS, RULES, AND REGULATIONS REGARDING CONDUCT AND ASSOCIATION WITH STATE PRISON INMATES

STATE OF CALIFORNIA

CDC 181 (Rev 5/98)

Individuals who are not employees of the California Department of Corrections and Rehabilitation (CDCR), but who are working in and around inmates who are incarcerated within California's institutions/facilities or camps, are to be apprised of the laws, rules and regulations governing conduct in associating with prison inmates. The following is a summation of pertinent information when non-departmental employees come in contact with prison inmates.

1. Persons who are not employed by CDC, but are engaged in work at any institution/facility or camp must observe and abide by all laws, rules and regulations governing the conduct of their behavior in associating with prison i8nmages. Failure to comply with these guidelines may lead to expulsion from CDC institutions/facilities or camps.
   SOURCE: California Penal Code (PC) Sections 5054 and 5058; California Code of Regulations (CCR), Title 15, Sections 3285 and 3415

2. CDCR does not recognize hostages for bargaining purposed. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, and employees shall be made aware of this.
   SOURCE: PC Sections 5054 and 5058; CCR, Title 15, Section 3304

3. All persons entering onto institution/facility or camp grounds consent to a search of their person, property or vehicle at any time. Refusal by individuals to submit to a search of their person, property or vehicle may be a cause for denial of access to the premises.
   SOURCE: PC Sections 2601, 5054 and 5058; CCR, Title 15, Sections 3173 and 3288

4. Persons normally permitted to enter an institution/ facility or camp may be barred, for cause, by the CDCR Director, Warden and/or Regional Parole Administrator.
   SOURCE: PC Sections 5054 and 5058; CCR, Title 15, Section 3176 (a)

5. It is illegal for an individual who has been previously convicted of a felony offense to enter into CDCR institutions/facilities or camps without the prior approval of the Warden. It is also illegal for an individual to enter onto these premises for unauthorized purposes or to refuse to leave said premises when requested to do so. Failure to comply with this provision could lead to prosecution.
   SOURCE: PC Sections 602, 4570.5 and 4571; CCR, Title 15, Sections 3173 and 3289

6. Encouraging and/or assisting prison inmates to escape is a crime. It is illegal to bring firearms, deadly weapons, explosives, tear gas, drugs or drug paraphernalia on CDCR institutions/facilities or camp premises. It is illegal to give prison inmates firearms, explosives, alcoholic beverages, narcotics, or any drug or drug paraphernalia, including cocaine or marijuana.
   SOURCE: PC Sections 2772, 2790, 4533, 4535, 4550, 4573, 4573.5, 4573.6 and 4574

7. It is illegal to give or take letters from prison inmates without the authorization of the Warden. It is also illegal to give or receive any type of gift and/or gratuities from prison inmates.
   SOURCE: PC Sections 2540, 2541 and 4570; CCR, Title 15, Sections 3010, 3399, 3401, 3424 and 3425

8. In an emergency situation the visiting program and other program activities may be suspended.
   SOURCE: PC Section 2601; CCR, Title 15, Section 3383

9. For security reasons, visitors must not wear clothing that in any way resembles state issued prison inmate clothing (blue denim shirts, blue denim pants).
   SOURCE: CCR, Title 15, Section 3171 (b) (3)

10. Interviews with SPECIFIC INMATES are not permitted. Conspiring with an inmate to circumvent policy and/or regulations constitutes a rule violation that may result in appropriate legal action.
    SOURCE: CCR, Title 15, Section 3261.5, 3315 (3) (W), and 3177.

I HEREBY CERTIFY AND ACKNOLEDGE I HAVE READ THE ABOVE AND FULLY UNDERSTAND THE IMPLICATIONS REGARDING MY CONDUCT AND ASSOCIATION WITH PRISON INMATES. I ALSO UNDERSTAND VIOLATION OF ANY OF THE ABOVE COULD RESULT IN EXPULSION FROM A CDC INSTITUTION/FACILITY OR CAMP WITH THE POSSIBILITY OF CRIMINAL PROSECUTION.

VISITOR'S NAME AND TITLE (Print)	VISITOR'S SIGNATURE	DATE SIGNED

DISTRIBUTION: Original – Assistant Director, Communications Canary – Warden's Office Pink - Visitor

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SOW EXHIBIT-D IWTS WORK AUTHORIZATION PROCESS AND FORM

Prime Contractor Process Guidelines

Approach: The Work Authorization Process is being used to submit Inmate/Ward Telephone System (IWTS) non-billable work orders to the Prime Contractor and track the work order progress. The non-billable work orders will be generated by the State for IWTS moves, adds, and changes. The California Department of Corrections and Rehabilitation (CDCR) Operations Manager or designee will coordinate and monitor work performance by the Prime Contractor.

Contacts:

Role	***Name***	***Email***	**Phone#**
CDCR Operations Manager	TBD	TBD	TBD
STND CMS CM	TBD	TBD	TBD
STND CMS POC	TBD	TBD	TBD
STND CMS Backup POC	TBD	TBD	TBD
STND CEU POC	TBD	TBD	TBD
Contractor POC	TBD	TBD	TBD

Process: If any issues develop during the IWTS Work Authorization Process, the Statewide Telecommunications and Network Division, Contract Management Section Point of Contact (STND CMS POC) immediately escalates the issue(s), via e-mail, to the STND CMS CM and copies the CDCR Operations Manager or designee, CMS Backup POC, and STND CALNET Engineering Unit (CEU) POC on all correspondence regarding these issues.

Contractor Review & Signature

A Work Authorization detailing the scope of work will be e-mailed to the Prime Contractor POC for approval of the Work Authorization Request. The approved Work Authorization Request is then scanned and e-mailed back to the CDCR Operations Manager or designee.

Work Coordination & Performance

The CDCR Operations Manager or designee and the Prime Contractor POC will work together to complete the scope of work described in the IWTS Work Authorization. In most cases, the CDCR Operations Manager or designee will be on site to confirm the work has been completed. In cases where the CDCR Operations Manager is not on site, the CDCR Operations Manager or designee will work with the CDCR site contact to verify work has been completed. The original Work Authorization Request is signed and mailed to STND CMS POC at the following address:

California Technology Agency/OTECH
STND-Contract Management Section
Attention: Scott Murray
P.O. Box 1810, MS Y-13
Rancho Cordova, CA 95741-1810

SOW EXHIBIT-D IWTS WORK AUTHORIZATION PROCESS AND FORM (CONTINUED)

If additional work is identified as being needed after the IWTS Work Authorization Request has been signed and the Prime Contractor is on site, the CDCR Operations Manager or designee will provide a Change Request to Work Authorization, which has been signed by the Contractor on site, referencing the original Work Authorization Number (WA#) and additional work performed. This Change Request to Work Authorization will be scanned by the CDCR Operations Manager and e-mailed to the STND CMS POC. The Original will be mailed to STND CMS POC.

Work Authorization Close-out

Upon completion of the project, the STND CMS State CM signs the IWTS Work Authorization Request and the STND CMS POC e-mails the completed IWTS Work Authorization to Contractor POC.

SOW EXHIBIT-D IWTS WORK AUTHORIZATION PROCESS AND FORM (CONTINUED)

INMATE/WARD TELEPHONE SYSTEM (IWTS)
WORK AUTHORIZATION REQUEST
WA #:

PROJECT NAME:

Date:

SCOPE OF WORK:

SCHEDULED DATES:

Start Date:

Completion Date:

CDCR-HQ PROJECT MANAGER:

Name:

Email:

Phone:

CONTRACTOR POINT OF CONTACT:

Name:

Email:

Phone:

INITIATION OF PROJECT SIGNATURE APPROVALS:

STND Contract Manager Date

CDCR-HQ Project Manager Date

Contractor Project Manager Date (Clock starts)

COMPLETION OF PROJECT SIGNATURE APPROVALS:

These tasks were performed in accordance with this Work Authorization and the provisions of Contract OTP-11-126805.

CDCR-HQ Project Manager Date

Contractor Project Manager Date

STND Contract Manager Date

INTENTIONALLY BLANK

SOW EXHIBIT-E MAS WORK AUTHORIZATION PROCESS AND FORM

PRIME CONTRACTOR PROCESS GUIDELINES

Approach: The Work Authorization Process is being used to submit Managed Access System (MAS) non-billable work orders to the Prime Contractor and track the work order progress. The non-billable work orders will be generated by the State for MAS moves, adds, and changes. The California Department of Corrections and Rehabilitation (CDCR) Operations Manager or designee will coordinate and monitor work performance by the Prime Contractor.

Contacts:

Role	***Name***	***Email***	**Phone#**
CDCR Operations Manager	TBD	TBD	TBD
STND CMS CM	TBD	TBD	TBD
STND CMS POC	TBD	TBD	TBD
STND CMS Backup POC	TBD	TBD	TBD
STND CEU POC	TBD	TBD	TBD
Contractor POC	TBD	TBD	TBD

Process: If any issues develop during the MAS Work Authorization Process, the Statewide Telecommunications and Network Division, Contract Management Section Point of Contact (STND CMS POC) immediately escalates the issue(s), via e-mail, to the STND CMS CM and copies the CDCR Operations Manager or designee, CMS Backup POC, and STND CALNET Engineering Unit (CEU) POC on all correspondence regarding these issues.

Contractor Review & Signature

A Work Authorization detailing the scope of work will be e-mailed to the Prime Contractor POC for approval of the Work Authorization Request. The approved Work Authorization Request is then scanned and e-mailed back to the CDCR Operations Manager or designee.

Work Coordination & Performance

The CDCR Operations Manager or designee and the Prime Contractor POC will work together to complete the scope of work described in the MAS Work Authorization. In most cases, the CDCR Operations Manager or designee will be on site to confirm the work has been completed. In cases where the CDCR Operations Manager is not on site, the CDCR Operations Manager or designee will work with the CDCR site contact to verify work has been completed. The original Work Authorization Request is signed and mailed to STND CMS POC at the following address:

California Technology Agency/OTECH
STND-Contract Management Section
Attention: Scott Murray
P.O. Box 1810, MS Y-13
Rancho Cordova, CA 95741-1810

If additional work is identified as being needed after the MAS Work Authorization Request has been signed and the Prime Contractor is on site, the CDCR Operations Manager or designee will provide a Change Request to Work Authorization, which has been signed by the Contractor on site, referencing the original Work Authorization Number (WA#) and additional work performed. This Change Request to Work Authorization will be scanned by the CDCR Operations Manager and e-mailed to the STND CMS POC. The Original will be mailed to STND CMS POC.

SOW EXHIBIT-E MAS WORK AUTHORIZATION PROCESS AND FORM (CONTINUED)

Work Authorization Close-out

Upon completion of the project, the STND CMS State CM signs the MAS Work Authorization Request and the STND CMS POC e-mails the completed MAS Work Authorization to Contractor POC.

SOW EXHIBIT-E MAS WORK AUTHORIZATION PROCESS AND FORM (CONTINUED)

MANAGED ACCESS SYSTEM (MAS)
NEW WORK AUTHORIZATION REQUEST
WA #:

PROJECT NAME:

Date:

SCOPE OF WORK:

SCHEDULED DATES:

Start Date:

Completion Date:

CDCR-HQ PROJECT MANAGER:

Name:

Email:

Phone:

CONTRACTOR POINT OF CONTACT:

Name:

Email:

Phone:

INITIATION OF PROJECT SIGNATURE APPROVALS:

STND Contract Manager Date

CDCR-HQ Project Manager Date

Contractor Project Manager Date (Clock starts)

COMPLETION OF PROJECT SIGNATURE APPROVALS:

These tasks were performed in accordance with this Work Authorization and the provisions of Contract OTP 11-126805.

CDCR-HQ Project Manager Date

Contractor Project Manager Date

STND Contract Manager Date

INTENTIONALLY BLANK

SOW EXHIBIT-F INMATE/WARD TELEPHONE SYSTEM/MANAGED ACCESS SYSTEM CONTRACT CHANGE REQUEST

STATE OF CALIFORNIA—YOUTH AND ADULT CORRECTIONAL AGENCY
Edmund G. Brown, Jr., *Governor*

DEPARTMENT OF CORRECTIONS AND REHABILITATION
Enterprise Information Services
P.O. Box 942883
Sacramento, CA 94283-0001

CDCR FACILITY:

DATE:

CDCR IWTS/MAS OPERATIONS MANAGER:

NUMBER:

Change Description

Reason for Change:

Impacts:

- **Schedule:** _____
- **Design Intent:** _____
- **Other:** _____

Initiated by: Prime Contractor _____ Date _____

☐ Recommended
☐ Not Recommended _____ Date _____

☐ Recommended
☐ Not Recommended _____ Date _____

☐ Approved
☐ Not Approved _____ Date _____
☐ **Additional Departmental Review Required**

INTENTIONALLY BLANK

SOW EXHIBIT-G REQUEST FOR INFORMATION CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION INMATE/WARD TELEPHONE SYSTEM/MANAGED ACCESS SYSTEM

TO:

Facility Name	
Phase Number	

FROM:

SUBJECT:_____

BUILDING/ROOM:_____ **DATE ISSUED**: _____

DWG. REF._____ **SPEC REF**._____**DATERESPONSE REQUIRED**: _ _____

QUESTION/PROPOSED SOLUTION: Attached Sheets: YES NO

POTENTIAL IMPACT
( ) SCHED ( ) LABOR ( ) MTR'L
( ) NO IMPACT ( ) OTHER

Contractor Rep._____

Reviewed by CM:_____ Date:_____ Sent To:_____

REPLY: Attached Sheets: YES NO

Responding Firm:_____ By:_____Date:_____

Response Reviewed and Forwarded by CM:_____ Date:_____

INTENTIONALLY BLANK

SOW EXHIBIT-H INFORMATION ACCESS AND SECURITY AGREEMENT

The State Administrative Manual (SAM) Section 4841.2 requires that State agencies acquire written agreements with non-State entities (for example, vendors, consultants, researchers, federal and local government entities, or other state entities) before agencies allow access to State data. This agreement fulfills the requirement for query access requests from all non-CDCR entities, including non-State entities. Alternate agreements are required for all other access requests, including requests to transmit and store CDCR data. Refer to Department Operations Manual (DOM), §§ 49020.9 and 49020.10.

☐ New Request ☐ Renewal Request

Requestor: _____ Company/Affiliation: _____
Title: _____ E-mail: _____
Telephone: _____ Fax No.: _____
Contract/Agreement No. (if applicable): _____

I agree to the following terms and conditions:

- I shall comply with all State policies and laws regarding use of State information resources and data.
- I agree not to store, distribute, or share information obtained through this agreement and access authorization in any way without prior written approval from California Department of Corrections and Rehabilitation (CDCR) and shall hold this information in strict confidence.
- I agree to use CDCR information and information access for authorized purposes only.
- I agree to exercise all precautions necessary to assure the protection of CDCR information in my care from unauthorized disclosure, access, modification, and destruction.
- I agree to use my user ID and password to access this system only while completing my assigned duties. I understand that my user ID and password may not be shared with or used by any other person.
- I agree to notify CDCR promptly if information obtained through this agreement is compromised, lost, or stolen. This includes unauthorized use of the CDCR-provided user ID and password.
- I understand that unauthorized access or disclosure of information provided to me by CDCR may be a public offense punishable under Section 502 of the California Penal Code.
- I understand that CDCR may monitor my access at any time, with or without notice, for the purpose of ensuring compliance with agreement.
- I also understand that this agreement must be renewed annually each year that I am provided access to CDCR information. I further acknowledge that I have received and reviewed a copy of the attached CDCR Information Security Policies.

Requestor's Signature:

_____ _____
(Name) (Date)

For CDCR Use Only

SYSTEM ACCESS AUTHORIZED BY: _____
SYSTEM TO BE ACCESSED: _____
ASSIGNED USER ID: _____
ACCESS ACCOUNT CREATED BY: _____

The data to be accessed contains confidential or personal information: ☐ Yes ☐ No

DISTRIBUTION: Original-File / Copy-Requestor

SECTION 5

ADMINISTRATIVE REQUIREMENTS

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SECTION 5

ADMINISTRATIVE REQUIREMENTS

5.1 INTRODUCTION

In addition to meeting all other requirements of this IFB, the Bidder must adhere to all of the mandatory administrative requirements of this section to be responsive. All requirements listed with an (M) are Mandatory and are pass/fail. A "Fail" will result in a Final Bid being deemed nonresponsive and, therefore, will be disqualified. Answering "No" to any of these requirements will result in a Final Bid being deemed nonresponsive and, therefore, will be disqualified. Section 9, Evaluation, contains the details for the evaluation methodology and criteria. Contractor shall provide all Mandatory requirements at no cost to the State. Section 5, Administrative Requirements, will be incorporated into the Contract.

5.2 BIDDER RESPONSIBILITY

5.2.1 BIDDER'S DOCUMENTATION REQUIREMENTS

Bidder's response to specific IFB requirements shall include drawings, plans and diagrams where required that further describe the details of their response for each requirement in Section 5, Administrative Requirements.

"Yes" responses to requirements shall be specifically described within the "Description" portion of the response. Information shall be provided in accordance with the bid format described in Exhibit 8-A, Administrative Response Format Requirement.

5.2.2 BID COVER LETTER (M)

The Bidder must include a cover letter signed by an individual who is authorized to bind the Bidder contractually. The cover letter must state that the individual is so authorized and must identify the title or position that the individual holds in the Bidder's firm. <u>An unsigned cover letter shall cause the Final Bid to be rejected.</u>

The Cover Letter must contain the following information:

1) Signature of an individual authorized to bind the firm contractually, identifies the signer's title and stipulates the signature authority;

2) Statement that the Bid response is the Contractor's binding offer, good for 180 calendar days from Final Bid due date, as noted in Section 1.6, Key Action Dates;

3) Statement indicating that the Bidder has available staff with the appropriate skills to complete performance under the Contract for all services and will provide all deliverables as described in this IFB; and,

4) Statement accepting full Prime Contractor responsibility for coordinating, controlling, and delivering all aspects of the Contract and any Subcontractors on the team.

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

Reference: _____ _____

Location _____ page _____ paragraph _____

Description:

5.2.3 EXECUTIVE SUMMARY OF RESPONSE (M)

Bidder's response must contain an Executive Summary of their services, which includes the following information:

1) Summary of the solution;

2) List of the firms and individuals proposed as Subcontractors (if applicable), staff names, and the experience of the proposed team;

3) Summary of the technology proposed; and,

4) The degree to which the solution components are currently in use.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.2.4 FINANCIAL RESPONSIBILITY INFORMATION (M) (DELETED)

5.3 INSURANCE REQUIREMENTS (M)

5.3.1 WORKERS' COMPENSATION (M)

The Prime Contractor shall maintain statutory workers' compensation and employer's liability coverage for all its employees who will be engaged in the performance of the Contract, and agree to furnish the State satisfactory evidence thereof at the time the State may so request. The Bidder shall provide evidence of Worker's Compensation insurance with Bid submission and is required to sign Exhibit 5-A, Workers' Compensation Certification, and submit with the Bid response.

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

Reference: ____ _____

Location _____ page _____ paragraph _____

Description:

5.3.2 COMMERCIAL GENERAL LIABILITY (M)

The Prime Contractor shall maintain general liability with limits of not less than $1,000,000 per occurrence for bodily injury and property damage liability combined. The policy shall include coverage for liabilities arising out of premises, operations, independent contractors, products, completed operations, personal and advertising injury, and liability assumed under an insured agreement. This insurance shall apply separately to each insured against whom a claim is made or suit is brought, subject to the Bidder's limit of liability. The Prime Contractor shall agree to furnish the State satisfactory evidence thereof within 10 calendar days of contract award.

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

Reference: _____ _____

Location _____ page _____ paragraph _____

Description:

5.4 PAYEE DATA RECORD (STD 204) (M)

The Bidder must sign Exhibit 5-B, Payee Data Record, STD. 204, and submit with the Final Bid.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.5 DARFUR CONTRACTING ACT

Not Applicable

5.6 DISABLED VETERANS BUSINESS ENTERPRISE (DVBE) PROGRAM

5.6.1 DVBE INCENTIVE

DVBE incentives will be applied pursuant to CCR, Title 2, §§ 1896.99.100 and 1896.99.120. The incentive will be applied during the evaluation process, and will only be applied to responsive bids from responsible Bidders providing at least one percent (1%) DVBE participation. The incentive amount is based on a scale under which Bidders obtaining higher levels of participation qualify for greater incentive amounts, according to Table 5.1, below. The minimum incentive amount for this IFB is one percent (1%), with a maximum incentive amount of five percent (5%).

Table 5.1 – DVBE Incentive Point Scale	
Confirmed DVBE participation of:	DVBE Incentive:
5% or more	5%
4% up to 4.99%	4%
3% up to 3.99%	3%
2% up to 2.99%	2%
1% up to 1.99%	1%

The incentive will be applied by reducing the bid price by the amount of incentive as computed from the lowest responsive bid submitted by a responsible Bidder. The computation is for evaluation purposes only.

Application of the incentive shall not displace an award to a Small Business with a Non-Small Business. If the lowest responsive bid is from a responsible California certified Small Business, the only Bidders eligible for the incentive will be California certified Small Businesses.

THE INCENTIVE ADJUSTMENT CANNOT EXCEED FIVE PERCENT (5%) OR $100,000, WHICHEVER IS LESS, OF THE LOWEST RESPONSIVE BID PRICE FROM A RESPONSIBLE BIDDER.

Bidders claiming DBVE incentive must complete both forms found via links in Exhibit 5-C, Bidder Declarations, GSPD-05-105 (REV 08/09), and Disabled Veteran Business Enterprise Declaration, State of California form STD. 843.

5.7 CONTRACTOR'S LICENSE (M)

Contractors and Subcontractors performing cable and/or wiring installation work or structural modifications for the State are required to have the appropriate State Contractor's License. THE COMPANY SUBMITTING THE BID MUST HAVE THE APPROPRIATE LICENSE AS WELL AS ANY SUBCONTRACTORS. The License must be in the name of the company or the name of the "qualifying individual" of the company. Bidders are to complete Exhibit 5-D, Contractor's License Information.

The Contractor shall pay the rate of wages for regular, overtime, and holiday work plus employer payments for benefits generally prevailing in the locality in which the work is performed, for all crafts, classifications or types of workmen used on State premises at the point of delivery by the Contractor for the assembly and installation of material purchased under this Contract.

A Bid that does not contain the above information, or if the information is later proven false, shall be considered nonresponsive and will be rejected by the State.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.8 PUBLIC WORKS REQUIREMENTS (M)

1) In accordance with the provisions of Section 1773 of the California Labor Code, the Contractor shall conform and stipulates to the general prevailing rate of wages, including employer benefits as defined in Section 1773.1 of the California Labor Code, applicable to the classes of labor to be used for public works such as at the delivery site for the assembly and installation of the equipment of materials purchased under the Contract.

   Pursuant to Section 1770 of the California Labor Code, the Department of Industrial Relations has ascertained the general prevailing rate of wages in the county in which the work is to be done. Contractor will furnish a copy of the Department of Industrial Relations booklet entitled General Prevailing Wage Rates. The booklet is required to be posted at the job site. The Department of Industrial Relations, Prevailing Wage Unit may be contacted at www.dir.ca.gov (select Statistics and Research) or (415) 703-4774.

2) Prior to the commencement of performance, the Contractor must obtain and provide to the State, a payment bond, on STD 807 when the subcontract involves public works expenditure (labor/installation costs) in excess of $25,000. Such bond shall be in a sum not less than one-half the subcontract price for the public works portion of the labor/installation costs. Forms will be made available to the Contractor.

3) Each participating Bidder shall complete Exhibit 5-E, List of Proposed Subcontractors (Public Works), or indicate that none are to be used. The State reserves the right to approve or object to the use of proposed Subcontractors on the list.

4) Each participating Bidder must certify that it is aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that Code, and will comply with such provisions before commencing with the performance of work of this Contract. A Workers' Compensation Certification must be completed and submitted with an original signature with the Bidder's Final Bid. See Section 5.3.1, Worker's Compensation and Exhibit 5-A, Worker's Compensation Certification.

5) Laws To Be Observed

a) Labor

Pursuant to Section 1775 of the California Labor Code, the Contractor shall, as a penalty to the State or political subdivision on whose behalf the Contract is made or awarded, forfeit not more than fifty dollars ($50) for each calendar day, or portion thereof, for each worker paid by the Contractor, or its Subcontractor, less than the prevailing wage so stipulated; and in addition, the Contractor further agrees to pay to each worker the difference between the actual amount paid for each calendar day, or portion thereof, and the stipulated prevailing wage rate for the same. This provision shall not apply to properly registered apprentices.

Pursuant to Sections 1810-1815 of the California Labor Code, inclusive, it is further agreed that the maximum hours a worker is to be employed is limited to eight (8) hours a day and 40 hours a week and the Contractor shall forfeit, as a penalty to the State, $25 for each worker employed in the execution of the Contract for each calendar day during which a worker is required or permitted to labor more than eight (8) hours in any calendar day or more than 40 hours in any calendar week, in violation of Sections 1810-1815 of the California Labor Code, inclusive.

b) Travel and Subsistence Payments

The Contractor shall pay the travel and subsistence of each worker needed to execute the work, as such travel and subsistence payments are defined in the applicable collective bargaining agreements filed in accordance with California Labor Code Section 1773.8.

c) Apprentices

Special attention is directed to Sections 1777.5, 1777.6, and 1777.7 of the California Labor Code and Title 8, California Code of Regulations Section 200 et seq. Each Contractor and/or Subcontractor must, prior to commencement of the public works Contract, contact the Division of Apprenticeship Standards, 525 Golden Gate Avenue, San Francisco, CA, or one of its branch offices to ensure compliance and complete understanding of the law regarding apprentices and specifically the required rationale there under. Responsibility for compliance with this section lies with the prime Contractor.

d) Payroll

The Contractor shall keep an accurate payroll record showing the name, address, Social Security Account Number, work classification and straight time and overtime hours worked by each employee. A certified copy of the employee's payroll record shall be made available for inspection as specified in Section 1776 of the California Labor Code.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

5.9 SMALL BUSINESS PREFERENCE

Sections 14835, *et seq*. of the Government Code requires that a five percent (5%) preference be given to Bidders who qualify as a Small Business or Bidders who qualify as a Non-Small Business claiming at least 25% California Certified Small Business Subcontractor participation. The rules and regulations of this law, including the definition of a Small Business, or qualifying Non-Small Business, are in California Code of Regulations, Title 2, Sections 1896, *et seq*. Small business nonprofit veteran service agency (SB/NVSA) prime Bidders that are California Small Business certified and meet the requirements under Military and Veterans Code sections 999.50, *et seq*. are eligible for the five percent (5%) Small Business Preference. More information regarding the Small Business Preference may be found at the following website: http://www.dgs.ca.gov/pd/Programs/OSDS.aspx

If a Bidder is claiming the Small Business Preference, they must complete and submit as part of the bid response, Exhibit 5-F, Small Business Preference.

Bidders claiming the Small Business Preference must also complete and submit as part of the bid response, Exhibit 5-C, Bidder Declaration, form GSPD-05-105 (REV 08/09), which can be found at the following website: http://www.documents.dgs.ca.gov/pd/poliproc/MASTEr-BidDeclar08-09.pdf.

The Bidder awarded the Contract is contractually obligated to use the Subcontractors for the corresponding work identified unless the State agrees to a substitution and it is incorporated by amendment to the contract. (2 CCR § 1896.10.)

Certification applications and required support documents must be submitted to the Office of Small Business and DVBE Services (OSDS) no later than 5:00 p.m. on the bid due date; and the OSDS must be able to approve the application as submitted. Bidders may contact the OSDS for any information or questions concerning certification.

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

Reference: _____ _____

Location _____ page _____ paragraph _____

Description:

5.10 COMMERCIALLY USEFUL FUNCTION (M)

All Bidders and Subcontractors identified in the bid response to fulfill the requirements for one or more of the socio-economic programs (e.g., DVBE, Small Business) must perform a commercially useful function (CUF) in the resulting contract. CUF is defined pursuant to Military and Veterans Code section 999(b)(5)(B) and Government Code section 14837(d)(4)(A) for the DVBE and Small Business programs, respectively.

Bidders must complete and submit as part of the bid response, Exhibit 5-G, Commercially Useful Function Certification.

Bidder(s) may be required to submit additional written clarifying information regarding CUF. Failure to submit the requested written information as specified may be grounds for bid rejection.

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

Reference: _____ _____

Location _____ page _____ paragraph _____

Description:

5.11 CERTIFICATION OF USE TAX COLLECTION FOR SELLER'S PERMIT (M)

The Bidders are subject to all requirements set forth in Sections 6452, 6487, 7101 and 18510 of the Revenue and Taxation Code, and Section 10295 of the Public Contract Code, requiring suppliers to provide a copy of their retailer's seller's permit or certification of registration, and, if applicable, the permit or certification of all participating affiliates issued by the State of California's Board of Equalization. Unless otherwise specified in this IFB, a copy of the retailer's seller's permit or certification of registration, and, if applicable, the permit or certification of all participating affiliates must be submitted with the Bidder's Final Bid. Failure of the Bidder to comply by supplying the required documentation will cause the Bidder's Bid to be considered nonresponsive and the Bid rejected. See Exhibit 5-H, Certificate of Use Tax Collection for Seller's Permit.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.12 TARGET AREA CONTRACT PREFERENCE ACT (TACPA)

Preference will be granted to the California-based Bidders in accordance with Government Code section 4530 whenever agreements for goods and services are in excess of $100,000 and the Bidder meets certain requirements, as defined in the California Code of Regulations (Title 2, section 1896.30), regarding labor needed to produce the goods or provide the services being procured. Bidders desiring to claim TACPA shall complete Std. Form 830, Target Area Contract Preference Act, Preference Request for Goods and Services, and submit it with the Final Bid. Refer to the following website link to obtain the appropriate form:
http://www.documents.dgs.ca.gov/pd/poliproc/tacpapage.pdf

5.13 ENTERPRISE ZONE ACT (EZA)

Government Code section 7080, et. seq., provides that California based companies may be granted preferences when submitting Bids on State agreements in excess of $100,000 for goods and services (excluding construction agreements), if the business site is located within designated "Enterprise Zones" (see Std. Form 831, Enterprise Zone Act Preference (EZA) Request for Goods and Services Solicitation). Bidders desiring to claim this preference must submit a fully executed copy of Std. Form 831 with their Final Bid. Bidders proposing to perform the Contract in a designated enterprise zone are required to identify such site(s) on the Std. Form 831. Failure to identify a site(s), which qualifies as an enterprise zone, will result in denial of the claimed preferences. Refer to the following website link to obtain the appropriate form:

http://www.documents.dgs.ca.gov/pd/poliproc/ezapage.pdf

A Bidder that has claimed an EZA preference, and is awarded the Contract based on such preference(s), will be obligated to perform the Contract in accordance with the Act. Bidders desiring to claim this preference must submit a fully executed copy of appropriate forms with the Final Bid.

5.14 LOCAL AGENCY MILITARY BASE RECOVERY AREA ACT (LAMBRA)

The LAMBRA bidding preference, for which you may qualify, is used for Bid solicitation purposes only, to a maximum of $50,000. The preference does not alter the amount of the resulting Contract (Government Code, section 7118 et. seq., and California Code of Regulations, Title 2, Section 1896, 100 et. seq.). Bidders desiring to claim this preference must submit a fully executed copy of STD. Form 832, Local Agency Military Base Recovery Area Act for Goods and Services Solicitations, with the Final Bid. Refer to the following website link to obtain the appropriate form:
http://www.documents.dgs.ca.gov/pd/poliproc/lambrapage.pdf

5.15 OTHER ADMINISTRATIVE REQUIREMENTS

5.15.1 PRIMARY BIDDER (M)

The award, if made, will be to a single Bidder. The selected primary Bidder will be responsible for successful performance of all subcontractors and support services offered in response to this Bid. Furthermore, the State will consider the primary Bidder to be the sole point of contact regarding contractual matters for the term of the resulting contract. The Bidder shall not assign financial documents to a third-party without prior written approval by the State, and an amendment to the resulting contract.

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

Reference: _____ _____

Location _____ page _____ paragraph _____

Description:

5.15.2 SUBCONTRACTOR (M)

Any Subcontractor that the Bidder chooses to use in fulfilling the requirements of this IFB, and which is expected to receive more than ten percent (10%) of the value of the contract, must also meet all Administrative and Technical Requirements of the IFB, as applicable, and must be approved, in advance, by the State.

Nothing contained in the resulting contract shall create any relationship between the State and any Subcontractors, and no subcontract shall relieve the Bidder of its responsibilities and obligations. The Bidder is fully responsible to the State for the acts and omissions of its Subcontractors and of persons either directly or indirectly employed by any of them.

The Contractor shall not change Subcontractor(s) and/or DVBE Subcontractor(s) if such changes conflict with the work to be performed under this contract. For DVBE Subcontractor changes, the Contractor shall utilize another DVBE Subcontractor. The State recognizes that changes to Subcontractor(s) may be necessary and in the best interests of the State, however, advance notification of a contemplated change and the reasons for such change must be made to the State no less than seven (7) business days prior to the existing Subcontractor's termination. If this should occur, the Contractor should be aware that the State contract administrator or designee must approve any changes to the subcontractor(s) prior to the termination of the existing Subcontractor(s). This also includes any changes made between submittal of the Final Bid and actual start of the contract.

The State will respond within 15 business days. The State will not compensate the Contractor for any of the Contractor's time or effort to educate or otherwise make the new Subcontractor(s) ready to begin work on the contract.

Prime Contractor is solely responsible for any payments to or claims made by subcontractors.

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

Reference: _____ _____

Location _____ page _____ paragraph _____

Description:

5.15.3 AMENDMENT (M)

Any contract executed as a result of this IFB, may be amended, consistent with the terms and conditions of the original solicitation and by mutual consent of both parties, subject to approval by DGS under Public Contract Code 12100.

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

Reference: _____ _____

Location _____ page _____ paragraph _____

Description:

5.15.4 EQUIPMENT (M)

All equipment offered must be new and the latest model in current production. USED, SHOPWORN, REFURBISHED, DEMONSTRATOR, PROTOTYPE OR DISCONTINUED MODELS ARE NOT ACCEPTABLE.

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

Reference: _____ _____

Location _____ page _____ paragraph _____

Description:

5.15.5 BID REJECTION

A Final Bid may be rejected if it is conditional or incomplete, or if it contains any alterations of form or other irregularities, of any kind, in accordance with Section 2, Paragraph 2.3.7.4, Errors in the Final Bid. Deviation from terms and conditions previously approved for this IFB shall be cause for rejection of your Bid. **BIDDERS SUBMITTING CONDITIONAL BIDS MAY BE DISQUALIFIED.**

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

5.15.6 COMPLETED CONTRACT (M)

Bidders shall submit one (1) Standard Agreement (STD 213), one (1) Master, seven (7) hardcopies, and three (3) soft copies (CD) - **ORIGINAL SIGNATURE REQUIRED ON MASTER AND ALL COPIES.** The master copy must be signed by a person authoriz,ed to contractually bind the Bidder's company (final only). Bidders must also provide one (1) copy each of the additional documents provided as part of Appendix B, Contract and Attachments.

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

Reference: _____ _____

Location _____ page _____ paragraph _____

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5.16 EXHIBITS

EXHIBIT 5-A WORKERS' COMPENSATION CERTIFICATION

The undersigned in submitting this document hereby certifies the following:

I certify that I am aware of the provisions of Section 3700 of the California Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with such provisions, and will comply with such provisions, before commencing the performance of the work of this contract.

Signature	**Date**
Name and Title (Print or Type)	**Street Address**
Firm Name	**City, State ZIP**

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EXHIBIT 5-B PAYEE DATA RECORD (STD. 204)

Refer to the following website link to obtain the appropriate form.

http://www.documents.dgs.ca.gov/osp/pdf/std204.pdf

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EXHIBIT 5-C BIDDER DECLARATIONS

Bidder Declaration GSPD-05-105 (REV 08/09):
http://www.documents.dgs.ca.gov/pd/poliproc/MASTEr-BidDeclar08-09.pdf.

Disabled Veteran Business Enterprise Declaration, State of California form STD. 843:
http://www.documents.dgs.ca.gov/pd/poliproc/STD-843FillPrintFields.pdf.

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EXHIBIT 5-D CONTRACTOR'S LICENSE INFORMATION

(Installation Services Only)

Bidder shall complete the applicable Contractor's license information below in accordance with the Contractor's State License Board, Department of Consumer Affairs. A Contractor's license of appropriate class, C10, is required before any Bidder can contract business (e.g. submit a bid) which includes the installation of cable and wiring, electrical modification. In addition, if structural modifications are required, a Class B license is required.

CONTRACTOR:

Class_____ License No: _____

Licensee: _____ Expiration Date: _____

Note: Bidder (Firm's Name or a Responsible Managing Employee) must be licensed in addition to all Subcontractor(s) performing under this Contract.

SUBCONTRACTOR 1

Class_____ License No: _____

Licensee: _____ Expiration Date: _____

Relationship of Licensee to Contractor: _____

SUBCONTRACTOR 2

Class_____ License No: _____

Licensee: _____ Expiration Date: _____

Relationship of Licensee to Contractor: _____

(Use additional sheets if necessary.)

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EXHIBIT 5-E LIST OF PROPOSED SUBCONTRACTORS (PUBLIC WORKS)

Listed hereinafter is the name and address of each Subcontractor who will be employed and the kind of work which each will perform if the Contract is awarded to the afore signed. I understand that under Government Code Section 4100 through 4113* (See Note Below) I must here clearly set forth the name and address of each Subcontractor who will perform work or labor or render service to me in or about the construction of the work in an amount in excess of one-half of one percent (1/2 of 1%) of my total bid and that as to any work in which I fail to do so, I agree to perform that portion myself or be subject to penalty under the act.

(NOTE: IF MORE THAN ONE SUBCONTRACTOR IS LISTED FOR THE SAME TYPE OF WORK, STATE THE PORTION OF THAT TYPE OF WORK THAT THE INDIVIDUAL SUBCONTRACTOR WILL BE PERFORMING. LIST THE SUBCONTRACTORS' APPLICABLE CONTRACTORS LICENSE NUMBER(S), IF AVAILABLE. VENDORS OR SUPPLIERS OF MATERIALS ONLY, NEED NOT BE LISTED.)

If additional space is required for the listing of proposed Subcontractors, reproduced additional sheets showing the required information, as indicated below, shall be attached hereto and made a part of the Final Bid.

KIND OF WORK	SUBCONTRACTOR NAME AND ADDRESS	LICENSE NO.

NOTE: The above listing requirement will for purposes of this bid be construed in accordance with the provisions of the Subletting and Subcontracting Fair Practices Act ("The Act") as set forth in Government Code Sections 4100 through 4113. Also, for purposes of this bid and interpretation of The Act, a vendor will be considered to be a prime Contractor regardless of whether such vendor is or is not a licensed contractor.

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EXHIBIT 5-F SMALL BUSINESS PREFERENCE

Bidders desiring to claim the Small Business preference must complete this Exhibit and return it with the Final bid to be eligible for the Small Business Preference. Businesses must be certified by California.

1. Are you claiming preference as a California certified Small Business?

☐ Yes ☐ No

2. If yes, complete the following:

☐ Non-manufacturer ☐ Manufacturer

3. Are you a Non-Small Business claiming at least 25% Small Business Subcontractor Preference?

☐ Yes ☐ No

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EXHIBIT 5-G COMMERCIALLY USEFUL FUNCTION CERTIFICATION

Date: _____

Name of Bidder: _____

A business that is performing a commercially useful function is one that does all of the following:

1) Is responsible for the execution of a distinct element of the work of the Contract

2) Carries out its obligation by actually performing, managing or supervising the work involved

3) Performs work that is normal for its business, services and function

4) Is not further subcontracting a portion of the work that is greater than that expected to be subcontracted by normal industry practices.

The Bidder must provide a written statement below detailing the role, services and/or goods the Subcontractor(s) will provide to meet the Commercially Useful Function requirement.

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EXHIBIT 5-H CERTIFICATE OF USE TAX COLLECTION FOR SELLER'S PERMIT

Complete this form to describe the Bidder and any affiliate of the Bidder (person or entity that is controlled by, or is under common control of, the Bidder through stock ownership or other affiliation) that makes sales for delivery into California.

In the event that the Bidder or any such affiliate has registered for but has not yet been issued a Seller's Permit by the California State Board of Equalization:

1) Enter N/A in the "Seller's permit Number" Column, and
2) Attach to this form a copy of the Certificate of Registration issued by the State Board of Equalization.

BUSINESS ENTITY NAME	SELLER'S PERMIT NUMBER

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SECTION 6

TECHNICAL REQUIREMENTS

Section 6, Technical Requirements, describes the specific requirements of the Inmate/Ward Telephone System (IWTS) and Managed Access System (MAS) services. The Prime Contractor must provide complete and working IWTS/MAS services, including all hardware, software, administration, service, support, and maintenance at no cost to the State. The items detailed in Section 6, Technical Requirements, describe the MINIMUM requirements that the Prime Contractor must provide. Bidders are admonished to carefully read the entire Invitation for Bid (IFB). Section 6, Technical Requirements, will be incorporated into the Contract.

The IWTS and MAS service requirements differ and therefore will be referred to separately throughout the IFB Sections and Exhibits. Not all CDCR facilities will use the MAS services.

Section 6, Technical Requirements, is arranged into sections that describe the specific requirements associated with the IWTS services and MAS services to be provided by the Prime Contractor.

Section 6.1, Introduction for Inmate/Ward Telephone System Services

Provides an overview of the IWTS services technical and operational requirements.

Section 6.2, IWTS General System Requirements

Describes the requirements that apply to all aspects of the IWTS services.

Section 6.3, IWTS Services' Telephone System

Details the requirements of the IWTS services' telephone system configuration, operation, installation, capacities and facilities.

Section 6.4, IWTS Live Monitoring Terminals

Describes the IWTS physical and functional requirements that are to be provided to the CDCR staff for monitoring IWTS inmate/ward calls.

Section 6.5, CDCR IWTS Investigative System

Describes the IWTS physical and functional requirements that are to be provided to the CDCR staff for monitoring and investigating IWTS inmate/ward calls.

Section 6.6, CDCR IWTS Administrative Control

Describes the requirements associated with provisioning the tools and functionality necessary for CDCR staff to properly monitor inmate/ward calls, investigate the use of the system, and manage the IWTS services from an administrative perspective.

Section 6.7, IWTS Data Management

Describes the requirements for IWTS database management and control.

Section 6.8, IWTS Service, Support, and Maintenance

Describes the requirements associated with training, documentation, preventive maintenance, and ongoing maintenance for all IWTS software and hardware provided by the Prime Contractor.

Section 6.9, IWTS Tools and Reports

Describes the various types of IWTS tools and reporting requirements including program management reports, call detail reports, summary reports, service reports, and others.

Section 6.10, IWTS Financial Reports

Describes the specific reports that the Prime Contractor shall provide the State regarding billing and revenue during the Contract term.

Section 6.11, IWTS Web Site Portals

Describes the requirements associated with the public and private web portals to be provided by the Prime Contractor.

Section 6.12, IWTS Service Level Agreements

Identifies and explains the required Service Level Agreements (SLAs) for the business and systems requirements.

Section 6.13, IWTS Business Plan Requirements

Describes the IWTS services' administration process billing requirements, Business Plan elements, and Project Management commitments.

Section 6.14, IWTS Billing Requirements

Describes the IWTS billing options and processes to be provided by the Prime Contractor for the IWTS services.

Section 6.15,IWTS Transition Requirements

Describes transition plans including the IWTS Transition-In, Transition-Out, and termination of the Contract.

Section 6.16, Introduction for Managed Access System Services

Provides an overview of the MAS services technical and operational requirements.

Section 6.17, MAS General Requirements

Describes the requirements that apply to the general aspects of the Managed Access System.

Section 6.18, MAS Functional Requirements

Describes the requirements associated with provisioning the tools and functionality necessary for CDCR staff to properly monitor and manage the MAS from an administrative perspective.

Section 6.19, MAS Security

Describes requirements for the continuous security of the MAS services, including all data, and provide data security procedures.

Section 6.20, MAS Data Management

Describes requirements for database management and control.

Section 6.21, MAS Service, Support and Maintenance

Describes requirements for service, support, and maintenance of the MAS services.

Section 6.22, CDCR MAS Administrative Control

Describes the requirements associated with training, documentation, preventive maintenance, and ongoing maintenance for all software and hardware provided by the Prime Contractor.

Section 6.23, MAS Service Level Agreements

Details the Service Level Agreements (SLAs) that the Prime Contractor will need to maintain while the Contract is in effect.

Section 6.24, MAS Business Plan Requirements

Describes the MAS services' Administration Process, Business Plan Elements, Project Management Commitments, and Acceptance Testing Plan.

Section 6.25, EXHIBITS

Contains all Section 6 Exhibits.

6.1 INTRODUCTION FOR INMATE/WARD TELEPHONE SYSTEM SERVICES

The California Department of Corrections and Rehabilitation (CDCR) is the primary user of the IWTS/MAS Contract and has various types of correctional facilities and field offices located throughout the State of California. Exhibit 6-C1, Adult Institution IWTS Locations through Exhibit 6-I, New CDCR Field Office IWTS Locations and Anticipated Equipment, includes the current and anticipated CDCR locations, addresses, and telephone numbers in addition to the quantities of IWTS equipment that are anticipated to be deployed at each facility.

IWTS call volumes by call types are included in Exhibit 6-K1, CDCR 2008 IWTS Call Volume by Call Type, Exhibit 6-K2, CDCR 2009 IWTS Call Volume by Call Type and Exhibit 6-K3, CDCR 2010 IWTS Call Volume by Call Type. Additionally, Exhibit 6-L1, CDCR 2009 IWTS Call Volume by Facility and Exhibit 6-L2 CDCR 2010 IWTS Call Volume by Facility provide a historical view, by CDCR facility, of the number of calls and billable minutes during calendar years 2009 and 2010. IWTS international call volumes by country are included in Exhibit 6-M1, CDCR 2009 IWTS International Call Volume by Country by Month, and Exhibit 6-M2, CDCR 2010, IWTS International Call Volume by Country by Month. The Prime Contractor will accept full risk with respect to State required deployment requirements and billable call volumes.

The State seeks a Prime Contractor maintained telephone calling system. This system will allow for multiple calling options, multiple payment options, and associated investigative, live monitoring and control systems. The Prime Contractor's installation of fully functioning IWTS services shall be completed no more than 12 months following Contract award. The IWTS services shall minimize the demands of State personnel through innovative use of technology and streamlined processes. The responsibilities of the State are outlined in Attachment 1, Statement of Work (SOW). The responsibilities of the Prime Contractor are described in Section 6.8.1.1, Responsibilities of the Prime Contractor for IWTS.

The Prime Contractor shall engineer, furnish, install, test, and maintain all equipment, software, and cabling to interconnect devices required for the proper functionality of the IWTS. The Prime Contractor shall transfer ownership of all telephones, enclosures, associated cabling, and cut-off switches to the State at the end of the Contract under terms and conditions of Section 6.13.9.2, IWTS Transition-Out Plan.

The Prime Contractor shall plan and implement a phased integration of the new IWTS without impacting the normal daily operation of the existing IWTS. The CDCR Operations Manager and the Prime Contractor will work together before finalizing installation and transition schedules. The Prime Contractor shall be responsible for all costs associated with implementation of the IWTS services, including Transition-In costs associated with the new installation or conversion of telephone instruments, associated equipment and/or software, and telephone enclosures.

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

The current IWTS services will remain operational until transition and acceptance of the IWTS services at each CDCR facility. The Prime Contractor will make every effort to ensure a smooth, safe, and timely transition.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.1.1 IWTS REQUIREMENTS OVERVIEW

6.1.1.1 IWTS Designation of Requirements Overview

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.1.1.2 IWTS Bidder's Documentation Requirements

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

"Yes" responses to technical requirements shall be specifically described within the "Description" portion of the response. Additional information may be provided in accordance with the bid format described in Exhibit 8-B, Technical Response Format Requirement. Manufacturer's literature is only acceptable when it is specific to the Bidder's response.

Requirements that state the "Bidder shall provide" mean that the Bidder must fulfill the specific requirements and submit with the response. Requirements that state the "Prime Contractor shall provide" mean that the responsibility to fulfill the requirements are the responsibility of the Prime Contractor after Contract award.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.1.1.3 Pacific Time

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.1.1.4 Special Correctional Environment

By their nature, correctional facilities require a high level of security 24-hours a day, seven (7) days a week. Because of this need to maintain security, all potential Bidders must be aware of the regulations regarding access to install or maintain equipment at the institutions. The rules and procedures associated with access and performance in this special environment are provided in Exhibit 6-A, Special Correctional Environment. Access and project schedules are subject to change without notice that may be a result of lockdowns or other access limitations at one (1) or more correctional facilities.

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2 IWTS GENERAL SYSTEM REQUIREMENTS

These requirements apply to support and functionality of the IWTS services.

6.2.1 CONTRACT ADMINISTRATION FEE

After completion of the Transition-In phase and for the remaining term of the Contract, an annual Contract Administration Fee of $800,000 will be payable by the Prime Contractor, in monthly increments of $66,666.66 due on the last day of each month in arrears via wire transfer to cover the State contract management responsibilities and services. The State will provide the Prime Contractor the name and account information for the purpose of receiving these funds.

Payments that are late by more than 30 calendar days without prior approval by the State representative will be subject to a financial penalty of one and one-half percent (1.5%) per

month of the administration fee payment balance due. Successive late payments or late submission of reports will be subject to service level agreement remedies as described in Section 6.12.4, IWTS Administrative Service Level Agreements.

During transition periods (in and out) of the Contract, a pro-rated portion of the $800,000 Contract Administrative Fee will be assessed on a per-site basis. A pro-rated amount of the Contract Administration Fee will be applied to each site to determine the site's portion of the annual fee. The pro-rated Contract Administration Fee will be calculated from the site total conversation minutes as a percentage of the total contract conversation minutes from the State fiscal year baseline 2010, as identified in Exhibit 6-L2, CDCR 2010 IWTS Call Volume by Facility. The Contract Administration Fee will be due within 30 calendar days of written acceptance, by the CDCR Operations Manager, after successful cutover of the site. This pro-rated Contract Administration Fee will be paid monthly, in arrears, until all CDCR IWTS facilities are successfully cutover.

The following example, including Table SOW-1 Contract Administration Fee Calculation – Site specific Pro-rated Fee, reflects the calculation of the Contract Administration Fee during transition phases.

Table SOW-1 Contract Administration Fee Calculation – Site specific Pro-rated Fee		**Acronym**
$800,000	Total Contract Administration Fee	TCAF
5,276,444	2010 IWTS Call Volume Location Annual Total Minutes Example: Avenal State Prison (ASP)	LATM
99,666,347	2010 IWTS Statewide Annual Total Minutes	SATM
5.2941%	Site Percentage (for Avenal of 2010 Statewide Annual Total Minutes)	SP
$42,352.80	Site Annual Fee Portion (of Annual $800,000 Administrative Fee for ASP)	SAFP
$3,529.40	Site Monthly Fee Portion (for ASP)	SMFP

1) Divide the 2010 IWTS Call Volume Location Annual Total Minutes (LATM) for ASP by the 2010 IWTS Statewide Annual Total Minutes (SATM), to determine the ASP Site Percentage (SP).

   LATM divided by SATM = SP

2) Multiply the $800,000 Total Contract Administration Fee (TCAF) by the SP to determine the Site's Annual Fee Portion (SAFP) of the Contract Administration Fee.

   TCAF x SP = SAFP

3) Divide the SAFP by 12 to determine the Site's Monthly Portion (SMFP) of the Contract Administration Fee.

   SAFP divided by 12 = SMFP

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.2 IWTS CUSTOMER REFERENCES

The Bidder shall provide five (5) IWTS Customer References from paying IWTS customers external to the Bidder's organization that have received services similar to the requirements of this IFB for 12 consecutive months within the last three (3) years. At least two (2) of the customer references must be from federal or state department of corrections' facilities. "Similar services" for the purposes of customer references for this solicitation means that the services provided to a site must have included at least 40 inmate/ward telephones. Each Bidder's reference must complete Exhibit 6-B, IWTS Customer Reference Form, return to the State as indicated and include a contact name, phone number, and e-mail address.

The purpose of the Customer References is to provide the State with the ability to verify claims made in the response by the Bidder, and to ensure that the Bidder has a proven track record of providing the desired services in a satisfactory manner.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.3 IWTS COMPLIANCE

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.3.1 IWTS Local, State, and Federal Statutory and Regulatory Compliance

The Prime Contractor shall comply with all statutory and regulatory requirements imposed by local, state, and federal regulatory agencies for all systems and services provided throughout the term of this Contract. The Prime Contractor shall work with the State to implement any changes within 12 months of the regulation effective date or as dictated by the statute at no cost to the State and no increase in rates to the called parties.

The Prime Contractor shall make all system modifications necessary to allow inmates/wards to place telephone calls as industry dialing requirements change.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.3.2 IWTS Legislative Compliance

The Prime Contractor shall comply with all legislative requirements imposed by the State for all systems and services provided throughout the term of this Contract. The Prime Contractor shall work with the State to implement any changes within 12 months of the legislation's effective date or as dictated by the statute.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.4 IWTS HARDWARE ENGINEERING DOCUMENTATION

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.4.1 IWTS HARDWARE ENGINEERING DOCUMENTATION

If the Bidders or Prime Contractor require additional site specific information, the Bidder shall submit a written request to the procurement official using Exhibit 1-H, Request for Information. The Prime Contractor shall submit a written request to the CDCR Operations Manager using SOW Exhibit G, Request for Information. The State will evaluate the request to ensure there is no risk to security before releasing the information.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.5 IWTS IN-USE REQUIREMENTS

All IWTS components shall meet the State's IWTS In-Use Requirements, as described in this section, by the Final Bid due date as stated in Section 1.6, Key Action Dates.

6.2.5.1 IWTS Hardware

All IWTS hardware components installed by the Prime Contractor must have been installed, in productive use, and in a substantially similar proposed configuration by a paying customer external to the Prime Contractor's organization, for a minimum of six (6) months prior to the Final Bid due date. Additionally, all hardware proposed after Contract award shall meet the same In-Use Requirements.

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.5.2 IWTS Software

IWTS software proposed by the Bidder must have been installed and in productive use, in substantially the proposed configuration and size by a customer external to the Bidder's organization, for a minimum of six (6) months prior to the Final Bid due date. Additionally, all software proposed by the Prime Contractor after Contract award shall meet the same In-Use Requirements.

The only exception to this requirement is report software, which may require development for the express purpose of providing reports specific to this Contract. However, report software similar to that required shall be evaluated using the six (6) month In-Use Requirement.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.5.2.1 IWTS Software Licenses

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.6 IWTS DOCUMENTATION REQUIREMENTS

6.2.6.1 IWTS Documentation

The Prime Contractor shall provide hard and soft copies of all documentation. All written documentation shall be provided in Microsoft Office Word 2003 or newer and Adobe Acrobat 7.0 Professional or newer. Electronic drawings shall be provided in Adobe Acrobat (.pdf) format or AutoCAD Reader 2010 version 18 release 24 or newer as specified by the CDCR Operations Manager. The Prime Contractor shall validate with the CDCR Operations Manager prior to the delivery as to the acceptable software versions.

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.6.2 IWTS Types of Pre-Installation Documentation

Unless otherwise stated, the following drawings and/or diagrams shall be delivered to CDCR at least 30 calendar days prior to installation at each CDCR facility.

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.6.3 IWTS As-Built Documentation Requirements

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.6.4 IWTS Documentation Availability

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.6.5 Quantity of Documentation

Unless otherwise specified, three (3) copies of all written documentation shall be provided to the CDCR Operations Manager.

Three (3) copies of electronic drawings shall be in AutoCAD Reader 2010 Version 18 release 24 or newer (.dwg), and Adobe Acrobat (.pdf) will be delivered on CDs to the CDCR Operations Manager.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.6.6 State Property

Upon delivery, all documentation shall become the property of the State. The Prime Contractor must include a copyright release specifically allowing authorized State staff assigned to the IWTS to reproduce copyrighted documentation.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.7 IWTS ACCURATE TIME AND DATE

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.8 IWTS DAYLIGHT SAVING TIME

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.9 IWTS CABLE AND WIRING

All CDCR institutions have a minimum of Category 3 (CAT3) cabling for the IWTS. All cabling is buried, located in institutional walls, or mounted 20 feet above ground in hardened walled conduit. For security reasons, the State retains sole responsibility for performing any changes to installed physical plant infrastructure components such as wiring and conduits as described herein. The Prime Contractor shall be allowed the use of existing cabling at IWTS facilities where available throughout the term of the Contract. The Prime Contractor will coordinate with the outgoing IWTS contractor for reuse of existing horizontal or distribution cabling to meet transition requirements.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.9.1 IWTS CAT3 Horizontal Wiring Compatibility Requirement

The CDCR provided wiring will be rated at a minimum CAT3. The Bidder's proposed IWTS service shall be capable of providing all data and voice services over the existing State provided CAT3 wiring.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.9.2 IWTS Signal Amplification Requirements

The Prime Contractor shall provide all signal amplification equipment necessary to send and receive signals across IWTS facilities provided wiring.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.9.3 IWTS Special Cabling Requirements

The Prime Contractor shall furnish and install any additional cabling that requires a rating higher than that provided by the existing cabling. This shall include any distribution, riser or station cabling.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.9.4 Connecting Equipment for IWTS

The Prime Contractor shall provide all wiring and cabling necessary to interconnect the equipment to the jacks, distribution blocks, and Minimum Point of Entry (MPOE) in the designated telecommunications rooms and designated termination points. All other distribution and campus wiring will be provided by CDCR.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.9.5 IWTS Industry Standards

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.10 IWTS POWER REQUIREMENTS

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.10.1 IWTS Conditioning Equipment

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.11 IWTS COMMUNICATION LINKS TO PUBLIC NETWORKS

Communication links that utilize public networks, if any, shall be protected. All necessary security functions shall be enabled to protect sensitive information while being processed or transferred.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.12 IWTS CALLING CARDS AND DEBIT CALLING

The Bidder shall provide an IWTS service that <u>does not</u> require the use of calling cards or debit accounts for inmates/wards to place outgoing calls on the IWTS.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.13 IWTS CALL CONTROL SYSTEM CATEGORIES

The IWTS service shall provide five (5) categories for Call Control. A description of each category is provided in Exhibit 6-J, IWTS Call Control System Categories. The IWTS Call Control System Categories are defined by their functionality, related equipment and storage of recordings for the adult and youth facilities. The five (5) Call Control system categories include:

1) Adult Institutions

This IWTS service for Adult Institutions also includes the CDF/DCR Fire Camps that are located on institution grounds (i.e., Cuesta Camp at the California Men's Colony, and Antelope Camp at the California Correctional Center).

a) The Call Control equipment, Call Detail Records (CDR), and inmate call recordings shall be stored off-site at the Prime Contractor's Primary Database Storage Facility.

b) The archived CDR and inmate call recordings shall be stored at the Prime Contractor's California Database Storage Facility for the Contract term.

c) The IWTS Investigative System Functionality and IWTS Tools and Reports will be performed by using a State computer to access the Prime Contractor hosted web-based IWTS application.

d) The Live Monitoring Terminals and IWTS Live Monitoring Terminal Network will be provided by the Prime Contractor.

e) Cut-off switches shall be installed at Adult Institutions.

2) Adult and Youth Camps

a) This IWTS service for Adult and Youth Camps shall have the Call Control equipment, CDRs, and inmate/ward call recordings stored off-site at the Prime Contractor's Primary Database Storage Facility.

b) A copy of the current CDR and inmate/ward call recordings shall be stored on-site for 60 calendar days.

c) The archived CDR and inmate/ward call recordings shall be stored at the Prime Contractor's California Database Storage Facility for the Contract term.

d) The Adult and Youth Camps will use an IWTS Investigative Workstation provided by the Prime Contractor to perform the IWTS Investigative Functionality and IWTS Tools and Reports.

e) Cut-off switches shall be installed at Adult and Youth Camps.

3) Community Correctional Facilities (CCF) and Female Offender Program (FOP)

a) The archived CDR and inmate call recordings shall be stored at the Prime Contractor's California Database Storage Facility for the Contract term.

b) The IWTS service for Community Correctional Facility (CCF) and Female Offender Program (FOP) Locations shall have the Call Control equipment, CDRs, and inmate call recordings stored off-site at the Prime Contractor's Primary Database Storage Facility.

c) The CDCR staff will perform the IWTS Investigative System Functionality and IWTS Tools and Reports by using a State computer to access the Prime Contractor hosted web-based IWTS application.

d) The CCF and FOP Contracted staff will use an IWTS Investigative Workstation provided by the Prime Contractor to perform the Investigative Functionality.

e) Cut-off switches shall be installed at CCF and FOP locations.

4) Youth Facilities

a) This IWTS service for Youth Facilities shall have the Call Control equipment, CDRs, and ward call recordings stored off-site at the Prime Contractor's Primary Database Storage Facility.

b) The archived CDR and ward call recordings shall be stored at the Prime Contractor's California Database Storage facility for the Contract term.

c) The CDCR staff will perform the IWTS Investigative System Functionality and IWTS Tools and Reports by using a State computer to access the Prime Contractor hosted web-based IWTS application.

d) Cut-off switches shall be installed at Youth Facilities.

5) Field Offices

a) The IWTS service for Field Offices will not require on-site equipment.

b) The CDCR Authorized staff will perform the IWTS Investigative Workstation Functionality and IWTS Tools and Reports by using a State

computer to access the Prime Contractor hosted web-based IWTS application.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.14 IWTS NON-CONFIDENTIAL CALLS

All calls made from the IWTS telephones shall be recorded and monitored by default. This applies to calls made to attorneys, public defenders and similar type offices. The CDCR Operations Manager reserves the right to allow non-recorded calls from IWTS handsets to specific phone numbers.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.2.15 INMATE PERSONAL IDENTIFICATION NUMBERS (PINs)

The IWTS service shall have the capability to enable the PIN functionality if the State elects to use PINs during the term of the Contract. The Bidder shall provide an IWTS service that does not require the use of inmate/ward Personal Identification Numbers (PINs) to use the system.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3 IWTS SERVICES' TELEPHONE SYSTEM

"End-User" refers to the inmate, ward, family or friends who make or receive calls and includes both the calling and called party.

The Prime Contractor shall provide an IWTS services' telephone system by which inmates/wards may place calls to Intrastate (Local, InterLATA, IntraLATA), Interstate and International locations. The IWTS Telephone System shall include a standard dialing method and pattern at all correctional facilities throughout the state and not allow calls to 800, 976, special service numbers or any other numbers defined by CDCR Operations Manager. Inmates/Wards shall not have the ability to use calling cards to place calls on the IWTS.

The Prime Contractor will comply with all CDCR policies and regulations that can be found in the CDCR Department Operations Manual and California Code of Regulations, Title 15 at http://www.cdcr.ca.gov/Regulations/Adult_Operations/index.html. These policies include rules specific to the use of telephones by inmates.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1 IWTS TELEPHONE SYSTEM NETWORK REQUIREMENTS

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.1 IWTS Voice Network Design Requirements

The Prime Contractor shall design and install a network that provides connectivity to all correctional facilities and supports the capability for statewide CDCR IWTS management and control functions.

The Prime Contractor shall install and test all IWTS local and network equipment, circuits, hardware, security, software and any other components required for a fully operational system.

Bidders shall provide a description of all network components that support the IWTS requirements that include:

1) Telephony system;
2) Recording storage system (local and remote);
3) Administrative data storage and associated transport (local and remote);
4) Active monitoring system, if applicable; and,
5) Remote access system.

Bidders shall provide one (1) master and seven (7) hard, and three (3) soft copies of the drawings with the Bid response. Electronic drawings shall be in AutoCAD Reader 2010 version 18 release 24 or newer (.dwg) and Adobe Acrobat 7.0 Professional, or newer. Hard copy drawings shall be provided in Standard E-size.

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

1) Premise equipment type and installation requirements (physical);
2) Type and capacity of equipment at each off-site location including any backup systems;
3) Circuit size/ bandwidth;
4) Circuit type;
5) Time Division Multiplexing (TDM) call processing components if applicable;
6) Internet Protocol (IP) call processing components if applicable; and,
7) Each Call Control system category as described in Section 6.2.13, IWTS Call Control System Categories, and Exhibit 6-J, IWTS Call Control System Categories.

Bidders shall provide a written description of the various forms of protocols used by the system such as T1/E1, IP, Ethernet and Asynchronous Transfer Mode (ATM) and any applicable Quality of Service (QoS).

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.1.2 IWTS Voice Network Performance Requirements

The IWTS voice network shall provide audio quality that meets or exceeds the International Telecommunication Union, Telecommunication Standardization Sector (ITU-T) or Telcordia industry standards enacted by appropriate standards organizations for transmitted and received levels, noise, crosstalk and frequency range.

The voice network shall meet the performance requirements listed below:

1) Dial Tone – Activation not to exceed two (2) seconds for any call;
2) Echo Cancellation - Embedded echo cancellation to published ITU-T recommendations; and,
3) Grade of Service - P.01.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.3 IWTS Voice Network Congestion Control Methodology

Bidders shall provide a description of the methodology to address congestion.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.4 IWTS Voice Network Latency Control Methodology

Bidders shall provide a description of the methodology to address network latency.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.5 IWTS Voice Network Operations Center

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

1) Monitor the status and performance of the network and all network nodes and circuits;
2) View equipment alarms and software errors;
3) Monitor the performance of the Live Monitoring Terminals, IWTS Investigative Workstations and servers if applicable; and,
4) Troubleshoot the network, Live Monitoring Terminals, IWTS Investigative Workstations, and servers.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.6 IWTS Voice Network Ubiquity

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.7 IWTS Voice Network Scalability

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.8 IWTS Voice Network Survivability

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.9 IWTS Voice Network Security

The Prime Contractor shall provide security and intrusion protection for the IWTS and components connected to the public switched telephone network.

Describe in detail the security measures and standards that apply to the Bidder's system that demonstrates the full extent of voice network security the Bidder is committing to provide.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.10 IWTS Fraud Protection

Due to the confidential and sensitive nature of the data to be transmitted, the Prime Contractor's system will include stringent security standards that will protect against fraud or disruption of services if either the physical network or transmitted data are compromised.

Bidders shall describe in detail how they will protect against unauthorized and fraudulent use of the State's systems and networks.

Bidders shall describe the strategy, including methodologies, network management, and maintenance applications and tools that will be implemented for fraud protection.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.11 IWTS Fraud Detection

The IWTS shall provide features and reports, which allow the CDCR authorized users to maximize their efforts to detect and prevent fraudulent, illicit, or unauthorized activity attempted by inmate/wards. The Prime Contractor may propose reports and features in addition to those required, which will contribute to identifying fraudulent, illicit, or unauthorized activity.

The IWTS shall provide sufficient security safeguards to preclude fraudulent use of the system. Such safeguards shall include measures to prevent incoming calls, as well as the detection and rejection of outgoing calls to unauthorized numbers, attempts to initiate Three-Way Calling, Call Forwarding, and/or calls to blocked numbers.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.11.1 IWTS Fraud Detection Features

Each detection feature shall allow the CDCR Authorized Users the option of:

1) Enabling or disabling the feature;
2) Reporting or not reporting detected activity;
3) Enabling or disabling real-time notification of detected activity; or,
4) Terminating or not terminating ongoing telephone calls.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.11.2 IWTS Technical Approach

As part of the technical approach of the Bid response, Bidders shall list and fully describe all the detection and prevention capabilities related to fraudulent, illicit, or unauthorized activity, on the proposed system.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.12 IWTS State Requested Fraud Detection Capabilities

Bidders shall identify the specific fraudulent activities the system's capable of detecting and/or preventing. Bidders shall also identify possible methods inmates/wards may use to circumvent these capabilities.

The Bidders shall provide the following capabilities within the IWTS to detect fraudulent or illicit activity.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.12.1 IWTS Extra Dialed Digits

The IWTS shall detect extra dialed digits from either the called party or the inmate/ward telephone.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.12.2 IWTS Reports of Detected Attempts

The IWTS shall provide 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.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.12.3 IWTS Detection of Unusual or Suspicious Dialing

The IWTS shall detect unusual or suspicious number sequences dialed or dialing patterns which the system identifies as possible attempts to commit fraud. Bidders shall provide the State with a list of the types of activities detected and how this information will be reported.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.1.13 IWTS Disaster Recovery Plans

The Prime Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all California Public Utilities Commission (CPUC) and FCC Requirements.

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.2 IWTS TELEPHONE HARDWARE AND ENCLOSURE REQUIREMENTS

The Prime Contractor shall provide and install all the inmate/ward telephone equipment at each correctional facility and location covered by this Contract at no cost to the State. Telephone sets will be used by inmates and wards to place calls via the IWTS. Exhibit 6-C1, Adult Institution IWTS Locations, through Exhibit 6-G1, Youth Facility IWTS Locations, provides statistics regarding the current and anticipated number of inmate/ward telephones, telecommunications devices for the deaf (TDD/TTY) and enclosures at each correctional facility. The Prime Contractor shall be responsible for all modifications to existing enclosures necessary to mount the proposed telephone set. The Prime Contractor shall install additional inmate/ward telephones and related hardware over the term of the Contract, as required by the State, at no cost to the State, and no increase to the calling rates.

Bidders shall clearly describe how the system will satisfy the telephone equipment requirements listed below, including detailed specifications.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.2.1 Inmate/Ward Telephones

The IWTS telephones shall be capable of mounting to concrete walls, stainless steel shrouded columns, mobile carts, or internal/external enclosures and constructed as follows:

1) 14-gauge (or heavier) steel case with dimensions that do not exceed those that allow for proper mounting within a 14” H x 7” W surface area. Exception: outside telephones may have a larger surface area dimension;

2) Stainless steel (colored phones are not acceptable);

3) Heavy chrome metal keypad bezel, buttons, and hook switch lever;

4) Security screws having a head design requiring a special tool of controlled availability for removal (i.e., pinned “Allen” or “Torx” head socket fasteners);

5) Bonded handset;

6) Armored cord as described in Section 6.3.2.1.6, Armored Handset Cord;

7) Cannot be disassembled and used as weapons; and,

8) No removable parts, including receiver ear and mouthpieces, and the window for dialing instructions.

The Bidder shall include the specifications and photo of the telephone. The State will compare the specifications with the proposed telephone prior to installation.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.1.1 Non-programmable IWTS Telephones

Inmate/Ward telephones installed at correctional facilities shall not be programmable. Telephones shall not be capable of being used to program any feature of the IWTS.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.1.2 Surface Mounting

Where applicable, the inmate/ward telephones must be surface-mounted with no access to the back of the telephone.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.2.1.3 Telephone Identifiers (Telephone ID)

All telephones shall use unique identifiers, provided by the CDCR Operations Manager, that will be referenced in all database files.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.2.1.4 Volume and Noise Control

All of the inmate/ward telephones shall be equipped with volume controls which allow inmate/wards to amplify the called party's voice. Inmate/Ward telephones shall reduce background noise through the use of confidencers or directional microphones in the handset.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.2.1.5 No Coin Slots/Card Slots

The inmate/ward telephones shall be manufactured without any coin/card slots. The covering of existing coin slots is not in compliance with this requirement. The inmate/ward telephones shall not use physical items such as smart cards or magnetic swipe cards.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.2.1.6 Armored Handset Cord

The armored handset cords for the inmate/ward telephone handsets shall be equipped with a steel lanyard securely fastened into the handset and not terminated at the entrance to the handset. The armored handset cords shall be designed to withstand 1,000 pounds of pull strength. The length of the cord may vary from 12 to 36 inches. The CDCR Operations Manager shall determine the cord length design based on conditions at each site.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.2.1.7 Mobile Carts

Inmate telephones are installed on mobile carts at selected CDCR facilities. The Prime Contractor shall mount the inmate telephone to the face of the mobile cart. The mobile carts are the property of CDCR. CDCR shall provide the mobile carts, telephone cable and connector (i.e., marine plug).

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.2.2 IWTS Outdoor Telephones

The Prime Contractor shall provide "all-weather" telephones to be used as required by the State. This applies to all outside inmate/ward telephones required throughout the State. The inmate/ward telephones must be weather and spray resistant (Bellcore TR-TSY-000456, NEMA 3R, or similar) as they may be exposed to extreme weather conditions. These telephones shall meet the requirements stated in Section 6.3.2.1, Inmate/Ward Telephones, but will be used outdoors.

Bidders shall include detailed drawings and clearly describe how the outdoor telephones will meet this requirement.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.3 IWTS Telecommunications Devices for the Deaf/Teletypewriter Telephones (TDD/TTY)

The IWTS vendor will provide all portable TDD/TTY telephones. The anticipated TDD/TTY quantities are included in Exhibit 6-C1, Adult Institution IWTS Locations, through Exhibit 6-G1, Youth Facility IWTS Locations. The quantities vary by facility and may increase or decrease based upon changes to facility inmate/ward population and operations. The TDD/TTY telephones shall be portable and have the following features:

1) Acoustic coupler accepts both circular and square telephone handsets;

2) Turbo Code and Auto ID;

3) Tone or pulse dial;

4) Direct connect (with two (2) jacks) to standard analog telephone line;

5) Sticky key feature (for single-handed typing); and,

6) Built-in, 24-character printer.

The Bidder shall include the specifications and photo of the portable TDD/TTY telephone. The State will compare the IFB specifications with the Bidder's proposed portable TDD/TTY telephone to ensure requirements are met.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.2.4 IWTS Telephone Enclosures that Include Booths, Wall and/or Pedestals

Telephone enclosures shall be constructed in such a fashion that the enclosure parts may not be removed or have space where contraband could be stored. Security fasteners will be used to secure the enclosure to the wall and/or floor. The use of plastic, Plexiglas or similar material is prohibited. The State will provide the concrete pads for all IWTS telephone booths and pedestals.

The existing telephone enclosures that include all booths, wall, and pedestals, will become property of CDCR upon the expiration of the current IWTS contract. The Prime Contractor will be responsible for providing all additional or replacement telephone enclosures (booths, wall and/or pedestals), as requested by the State.

Bidders shall clearly describe how they will meet the enclosure requirements listed below, including detailed drawings and photos of each type.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.2.4.1 Telephone Enclosure with Optional Pedestal Design

The Prime Contractor shall provide telephone enclosures for inmate/ward telephones installed inside or outside; mounted on a wall, or have the option to be attached to a pedestal. The telephone enclosures shall provide privacy for the inmate/ward, but allow the inmate/ward to be visually accessible by CDCR staff. Prior to installation, CDCR will inspect all enclosures, shelves, pedestals, and other mounting apparatus to ensure requirements are met. The telephone enclosure design shall be constructed as follows:

1) Dimensions include: 29.5” H x 14.5” W x 9.75” D, with an allowable variance of ten percent (10%) plus or minus;

2) Rugged steady beaded welded aluminum construction that is weather-resistant;

3) Powder coated finish that is stainless steel;

4) Shall not have removable parts, glass, sharp edges, or Plexiglas or similar material;

5) Pedestals, when required, shall be bolted to the ground; and,

6) Tamper proof fasteners shall be corrosion-resistant, hardened, high-strength, plated or stainless steel metal fasteners of size and type best suited for intended application, having head design requiring special tool of controlled availability for removal. Authorized removable fasteners include: McGard "Intimidator" fasteners including screws, bolts, and nuts; and pinned "Allen" or "Torx" head socket fasteners. Spanner Head Screws or one-way removable screws are not permitted.

Bidders shall provide documentation that describes the physical characteristics of the telephone enclosures with the optional pedestal, including hardware specifications and pictures.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.2.4.2 Telephone Booth Enclosure Design

The Prime Contractor shall provide telephone booth enclosures for inmate/ward telephones installed inside or outside. The inmate/ward telephone booth shall not have any holes or cracks in which contraband can be hidden. The telephone booth dimensions are provided as general guidelines and do not negate Section 6.3.2.4.5, Americans with Disabilities Act (ADA) Requirements. The telephone booth enclosure design shall be constructed as follows:

1) Approximate dimensions include: 85" H x 40" W x 36 "D with no variance greater than 15%;

2) 14-gauge steel;

3) Security screws having a head design requiring a special tool of controlled availability for removal (i.e., pinned "Allen" or "Torx" head socket fasteners);

4) Tempered glass panels without wire in the glass; and,

5) No removable parts.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.4.3 Booth Enclosure Door Option

In most locations, the Prime Contractor shall provide booth enclosures without doors. In limited locations, the Prime Contractor shall provide a standard bi-fold door without locking mechanism in each enclosure. The door shall be constructed in such a fashion that it is vandal resistant and have no removable parts.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.4.4 Telephone Enclosure Finish

Telephone enclosures shall be non-rusting and non-reflecting, with matte finish.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.2.4.5 Americans with Disabilities Act (ADA) Requirements

Enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3 IWTS TELEPHONE SYSTEM FUNCTIONALITY

A call detail record data string shall be generated for all calls which include incomplete and completed calls.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.1 Domestic Calls from an Inmate/Ward Telephone

Domestic calls made on the IWTS will allow the called party the option to receive collect or prepaid calls. All collect and prepaid calls shall require ten-digit dialing and human operators may not be used in placing the calls. IWTS dialing for prepaid calls shall not differ from collect calls.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.2 International Calls from an Inmate/Ward Telephone

International calls made on the IWTS will be prepaid by the called party (no collect International Calls). Human operators may not be used in placing International Calls.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.3 IWTS Call Processing Information

All call processing and call rating information shall be captured, stored and kept current by the Prime Contractor. Call rating information includes, Local, InterLATA, IntraLATA, Interstate, International country codes, and any other information necessary to accurately process and rate calls.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.4 IWTS Voice Prompts

The IWTS shall be capable of accepting dual-tone multi-frequency (DTMF) keypad input as a means of input for answering all system provided questions or prompts from the inmate/ward and called party.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.3.3.5 IWTS Voice Responses

The IWTS shall provide sufficient voice storage and response capability to support the voice message and inmate/ward interaction requirements pertaining to all calling services, and as described in Section 6.3.3.12, IWTS Call Control Features. Under no circumstances shall an inmate/ward or the called party experience a delay in placing an IWTS call due to insufficient voice messaging and response resources.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.6 IWTS Inmate/Ward Outbound Call System Process

6.3.3.6.1 Call Flow Charts

The Bidder shall provide flow chart(s) of the call flow process from the point of the inmate/ward going off-hook through all possibilities of call completion. A separate flow chart shall be provided for all Interactive Voice Response (IVR) menu selections and for each IVR application (e.g., inmate/ward call processing, Customer Service). Flow chart(s) shall be maintained current throughout the term of the Contract and provided to the CDCR Operations Manager for approval prior to any changes.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.6.2 Call Validation

All calls shall be validated against all databases (IWTS, Prime Contractor, Local Exchange Carrier (LEC), wireless and any other applicable database) on a real time basis to restrict access to blocked numbers, payphones, pagers or other devices.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.6.3 Call Denial and Identification

The IWTS shall provide select call completion denial information and playback to the inmate/ward. When a call cannot be completed, the system shall play one of the following announcements to the inmate/ward explaining why the call could not be completed in these circumstances:

1) Line is out of service;
2) Line is busy;
3) No answer;
4) Number is blocked (includes blockage by LEC, called party, CDCR facility or other reason for being blocked);
5) Dialed number is not a valid number; or,
6) Prepaid account does not have sufficient funds for a three (3) minute call.

Bidders shall describe how the system will detect and announce the conditions above and share any other announcement options the system generates for a non-completed call. The system shall allow for modification of any announcement as determined by the CDCR Operations Manager.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.6.4 Designated CDCR Hot Lines – Calls Recorded

The IWTS shall allow inmates/wards to dial a fictitious site-specific ten-digit telephone number that emulates standard dialing options and connects calls to a designated CDCR hot line at the respective CDCR facility. These site specific calls will not have to be processed over the Prime Contractor's network, therefore these calls will not be charged. These calls will be processed and stored on the IWTS where the investigative user can retrieve the call.

The hot line calls shall be recorded, and Call Detail Records (CDR) data strings shall be generated. The duration of the designated hot line calls may be set between five (5) minutes and 15 minutes. The hot line calls shall not be monitored by any means including Live Monitoring Terminals, Hardwired Monitoring, and Investigative Workstations. The CDCR Operations Manager will determine the final configuration for these hot lines.

Select authorized CDCR Investigative staff for the respective site shall have access to the designated hot line's recorded calls as configured through their user profile to allow the respective Investigative staff to play back calls and copy recorded calls.

Bidders shall describe how they will satisfy these requirements.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.6.5 Designated CDCR Hot Lines – Calls Not Recorded

The IWTS shall allow inmates/wards to dial a specific ten-digit telephone number that emulates standard dialing options and connects calls to a designated CDCR hot line that may be at a CDCR facility or a CDCR regional field office. If the designated hot line calls have to be processed over the Prime Contractor's network, then the calls will be charged the applicable IWTS rate. If the hot line calls do not have to be processed over the Prime Contractor's network, then the calls will not be charged. These calls will be processed and stored on the IWTS where the investigative user can retrieve the call.

The hot line calls shall not be recorded, but CDR data strings shall be generated. The duration of the designated hot line calls may be set between five (5) minutes and 15 minutes. The hot line calls shall not be monitored by any means including Live Monitoring Terminals, Hardwired Monitoring, and Investigative Workstations. The CDCR Operations Manager will determine the final configuration for these hot lines.

Bidders shall describe how they will satisfy these requirements.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.6.6 Calls to Other State Agencies' Hot Lines

The IWTS shall allow inmates/wards to dial a specific ten-digit telephone number and connects calls to other State agencies' hot lines. The CDCR Operations Manager will determine how these calls will be configured (i.e., recorded, live monitored, duration of call, and other settings). These calls will be charged to the respective State agency. The CDCR Operations Manager will determine the final configuration for these hot lines. Bidders shall describe how they will satisfy these requirements.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.6.7 Call Control Feature Parameter Verification

The IWTS shall verify that the destination number can be processed based upon Section 6.3.3.12, IWTS Call Control Features, that have been set for the IWTS telephone set and the CDCR facility.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.6.8 Outbound Call Process for Domestic Calls

The IWTS shall be configured such that an inmate/ward will be led through a series of commands to initiate a call.

1) The inmate/ward lifts receiver and within two (2) seconds they will hear a voice prompt “press one (1) for English or Marque dos para Espanol” (press two (2) for Spanish) “to continue the call initiation process.”
2) If one (1) is pressed, the prompts and the scripting throughout the duration of the call are in English. If two (2) is pressed, the prompts and scripting throughout the duration of the call are in Spanish.
3) The inmate/ward will be instructed (in English or Spanish, as they have chosen) to enter the area code and seven (7)-digit telephone number of the party they wish to contact.
4) Once the telephone number has been entered, the telephone keypad will be disabled for the remainder of the call. The CDCR Operations Manager may elect to allow extra digits dialed as stated in Section 6.3.3.12.4, IWTS Extra Dialed Digits Prevention.
5) After the inmate/ward has entered the ten-digit telephone number to call, the IWTS will validate the number before processing the call.
6) If the called number passes the validation process, then the call process will continue.
7) If the called number is valid and identified as an Alert Number as described in Section 6.5.4.20, IWTS Alert Number Notification, the IWTS will process the call according to instructions in Section 6.5.4.19, IWTS Facility Phone List, which may require the IWTS to notify the appropriate CDCR Authorized Staff.

8) The inmate/ward will be prompted to state their name for playback with the call setup branding message as described in Section 6.3.3.8.1, Call Setup Branding. The inmate/ward will be required to state their name before call processing will proceed. If nothing is spoken, the prompt will repeat three (3) times. If after three (3) prompts nothing is stated, then the call will be terminated.

9) After the inmate/ward has stated their name, they will hear nothing more until the call is connected to the called party.

Bidder shall describe how outbound domestic calls will be processed.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.6.9 Outbound Call Process for International Calls

The IWTS shall be configured such that an inmate/ward will be led through a series of commands to initiate a call:

1) The inmate/ward lifts receiver and within two (2) seconds they will hear a voice prompt “press one (1) for English or Marque dos para Espanol” (press two (2) for Spanish) “to continue the call initiation process.”

2) If one (1) is pressed, the prompts and scripting throughout the duration of the call are in English. If two (2) is pressed, the prompts and scripting throughout the duration of the call are in Spanish.

3) The inmate/ward will be instructed (in English or Spanish as they have chosen) to enter the international telephone number.

4) The IWTS will be configured to allow for the input of enough digits to accommodate 01 + Country Code + City Code+ Telephone Number.

5) Once the telephone number has been entered, the telephone keypad will be disabled for the remainder of the call. The CDCR Operations Manager may elect to allow extra digits dialed as stated in Section 6.3.3.12.4, IWTS Extra Dialed Digits Prevention.

6) After the inmate/ward has entered the international number to call, the IWTS will validate the number before processing the call.

7) If the called number passes the validation process, then the call process will continue.

8) If the called number is valid and identified as described in Section 6.5.4.20, IWTS Alert Number Notification, the IWTS will process the call according to instructions in Section 6.5.4.19, IWTS Facility Phone List, which may require the IWTS to notify the appropriate CDCR Authorized Staff.

9) The inmate/ward will be prompted to state their name for play back as described in Section 6.3.3.8.1, Call Setup Branding. The inmate/ward will be required to state their name before call processing will proceed. If nothing is spoken the prompt will repeat three (3) times, if after three (3) prompts nothing is stated, then the call will be terminated.

10) After the inmate/ward has stated their name, they will hear nothing more until the call is connected to the called party.

Bidder shall describe how outbound international calls will be processed.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.7 Accepting and Receiving IWTS Calls

6.3.3.7.1 Accepting Calls from Inmates or Wards

The branding message for all calls described in Section 6.3.3.8.1, Call Setup Branding, shall require the called party to accept a call by inputting a single digit on the keypad. Call acceptance shall be by a keypad input.

The Bidder shall identify the single digit that will be used to meet this requirement.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.7.2 IWTS Rating by Call Type Option

The called party will be given the option to request the rate for all domestic calls (Local, IntraLATA, InterLATA and Interstate) by inputting any single digit on the keypad.

The Bidder shall identify the single digit that will be used to meet this requirement.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.7.3 IWTS Call Blocking by Called Party

The IWTS shall provide Call Blocking. The branding message shall provide the option for the called party to block a call by inputting any single digit on the keypad. When the digit is pressed, the called party will hear a recording that provides the Prime Contractor's Customer Service contact telephone number or gives the called party the option to be directly connected to the Prime Contractor's Customer Service Representative. The called party will have the option to block calls from specific CDCR facilities or from all CDCR facilities.

The Bidder shall identify the single digit that will be used to meet this requirement.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.7.4 Receiving a Prepaid Call from an Inmate/Ward

The IWTS shall have the ability to allow called parties to accept or deny prepaid calls from an inmate or ward by inputting any single digit on the keypad. The branding message shall provide the called party with an option to establish a prepaid account with the Prime Contractor, if an account is not already in place. The Bidder shall identify the digit the called party will press to hear the toll free number to contact the Prime Contractor's Customer Service to obtain information about an existing prepaid call account or receive information on how to set up a prepaid account.

The Bidder shall identify the single digit that will be used to meet this requirement and how the system will process prepaid calls.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.7.5 Passive Acceptance

"Passive Acceptance" is identified as the ability to connect IWTS telephone calls to a destination number without the called party pressing a keypad number or voice response. Calls to numbers on a Passive Acceptance list shall be assumed to be accepted if the called party does not disconnect from the call within three (3) seconds. The acceptance time shall be adjustable by the CDCR Operations Manager between one (1) and nine (9) seconds. A unique branding message may be provided for calls to a Passive Acceptance number. The verbiage for the Passive Acceptance message will be provided to the Prime Contractor by the CDCR Operations Manager prior to the first IWTS site implementation.

The IWTS shall include the ability for CDCR Operations Manager and authorized staff to assign passive acceptance to specified telephone numbers. Not all users will be able to set passive acceptance. In addition, the CDCR Operations Manager will have the ability to determine whether or not to play a Branding message or bypass the Branding message for specific telephone numbers. The Prime Contractor's staff shall not set passive acceptance. The user identifier of the authorized staff that sets or modifies the passive acceptance shall be stored and available for a custom report.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.8 IWTS Recorded Messages Played to Called Party

The IWTS shall play recorded messages after the called party answers the telephone, randomly throughout the telephone call, and before the call is terminated. The messages will be played to the called party in English or Spanish which will be based upon the language chosen by the inmate or ward when they began their call. The system shall be capable of controlling the volume of the messages to allow the recorded messages to be audible but not intrusive. These messages may be different for adult and youth facilities. The CDCR Operations Manager with have the authority to turn the recorded messages on or off and modify the branding message for each facility, when needed. These actions will be coordinated with the Prime Contractor.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.8.1 Call Setup Branding

Call Setup Branding is defined as the first recorded message played to the called party when they answer the telephone. The Call Setup Branding message shall advise the called party that the call is coming from a California correctional facility that will be site specific and playback the inmate or ward's name that was stated in the outbound call process in Section 6.3.3.6.8, Outbound Call Process for Domestic Calls.

The message shall play in its entirety unless interrupted by pressing a State defined keypad number or voice prompt. The CDCR Operations Manager shall have the ability to define at what point in the message and which keypad numbers, or voice prompt, will allow the call to be processed or connected. The system shall block all conversation until the Call Setup message has been played and the called party has accepted the call.

Example of a Call Setup Branding message:

"This is [Prime Contractor's Name]. This call and your telephone number will be recorded and monitored. You have a collect call from <inmate name> or <ward's name>, an inmate [or ward] at <facility name>, in <city> in California. To accept, dial or say "five" (5) now. <PAUSE> To refuse, hang up now or stay on the line for additional options. [The Setup Branding message shall be played up to this point before the call can be connected.] To hear the billing rate for this call, dial or say "nine" (9) now. PAUSE> For customer assistance, complaints and billing inquiries, hang up and dial [Prime Contractor's Customer Service Help Desk Number]. If you wish to block any future calls of this nature, dial or say "seven"(7) for further information now. <PAUSE>

If "nine" (9) is pressed, the system shall provide a prompt such as:

"The cost of this call is [xx] cents per minute, including all fees and surcharges."

The per-minute rates that will be quoted in this message will depend on the inmate/ward's status (adult or youth), the type of network connection necessary for the particular call (Intrastate, Interstate, or International), and the called party's account status (prepaid or collect). Billing rates are detailed in Section 7, Cost.

The IWTS shall announce the per minute rates or if a prepaid call, after called party selection, account balance of time and/or funds amount remaining in account to the called party prior to call acceptance.

If "seven" (7) is pressed, the system shall provide a prompt such as:

"To have your number blocked from receiving calls from California correctional institutions, dial [Prime Contractor's Customer Service Help Desk Number]." Call blocking capability by the called party is detailed in 6.3.3.7.3, IWTS Call Blocking by Called Party.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.8.2 Overlay Message

Overlay is defined as the message that is played randomly throughout the call. The IWTS shall provide Overlay messages at periodic intervals throughout the course of the call. The Overlay messages shall advise the caller and the called party that the call was originated by an inmate/ward at a California correctional facility and that the call is being recorded and monitored. Overlay Branding shall be played in a manner that allows both parties to continue a conversation.

The IWTS will provide the CDCR Operations Manager with the capability to set the exact wording for the overlay message and frequency that overlay messages will be played during each IWTS telephone call.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.8.3 Call Termination Message

The IWTS shall provide call termination messages to notify the inmate/ward and called party the call will end due to the expiration time or prepaid account balance. Prior to terminating a call, the inmate/ward and called party shall be informed 60 seconds and 30 seconds prior to the expiration. The IWTS shall provide the CDCR Operations Manager with the capability of changing the intervals when the call termination messages shall be played.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.9 Call Detail Records (CDR) for IWTS

The IWTS shall generate Call Detail Records (CDR). All calls shall generate call records, which shall be accessible and available for reporting, analysis, or viewing, immediately upon the termination of a call. CDRs will be viewable by IWTS Authorized Users. Any process requiring a delay in making call records available (for example, on a daily basis or through a download process) is unacceptable.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.9.1 IWTS Call Detail Record Content

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

1) Correctional facility from which call was placed;
2) Telephone Location;
3) Telephone Station Number;
4) Start date and time (mm:ss);
5) End date and time (mm:ss);
6) Call duration (mm:ss);
7) Call completion status (complete or incomplete call);
8) Sequential identification number;
9) Destination Number (dialed digits);
10) Destination Number's city and state, or city and country for International Calls;

11) Billing Number Address (address, name and telephone number – "BNA");
12) Start Code (Method in which the call was accepted or denied);
13) Reason for call not completed (i.e. call blocked, station off), if applicable;
14) Type of call (Local, IntraLATA, InterLATA, Interstate, International);
15) Duration from acceptance to termination (Conversation Minutes);
16) Alert (whether an alert was issued for the call);
17) Type of alert (e.g., Three-Way Calling, Hot List Number);
18) Filename of recording;
19) End Code (Method of Termination); and,
20) Collect or prepaid call (Method of Payment).

Bidders shall provide a sample of the CDR data string that will be provided with the IWTS.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.10 IWTS Call Termination

6.3.3.10.1 Software Controlled Manual Termination

The IWTS shall include the ability for authorized CDCR staff to manually terminate calls for a single or group of inmate/ward telephone(s) from either IWTS Live Monitoring Terminals, IWTS Investigative Workstations, and/or from the Prime Contractor hosted web-based IWTS application.

The IWTS shall provide the CDCR investigative users with the ability to manually terminate calls with a Soft Switch. IWTS Live Monitoring Terminals shall be able to terminate:

1) Individual calls;
2) All Calls (within Span of Control);
3) Individual Telephones; and,

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.10.2 Hardwired Switch Manual Termination

The IWTS shall provide the CDCR Authorized Users with the ability to manually terminate calls with a physical cut-off switch. There are three (3) cut-off switch configurations that operate independent from the IWTS Live Monitoring Terminal Network:

1) Cut-off switches hard wired to individual IWTS telephones with one (1) external monitoring speaker that has a volume control;
2) Cut-off switches hard wired to individual IWTS telephones without a monitoring speaker; and,
3) Cut-off switches hard wired to individual IWTS telephones at a location different than the IWTS Live Monitoring Terminal.

Locations are identified in the Exhibit 6-C2, Adult Institutions' IWTS Anticipated Equipment, through Exhibit 6-G2, Youth Facilities' IWTS Anticipated Equipment.

Authorized staff shall be able to terminate:

1) Individual Telephones (within Span of Control); and,
2) All Telephones (within Span of Control).

Bidders shall provide documentation that describes topology and physical device drawings of the various cut-off switch options they are proposing and how they will function with the State's existing cabling.

Bidders shall describe how the IWTS shall provide the required functionality of the manual termination switches. The description shall also address how the system will:

1) Interface with the existing cabling;
2) Not require electrical AC power; and,
3) Support distances between the devices and the telephones up to 1,000 feet.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.11 IWTS Outbound Calling Restrictions

6.3.3.11.1 IWTS Outbound Only Calls

The IWTS shall allow inmates/wards to process only outbound calls. The Prime Contractor shall configure the IWTS so that in no case shall inbound calls be processed.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.11.2 Secondary Dial Tone

The IWTS shall allow inmates/wards to reach the called party dialed, and will prohibit the inmate/ward from obtaining a secondary dial tone. Inmates/wards will not be able to reach an additional party without hanging up the receiver first, which will prevent Three-Way Calling and Call Forwarding.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.11.3 Calling Other CDCR Facilities

The IWTS shall prohibit calls to any other California correctional facility. Bidders shall describe how the IWTS will prohibit outbound calls from being placed to another CDCR facility.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.11.4 Maximum Ring Time

The IWTS shall include a maximum ring time for all calls prior to disconnecting a call. IWTS calls will automatically disconnect once the maximum ring time is reached. The amount of ring time shall have a default value of one (1) minute and shall be adjustable by the CDCR Operations Manager in one (1) second increments.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.12 IWTS Call Control Features

The IWTS shall include the Call Control Features described below. Each of the Call Control Features shall include variable control parameters described in this section. The IWTS shall provide the CDCR Operations Manager with a means of setting and changing the parameters for the Call Control Features through the Administrative Control Interface.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.12.1 IWTS Calling Schedules

The IWTS shall be capable of being configured to set IWTS Calling Schedules. These schedules will control when IWTS telephones are turned on or off during the day within a correctional facility.

Calling schedule variable parameters:

1) Time of day;
2) Day, week or month; or,
3) Correctional facility.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.12.2 IWTS Time Between Completed Calls

The IWTS shall be capable of being configured to control the amount of time between calls made on the inmate/ward telephone. The State shall be capable of enabling or disabling this feature. The time between completed calls limitation shall be set by minutes and shall range from zero (0) to 99 minutes.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.12.3 IWTS Call Duration

Call duration is the total amount of minutes an inmate/ward may converse with the called party on an IWTS call. The State shall be capable of enabling or disabling this feature. The call duration limitation shall range from zero (0) to 99 minutes.

Call Duration variable parameters:

1) Zero (0) to 99 minutes per call for a IWTS telephone;
2) Zero (0) to 99 minutes per call for a group of IWTS telephones; or,
3) Zero (0) to 99 minutes per call for all IWTS telephones at an entire correctional facility.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.12.4 IWTS Extra Dialed Digits Prevention

The IWTS shall be capable of preventing the processing of additional digits from an inmate/ward after all call processes have been completed for an authorized IWTS call. The CDCR Operations Manager shall be provided the capability to allow extra dialed digits dialed to access features of the system as a result of system prompts to the inmate/ward.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.12.5 IWTS Blocked Calls by CDCR Authorized Staff

The IWTS shall provide the CDCR authorized staff with a method to block all IWTS calls to a specific telephone number. The IWTS will include the ability to block specific telephone numbers on a statewide basis and others on a case-by-case basis. Calls blocked for an Institution/Facility shall not block calls from other inmates/wards in another institution wishing to call that same number. Calls blocked using this method shall be identified separately in all IWTS tables as blocked by an End-User. Under no circumstances shall the Prime Contractor alter or interfere with the ability of the called party to receive other collect calls originating from non-State correctional facilities. The ability for a CDCR authorized user to block a call shall be based upon the user's profile.

Called Party Blocking variable parameters:

1) Block IWTS calls to a specific telephone number from a correctional facility; or,
2) Statewide.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.12.6 Blocking Specific Types of Telephone Numbers by IWTS

The IWTS shall block all calls that include:

1) Toll free access numbers (e.g., 800, 866, 877);
2) Special service numbers (e.g., 711, 9-1-1);
3) Numbers that provide live operator access;

4) Telephone numbers that incur charges (e.g., 972-, 976-); and,

5) Long distance carrier access numbers (e.g., 10333, 10288).

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.13 IWTS Detection of Unusual or Suspicious Dialing

The IWTS shall provide a means of detecting unusual or suspicious number sequences dialed or dialing patterns, which the system identifies as possible attempts to commit fraud. Bidders shall provide the State with a list of the types of activities detected and how this information will be reported.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.14 IWTS Detection of Three-Way Calls

The IWTS shall provide the capability of detecting suspected and confirmed Three-Way Calls. The system shall be configured to automatically allow, terminate, and/or report detected Three-Way Calls. The IWTS shall reflect Three-Way Calls in a different color when suspected or detected. The CDCR Operations Manager shall have the ability to configure this functionality on a facility or individual called number basis.

Bidders shall explain in detail the various types of Three-Way Calling the system is capable of detecting as listed below.

Bidders shall indicate which of the following types of Three-Way Calls the system is capable of detecting:

1) Calls to telephone numbers, which "hook flash," dial another number and complete the Three-Way Call; and/or,

2) Conference calls facilitated through customer provided switching equipment.

Detection of Three-Way Calls shall be capable of being configured by the State to either automatically terminate suspected calls, report the suspected calls, or both.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.15 IWTS Detection of Call Forwarding

The IWTS shall provide the capability of detecting suspected and confirmed Call Forwarding attempts. The system shall be configured to automatically allow, terminate, and/or report Call Forwarding. The CDCR Operations Manager shall have the ability to configure this functionality on a facility or individual called number basis.

The IWTS shall include the capability to terminate, monitor, barge-in or flag, at the CDCR Operations Manager's discretion, any detected Call Forwarding.

Bidders shall explain in detail how each type of industry accepted Call Forwarding will be detected by the system. Bidder shall indicate which of the following types of Call Forwarding the system is capable of detecting.

1) Calls to telephone numbers, which have been automatically forwarded to another telephone number by the local telephone company also known as remote Call Forwarding;

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 also known as Call Forwarding; and/or,

3) Calls to "follow me" numbers.

Detection of Call Forwarding shall be capable of being configured by the State to either automatically terminate suspected calls, report the suspected calls, or both.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.16 IWTS Third-Party Call Flag, Warn, or Disconnect

The IWTS shall include the capability to terminate, monitor, barge-in and flag, at the CDCR Operations Manager's discretion, any detected Three-Way call.

The IWTS shall include the capability to monitor, flag, warn, barge-in and terminate, at the CDCR Operations Manager's discretion, any Three-Way Calling detected. The system shall provide the ability to configure and identify individual called numbers for automatic and manual disconnect or permissive Three-Way Calling exceptions. Bidders shall provide the State with a detailed description of how the system provides this capability.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.17 Additional Detection Capability by IWTS

Bidders shall describe any additional third-party call completion detection methods provided by the system.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.17.1 Automated System Malfunction Notification

The IWTS shall possess the capability to automatically notify both the Prime Contractor and selected CDCR Authorized Staff in the event of an IWTS Live Monitoring Terminal malfunction of the Call Control system, the recording system, the IWTS Investigative Workstations, the Prime Contractor hosted web-based IWTS application or any other major system component. The notification may be sent to one or more individuals' cell phone or other telecommunications device.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.18 IWTS User Group Configuration

A group of IWTS Call Control Features with the same variable parameter settings is known as an IWTS User Group Configuration. The IWTS shall provide the CDCR Operations Manager with the capability of configuring the parameters for each feature for a specific User Group. Each IWTS User Group Configuration shall be assignable as a default configuration for each IWTS telephone group.

The IWTS shall provide the CDCR Operations Manager with the capability of maintaining at least 15 multiple IWTS User Group Configurations. These User Group Configurations will be derived from various combinations of IWTS Call Control Features detailed in Section 6.3.3.12, IWTS Call Control Features.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.19 IWTS Telephone System Quality Requirements

6.3.3.19.1 Industry Standards

All equipment shall meet or exceed all applicable codes and industry standards for installation. All equipment must be UL approved and FCC compliant.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.19.2 Voice Quality

The quality of voice connections provided by the IWTS shall meet or exceed industry standards in use in the United States and enacted by appropriate standards organizations (Bellcore or Telcordia, IEEE, ANSI, NIST, FIPS) for transmitted and received levels, noise, cross-talk, and frequency range. The Prime Contractor shall detail the standard to which the IWTS will adhere in the response to this requirement. This voice quality shall be provided for all telephone services at all stages of a call and shall not be affected by any other IWTS feature, function, or capability.

Voice quality shall be provided with a Mean Opinion Score (MOS) ITU P.800 - 3.7 or above (or equivalent industry standard measurement).

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.20 IWTS TDD/TTY CALL PROCESSING REQUIREMENTS

The calls made from a TDD/TTY will be processed through the IWTS network and will be recorded. TDD/TTY calls will not be live monitored. The functionality of branding, overlays and blocked telephone numbers applies to TDD/TTY calls. Bidders shall describe within the respective subsection of this requirement how the IWTS will process the specified TDD/TTY calls as well as how the functionality will be applied.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.20.1 Use of Turbo Coding

The IWTS shall support Turbo Coding functionality to improve TTY communication performance.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.20.2 Interface with California Relay Service (CRS) Call Centers

The California Public Utilities Commission has established the CRS with multiple relay providers for TDD/TTY telephone relay service. The CRS vendors bill the State of California for the relay services and bill either the calling party or the called party for the network services associated with each relayed call. The CRS shall bill all IWTS calls to the called party.

Bidders shall provide a description of the process the system will employ to route TDD/TTY calls through the CRS vendors so that the CRS call center can process the calls to the desired called party. Additionally, Bidders shall provide a description of the process the system will employ to ensure that the called party is not billed by the Prime Contractor for the CRS calls.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.20.3 Speed Dial Number for CRS

TDD/TTY devices shall be preprogrammed with multiple 10-digit speed dial telephone numbers capable of calling the CRS providers. CDCR prohibits IWTS dialing 7-1-1, '800', or special service numbers. The CDCR Operations Manager will provide the Prime Contractor with the allowed CRS provider's 10-digit telephone numbers.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.20.4 IWTS TDD/TTY Call Recording Functionality

The IWTS shall include the ability to record calls using the Prime Contractor provided TDD/TTY devices. Recording shall include both the typed text (transmitted as Baudot, ASCII or Turbo Code) and any voice portions of calls using Voice Carry Over (VCO) or Hearing Carry Over(HCO). The text portion of the call shall be accessible from all investigative applications in the same manner as voice recordings and shall not require further processing by the CDCR authorized staff once the text or voice file is opened or played.

Bidders shall describe in detail the methodology they will use to develop and provide transcripts of each TDD/TTY call.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.21 TDD/TTY Telephone Calls through IWTS

Bidders shall describe how the IWTS accommodates TDD/TTY call scenarios as described below. Bidders are encouraged to contact the California Deaf and Disabled Telecommunications Program (DDTP) regarding interfacing with the CRS at:

DDTP CRS Manager for the DDTP
Voice (510) 302-1105
TTY (510) 302-1100 x105

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.21.1 Direct Dialing from an IWTS Voice Line to a TDD/TTY

The IWTS shall include the ability for hearing capable inmates/wards to complete calls to friends and family that communicate via TDD/TTY devices. These calls shall be completed with the assistance of CRS.

Bidders shall describe and include detailed drawings on how the IWTS service will satisfy the requirement to include the functionality of branding, overlays and blocked telephone numbers.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.21.2 Direct Dialing from an IWTS TDD/TTY to a TDD/TTY Device

The IWTS shall include the ability to complete calls from an IWTS TDD/TTY directly to a called party's TDD/TTY in the same manner a voice call is connected and accepted.

Bidders shall describe and include detailed drawings on how the IWTS service will satisfy the requirement to include the functionality of branding, overlays and blocked telephone numbers.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.3.21.3 IWTS TDD/TTY Device to a Hearing Capable Called Party through CRS

The IWTS shall include the ability to complete calls from an IWTS TDD/TTY to a hearing capable called party through CRS.

Bidders shall describe and include detailed drawings on how the IWTS service will satisfy the requirement to include the functionality of branding, overlays and blocked telephone numbers.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.4 IWTS TELEPHONE SYSTEM DATABASES

6.3.4.1 IWTS Blocked Number Database

The IWTS shall provide a Blocked Number Database. The IWTS will check this database before completing any calls and not allow any calls to blocked numbers. CDCR Operations Manager, authorized staff and Prime Contractor's Customer Service representatives will have the ability to add or delete blocked telephone numbers. When this occurs, a user identifier will be captured and stored to track who performed the change. A note field will be available to input notes reflecting the reason for the change. The deleted telephone numbers shall be stored, but not viewable in the Facility Phone List.

The IWTS will allow CDCR Authorized Staff to archive blocked numbers in a separate file and move them from the blocked number file in order to save file space.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.4.2 IWTS Prepaid Accounts Database

The Prime Contractor shall maintain a Prepaid Accounts Database with a record of all called party prepaid activity for each prepaid account. The information shall include; time/date of activity, amount prepaid, method of payment, billing disputes, phone number, name of account owner, billing address, and type of account (cell phone, VoIP, CLEC, and others).

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.4.3 IWTS Facility Phone List Database

The Prime Contractor will provide a Facility Phone List Database that can be accessed using the IWTS Investigative Workstation or Prime Contractor hosted web-based IWTS application. This database will store specific telephone numbers that are being monitored by CDCR Authorized Staff.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.4.4 IWTS Billing Number Address (BNA) Database

The Prime Contractor will provide a Billing Number Address (BNA) Database that will have fields that include the end user's: name, telephone number, billing address, and mailing address. The BNA will populate in the field within the Call Detail Report.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.5 IWTS TELEPHONE SYSTEM DOCUMENTATION REQUIREMENTS

The Prime Contractor shall provide supporting documentation as described below. The Prime Contractor shall include access to appropriate documentation on the Prime Contractor's public and private portals as described in Section 6.11.1, IWTS Public Web Site, and Section 6.11.2, IWTS Private Web Site.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.5.1 IWTS User Guide for the Called Party

The Prime Contractor shall prepare and provide an IWTS User Guide for the Called Party that provides instructions in English and Spanish to the CDCR Operations Manager for review and approval. The guide will include instructions and contact information for establishing accounts, receiving calls, blocking calls, prepaying calls, frequently asked questions (FAQs), and clarification of all other issues that a called party may be concerned with. This User Guide will be made available on the IWTS Public Web site. Pamphlets will be mailed to customers by the Prime Contractor with the initial billing and upon request. Soft copies in .pdf and .doc will be provided to CDCR and available on the IWTS Private Portal. The Prime Contractor shall input updates to the User Guide provided by the CDCR Operations Manager or as required.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.6 IWTS END-USER CUSTOMER SERVICE REQUIREMENTS

The IWTS End-User's positive perception of their calling experience is of primary concern to the State. Bidders shall detail how they plan to provide exceptional Customer Service and shall address:

1) Billing Services (Collect, Prepaid and Direct Billing);
2) Complaint Tracking and Reporting System;
3) Complaint Resolution Processes;
4) Complaint Escalation Processes; and,
5) Root-Cause Analysis Procedure.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.6.1 Customer Service Hours of Operation for IWTS

The Prime Contractor's End-User Customer Service Hours of Operation shall be provided by a live operator seven (7) days a week during the hours of 5:00 a.m. to 9:00 p.m. PT. In addition to the toll free numbers, Customer Service shall be accessible by mail, e-mail, web site, fax, and TTY. The addresses and telephone numbers for each of these communication methods shall be published on all billings, customer solicitations, IWTS Public Web Site, and customer correspondence. The Prime Contractor's Customer Service shall be operated within the United States.

CDCR Authorized Staff shall have access through the IWTS Private Web Portal to the Prime Contractor's Complaint Tracking and Reporting System.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.6.2 IWTS Toll Free Customer Service Access Number

The Prime Contractor shall provide a Toll Free Customer Service Access Number dedicated to the IWTS/MAS Contract for all domestic Customer Service functions as well as TTY callers. The domestic IWTS Customer Service numbers must be accessible from anywhere in the United States, and Puerto Rico.

Bidders shall list the toll free Customer Service numbers for all International locations that are available.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.6.3 Supported Languages

The Prime Contractor's Customer Service shall be provided in both English and Spanish.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.6.4 IWTS Complaint Resolution and Escalation Plan

The Prime Contractor shall process End-User issues quickly with a single contact to the Customer Service. The Prime Contractor shall provide a complaint resolution team. Complaints that do not have a specific resolution plan within 24-hours of receipt by the Prime Contractor shall be identified, reported, tracked and managed by the Complaint Resolution Team.

Bidders shall describe the Complaint Resolution and Escalation Plan process, including standard target times for resolution, as part of the Escalation Plan requirement in Section 6.13.3, IWTS Escalation Plan.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.6.5 IWTS Service and Support Resources

End-User support materials, User Guides, public portal support options (including FAQs and e-mail) and an IVR based help system shall be provided and actively promoted by the Prime Contractor. Customer Service calls that are directed to an IVR must have all prompts and recordings provided in the same language associated with the number that was used to contact the Customer Service. The two (2) language options shall be English or Spanish.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.3.6.6 Customer Service Average Speed of Answer (ASA) for IWTS

The Average Speed of Answer (ASA) is defined as the time from which a call is presented to the Customer Service system until it is answered by a live operator who is capable of servicing the caller. An operator who answers the call but is not trained to handle customer complaints and must transfer the caller does not meet this requirement, such that the ASA time will continue until answered by a qualified Customer Service Representative. All Customer Service access numbers must be captured and reported as part of the ASA report. The daily ASA of all IWTS Customer Service calls shall not be less than 80% of the calls answered within 60 seconds. If Spanish callers and the category of all other non-English callers comprise more than 10 percent (10%) of the total volume, then the minimum daily ASA requirement of 80% of the calls answered within 60 seconds shall separately apply for that language group. When a call is answered by an IVR system or its equivalent, the ASA time shall not include the time in the IVR if:

1) The initial prompt and all additional prompts shall offer the caller the option of speaking with a live operator by dialing zero (0) at any time. No user input after five (5) seconds of a prompt will be assumed to be a request for an English speaking live operator, preferably someone who is bilingual;

2) The menu selections are no deeper than five (5) levels at any point from the top level (initial greeting);

3) The State shall have final approval of all prompts, greetings and recordings;

4) No single menu shall offer more than four (4) selections in addition to zero (0) for a live operator and asterisk (*) or pound sign (#) to return to the previous menu;

5) The IVR shall not for any reason automatically disconnect the caller; or,

6) Menu Usage and Time in the System reports shall be available as part of the IVR System and made available upon request by the State.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4 IWTS LIVE MONITORING TERMINALS

The Prime Contractor shall provide IWTS Live Monitor Terminals installed in multiple locations that include control booths in buildings, such as housing units, observation towers, gyms, and hospitals. IWTS Live Monitoring Terminals shall allow custody staff to listen in real-time to inmate telephone conversations and scan, barge-in, and terminate calls. This equipment shall have the capability of turning on and off the phones within the officer's span of control. This section specifically describes the requirements for the IWTS Live Monitoring Terminals. The IWTS Live Monitoring Terminal configuration differs from the live monitoring used on the Prime Contractor hosted web-based application and the IWTS Investigative Workstations described in Section 6.5, CDCR IWTS Investigative System.

The Prime Contractor shall provide as many IWTS Live Monitoring Terminals as are required at each CDCR facility found in Exhibit 6-C2, Adult Institutions' IWTS Anticipated Equipment and 6-G2, Youth Facilities' IWTS Anticipated Equipment. Additional IWTS Live Monitoring Terminals may be requested by the State in the future and shall be provided at no cost to the State and without an increase in call rates or fees.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.1 IWTS LIVE MONITORING TERMINAL NETWORK

The IWTS Live Monitoring Terminal network shall be a fully standalone system operating on the Prime Contractor's network independent of any CDCR equipment or network infrastructure with the exception of the State provided cabling.

Bidders shall identify and describe the network and infrastructure to be utilized for IWTS Live Monitoring Terminal operation. Bidders shall provide all of the information for the IWTS Telephone System Network as described in Section 6.3.1.1, IWTS Voice Network Design Requirements.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2 IWTS LIVE MONITORING TERMINALS

The IWTS shall provide CDCR with the ability to selectively monitor call activity within their Span of Control in real time, and initiate appropriate action as necessary. The IWTS Live Monitoring Terminals will be utilized by authorized staff to monitor inmate/ward telephone calls as they occur.

The IWTS Live Monitoring Terminals shall provide multiple authorization level Log-Ins. IWTS Live Monitoring Terminal displays shall be configurable only with various authorization levels that allow or deny modification of terminal display or settings. A default setting template shall be provided for all IWTS Live Monitoring Terminals.

In addition to the IWTS Live Monitoring Terminals described in this section, Prime Contractor shall provide specific monitoring locations with additional hardware that shall include a speaker and/or a manual cut-off switch(es) as described in Section 6.3.3.10.2, Hardwired Switch Manual Termination, that will be used by CDCR staff to monitor active IWTS conversations. The anticipated speaker box deployments are provided in Exhibit 6-D2, CDF/CDCR Adult Camps' IWTS Anticipated Equipment, through Exhibit 6-G2, Youth Facilities' IWTS Anticipated Equipment.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.1 IWTS Live Monitoring Terminal Deployments

The number of IWTS Live Monitoring Terminals deployed at each institution ranges from one (1) to 33 terminals. The maximum number of IWTS Live Monitoring Terminals could increase based upon the change in facility operations and need for additional live monitoring areas. Additional IWTS Live Monitoring Terminals shall be provided by the Prime Contractor at no cost to the State.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.2 IWTS Live Monitoring System

The IWTS shall have the capability of monitoring the inmate/ward telephone calls in progress over the IWTS Live Monitoring Terminals within their Span of Control. The IWTS Live Monitoring system shall be expandable to monitor new telephones without requiring additional cable.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.3 IWTS Graphical User Interface (GUI)

The IWTS Live Monitoring Terminals shall employ an industry standard GUI that includes intuitive command standards for desktop, screen and window behavior.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.4 IWTS Live Monitoring Terminal Identification

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.5 IWTS Live Monitoring Terminal Display Content Requirements

The IWTS Live Monitoring Terminals shall provide authorized staff with access to view the following information that will appear in a font size of 12 or larger:

1) IWTS station number (within the vendor's network) for each telephone;
2) Location and telephone identification number of IWTS telephones being monitored that will be provided by CDCR;
3) Current date and time;
4) Incremental call duration timer (mm:ss) for each call;
5) One (1) to 30 telephones shall be displayed simultaneously on a single terminal screen;
6) Indicators for each telephone that is off-hook;
7) Indicator for call currently listened to when in scan mode;
8) Indicator for call currently listened to when in park mode;
9) An indicator to reflect the equipment is communicating with the network;
10) An indicator for the key to press for the help screen; and,
11) An indicator (blinking cursor) that reflects the navigational position on the screen.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.6 IWTS Log-In Screen

Upon log-in, the IWTS shall:

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.7 IWTS Live Monitoring Terminal Functionality Requirements

The IWTS shall provide the following functionality requirement for each IWTS Live Monitoring Terminal for the inmate/ward telephones with their designated Span of Control:

1) Scan and monitor active calls (individual and all telephones within Span of Control). Scan mode shall be programmable and set to scan in intervals approved by CDCR Operations Manager;
2) Park and listen to an active call;
3) Monitor in a hands-free manner;
4) Terminate active calls;
5) Barge-in to active calls and talk;
6) Access a "Help" menu with one (1) keystroke;
7) Turn phones on or reactivate a phone (individual and all telephones within Span of Control);
8) Turn phones off or disconnect a call (individual and all telephones within Span of Control); and,
9) A text field shall display on the monitoring screen, of at least 250 characters, to allow authorized staff to input notes.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.8 IWTS Scan and Live Monitoring of Multiple Calls

The IWTS Live Monitoring Terminals shall have the capability to scan and monitor a selected number of calls in progress. The number of simultaneously scanned conversations from a single IWTS Live Monitoring Terminal shall not exceed the total amount of monitored telephones that appear on the monitoring screen. The system shall indicate which telephone is currently being monitored.

Authorized monitoring staff shall have the ability to scan the ongoing calls in user definable intervals of one (1) to 30 seconds for each call in progress. Authorized monitoring staff shall have the ability to manually stop and start the scanning to monitor any call in progress.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.8.1 Park and Listen To Calls

The IWTS Live Monitoring Terminal shall have the capability to park and listen to an active call. The system shall indicate which inmate/ward telephone is being monitored at any given time and show the status of each inmate/ward telephone, in-use or idle.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.8.2 Hands-Free Monitoring

The IWTS Live Monitoring Terminal shall have the capability to listen to an active call hands-free through an integrated speaker. The authorized user shall have the ability to increase or decrease the volume using a dial or a single keystroke.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.8.3 Termination of Active Calls

The Live Monitoring Terminal shall be able to manually terminate calls for a single or group of inmate/ward telephones within the Span of Control. Each Live Monitoring Terminal shall have a defined list of telephones that it can control through the Call Termination function. All manually terminated calls shall be flagged as a hard kill in the end code column of the Call Detail Report.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.9 IWTS Barge-In To Active Calls

The IWTS Live Monitoring Terminal shall have the capability for the authorized staff monitoring calls to interrupt or barge in and talk on selected inmate/ward telephone calls. After the barge in is complete, the system shall have the ability to resume the call or disconnect the call.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.10 IWTS Access a "Help" Menu

The IWTS Live Monitoring Terminal shall have the capability to access a "Help" menu with one (1) keystroke that allows the authorized user to view the description of the specific IWTS Live Monitor Terminal key functionality on the screen. The designated keystroke shall have the ability to toggle in and out of this menu. Functionality other than the IWTS Live Monitor Terminal shall be excluded from the "Help" menu.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.11 IWTS Live Monitoring Terminal Display of Active Call

The time between the first possible detection of a call in progress within the Span of Control of the IWTS Live Monitoring Terminal shall not exceed two (2) seconds before the active call appears on the display screen.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.12 IWTS Live Monitoring Terminal Stealth

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.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.13 IWTS Live Monitoring Terminal Volume

The audible volume of the call shall remain the same when the call is monitored. The volume shall not be impacted if one (1) or more authorized users are listening to a call.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.14 Multiple Users Monitoring a Live Call with IWTS

The IWTS shall allow up to three (3) simultaneous live monitoring authorized users on the same IWTS telephone call at the same time from different locations or access methods.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.4.2.15 IWTS Live Monitoring Terminal Physical Restrictions

The space available for IWTS Live Monitoring Terminals is extremely limited - two (2) feet wide by two (2) feet deep. Live Monitoring Terminals cannot be mounted to CDCR equipment. Live Monitoring Terminals shall be configured with the following characteristics:

1) External dimensions no greater than 14.0 inches wide x 12.0 inches deep x 12.0 inches high;
2) Minimum 14 inch diagonal screen size;
3) Non-glare, high intensity screen suitable for brightly lit areas (glare is problematic for Live Monitoring Terminals in Towers);
4) Stereo 3.5 mm headphone jack;
5) Integrated microphone;
6) Integrated speaker, volume controls, 102Hz to 18KHz frequency range;
7) Function keys to operate the functions described in Section 6.4.2.7, IWTS Live Monitoring Terminal Functionality Requirements, shall be visibly marked for ease of use by the authorized monitoring staff;
8) No access to the workstation configuration or the ability to modify characters displayed on the screen shall be allowed. These functions shall be password protected and only used by authorized Prime Contractor staff;
9) Disable: USB ports, access to internal operating software, and camera or other standard integrated hardware/software features that would conflict with the intended use of the standalone terminal described within Section 6.4.2, IWTS Live Monitoring Terminals;
10) No access to the internet;
11) No games, music or other entertainment features shall be available: and,
12) No use of a mouse due to limited space.

Bidders shall provide documentation that describes the physical characteristics of the IWTS Live Monitoring Terminals including hardware specifications and pictures.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.16 IWTS Live Monitoring Terminal Physical Security

The Prime Contractor shall provide a means for the IWTS Live Monitoring Terminals to be physically secured to a desktop, or other designated surface to prevent the IWTS Live Monitoring Terminal from being moved or relocated by non-authorized Prime Contractor personnel. The Prime Contractor shall employ stranded cable and a lock, of sufficient size and strength, or equivalent as agreed to by the State.

The Prime Contractor's staff shall retain a master key to unlock the IWTS Live Monitoring Terminal in the event repair, removal, relocation or other reason.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.17 IWTS Extended Distances of Live Monitoring Terminals

The IWTS Live Monitoring Terminals shall be capable of operating extended distances from the inmate/ward telephone(s) that are being monitored. The Prime Contractor shall provide LAN extenders to ensure signal strength meets quality standards for the extended distances.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.18 IWTS User Guide for IWTS Live Monitoring Terminals

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.19 IWTS Live Monitoring Terminal Limited Authority

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.4.2.20 IWTS Live Monitoring Terminal Manual Notification

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5 CDCR IWTS INVESTIGATIVE SYSTEM

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.1 CDCR IWTS LIVE MONITORING AND MANAGEMENT CAPABILITIES OVERVIEW

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2 CDCR IWTS INVESTIGATIVE SYSTEM NETWORK REQUIREMENTS

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2.1 IWTS Investigative System Network Architecture

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

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

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

1) CDCR Investigative Workstation System;
2) Data Storage, including voice recordings; and,
3) Live Monitoring System.

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

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

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

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

1) Various forms of protocols used by the system such as T1/E1, IP, Ethernet and ATM;
2) Security Standards that apply to the system;
3) Encryption Standards supported and provided; and,
4) The CDCR facility premise power requirements.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.2.2 IWTS Investigative System Network Functionality

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

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

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

1) Congestion; and,
2) Latency.

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.2.3 IWTS Investigative System Network Ubiquity

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.2.4 IWTS Investigative System Network Scalability

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.2.5 IWTS Investigative System Network Survivability

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.2.6 IWTS Investigative System Network Points of Failure

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2.7 IWTS Investigative System Data Storage Center

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2.8 IWTS Data Transmission Encryption

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

Electronic Transmission to include:

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2.9 IWTS Investigative System Network Security

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

The Prime Contractor shall commit to the following:

1) Security Administration;
2) Support all current and future United States encryption Standards; and,
3) Physical site security.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2.10 IWTS Investigative System Network Operations Center (NOC)

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

1) Monitor the status and performance of the network and all network nodes;
2) View equipment alarms and software errors;
3) Monitor the performance of the servers; and,

4) Troubleshoot the network and servers.

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.2.11 IWTS Disaster Recovery Plans

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.3 IWTS INVESTIGATIVE WORKSTATIONS

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.3.1 IWTS Functional Integration

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.3.2 IWTS Investigative Workstation Hardware Configuration

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

1) The IWTS Investigative Workstation shall be sized with adequate memory and processor(s) that allows for completion of all tasks performed. If connectivity to the Prime Contractor's network via the IWTS is not available, the Investigative Workstation shall be able to access all recordings and CDR data through an alternative method such as dial back-up. Bidder shall describe the proposed alternative methods to meet this requirement;

2) Full size keyboard;

3) External mouse;

4) 17" flat panel color monitor, with a non-glare screen;

5) 24x CD-RW / 8x DVD ROM;

6) Sound card;

7) Network interface card (NIC) RJ45 10-100-1000 connectivity;

8) Audio: mini-phone stereo 3.5 mm;

9) Input: mini-phone stereo 3.5 mm;

10) USB ports;

11) Security lock slot for cable lock;

12) External boom type microphone;

13) Wired headset with volume control;

14) External speakers with volume controls;

15) Color printer with 8.5" x 11" paper capable of printing a minimum of 15 pages per minute with a footprint no larger than 20 inches by 20 inches; and,

16) Cassette recorder or Compact Disc (CD) player to play back recorded calls to this media, as needed.

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.3.3 IWTS Investigative Workstation Software Security

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

Bidders shall describe how they will meet this requirement.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.3.4 IWTS Investigative Workstation Identification

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.3.5 IWTS Investigative Workstation Independent Operation

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.3.6 IWTS Extended Distances of IWTS Investigative Workstations

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4 IWTS INVESTIGATIVE WORKSTATION FUNCTIONALITY

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.1 IWTS Investigative Workstation Search Functionality

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.2 IWTS Investigative Workstation Limited Authority

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.3 IWTS Password Protected Log-In

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.4 IWTS Malicious Code Prevention

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.5 IWTS Investigative Workstation Capacity

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.6 IWTS Remote Software Updates

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.7 IWTS Remote Access Capability

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.8 IWTS Investigative Workstation Screens/Icons

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.8.1 IWTS Log-In Screen

Upon log-in, the IWTS shall:

1) Display an approved system use notification message or banner before granting access to the IWTS that provides privacy and security notices consistent with applicable federal laws, Executive Orders, directives, policies, regulations, standards, and guidance, and states that:
   a) Users are accessing an official State of California information system;
   b) System usage may be monitored, recorded, and subject to audit;

c) Unauthorized use is prohibited and subject to criminal and civil penalties; and,

d) Use of the system indicates consent to monitoring and recording.

2) Retain the notification message or banner on the screen until users take explicit actions to log on to or further access the information system.

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.8.2 IWTS Welcome Screen

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.8.3 IWTS Log-Out Screen

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.8.4 IWTS Live Monitoring Screen

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.8.5 IWTS Reports Screen

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.8.6 IWTS Facility Phone List Screen Content

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.8.7 IWTS On-Line Manual

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.8.8 IWTS User Guide for IWTS Investigative Workstations

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.9 IWTS Investigative Workstation Live Monitoring Display

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

1) Destination Number;
2) Called Party Billing Name and address (BNA) Information;
3) Alert Number flag;
4) Three-Way Call flag (suspected or confirmed);
5) TDD/TTY telephone flag;
6) Payment method (prepaid or collect);
7) Call denial reason;
8) Call termination reason;
9) Recording identification number; and,
10) A text field on the monitoring screen to allow a user to input notes. Notes shall allow a minimum of 250 characters.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.10 IWTS Live Monitoring Manual Notification

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.11 IWTS Live Monitoring Multiple Locations

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.12 IWTS Monitoring Telephone Station/Location Status

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.13 IWTS Call Termination Control from an Investigative Workstation

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

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

Authorized staff shall be able to terminate:

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.14 IWTS Simultaneous Replay

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.15 Forwarding a Recorded Call File on the IWTS

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.16 IWTS Search Criteria for Call Recording

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

a) CDCR Facility;
b) Telephone Location;
c) Start date/time;
d) Destination number called;
e) Telephone Station number;
f) End date/time;

g) Duration of call; and,

h) Complete or Incomplete call.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.17 IWTS Voice Recording Access

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.18 IWTS Voice Recording Playback Capability

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.19 IWTS Facility Phone List

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.19.1 IWTS Facility Phone List Screen Details

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

1) Specific Facility or Statewide (All CDCR Facilities);
2) Destination Number;
3) Called Party's Billing Information (Name, Address, City, State, Zip);
4) Alert Groups; and,
5) Notes (minimum of 250 characters).

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.19.2 IWTS Facility Phone List Search Criteria

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

1) Filter by CDCR Facility (all CDCR Facilities);

2) Destination Number (all numbers included in Facility Phone List under this field);
3) Called Party's Name (all names included in Facility Phone List under this field);
4) Alert Group (all names included in Facility Phone List under this field); and,
5) Number of Records (selected in increments of 50, 100, 150, 200 or all).

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.19.3 IWTS Alert Group Creation and Activation

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.5.4.19.4 IWTS Alert Group Functionality

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

1) A minimum of two (2) different telephone numbers will be dialed and the CDCR Authorized User receiving the alert on their telephone or mobile phone will be required to enter a unique numeric code before the authorized user is connected to the call. If the unique numeric code is not entered or entered incorrectly, then the Authorized User will not be connected to the call.

2) If the alerted call is not answered by the CDCR Authorized User, then the alert functionality will end. However, the call between the inmate/ward and the called party will not be adversely impacted.

3) If the alerted call is answered by the CDCR Authorized User, then the called party's telephone number will appear on the Authorized User's telephone. The Authorized User will have the capability of pressing codes on the telephone to barge-in on the active call and/or terminate the active call.

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.19.5 IWTS Alert Group Deactivation

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.19.6 Deleting an Alert Group or Telephone Number from IWTS

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.4.20 IWTS Alert Number Notification

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.5 CDCR IWTS ACCOUNT ADMINISTRATION REQUIREMENTS

6.5.5.1 IWTS Instructional Brochures

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.5.2 IWTS Systems Manuals

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.5.3 IWTS System Administration Manuals

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.5.5.4 IWTS Investigative Workstation Guide

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6 CDCR IWTS ADMINISTRATIVE CONTROL

6.6.1 IWTS ADMINISTRATIVE CONTROL

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.2 SITE VISITS TO IWTS STORAGE FACILITIES

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.3 IWTS INVESTIGATIVE WORKSTATION ACCESS (DELETED)

6.6.4 IWTS REMOTE ACCESS CAPABILITY (DELETED)

6.6.5 IWTS MOBILE ADMINISTRATIVE USER (DELETED)

6.6.6 CDCR HEADQUARTERS IWTS ADMINISTRATIVE TESTING/TRAINING SYSTEM (DELETED)

6.6.7 USER GUIDE FOR IWTS ADMINISTRATIVE WORKSTATIONS (DELETED)

6.6.8 SINGLE USER IWTS MAPPING VERIFICATION

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

The Bidder shall describe how this requirement will be met.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.9 IWTS NO BILL TEST NUMBERS

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.10 IWTS ACCEPTANCE TEST PLANS

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.10.1 IWTS Acceptance Test Plan

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.10.2 IWTS Acceptance Testing

Acceptance testing is performed by the Prime Contractor.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.10.3 IWTS Acceptance Testing Evaluation

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.10.4 IWTS Acceptance Testing Deliverables

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.11 CDCR IWTS ROLE-BASED USER PROFILES

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

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

1) System Administrator

a) Create and manage System Administrator User accounts;

b) Maintain database of all role-based profiles;

c) Update system software;

d) Troubleshoot application programming and code;

e) Repair system software;

f) Generate system health status reports;

g) Generate Ad Hoc Reports requested by State;

h) Provide back-up and recovery of stored data; and

i) Other functions identified by the Prime Contractor.

2) Operations Administrator

a) Create and manage Live Monitoring Terminal User, Investigative User, Contracted Staff User, and State Contract Manager User accounts;

b) Request and maintain updated list of System Administrator User accounts as needed;

c) Set and reset user authentication credentials;

d) View IWTS configuration of facilities;

e) Generate audit reports that include but are not limited to alarms, usage, and Service Level Agreement reports;

f) Generate operational reports for executive consumption;

g) Request maintenance and operations assistance from System Administrators;

h) Generate system health status reports; and,

i) Generate customer service/trouble ticket reports.

3) Live Monitoring Terminal User

a) Perform IWTS Live Monitoring Terminal functionality;

b) Change own password; and,

c) Input notes on IWTS Live Monitoring Terminal.

4) Investigative User

a) Perform IWTS Investigative functionality;

b) Change own password;

c) Request data file delivery via Secure File Transport Protocol (SFTP), and,

d) Activate and Deactivate Alert Groups.

5) Contracted Staff User

a) Perform limited functionality based upon authorized access assigned by the Operations Administrator; and,

b) Change own password.

6) State Contract Manager User

a) View and Generate authorized IWTS Reports; and,

b) View Service Level Agreement report.

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.11.1 CDCR IWTS USER PROFILE UNIQUE NUMERIC CODE

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.12 IWTS DAILY CALL DETAIL RECORDS RETRIEVAL

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

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

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

TABLE 6-2, Daily Call Detail Record Format

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

Example: (| delimited)

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.13 TRACKING IWTS ACCESS

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.13.1 Tracking Prime Contractor Personnel IWTS Access

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.13.3 Non-Tracking User Class

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.13.4 Tracking All Other IWTS User Profiles

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.14 CDCR IWTS AUTHORIZED USER PROFILE FUNCTIONALITY

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

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

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

1) CDCR staff name;
2) IWTS log-on information;
3) Reset assigned password (eight (8) to 14 characters, letters and numbers);
4) Access classification (monitoring, management and/or investigative);
5) Access to reports;
6) Access to Blocked Number database;
7) Access to specific Hot Line Recordings:

8) Access to Recorded calls database;
9) Access to Trouble ticket log;
10) Span of Control;
11) Ability to enter notes;
12) Ability to read notes;
13) Ability to view calls played; and
14) Ability to view calls copied.

CDCR staff CDR database access by:

1) Telephone ID;
2) Bank or group of IWTS telephone sets;
3) CDCR Facility Yard and Building;
4) CDCR Facility;
5) Statewide Adult Facilities;
6) Statewide Youth Facilities;
7) Statewide CDCR Facilities; and,
8) CDCR staff access permissions.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.15 IWTS CALL CONTROL FEATURE PACKAGE PARAMETER SETTINGS

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.16 IWTS BLOCKED NUMBER ADMINISTRATION

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.17 IWTS ADMINISTRATIVE WORKSTATION FUNCTIONALITY (DELETED, REVISED, & MOVED)

(Requirement revised and moved to 6.6.11, CDCR IWTS Authorized User Profiles)

6.6.18 CDCR IWTS USER ACCESS TO SPECIFIC CDCR FACILITIES

The Prime Contractor shall ensure that CDCR Operations Manager has the ability to create, update, and delete the list of specific facilities that each CDCR IWTS authorized user can access.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.6.19 MONITORING THE IWTS NETWORK (DELETED, REVISED, & MOVED)

(Requirement revised and moved to 6.6.11, CDCR IWTS Authorized User Profiles)

6.7 IWTS DATA MANAGEMENT

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.1 IWTS INFORMATION SECURITY

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

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

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.1.1 IWTS Data Media Disposal Requirements

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.7.1.2 IWTS Internet Access Protection

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.2 IWTS DATABASE MAINTENANCE

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.3 IWTS DATA PARTITIONING (DELETED)

6.7.4 IWTS DATABASE UPDATE FUNCTIONALITY

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.5 IWTS DATA ARCHIVING

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.5.1 IWTS Archived Data Access

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.5.2 IWTS Automatic Archiving

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.5.3 IWTS Storage of Recordings On-Site

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.6 IWTS DATABASE ACCESS BY AUTHORIZED STAFF

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.6.1 Multiple IWTS Database Access

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.6.2 Multiple IWTS Log-Ons

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.6.3 IWTS Password Requirements

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

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.6.4 IWTS Database Search Capability

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.6.5 IWTS Multi-Facility Database Search Capability

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.6.6 Export IWTS Data Format

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

1) Formatted in a pipe (|) or comma (,) delimited formatted file and must be compatible with Microsoft Windows or Linux operating systems;

2) Supplied electronically in a secure format or on DVD optical media using the DVD-+RW standards, to be determined by CDCR Operations Manager at time of request; and,

3) Clearly noted data fields including the database schema.

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.7 IWTS DATABASE RECOVERY

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.7.1 IWTS Data Backup and Recovery

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

The following are the minimum requirements for this capability.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.7.1.1 System Failures

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.7.1.2 IWTS Full Recovery

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.7.1.3 IWTS Data Backup Requirements

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.7.1.4 IWTS Database Redundancy

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.8 IWTS RECORDING REQUIREMENTS

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.8.1 Start of Recording

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.8.2 IWTS "Do Not Record" Numbers

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.8.3 IWTS On-Site Recording Storage Capacity

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.8.4 IWTS Playback, Download, Save, and Transfer Rate

Recordings shall stream immediately and begin playback within five (5) seconds. Download or transfer of file shall operate concurrently with streaming connection at a rate no greater than two (2) minutes for each 15 minutes of recorded conversation. This downloaded file shall have the option

to be saved locally once the download is completed. The transfer rate applies to the Adult and Youth Camp during the 60 day on-site recordings.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.8.5 IWTS Recording Database Scalability

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.8.6 IWTS Playback of Recording on Other Types of Media

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.8.7 IWTS Proof of Authenticity

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.7.8.8 IWTS Audible Beep Tones

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8 IWTS SERVICE, SUPPORT, AND MAINTENANCE

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.1 IWTS SERVICE, SUPPORT, AND MAINTENANCE RESPONSIBILITIES

6.8.1.1 Responsibilities of the Prime Contractor for IWTS

The Prime Contractor shall be responsible for the following:

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

2) Complying with the Trouble Ticket response times listed in Table 6.8.2.3, IWTS Trouble Ticket Priority Definitions and Responses.

3) Participating in monthly meetings with the CDCR Operations Manager and staff and/or State staff for the purpose of presenting IWTS prior month's maintenance reports and discussing resolution to program issues and concerns. These meetings may be scheduled less frequently at the discretion of the State. The site for the meetings shall be determined by the State. Travel may be required to various State sites or the Prime Contractor's site. The Prime Contractor shall provide representatives for each of its Subcontractors, if any, at these meetings as requested by the CDCR Operations Manager or the State staff. The Prime Contractor will be responsible for travel costs.

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

5) Providing skilled technicians who are properly trained and certified to work on the Prime Contractor-provided equipment and software.

6) Performing site surveys for all moves, adds, and changes as well as new facility activations. The site surveys will require written documentation that will incorporate digital photos and other diagrams as needed to document the CDCR facility and Prime Contractor's action items. CDCR Operations Manager will provide a sample format of the minimum requirements of the site survey. Site survey reports shall be submitted within seven (7) calendar days from the date of the survey.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.2 IWTS SERVICE AND SUPPORT REQUIREMENTS

6.8.2.1 IWTS Help Desk for CDCR

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.2.1.1 IWTS Help Desk Access

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.2.1.2 IWTS Help Desk Hours of Operation

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.2.1.3 IWTS Help Desk Procedures Manual

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.2.2 IWTS Trouble Ticket Reporting and Tracking System

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

1) The CDCR Operations Manager shall have real-time access to all the information in the Trouble Ticket Reporting and Tracking System through the IWTS Private Web Portal;
2) CDCR Authorized Staff shall have the ability to open trouble tickets by calling the toll free Help Desk number available 24-hours a day, seven (7) days a week;

3) A trouble ticket shall be opened for all identified IWTS issues;

4) A trouble ticket number will be provided to the reporting party when the ticket is opened;

5) The Trouble Ticket system shall provide an e-mail notification with all trouble ticket information to designated CDCR Authorized Staff after each trouble ticket has been opened and each time the Trouble Ticket has been modified or updated;

6) Trouble tickets are to be closed upon successful resolution and only with CDCR's approval by the person that originally opened the trouble ticket or by the CDCR Operations Manager or their designated representative;

7) The Trouble Ticket System shall document and track all impacted components by their unique inventory identifier via drop down list as described in Section 6.9.4.1, Current IWTS Inventory Report (Monthly);

8) The CDCR Operations Manager shall have online access to the complete ticket data for the term of the Contract;

9) Distribution of trouble tickets notifications shall be configurable for automatic e-mail distribution of updates. E-mailed trouble ticket notifications will include a URL link that allows the CDCR Operations Manager to click on and immediately connect to the on-line trouble ticket system. A log of all e-mail notifications will be automatically generated and contained in the body of the ticket; and,

10) The Trouble Ticket System shall provide search capability on any and all fields detailed in the Trouble Ticket Content in this section.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.2.2.1 IWTS Trouble Ticket Content

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

Minimum requirements for each ticket shall include:

1) Trouble ticket number;

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.2.3 IWTS Trouble Ticket Priority Definitions and Responses Table

Priority	Criteria	Response Target	Resolution Target
Critical	Impact: Either the CDCR Management and Control System Prime Contractor's hosted web-based IWTS application, or the IWTS telephone functionality is 'down' at multiple sites simultaneously.	15 minutes	Issue will be continuously worked, 24x7x365, until closure or stabilization. Status updates are provided in as real-time as possible. Usually CDCR is in constant contact with the Help Desk.
Major	Impact: Ether the CDCR Management and Control System or the IWTS telephone functionality is 'down' at one site or one (1) housing unit. A down system includes the inability to record individual calls, the inability to monitor individual telephones or the inability to control the usage of any telephone.	30 minutes	Issue will be continuously worked, during the hours of 6:00 am to 7:00 pm PT until closure or stabilization, which would result in the issue being downgraded to minor. Status updates are provided every four (4) hours or sooner if developments occur.
Minor	Impact: The issue is considered to have a noticeable, yet minimal and manageable impact of CDCR operations. Issues that affect End-User calls is of a nature that is not impacting call completion but still requires attention in order to meet Contract requirements. This includes any individual End-User complaint regarding service.	Two (2) hours	Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PT, Monday – Friday, except California state holidays). Status updates will be provided at the end of the business day or sooner as developments occur.
Informational Requests	Requests for information, equipment change requests and general information	Four (4) hours	Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PT, Monday – Friday, except California state holidays). Status updates will be provided at the end of the business day or sooner as developments occur.
Note: CDCR will work with the Prime Contractor to properly identify the severity of an issue when the issue is first reported. However, CDCR reserves the right to escalate the status of any issue to a higher severity at any time.			

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.3 IWTS MAINTENANCE REQUIREMENTS

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.3.1 IWTS Routine and Preventative Maintenance Requirements

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.3.1.1 Scheduling IWTS Remote and Network Routine Maintenance

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.3.1.2 IWTS Maintenance Procedures and Scheduling Plans

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.3.1.3 Facility-Specific IWTS Maintenance Schedules

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.3.2 IWTS Remedial Maintenance Requirements

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.3.2.1 IWTS Remedial Maintenance Response Times

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.3.2.2 IWTS Diagnostic Assistance

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.8.3.3 IWTS Software Maintenance Requirements

The Prime Contractor shall maintain the following system software elements:

1) Standard configuration (software settings, releases, customization);
2) Maintenance and administration;
3) Upgrades (i.e., version releases, patches, and hot fixes); and,
4) Procedures and documentation.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.3.4 On-site Administrator

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.4 IWTS TRAINING REQUIREMENTS

6.8.4.1 General IWTS Training Requirements

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.4.1.1 Trainer Certification by CDCR

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.4.1.2 IWTS Training Plan

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.4.2 Methods of Training for IWTS

The Prime Contractor shall provide training for the following:

6.8.4.2.1 IWTS Investigative Workstation Training

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.4.2.2 IWTS Live Monitoring Terminal Training

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.4.2.3 IWTS Administration Training

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.8.5 IWTS USER MANUALS FOR CDCR AUTHORIZED STAFF

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

1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the IWTS functionality. There shall be no references to any features or functionalities that are not provided in the IWTS environment.

2) CDCR user manuals shall contain detailed and clear instructions on the operation of the IWTS and software.

3) CDCR user manuals shall be provided prior to the installation at the first correctional facility and subject to CDCR approval.

4) CDCR user manuals shall be updated at each site as software version updates and system configuration changes are made.

5) The CDCR user manuals may be copied by the State.

6) The Prime Contractor shall develop and maintain current hard-copy and online documentation of each CDCR user manual necessary for the IWTS and make the documentation available to CDCR upon request.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9 IWTS TOOLS AND REPORTS

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

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

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1 IWTS INVESTIGATIVE TOOLS AND REPORTS

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.1 IWTS Investigative Report Format

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

1) The cover page shall include the name of the report, date/time report was generated, the search criteria as described in Section 6.9.1.2, Investigative Report Fields, and total number of calls listed in the report; and,

2) All subsequent pages shall include:
   a) A header with titles of the respective report field columns,
   b) The footer shall include the page number and total number of pages (i.e., 2 of 5), date/time report was generated, the authorized user ID and investigative workstation identifier (when applicable) that the report was generated from; and,
   c) Sequential numbering in the first column that corresponds with the individual calls listed on the report.

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.2 IWTS Investigative Report Fields

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

1) Link to Call Recording with indicator if call was recorded or not;
2) BNA;
3) Notes Field;

4) Indicator of Played Calls including User ID, Date and Time;
5) Indicator of Copied Calls including User ID, Date and Time;
6) IWTS Station Identifier;
7) CDCR Facility;
8) IWTS Station Location within the CDCR facility;
9) Destination Number (with partial field search capability using a wild card);
10) Date and Time of IWTS Call;
11) Call Duration (mm:ss);
12) Cost of IWTS Call;
13) Unique File Identifier of Recording;
14) Start Code (drop down list of options provided by the system);
15) End Code (drop down list of options provided by the system);
16) TTY Calls;
17) Alert Group;
18) Rate Type;
19) Call Type;
20) Three-Way calling flag; and,
21) Termination to a Cell Phone flag.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.3 IWTS Investigative Reports

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

6.9.1.3.1 IWTS Call Detail Reports

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.3.2 IWTS Custom Query

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.3.3 IWTS Frequency by Origination Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.3.4 IWTS Frequency by Destination Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.3.5 IWTS Alert Group by Destination Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.3.6 IWTS Alert Group by CDCR Authorized User Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.3.7 IWTS Shared Destination Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.3.8 IWTS Station Configuration Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.4 Search Fields Available for IWTS Ad Hoc Reports

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

1) Report Type;
2) CDCR Facility(s);
3) Start Date/Time;
4) End Date/Time;
5) Sort Order (dropdown of all report fields);
6) BNA;
7) IWTS Telephone Type;
8) IWTS Station Identifier;

9) Station Location;
10) Destination Number (with partial field search capability);
11) Authorized CDCR Staff User ID;
12) Custom Definable Field;
13) Completed Calls;
14) Incomplete Calls;
15) Recorded Calls;
16) Played Calls (including user ID date/time);
17) Three-Way calls;
18) Copied Calls (including user ID date/time;
19) Calls with Notes (including user ID date/time);
20) Call Duration (with definable field to select a range in mm:ss);
21) Start Code (with drop down list);
22) End Code (with drop down list);
23) Alert Group;
24) Rate Type (with drop down list); and,
25) Call Category (with drop down list).

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.5 CDCR IWTS Administrative Reports

6.9.1.5.1 IWTS User ID Creation Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.5.2 IWTS Audit Log Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.5.3 IWTS Live Monitoring Terminal Activity Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.5.4 IWTS Passive Acceptance Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.5.5 IWTS Blocked Number Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.1.5.6 IWTS Do Not Record Report

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.1.5.7 IWTS Data Backup Validation Report

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.2 FORMAT OF MONTHLY IWTS REPORTS

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

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

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

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

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.3 IWTS CUSTOMER SERVICE REPORTS

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

6.9.3.1 IWTS Trouble Ticket Report

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

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

1) IWTS Trouble Ticket Number;

2) Date and Time Trouble was Reported;

3) Time and Date Trouble was Closed;

4) CDCR Facility Name;

5) Severity of Service Issue (as reported);

6) Type of Service Reported;

7) Description of Service Issue;

8) Issue Resolution;

9) Follow-up Required; and,

10) The sum of trouble tickets shall be listed at the bottom of the report, tallying the number of closed tickets and tickets remaining open. The summary of the trouble ticket information shall be carried forward to the IWTS Trouble Ticket Summary Report.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.3.5 IWTS Customer Service Ad Hoc Report Capability

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.4 IWTS SERVICE, SUPPORT, AND MAINTENANCE REPORTS

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.4.1 Current IWTS Inventory Report (Monthly)

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

The following fields shall be included for each facility:

1) Category of Facility (Adult Institution, Adult Camp, Community Correctional Facility, Female Offender Program, Youth Facility, Youth Camp, CDCR Field Offices);
2) Name of the Facility;
3) Physical Address;
4) Name of the serving LEC;

5) Size of Rack space available (where applicable);

6) The following elements shall be included for each piece of equipment;

   a) Type of hardware equipment:

      i. IWTS Telephone Set;

      ii. Live Monitoring Terminal;

      iii. Live Monitoring Station with Hardwired Cut-Off Switch;

      iv. Investigative Workstation;

      v. Router;

      vi. Modem;

      vii. Uninterruptible Power Supply;

      viii. LAN;

      ix. Controller; or,

      x. Any other type of hardware associated with the IWTS.

   b) Equipment Identification Number;

   c) Equipment Location:

      i. Housing Unit;

      ii. Yard Location; or,

      iii. Building Location.

   d) Type of telephone:

      i. Standard IWTS telephone; or

      ii. TDD/TTY telephone (portable or fixed).

   e) Type of Telephone Environment:

      i. Indoor; or

      ii. Outdoor.

   f) Type of Telephone Enclosure:

      i. Wall enclosure;

      ii. Booth with doors;

      iii. Booth without doors; or

      iv. Holding cell.

   g) Type of Telephone Mounting:

      i. Wall Mount;

      ii. Pedestal Mount;

      iii. Cart Mount;

      iv. TDD/TTY Portable Mounting; and,

v. TDD/TTY Fixed Mount.

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.4.2 IWTS Network Performance Reports

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.5.3 IWTS Daily Call Volume by Call Type Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.5.4 IWTS Daily Call Volume for International Calls Report

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.9.5.5 IWTS Data File

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.9.6 IWTS AD HOC REPORTS

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.10 IWTS FINANCIAL REPORTS

The Prime Contractor shall provide recurring monthly revenue reports to the State Contract Manager identified in SOW, Section 4, Administration of Contract, by the tenth (10th) calendar

day of each month. These reports are separate from the monthly reporting process described in Section 6.9, IWTS Tools and Reports.

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

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

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.10.1 IWTS SUMMARY MINUTES BY CALL CATEGORY REPORT

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

1) Report period (month);

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.10.2 MONTHLY IWTS DISTRIBUTION OF REVENUES BY CALL CATEGORY SUMMARY

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

1) Report period (month);
2) Local, IntraLATA, InterLATA, Interstate and International grouping;
3) Call party by location;
4) Total calls by Call Category;
5) Percentage of total calls;
6) Average minutes per call by Call Category;
7) Minutes of calls by Call Category;
8) Rate per minute by Call Category;
9) Percentage of total minutes by Call Category;
10) Per minute revenue by Call Category;
11) Gross billable tax revenue by Call Category;
12) Gross billable revenue by Call Category;

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.10.3 IWTS CORRECTIONAL FACILITY SUMMARY REPORT

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.10.4 MONTHLY IWTS REVENUE ANALYSIS REPORT

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

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

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

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

10) Per minute revenue by Call Category;
11) Gross billable tax revenue by Call Category;
12) Gross billable revenue by Call Category;
13) Percentage of gross billable revenue by Call Category;
14) Grand totals for each month calculated and displayed for each Call Category, total calls, total average minutes per call, total minutes, total gross billable tax revenue, and total gross billable revenue for each month. These shall include subtotals and totals for each of the categories; and,
15) Cumulative grand totals for the year (both State fiscal and calendar) calculated and displayed for total Local, IntraLATA, InterLATA,, Interstate, and International calls, total average minutes per call, total minutes, total per minute revenue, total gross billable tax revenue, and total gross billable revenue.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.10.6 MONTHLY IWTS TRACKING REPORT

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

1) Month;
2) Total minutes; and,
3) Cumulative grand totals for the year (both State fiscal and calendar) shall be calculated and displayed for total minutes.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.10.7 CUMULATIVE MONTHLY IWTS ADMINISTRATIVE FEES REPORT

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.11 IWTS WEB SITE PORTALS

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.11.1 IWTS PUBLIC WEB SITE

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.11.2 IWTS PRIVATE WEB SITE

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.11.3 PRIME CONTRACTOR HOSTED WEB-BASED IWTS APPLICATION

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

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

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

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.11.3.1 System Use Notification/IWTS Log-In Screen

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.11.3.2 IWTS Log-Out Screen

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.11.3.3 IWTS Concurrent Session Control

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.11.3.4 IWTS Application Session Expiration

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12 IWTS SERVICE LEVEL AGREEMENTS

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

This section defines performance objectives, measurement processes, and Rights and Remedies.

General Requirements:

The Prime Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Affiliates, subsidiaries, any Subcontractors, or resellers under this Contract.

All SLAs will be applied 24 hours a day, seven (7) days a week.

All SLAs shall be classified as either Technical or Administrative.

Unless otherwise stated in the SLA, all technical SLAs shall be applied to all systems and components.

1) The Prime Contractor shall monitor all service levels and identify when the service has failed to meet the SLA objective identified in Sections 6.12.3, IWTS Technical Service Level Agreements, and 6.12.4, IWTS Administrative Service Level Agreements. The Prime Contractor will apply rights and remedies in accordance with SOW Section 11, Annual Run Rate Cost Adjustments. The Prime Contractor will apply and report all SLA occurrences to the State on a monthly basis in accordance to Section 6.12.5, IWTS Service Level Agreement Reports.

2) The State will perform periodic SLA audits to ensure the Prime Contractor is accurately identifying, reporting and applying remedies for all SLAs. There is no expiration for applying Rights and Remedies. The State may elect to recalculate any previous years' Conversation Minutes (CM) or IWTS Service Level Agreement Rights and Remedies Minutes (ISLARRM) as defined in SOW, Section 11, Annual Run Rate Cost Adjustment,

as a result of a revised monthly SLA report. The Prime Contractor shall correct all errors within 30 calendar days of written notification from the State.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.1 IWTS RIGHTS AND REMEDIES

If an outage/performance event fails to meet one (1) or more of the IWTS SLA objectives, only the SLA with the largest ISLARRM will be applied.

To the extent that Prime Contractor offers additional or more advantageous rights and/or remedies to customers for similar services offered through other on-line service guides or other programs, the State shall be entitled to exercise the rights and/or remedies therein.

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

The Prime Contractor will apply the Rights and Remedies for each device, circuit/phone number, and application impacted by the service failure.

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

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

In addition, Rights and Remedies for all SLAs will allow the option for the State to invoke the escalation process described in Section 6.13.3, IWTS Escalation Plan.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.2 IWTS TROUBLE TICKET STOP CLOCK CONDITIONS

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

Stop Clock criteria include:

1) Periods when a restoration or testing effort is delayed at the specific request of the CDCR authorized staff. The Stop Clock condition shall exist during the period the Prime Contractor was delayed, provided that reasonable and documented efforts are made to contact the CDCR authorized staff during the applicable Stop Clock period.

2) Time after a service has been restored, but CDCR authorized staff request that the ticket be kept open for observation. If the service is later determined by the CDCR authorized staff to not have been restored, the Stop Clock shall continue until the time the CDCR authorized staff notifies the Prime Contractor that the service has not been restored.

3) Time after a service has been restored, but CDCR authorized staff are not available to verify that the service is working. If the service is later determined by the CDCR authorized staff to not have been restored, the Stop Clock shall apply only for the time period between The Prime Contractor's attempt to notify the CDCR authorized staff that Prime Contractor believes the service has been restored and the time the CDCR authorized staff notifies the Prime Contractor that the service has not been restored.

4) Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Prime Contractor.

5) Failures occurring as a result of a power problem, outside the control of the Prime Contractor, which exceeds 30 minutes. Stop Clocks will apply after the initial 30 minutes as required in Section 6.2.10, IWTS Power Requirements. Power outages resulting from a backup generator test will not be considered a Stop Clock condition. Power outages as a result of the Prime Contractor will not be considered a Stop Clock condition.

6) Lack of building entrance wiring facilities or conduit structure that are the CDCR authorized staff's responsibility to provide.

7) The following contact/access problems, provided that Prime Contractor makes specific efforts to contact the appropriate CDCR staff for site access during the applicable Stop Clock period:

   a) Access necessary to correct the problem is not available because access has not been arranged by appropriate site contact or CDCR Authorized Staff representative;

   b) Site access is not granted to a technician who displays proper identification;

   c) Site has limited hours of access that directly impacts the Prime Contractor's

ability to resolve the problem;

d) If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply;

e) Any problem or delay documented on the trouble ticket to the extent caused by CDCR authorized staff that prevents or delays the Prime Contractor's resolution of the problem. In such event, the Prime Contractor shall make a reasonable request to CDCR authorized staff to correct the problem or delay; or,

f) Delays in the process of admittance to the CDCR facility.

8) Failure of the trouble ticket originator or responsible CDCR authorized staff to return a call from Prime Contractor's technician for on-line close-out of trouble tickets after the service has been restored as long as the Prime Contractor can provide documentation substantiating message.

9) An outage directly related to any properly performed scheduled maintenance or upgrade by the Prime Contractor. Any such Stop Clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to this Stop Clock criteria.

10) Any problem or delay caused by a third party not under the control of the Prime Contractor, not reasonably preventable by the Prime Contractor, including cable cuts not caused by the Prime Contractor. The Prime Contractor's affiliates, subsidiaries, or Sub Contractors shall be deemed to be under the control of Prime Contractor with respect to the equipment, services, or facilities to be provided under this Contract.

11) Force Majeure events, as defined in Attachment 2, General Provisions – Information Technology (GSPD-401IT, 06/08/10) of the Contract.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Availability Voice	The monthly availability percentage equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month multiplied by 100. This SLA is applied at the individual component level.	The monthly Availability percentage shall be based on the accumulative total of all trouble ticket outage durations per circuit/phone number, device and/or application, per calendar month. Scheduled uptime is based on 24 x 7x number of days in the month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from this monthly accumulative total.	Minimum: 99.5%	50% of the total monthly down time will be added to the ISLARRM per device, circuit/phone number, application.
Availability Data IWTS Call Detail Records IWTS Voice Recordings	The monthly availability percentage equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month multiplied by 100. This SLA is applied at the individual component level.	The monthly Availability percentage shall be based on the accumulative total of all trouble ticket outage durations per circuit, device and/or application, per calendar month. Scheduled uptime is based on 24x 7x number of days in the month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from this monthly accumulative total.	DS0 >99.2% DS1 >99.5% DS3>99.8% OCX >99.8%	50% of the total monthly down time will be added to the ISLARRM per device, circuit/phone number, application.
Time to Repair - Major	Any failure or security breach of the IWTS that results in the total shut down of the IWTS at any single CDCR facility for more than four (4) hours.	The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a CDCR Authorized Staff, whichever occurs first. The Prime Contractor shall open a trouble ticket and compile a list for each application/device/ service affected by the common cause. Each service, device, and/or application is out of service from the first notification until the Prime Contractor determines the service is restored. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.	Minimum: Less than four (4) hours to repair.	100% of the total down time will be added to the ISLARRM per device, circuit/phone number, application, per outage event. The State has option to request an IWTS Executive Outage Summary 6.12.5.4.

6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Excessive Outage	An Excessive Outage shall be defined as a trouble ticket that remains open with the Prime Contractor on an IWTS service, device, and /or application for more than 12 hours.	The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, device, and/or application, minus Stop Clock conditions. Any service reported by CDCR Authorized Staff as not having been restored shall have the outage time adjusted to the actual restoration time.	Minimum: Less than 12 hours to repair.	100% of the total down time will be added to the ISLARRM per device, circuit/phone number, application, per outage event.
Round Trip Transmission Delay/Latency IWTS Investigative Work Stations IWTS Administrative Control System IWTS Live Monitoring Terminals IWTS Voice Network IWTS Investigative Tool Network	Average round trip transmission delay measured from the customer edge device to Prime Contractor's Centralized Data Storage Facility back to the customer edge device.	The CDCR Authorized Staff is responsible for opening a trouble ticket with the Prime Contractor's Help Desk when the delay exceeds the monthly objective. The problem requires timely verification, consistent with industry standards by the Prime Contractor. The trouble ticket shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in Availability or Time to Repair measurements unless and until the CDCR authorized staff reports service as unusable for its intended uses.	Cannot exceed one (1) of the following objectives for three (3) consecutive months: 64 byte ping<60ms Minimum: 1000 byte ping <120ms.	Increase bandwidth within the network by 25%. The Prime Contractor provides verification of bandwidth increase.

6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Jitter IWTS Telephone System	Variations in transfer delay measured from the customer edge device to the Prime Contractor's Centralized Data Storage Facility.	The CDCR Authorized Staff is responsible for opening a trouble ticket with the Prime Contractor Help Desk when the jitter exceeds the monthly objective. The problem requires verification consistent with industry standards (calculations defined in: IETF RFC 3550 RTP, RFC 3611 RTP), by the Prime Contractor. Trouble shall be tracked as a QoS problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the CDCR Authorized Staff reports service as unusable for its intended uses.	Minimum: Less than 15ms for three (3) consecutive months.	25% of the time (in minutes) users are experiencing poor voice quality shall be added to the ISLARRM, per event.
Packet Loss IWTS Telephone System	Packets lost between the customer edge device and the Prime Contractors Centralized data Storage facility.	The CDCR Authorized Staff is responsible for opening a trouble ticket with the Prime Contractor Help Desk when packet loss occurs. The problem requires timely verification, consistent with industry standards (e.g., protocol analyzer), by the Prime Contractor. Trouble shall be tracked as a QoS problem using a special disposition code on the trouble ticket. QoS tickets shall not count in Availability or Time to Repair measurements unless and until the CDCR Authorized Staff reports service as unusable for its intended uses.	Minimum: 0.5 percent (0.5%) maximum packet loss for three (3) consecutive months.	25% of the time (minutes) users are experiencing poor voice quality shall be added to the ISLARRM, per event.

6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Catastrophic Outage **(CAT)**	Total voice failure to five (5) or more CDCR facilities. Or If the centralized database is not accessible from remote workstations or the internet for more than two (2) hours.	The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by CDCR, whichever occurs first. Outage duration shall be measured on an individual service outage basis from information recorded from the network equipment or trouble ticket. The Prime Contractor shall open a trouble ticket and compile a list for each application, device, and/or service affected by the common cause. Each application, device, and/or service is considered out of service from the first notification until the Prime Contractor determines the application, device, and/or service is restored. Any application, device, and/or service reported by the CDCR authorized staff as not having been restored shall have the outage time adjusted to the actual restoration time.	Less than two (2) hours to repair.	**Voice** 200% of the total voice failure down time will be added to the ISLARRM, per device, circuit/phone number, application, per outage event. **Data** 500 Minutes per hour of down time, per event. The State has the option to request Executive Outage Summary.
Call Detail Record (CDR) and Voice Recording Information Loss	The loss or damage to the CDRs or voice recordings.	CDCR Authorized Staff shall report information loss (including reduced audible quality) to the Prime Contractor by opening a trouble ticket. All instances of missing data shall be reported on a per record basis (CDR or Voice Recording) for each trouble ticket.	100% of data	500 minutes will be added to the ISLARRM, per lost or damaged CDR or voice recording. The State has the option to request Executive Outage Summary identifying all instances in which the data cannot be restored.

6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Download Interval IWTS Voice Recording	The number of minutes between the command to download the voice recording and the completion of the file download.	CDCR Authorized Staff shall report any instance exceeding the monthly objective by opening a trouble ticket. This SLA is applied per occurrence.	Minimum: Download shall not exceed two (2) minutes for every 15 minutes of voice recordings for three (3) consecutive months.	Increase bandwidth within the network by 25% The Prime Contractor provides network diagram of bandwidth increase.
Individual Facility Excessive Download Interval IWTS Voice Recording	The number of days in a rolling 90 day window in which an individual CDCR Facility download interval exceed two (2) minutes for every 15 minutes of voice recordings.	The number of days is derived from the Prime Contractor trouble ticket system. CDCR Authorized Staff shall report any instance exceeding the SLA download interval by opening a trouble ticket. For every 24-hours a trouble ticket is opened “one day” will be applied to the SLA measurement. Stop clocks will apply. This SLA is accumulative over a 90 day rolling period and shall be reported monthly.	The number of days in a rolling 90 day window shall not exceed six (6) days.	The Prime Contractor will upgrade the system to achieve SLA compliance within 60 calendar days of the monthly SLA report. The Prime Contractor will also apply 10,000 minutes per month to the ISLARRM, for each consecutive month the site fails to meet this SLA objective.
Provisioning	Provisioning is defined as, moves, adds, changes, and deletes completed by the Contractor on or before the negotiated due dates.	Install intervals are based on CDCR and Prime Contractor negotiated due dates identified in the IWTS Work Authorization	Service provisioned on or before the due date per install order.	500 minutes will be added to the ISLARRM, per device, circuit/phone number, application.

6.12.3 IWTS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
Transition-In	The Prime Contractor shall meet its obligation to "Transition–In" in accordance to Section 6.15, IWTS Transition Requirements, with acceptance by CDCR for each CDCR facility.	The Prime Contractor must receive approval from CDCR that each CDCR facility transition has been completed in accordance with the approved transition plan identified in Section 6.15, IWTS Transition Requirements.	100% transitioned on or before the scheduled due date, per CDCR facility.	2,880 minutes a day, per facility, not completed will be added to the ISLARRM,.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.4 IWTS ADMINISTRATIVE SERVICE LEVEL AGREEMENTS

SERVICE LEVEL	DEFINITION	MEASUREMENT	OBJECTIVE	SEVERITY
Reporting IWTS Reports of Detected Attempts 6.3.1.12.2 IWTS Investigative Reports 6.9.1.3 CDCR IWTS Administrative Reports 6.9.1.5 IWTS Customer Service Reports 6.9.3 IWTS Service Support and Maintenance Reports 6.9.4 IWTS Financial Reports 6.10 IWTS Service Level Agreement Reports 6.12.5	All reports shall meet the requirements, be fully functional, and delivered in accordance with the timelines required in Section 6.9, IWTS Tools and Reports.	See the Objective	Deliver all reports within three (3) business days of the Prime Contractor and State mutually agreed delivery dates from Section 6.9, IWTS Tools and Reports.	500 minutes per report, per month will be added to the ISLARRM.
On-time Administration Fee Payment	The Prime Contractor shall pay the monthly Administration Fee to Technology Agency each month as agreed in Section 6.2.1, Contract Administration Fee.	See Objective	Technology Agency receipt of the electronic fund transfer on or prior to the due date.	10,000 minutes per day will be added to the ISLARRM until receipt, of Administration Fee.

6.12.4 IWTS ADMINISTRATIVE SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	OBJECTIVE	SEVERITY
Tools and Report Implementation Monthly IWTS Trouble Ticket Report6.12.5.1 IWTS Public Web Site 6.11.1 IWTS Private Web Site 6.11.2 On-Line Payment for IWTS Prepaid Accounts 6.14.6.4 IWTS Reports of Detected Attempts 6.3.1.12.2 IWTS investigative Reports 6.9.1.3 IWTS Customer Service Reports 6.9.3 IWTS Service Support and Maintenance Reports 6.9.4 IWTS Financial Reports 6.10 IWTS Service Level Agreement Reports 6.12.5	All Contactor provided tools and reports shall be functioning and accepted by the State based on the implementation timeline.	Within 45 business days after Contract award, the Prime Contractor and the State shall agree to the implementation timeline dates for the tools and reports listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed six (6) months following the Contract award date.	All tools and reports shall meet the requirements, be fully functional, accepted by the State and delivered in accordance with the timelines. Additional or replacement tools and reports shall be fully functional and accepted by the State by mutually agreed dates.	250 minutes per report/tool per week, until implemented, will be added to the ISLARRM.
Tool Availability IWTS Trouble Ticket Reporting and Tracking System6.8.2.2 IWTS Public Web Site 6.11.1 IWTS Private Web Site 6.11.2 On-Line Payment for IWTS Prepaid Accounts 6.14.6.4 IWTS Help Desk for CDCR 6.8.2.1	The monthly availability percentage for each tool equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month multiplied by 100 per tool. Scheduled uptime is based on 24 x 7 x number of days in the month.	CDCR shall report any failure or problem to the CDCR Help Desk and a trouble ticket shall be opened. The tool is unusable during the time the ticket is open until restoration of the tool. Stop clocks in Section 6.12.2, IWTS Trouble Ticket Stop Clock Conditions, shall apply. The Availability percent shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.	100% functional 99% of the time for each tool, measured on a monthly basis.	500 minutes per tool will be added to the ISLARRM.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.5 IWTS SERVICE LEVEL AGREEMENT REPORTS

The IWTS Monthly Service Level Agreement Reports shall be posted to the Prime Contractor's private web site. The report(s) must be loaded onto the web site and available to CDCR Operations Manager and California Technology Agency (Technology Agency) in a data extractable application. The Prime Contractor shall provide the reports as described in this section.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.5.1 Monthly IWTS Trouble Ticket Report

All trouble tickets must appear in a SLA report within 60 calendar days of the trouble ticket service restoration time stamp. The report shall list all trouble tickets with a service restoration time stamp occurring within the reported month, including tickets not qualifying for Rights and Remedies. This report shall show which SLA Rights and Remedies were applied to each ticket number, when applicable.

The Monthly IWTS Trouble Ticket Report shall include the following detail:

1) Report period;
2) Prime Contractor's trouble ticket number;
3) Circuit number/service ID/phone number/device ID;
4) Service type;
5) Brief trouble symptom;
6) Brief restoration description;
7) Name of CDCR facility;
8) Service address of reported trouble. Separate fields and no abbreviations for each;
    a) Street;
    b) Suite,
    c) City; and,
    d) Zip Code.
9) Ticket open date;
10) Open time;

11) Problem restoration date;
12) Problem restoration time stamp;
13) Problem restoration duration;
14) Total stop clock duration;
15) Outage duration;
16) Yes/No if qualified for SLA;
17) QoS disposition code;
18) Type of SLA applied; and,
19) Rights and Remedies applied to each ticket (minute amounts/bandwidth increase), when applicable.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.5.2 IWTS Catastrophic (CAT) Outage SLA Report

CAT outages shall be reported independently on a per occurrence basis. An IWTS Catastrophic (CAT) Outage SLA Report shall be provided to CDCR within 60 calendar days of the restoration date. CAT reports shall include the following information: reporting period, date and time of occurrence, circuit number/service ID/phone number(s)/device ID, product type, transport type (e.g., DS0, DS1) (if applicable), CDCR facility name, ticket open date, ticket open time, problem restoration time stamp, problem restoration time, total stop clock duration, outage duration, and Rights and Remedies.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.5.3 Monthly IWTS SLA Summary Report

The Prime Contractor shall provide a Monthly IWTS SLA Summary Report that includes the total number of tickets opened, number of tickets with remedies applied, total number of tickets with remedies applied per SLA type (includes CAT Outages), total remedies/minutes/bandwidth subtotaled per SLA type, and grand total remedies/minutes/bandwidth applied for the month.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.5.4 IWTS Executive Outage Summary Report

An IWTS Executive Outage Summary Report may be requested by the CDCR Operations Manager for any significant network outage or critical service failure. An IWTS Executive Outage Summary Report shall include the following information:

1) Outage description;
2) Date and time of outage began;
3) Date and time of resolution;
4) Resolution description;
5) Prime Contractor trouble ticket number;
6) Service location;
7) "Impact to the State" (number of users affected/locations/service types);
8) Chronology of Prime Contractor steps to resolve the problem; and,
9) "Path Forward" (steps taken to mitigate future outages).

The Prime Contractor shall provide an initial report within 24-hours of recorded incident to be followed with a comprehensive report delivered within 30 calendar days.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.5.5 Annual IWTS SLA Trouble Ticket Summary Report

The Prime Contractor shall provide an Annual IWTS SLA Trouble Ticket Summary Report displaying the grand total number of trouble tickets, number of trouble tickets with remedies per SLA type, total remedies/minutes/bandwidth per SLA type, grand total number of tickets with remedies/minutes/bandwidth and grand total of remedies/minutes/bandwidth (includes CAT Outages).

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.12.5.6 Annual IWTS SLA Trouble Ticket Summary by CDCR Facility Report

The Prime Contractor shall provide an Annual IWTS SLA Trouble Ticket Summary by CDCR Facility Report containing the total number of trouble tickets per CDCR facility. For each facility, provide total number of trouble tickets by SLA type and remedies applied for each SLA type.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13 IWTS BUSINESS PLAN REQUIREMENTS

Given the size and complexity of the IWTS, the State seeks to confirm that the selected Prime Contractor will have both the size and sophistication to effectively implement and support the Contract. Bidders shall provide plans that identify the Bidder's approach to various aspects of supporting the IWTS as described in this section. These plans will be used as a foundation for the development of final comprehensive plans as directed by the CDCR Operations Manager. The Prime Contractor shall meet with the CDCR Operations Manager to finalize the plans. All plans will be submitted within 60 calendar days following Contract award and will become part of the Contract upon approval by the CDCR Operations Manager.

CDCR Operations Manager will approve or reject submitted plans within 10 business days. Plans rejected under CDCR review must be resubmitted within 15 calendar days.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.1 PRIME CONTRACTOR IWTS BUSINESS PLAN

The Prime Contractor IWTS Business Plan shall detail and demonstrate that the Bidder has the qualified staff and sufficient resources to support the business and contractual requirements of the Contract.

The Prime Contractor IWTS Business Plan as described in this section, shall be provided to the state within 30 days of Contract award and annually thereafter.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.1.1 IWTS Staffing and Resource Requirements

Bidders shall identify and describe the appropriate staff resources to be assigned upon award of the Contract as listed in this section:

1) A list of personnel classifications assigned with required skills defined for each classification.

2) An organization chart of personnel assigned to the Contract.

3) Brief resume statements and percentage of time key personnel will be dedicated to implementation and ongoing Contract responsibilities, including the following:

   a) Executive Officers;

   b) Dedicated Contract Program Manager;

   c) Project Manager (Transition/Migration/Transfer, as appropriate);

   d) Service Operations Manager; and,

   e) Training Manager.

4) Executive level personnel available to meet and confer with the State on Contract-related issues at the CDCR Operations Manager office location.

5) Other key personnel available to work in California.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.1.2 IWTS Staffing and Resource Background Check Requirement

California Public Utilities Code Section 7910, subdivision (b), requires that all independent Prime Contractors or vendors of a telephone corporation and their respective employees have a background check performed. CDCR requires that a LiveScan background check be conducted prior to implementation and throughout the Contract. The Prime Contractor and any Subcontractors will be required to complete the CDCR forms that include providing personal information described in SOW Exhibit A, Gate Clearance Information and Approval Sheet. Prime Contractor or any Subcontractor employees who do not pass the required background screening criteria cannot be assigned to any work area with access to IWTS data or systems.

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.1.3 IWTS General Business Requirements

Bidders shall describe in detail the business and Contract management processes.

Bidders shall describe in detail their ongoing processes and commitment to providing quality service.

Bidders shall describe in detail their business processes for the IWTS Transition-In and IWTS Transition-Out of the Contract.

Bidders shall describe in detail the business processes for initiating service orders, procurement of IWTS equipment, tracking of trouble reports and adherence to Contract terms and conditions.

Bidders shall describe in detail the processes for installing, servicing and maintaining the various components of the IWTS.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.2 IWTS PROJECT MANAGEMENT PLAN

Bidders shall submit a proposed IWTS Project Management Plan that details and demonstrates an understanding of the project management requirements and the need for properly qualified staff for effectively installing multiple systems, in short time frames, across a wide geographical area and in tight coordination with the State Subcontractors, local LECs, and other vendors. The Project Management Plan shall address installation of all required equipment and services no later than 12 months following Contract award. The IWTS Project Management Plan shall address transition and the on-going management of the IWTS/MAS Contract components.

The Prime Contractor will meet with the State to finalize the IWTS Project Management Plan within 30 calendar days of Contract award.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.2.1 Project Management Methodology

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.2.2 IWTS Project Schedule

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.2.3 IWTS Site Specific Information Requests

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.2.4 Project Manager Certification for IWTS

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.2.5 Project Teams for IWTS

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.3 IWTS ESCALATION PLAN

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

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

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.4 IWTS CHANGE MANAGEMENT PLAN

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

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

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

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

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

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

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

1) All changes to the IWTS environment are managed;

2) Changes will be implemented with minimal impact on the State;

3) All changes will be tested and accepted by CDCR prior to implementation; and,

4) The State will be given timely notification of pending changes.

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.5 IWTS CONFIGURATION MANAGEMENT PLAN

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

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

1) Hardware installed or upgraded; and,

2) Software/firmware installed or upgraded.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.6 IWTS SECURITY MANAGEMENT PLAN

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

1) Section 6.3.1.9, IWTS Voice Network Security;

2) Section 6.4.2.16, IWTS Live Monitoring Terminal Physical Security;

3) Section 6.5.2.9, IWTS Investigative System Network Security;

4) Section 6.5.3.3, IWTS Investigative Workstation Software Security;

5) Section 6.7, IWTS Data Management; and

6) Section 6.7.1, IWTS Information Security.

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.7 IWTS CUSTOMER SERVICE PLAN

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.8 IWTS SERVICE, SUPPORT, AND MAINTENANCE PLAN

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9 IWTS TRANSITION PLANS

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.1 IWTS Transition-In Plan

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.1.1 CDCR and End-User Impact

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.1.2 IWTS Transition-In Planning and Scheduling

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.1.3 Local Exchange Carriers (LECs) Agreements for IWTS

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.1.4 Working with IWTS Incumbent Contractor

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.1.5 IWTS Cut-Over Process

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.1.6 IWTS Data Transition-In Planning

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

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

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.1.7 IWTS System Configuration

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.2 IWTS Transition-Out Plan

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

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

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

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

6.13.9.2.1 Transition of IWTS Equipment

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.2.2 State, CDCR, and End-User Impact

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.2.3 IWTS Transition-Out Planning and Scheduling

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

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.2.4 Working with Future IWTS Contractor

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

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

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.13.9.2.5 IWTS Data Transition-Out Planning

Bidders shall describe the Data IWTS Transition-Out Planning tasks, including dependencies on CDCR and/or Prime Contractor data and resources. Bidders shall provide a data schema to detail which data elements will be available. Bidders shall identify preferred export file formats, time frames for delivery of data, and quality assurance procedures to verify completeness and accuracy of data transition.

The Prime Contractor shall export all data, including current and archived inmate/ward recordings, CDRs, and information contained within the IWTS Facility Phone list database (i.e., blocked numbers, etc.) to the awarded future IWTS Contractor.

The State reserves the authority to define export data formats, storage media type, locations to which data is to be delivered, and other special criteria deemed necessary for successful transition.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14 IWTS BILLING REQUIREMENTS

The Prime Contractor's reimbursement for the services provided by this Contract shall be limited to the rates described in Appendix B, Attachment 7, Cost Worksheets. The Prime Contractor shall bill End-Users only for the Conversation Minutes of completed calls at the contracted rates.

There shall be no charges for any functions associated with the Prime Contractor's Customer Service or billing, including the application of IWTS Conversation Minutes in support of any IWTS Customer Service or billing function.

The Prime Contractor shall not impose any restrictions on the number of authorized telephone numbers that can be called through IWTS to the same billing address.

The Prime Contractor agrees to provide a URL to the Prime Contractor's payment web site as described in 6.11.1, IWTS Public Web Site.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.1 IWTS CONVERSATION MINUTES

For the purposes of billing under this Contract, IWTS Conversation Minutes shall include the actual time that the parties are able to converse through the IWTS. The calculation of IWTS Conversation Minutes will begin when the parties can communicate following acceptance of the call by the called party and will end when either party hangs up or the call is otherwise terminated. Duration of the IWTS Conversation Minutes will be rounded to nearest one (1) minute. Billing for IWTS Conversation Minutes will be rounded to the nearest one cent ($0.01). IWTS Conversation Minutes will be billed in increments of a one (1) minute initial increment and one (1) minute subsequent increments.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.2 IWTS COLLECT CALL BILLING SERVICES

The Prime Contractor shall provide all services associated with IWTS Collect Call Billing Services such as billing, out-clearing, and line information database (LIDB) verification. The Prime Contractor shall assume all responsibility for billing and collecting payments from called parties that receive IWTS collect calls.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.2.1 IWTS Collect Call Processing

When an inmate/ward places a call on the IWTS, the Prime Contractor's system shall be able to make a determination and handle the call as follows:

1) If there is a mechanism in place for the Prime Contractor to bill the called party for a collect call (i.e., agreement with the Local Exchange Carrier, direct billing), then the call will be processed to the called party's number for collect call acceptance;

2) If the called party's number is determined to not qualify for collect call charges or collect calling, then the inmate/ward will hear a recorded message stating "calls to this number cannot be completed."

3) The IWTS must have a method of automatically and immediately contacting the called party at the telephone number dialed by the inmate. Notification will be given that an inmate or ward is attempting to call, and the message will provide guidance on how to establish a billing account or to remove any call blocking the customer may have in place with their local telephone company. The IWTS shall make a secondary notification call to the called party if the called party hangs up on the first attempt.

Bidders shall describe the specific process the system will employ to qualifying collect calls.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.2.2 Monthly IWTS Collect Call Charge Limits

The IWTS may include monthly Maximum Collect Call Charge Limits to a telephone number. Once the threshold is reached, the called party will be required to make a payment towards the balance otherwise their telephone number will be blocked. The maximum collect call charge limit (if any) shall be no less than $100 per month. The Prime Contractor shall provide a means for customers, with a record of regular full payment paid by the statement's due date, to increase their monthly limit by $50.00 increments up to a minimum of $300.00 per month or greater by mutual agreement between the Prime Contractor and the State. The Prime Contractor shall establish a means of notifying customers anytime they are approaching an established maximum collect call charge limit. There may be call limit exceptions to offices that provide legal services and receive a large volume of calls within a month.

Bidders shall describe the business practice they will employ to establish:

1. A monthly maximum limit on collect call charges (if any);
2. The methods they will use to advise customers when they are approaching the monthly maximum limit; and,
3. The policy they will employ for customers, with good payment records, to raise the monthly maximum limit.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.3 IWTS PREPAID BILLING SERVICES

The Prime Contractor shall provide all services associated with Prepaid Billing Services to the called party such as billing, arrangements for the collection of funds and administering account balance information.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.3.1 IWTS Prepaid Call Processing

When an inmate/ward places a call on the IWTS, the IWTS shall be able to make a determination and handle the call as follows:

1) If the called party has a prepaid account and there is a balance with enough funds to make a three (3) minute call, then the call will be processed to the called party's number and the called party will hear the balance of their account before being given the opportunity for call acceptance. The system will include a time-out warning to the called party and inmate/ward when funds are depleted and when the call is about to be terminated.

2) If the called party's number is determined to not qualify for prepaid call charges when the prepaid account does not have sufficient funds, then the inmate/ward will hear a recorded message stating "calls to this number cannot be completed at this time." The called party will be notified and given the option to establish a mechanism to allow calls to be billed to this number.

   The IWTS must have a method of automatically and immediately contacting the called party at the telephone number dialed by the inmate or ward. Notification will be given that an inmate is attempting to call, and the message will provide guidance on how to contact a Customer Service Representative about their prepaid account. The IWTS shall make a secondary notification call to the called party if the called party hangs up on the first attempt.

   Bidders shall describe the specific process their system will employ to qualifying prepaid calls.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.3.2 IWTS Prepaid Account Payment Methods

Prepaid Account Payment Methods may include checks, credit cards, bank debit cards, money orders, certified check, Western Union or through some other third party means.

The Prime Contractor shall accept the following types of payment for prepaid calling:

a) Western Union [3rd party payment];
b) Certified check;
c) Via the Internet;
d) Credit card;
e) Bank debit card; and,
f) Money order.

Bidders shall describe the process for establishing and administering prepaid accounts, including all methods by which a prepaid account may be paid.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.3.3 IWTS Unused Prepaid Account

Unused Prepaid Accounts that have no IWTS call activity for 90 calendar days may indicate that there is no longer a need for the account. The Prime Contractor shall notify the account holder of any such circumstance in writing within two (2) weeks following the 90-day period of no IWTS activity. The written notification will include detailed instructions that describe the Prime Contractor's processes for closing the account and the End-User receiving the unused balance of funds that are in the account.

The Prime Contractor shall not automatically close any prepaid account due to lack of use for any period of time. The Prime Contractor shall only close a prepaid account at the customer's direction or under the following condition: Prime Contractor must provide a written notification to the customer of intent to close an account. This written notification must be sent via United States Postal Service (USPS) mail. If there is no response from the customer by any means after 180 calendar days from the posting of the written attempt, Prime Contractor may then close the prepaid account.

Bidders shall describe the process they will employ to identify unused prepaid accounts, the notification process in the event of 90 calendar days of inactivity, and the Bidder's policy regarding timely return of unused funds.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.4 IWTS PROCESSING OF CALLS TO CELL PHONES

The IWTS will process inmate/ward calls to cell phones that have an established direct bill account with the Prime Contractor in accordance with the following terms. The end user will provide the Prime Contractor:

1) Proof of a subscription cell phone service that includes their name on the monthly bill and reflects their primary billing address;
2) Their mailing address, if different from the billing address; and,
3) Name of their wireless service provider.

All calls to cell phones will require the end-user to set up a direct bill account with the Prime Contractor and shall have the option of being collect or prepaid.

The Prime Contractor will not establish accounts where no documentation is provided or where the documentation provided:

1) Does not include the end user's name and primary billing address on the monthly bill,
2) Has a mailing address that is different from billing address, and
3) Identifies a service, service provider, or cell phone associated with a pay-as-you go or disposable cell phone.

Bidders shall describe the process they will employ to differentiate between cell phones that are qualified to receive calls and those that are not. Describe how often the databases that are used for cell phone providers are updated.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.5 IWTS BACK BILLING OF CHARGES

Bills for calls that have not been presented to the appropriate collection service, Credit Card Company or direct billed party within 90 calendar days shall be considered non-chargeable and no longer collectable by the Prime Contractor. The Prime Contractor shall have the burden of proof regarding collection or payment disputes.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.6 IWTS MONTHLY CUSTOMER STATEMENTS

The Prime Contractor shall provide the called party with IWTS Monthly Customer Statements. The Prime Contractor will provide billing details for all calls including collect calls and prepaid calls.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.6.1 IWTS Monthly Customer Billing Statement Content

The IWTS Monthly Customer Billing Statement Content for collect and prepaid calls shall include:

1) Statement billing period;

2) Customer number or other reference number (if applicable);

3) Prime Contractor's toll free Customer Service telephone number regarding billing;

4) A detail of each call, including:

a) Date and time of call (PT);

b) Originating CDCR facility;

c) Telephone number called;

d) Conversation Minutes (to the nearest minute);

e) Rate per-Conversation Minute;

f) Applicable federal universal fees and other related taxes; and,

g) Total call cost.

5) Call billing format (collect call or prepaid call):

a) The beginning account balance and ending account balance;

b) An explanation of how total Conversation Minutes are rounded to the nearest one (1) minute and total billed to the nearest one cent ($0.01);

c) A note of how IWTS Conversation Minutes will be billed in increments of a one (1) minute initial increment and one (1) minute subsequent increments.

d) A description of the applied federal universal fees and other related taxes;

e) A description of the rates for Local, IntraLATA, InterLATA, and Interstate Calls as well as information on where to find the rates for International Calls; and,

f) An explanation of where to find information on how to request a refund of any unused prepaid account balance.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.14.6.2 IWTS Delivery of Monthly Billing Statements

The Prime Contractor shall give the customer the option of receiving on-line or hard copy billing statements. If hard copy is selected, a hard copy of the Monthly Billing Statements will be mailed to the called party no more than ten (10) business days following the billing month at no additional charge to either the State or to the customer. The Prime Contractor shall inform the customer when setting up a prepaid account that Monthly Billing Statements are available at no extra charge and that statements of usage for any of the last six (6) months can be requested at any time at no charge. Monthly Billing Statements shall be for one (1) calendar month starting with the first of each month.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.6.3 IWTS Monthly Customer Billing Statements On-Line

The Prime Contractor shall provide the ability to view IWTS Monthly Customer Billing Statements On-Line through the Public Web Portal. Customers shall be provided the opportunity to view the current Monthly Billing Statement and six (6) most current Monthly Billing Statements through the Public Web Site at no charge to the customer.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.6.4 On-Line Payment for IWTS Prepaid Accounts

The Prime Contractor shall provide customers the ability to make on-line payments for IWTS charges detailed on the Monthly Billing Statements regarding their prepaid account.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.14.7 DELINQUENT ACCOUNTS

The Prime Contractor shall provide customers with written notification if a payment is not received. The Prime Contractor shall establish a deadline for payment, after which the account may be blocked until payment is received.

Bidders shall describe the practices they will use throughout the term of the Contract in dealing with Delinquent Accounts, including a description of what constitutes delinquency, how notification of Delinquent Accounts will be made to customers, and the Bidder's policy for reinstating customers' accounts once payments are current.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.15 IWTS TRANSITION REQUIREMENTS

The implementation of an IWTS services involves a great deal of coordination and cooperative effort between CDCR and the incoming and the outgoing Prime Contractors. This section details some of the requirements necessary for an effective transition process. It is impractical to detail all of the Transition Requirements that must occur for a smooth transition from one contract to another and in fact, it is each party's cooperative effort that will have the greatest effect on the process. At the end of the Contract, during the transition process to the future IWTS contract, the State will take ownership of the IWTS telephone equipment including all telephones, enclosures, and cut-off switches located at CDCR facilities. The Prime Contractor will continue to maintain ownership and responsibility for all live monitoring, investigative and administrative components along with the appropriate transition and removal of that equipment.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.15.1 PRIME CONTRACTOR COOPERATION

The Prime Contractor shall cooperate fully with the State in planning, coordinating and implementing both required transition phases. For both the Transition-In (IWTS/MAS Contract) and Transition-Out (future IWTS/MAS contract) phases, the Bidder will provide a plan that will assure the State that all services will be transitioned in a timely and efficient manner as described in Section 6.13.9, IWTS Transition Plans.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.15.2 TRANSFER OF IWTS EQUIPMENT OWNERSHIP

The Prime Contractor shall abandon in place, at no cost to the state, all telephones, enclosures, cut-off switches and associated cabling as part of the Transition-Out process to the future IWTS/MAS contract. The Prime Contractor shall continue to maintain all equipment until the Transition-Out process has been completed and accepted by the CDCR Operations Manager. Major milestones dates shall be identified by CDCR Operations Manager in the approved Transition-Out Plan.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.15.3 IWTS TRANSITION PLANNING

The purpose of the IWTS Transition Planning is to assure that the State and the End-Users experience a near uninterrupted Transition-In and Transition-Out of the contracted services.

Within ten (10) business days after the Contract award, the State will contact the Prime Contractor to schedule a meeting that will include the State and Prime Contractor staff to discuss transition details that include: planning, coordination, and implementation. The State recognizes the complexities and risks involved in a transition project of this size and magnitude. The State reserves the right to modify the Transition In/Out Plans.

The Prime Contractor is expected, as part of the required IWTS Transition-In planning, to coordinate with the incumbent provider(s) on all actions required to facilitate timely and orderly transition of services. The Prime Contractor shall participate in two (2) transition phases: the IWTS Transition-In phase is the transition from the incumbent Contractor services to the new Contract services and the IWTS Transition-Out phase occurs at the end of the Contract term or cancellation of the Contract, whichever occurs first.

For both IWTS Transition-In and IWTS Transition-Out, the entire transition process must be transparent and take place at no additional cost to the State.

Coordination and development of an installation plan will be organized between the Prime Contractor, CDCR Operations Manager, the incumbent IWTS contractor and the facility's staff.

To ensure that the CDCR business objectives are met, the CDCR Operations Manager shall have final approval authority for both IWTS Transition-In and IWTS Transition-Out Plans.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.15.4 IWTS STRATEGIC AND OPERATIONAL PLANNING

The Prime Contractor will work with the State for technology planning and is expected to assist in:

1) Development of goals and objectives;
2) Assessment of the current environment; and,

3) Development and analysis of recommended strategies, solutions, and alternatives.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.16 INTRODUCTION FOR THE MANAGED ACCESS SYSTEM SERVICES

CDCR is the primary user of the IWTS/MAS Contract. Exhibit 6-O, Adult Institution MAS Locations and Exhibit 6-P, Future Adult Facility MAS Locations Anticipated includes the CDCR locations, addresses, and telephone numbers in addition to the anticipated CDCR locations that may use the MAS services.

The State seeks a Prime Contractor maintained Managed Access System. The MAS will provide CDCR with complete 24-hour continuous blocking of all unauthorized cellular wireless communications within the scope of the facility with the exception of calls to 9-1-1 Emergency Telephone System (9-1-1 ETS). Concurrently, the MAS will allow full transmission functionality of authorized cellular devices operating in the same coverage areas.

The MAS implementation shall be completed within 36 months following Contract award. The State has identified a phased approach, Exhibit 6-S Managed Access System Implementation of Facilities, that includes: Phase 0, one (1) facility to be completed within 5 months of contract award; Phase I, 17 facilities to be completed within 18 months of contract award; Phase II, 19 facilities to be completed within 36 months of contract award. Future Phases/Sites currently in the design, construction and/or planning stages shall be completed within 6 months of the States request to Prime Contractor. The CDCR Operations Manager and the Prime Contractor will collaborate to finalize the implementation schedule. The Prime Contractor shall not begin implementation of Phases I, II, and Future Phases/Sites without CDCR acceptance of Phase 0 test results. The Prime Contractor shall be responsible for all costs associated with implementation of the MAS services, including costs associated with new installation of MAS equipment and services.

The MAS services shall minimize the demands of State personnel through innovative use of technology and streamlined processes. The responsibilities of the State Contractor are outlined in Attachment 1, Statement of Work (SOW). The responsibilities of the Prime Contractor for the MAS services are outlined in Section 6.21.1.1, MAS Responsibilities of the Prime Contractor.

The MAS services will be deployed at CDCR facilities within a custodial environment; therefore certain security requirements are enforced. Site access and rules associated with working in a custodial environment are described in Exhibit 6-A, Special Correctional Environment.

The Prime Contractor shall engineer, furnish, install, test, and maintain all equipment, software, and cabling to interconnect devices required for the proper functionality of the MAS.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.16.1 MAS REQUIREMENTS OVERVIEW

6.16.1.1 MAS Designation of Requirements Overview

All requirements in this Section 6 are Mandatory and are pass/fail. A "Fail" will result in a Final Bid being deemed nonresponsive and, therefore, will be disqualified. Answering "No" to any of the Mandatory requirements will result in a Final Bid being deemed nonresponsive and, therefore, will be disqualified.

The Prime Contractor shall provide all Mandatory requirements at no cost to the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.16.1.2 MAS Bidder's Documentation Requirements

Bidder's response to specific IFB requirement shall include drawings, plans and diagrams where required that further describe the details of their response for each technical requirement in Section 6, Technical Requirements

"Yes" responses to technical requirements shall be specifically described within the "Description" portion of the response. Additional information may be provided in accordance with the bid format described in Exhibit 8-B, Technical Response Format Requirement. Manufacturer's literature is only acceptable when it is specific to the Bidder's response.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.16.1.3 Pacific Time

Requirements to time shall be displayed in Pacific Time (PT).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.16.1.4 Special Correctional Environment

By their nature, correctional facilities require a high level of security twenty-four hours a day, seven (7) days a week. Because of this need to maintain security, all potential Bidders must be aware of the regulations regarding access to install or maintain equipment at the institutions. The rules and procedures associated with access and performance in this special environment are provided in Exhibit 6-A, Special Correctional Environment. Access and project schedules are subject to change without notice that may be a result of lockdowns or other access limitations at one or more correctional facilities.

The Prime Contractor will be responsible for implementing services that will operate in the existing environment. CDCR provides no guarantee that the current institutional environments will remain the same.

CDCR reserves the right to do other work on or near the transition or installation of the MAS services. The Prime Contractor and any Subcontractor(s) shall cooperate with other contractors and suppliers. The Prime Contractor shall schedule, conduct, adjust, correct, and coordinate work so as to facilitate work by others and prevent delays.

The State or public agency shall be responsible for the remediation of any asbestos and/or lead-based paint that may be discovered. If the Prime Contractor or any Subcontractor(s) find any presence of asbestos and/or lead paint, they are to notify the CDCR Operations Manager immediately.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17 MAS GENERAL REQUIREMENTS

These requirements apply to support and functionality of the entire Managed Access System (MAS) services.

6.17.1 MAS COMPLIANCE

The MAS services shall comply with all regulatory requirements imposed by local, state, and federal regulatory agencies and any legislative requirements imposed throughout the term of this Contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.1.1 MAS Local, State, and Federal Statutory and Regulatory Compliance

The MAS services shall comply with all statutory and regulatory requirements imposed by local, state, and federal regulatory agencies for all systems and services provided throughout the term of this Contract. The Prime Contractor shall work with the State to implement any changes as dictated by the statute or regulation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.1.2 MAS Legislative Compliance

The Prime Contractor shall comply with all legislative requirements imposed by the State for all systems and services provided throughout the term of this Contract, including all options. The Prime Contractor shall work with the State to implement any changes as dictated by the statute.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.1.3 MAS Hardware Engineering Documentation

The Prime Contractor shall provide engineering specifications for all major hardware components used to meet the requirements of this Contract. These engineering specifications shall provide an explanation of each component's capability to adequately perform the MAS requirements. Any future changes to the hardware or a component's configuration shall be documented and provided to the State for approval prior to implementation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.2 MAS SOFTWARE LICENSING

The Prime Contractor shall possess and document all software licenses necessary to legally operate the MAS. The Prime Contractor shall own and maintain all software for the term of the Contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.3 MAS DOCUMENTATION REQUIREMENTS

6.17.3.1 MAS Documentation

The Prime Contractor shall provide hard and electronic copies of all documentation. All written documentation and drawings shall be provided in Microsoft Office 2003 or newer, Adobe Acrobat 7.0 Professional or newer. Electronic drawings shall be in AutoCAD Reader 2010 version 18 release 24 or newer (.dwg) and Microsoft Visio 2003 or newer (.vsd) as specified by the CDCR Operations Manager. Hard copy drawings shall be provided in Standard E-size.

The Prime Contractor shall validate with the State prior to the delivery as to the acceptable software versions.

The Prime Contractor shall ensure all documentation is indexed, searchable, and available on the Prime Contractor hosted web-based MAS application.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.3.2 Types of Pre-Installation Documentation for MAS

Unless otherwise stated, the following documentation shall be delivered to CDCR 30 calendar days prior to MAS installation at each CDCR facility.

The Prime Contractor shall provide hard and electronic copies of the drawings to include one (1) half size, one (1) full size, and/or diagrams to the CDCR Operations Manager prior to the beginning of work at each installation site. These drawings and/or diagrams shall be subject to approval by CDCR prior to the commencement of work. Such approval does not relieve the Prime Contractor from the responsibility of meeting all requirements of the Contract. All drawings and/or diagrams that contain special symbols either of a product or technically specific nature shall contain legends denoting the meaning of the symbols.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.3.3 MAS As-Built Documentation Requirements

In instances where the actual installation deviates from the model MAS service drawings and diagrams, the Prime Contractor shall notify the CDCR Operations Manager of the deviation and provide drawings and diagrams appropriate to the installation (as-builts), one (1) full size, one (1) half size, and one (1) electronic.

The delivered drawings and diagrams must reflect all changes made during the installation. The Prime Contractor shall identify the changes by “clouding” the original design to show both the original design and the alterations made.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes___No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.3.4 MAS Documentation Availability

The Prime Contractor shall develop and maintain current hard copy and web-based documentation of each manual necessary for the MAS and make the documentation available to the CDCR Operations Manager upon request. The Prime Contractor shall explicitly define how the MAS web-based documentation functionality will be delivered.

The Prime Contractor must include, at no cost to the State, a copyright release specifically allowing authorized State staff to reproduce copyrighted documentation for government purpose rights.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.3.5 State Property (DELETED)

6.17.4 MAS ACCURATE TIME AND DATE

The Prime Contractor's MAS service shall maintain accurate Pacific Time (PT) and date stamping in a consistent manner for all CDCR MAS sites. The accurate PT and date shall be distributed to all network nodes using or displaying the date and time of day. The MAS service shall use a single standardized time source, such as the Official U.S. time, and update to that source at least once per day as well as upon power up conditions. All date and time elements in all reports, records, and data components generated by the MAS shall reference PT. Date and time elements shall not vary more than one (1) second from any one source to any other source across any local or wide area network component.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.4.1 Daylight Saving Time

Software shall automatically adjust for California daylight saving time changes that occur twice a year. These changes shall be accomplished without causing interruption to MAS service operations and shall be done automatically at the exact time of change.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.5 MAS LOCATION CATEGORIES

The MAS shall be installed at CDCR adult institutions as specified in Exhibit 6-S, Managed Access System Implementation of Facilities. A listing of the current CDCR facilities is provided in Exhibit 6-O, Adult Institution MAS Locations. A listing of future CDCR facilities is provided in Exhibit 6-P, Future Adult Facility MAS Locations Anticipated. CDCR locations may be modified, added, or deleted over the term of the Contract as CDCR facilities are modified, activated, and/or deactivated.

Exhibit 6-R, CDCR Facility Topography identifies the CDCR facilities by related categories: co-located, rural or urban, varied terrain, non-contiguous facilities, and Minimum Security Facilities (MSF) located outside the secured perimeter.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.6 DESIGNING AND ENGINEERING THE MAS AT CDCR FACILITIES

The Prime Contractor shall design and engineer the MAS for each site. If additional detailed site specific information is required for engineering the MAS, the Prime Contractor shall submit a written request to the CDCR Operations Manager using SOW, Exhibit G, Request for Information. The CDCR Operations Manager will then evaluate the request to ensure that there is no risk to security before releasing the information.

The Prime Contractor shall be responsible for all public works and design and engineering configurations. All final plans and specifications shall be approved by CDCR and the State Public Safety Communications Office (PSCO) 30 business days prior to installation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.7 MAS CABLE AND WIRING

6.17.7.1 Connecting MAS Equipment

The Prime Contractor shall provide all necessary cable and wiring in support of the MAS. The MAS service must be installed independent of the CDCR network infrastructure and shall have no dependencies on any cable or wiring not installed by the Prime Contractor.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.7.2 MAS Industry Standards

All Prime Contractor installed wiring and cabling infrastructures for the MAS shall meet current Building Industry Consulting Services, International (BICSI International Cabling Standard) best practices. All MAS wiring and cabling shall be concealed, to the extent possible, from plain view. All cables, wires and equipment shall be firmly held in place. Fastenings and supports shall be adequate to support their loads with ample safety factors based upon such factors as seismic zone. For specialized installation areas where security is a consideration, the Prime Contractor shall meet CDCR's and Public Safety Communications Office (PSCO) cabling requirements to ensure a secure installation (located in Bidder's Library).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.8 MAS POWER REQUIREMENTS

The MAS shall be capable of fully recovering from a power outage automatically or remotely once power is restored.

The Prime Contractor is advised that the CDCR facilities perform tests of the backup generators at least once per month. During this testing, the power will be temporarily disabled throughout the correctional facility, including the telecommunications room.

The Prime Contractor shall provide all equipment necessary to maintain 100% functionality for the MAS for a minimum of 30 minutes. Outages resulting from CDCR Facility backup generator testing will not be considered a stop clock condition in calculating MAS Service Level Agreements (SLAs).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.8.1 MAS Conditioning Equipment

The Prime Contractor shall provide electrical conditioning and protection, such as, Uninterruptable Power Source (UPS) and surge protection strips, to protect all MAS components against electrical surges, reduced voltages, and/or poor electrical qualities from the correctional facility. Any changes to the physical structure of a correctional facility required for the installation of conditioning and protection devices must first be approved by and coordinated with the CDCR Operations Manager.

The Prime Contractor shall submit a written request to the CDCR Operations Manager using SOW, Exhibit F IWTS/MAS Contract Change Request when a change is being requested.

The Prime Contractor shall submit this form for any positive or negative impact scope of the project. The form shall be submitted with estimated

scope impact or project time impact in an e-mail to the CDCR Operations Manager. The Prime Contractor may proceed with the Change Request once CDCR approves and responds.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.9 MAS SYSTEM ARCHITECTURE

6.17.9.1 MAS Service Ubiquity

The MAS service shall have the ability to provide functionality throughout the State. Bidders shall accurately describe the processes, design, and equipment necessary to fulfill this requirement.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.17.9.2 MAS Service Scalability

The MAS service shall have the ability to increase delivery of services in number and/or size. Bidders shall accurately describe the processes, design, and equipment necessary to fulfill this requirement.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18 MAS FUNCTIONAL REQUIREMENTS

6.18.1 MAS FUNCTIONALITY

The Prime Contractor shall provide all software and hardware system requirements for complete 24-hour continuous blocking of all unauthorized cellular wireless communications within the scope of the facility with the exception of calls to 9-1-1 Emergency Telephone System (9-1-1 ETS). Authentication shall be based on a combination of cellular wireless device hardware and associated phone number, and shall accommodate connectivity for all cellular wireless device types in North America. Cellular wireless devices authorized by CDCR Operations Manager shall have full functionality. This requirement shall be maintained for the term of the Contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.1.1 MAS Facility Coverage

The MAS services shall block all unauthorized cellular wireless communications within the following designated areas to the extent that these areas are covered without impacting cellular service in CDCR facility public parking lots, on-grounds staff housing, and all areas outside the state property line as defined in Exhibit 6-T, MAS Coverage by Facility:

1) The secured perimeter of CDCR facilities;
2) Inmate/Ward Minimum Security Facilities (MSF); and,
3) Inmate/Ward work assignment areas that include the warehouse, firehouse, Prison Industry Authority, Inmate/Ward Labor, Joint-Venture Program, Recycling and Salvage Program (RASP), and Motor Pool.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.2 MAS PLACEMENT AND INSTALLATION

The Prime Contractor shall collaborate with the CDCR Operations Manager to identify site specific placement and installation. Equipment placement installation shall comply with all safety and security requirements per the CDCR Design Criteria Guidelines (included in Bidder's Library). The CDCR Office of Design Standards and Services shall review and approve all plans for equipment placement and installation prior to commencing any work.

Bidders shall describe the MAS space, electrical, environmental, and network connectivity.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.3 MAS COVERAGE OF DEVICES AND RADIO FREQUENCY BANDS

The MAS shall have the capability to cover the following devices and associated radio frequency (RF) bands:

1) Cellular – 824-849/869-894 MHz;
2) PCS – 1850-1990 MHz;
3) iDEN – 806-824/851-869 MHz;
4) AWS – 1710-1755/2110-2170 MHz; and,
5) Other spectrum bands in use for cellular communications during MAS deployment.

Prime Contractor is responsible for maintaining coverage of the most current celluar communication technologies in use at all accepted sites until full deployment of MAS is complete.

All MAS proposed hardware must be new and the latest model in current production and meet customer functional requirements. Used, shopworn, refurbished, demonstrator, prototype or discontinued models are not acceptable for installation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.4 MAS AFFECTS ON CURRENT RADIO SYSTEM

Currently, CDCR uses 800 MHz radio systems for communications within the CDCR facilities.

6.18.4.1 Radio Frequency Interference

The MAS shall operate without causing more than 1 dB of interference to the equipment of other legitimate users of the radio spectrum. This includes use within and beyond the boundaries of a correctional facility.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.4.2 Degradation of Fixed Radio Receivers

The MAS shall operate without causing more than 1dB of degradation to the fixed station radio receivers associated with the 800 MHz radio systems.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.4.3 Degradation to Subscriber Units

The MAS shall operate without causing more than 1dB of degradation to the subscriber units associated with the 800 MHz radio systems where the public safety radio users are reasonably expected to be performing their duties.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.5 HOSTED WEB-BASED MAS APPLICATION

The Prime Contractor shall host a web-based MAS application with two-factor authentication accessible to authorized users through networks designated by the CDCR Operations Manager. The web-based application shall provide the State with access to administrative tools, data search capabilities, service level agreement reports, training and other tools and reports as requested by the State.

The web-based MAS application shall be compatible with Microsoft Internet Explorer 7 and newer.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.5.1 System Use Notification/Log-In Screen for MAS

Upon log-in, the web-based MAS application shall:

1) Display an approved system use notification message or banner before granting access to the MAS service that provides privacy and security notices consistent with applicable federal laws, Executive Orders, directives, policies, regulations, standards, and guidance, and states that:

a) Users are accessing an official State of California information system;

b) System usage may be monitored, recorded, and subject to audit; and,

c) Unauthorized use is prohibited and subject to criminal and civil penalties.

2) Retain the notification message or banner on the screen until users take explicit actions to log on to or further access the information system.

The Prime Contractor shall modify the notice at the CDCR Operations Manager's request.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.5.2 MAS Log-Out Screen

The Log-Out icon will be used when authorized users log out of the web-based MAS application.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.5.3 MAS Concurrent Session Control

The application shall limit the number of concurrent sessions for each system account to a single session.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.5.4 MAS Application Session Expiration

The application shall time out user session after 15-minutes of inactivity and prevent further access to the system.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.6 MAS CELLULAR WIRELESS COMMUNICATION PROCESSING

6.18.6.1 MAS Processing of 9-1-1 ETS Calls

The MAS shall permit processing of 9-1-1 ETS calls from all cellular wireless communication devices.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.6.2 MAS Real-Time Monitoring of Blocked Cellular Wireless Communications

The MAS shall provide the ability to monitor blocked cellular wireless attempted communications in real-time. Real-time monitoring shall only be accessible to authorized CDCR users upon issuance of a warrant.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.6.3 MAS Blocked Call Message

The MAS service shall provide a voice recorded message to the calling party that the attempted call is being blocked. The CDCR Operations Manager will work with the Prime Contractor to determine the message content.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.6.4 Text and Email Notification for MAS

The MAS service shall provide a text message response to unauthorized cellular wireless devices in response to attempted text message or e-mail transmissions. Text message reply shall be transmitted to the unauthorized cellular wireless device attempting the transmission within 60 seconds of the attempt. The CDCR Operations Manager will work with the Prime Contractor to determine the message content.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.6.5 MAS Blocked Communication Database

The Prime Contractor shall retain a Blocked Communication Database of the electronic identification number and telephone number of unauthorized cellular devices and the called party number, date, time, and Institution/Facility of the attempted transmission for each blocked attempt. The MAS shall have the ability for CDCR Authorized staff, upon issuance of a warrant, to retrieve data stored in the Blocked Communication Database.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.18.7 ROLE-BASED MAS USER PROFILES

The MAS shall provide for role-based user profiles, allowing specific functions and features unique to each role. The Prime Contractor shall be responsible for the System Administrator User activities. The CDCR Operations Manager will be responsible for the Operations Administrator, Device Authorizer, Device Activator, Forensic Investigator, and State Contract Manager User activities. Each MAS User shall have unique identification credentials and be verified for identity through two-factor authentication.

The MAS Users shall be able to access the MAS service in one of the following roles:

1) System Administrator
   a) Maintain database of all role-based profiles;
   b) Update system software;
   c) Troubleshoot application programming and code;
   d) Repair system software;
   e) Generate system health status reports; and,
   f) Provide back-up and recovery of stored data.
2) Operations Administrator
   a) Create and manage Device Authorizer, Device Activator, Forensic Investigator, State Contract Manager User accounts;
   b) Set and reset user authentication credentials;
   c) Generate audit reports;
   d) Generate operational reports for executive consumption;
   e) Request maintenance and operations assistance from System Administrators;

f) Generate system health status reports; and,
g) Generate customer service/trouble ticket reports.

3) Device Authorizer
   a) Approve cellular devices for addition to the list of authorized devices; and,
   b) Run reports on device authorization activity.
4) Device Activator
   a) Add cellular devices to the list of authorized devices;
   b) Delete cellular devices from the list of authorized devices; and,
   c) Generate reports on activation/deactivation activity.
5) Forensic Investigator
   a) Request data file delivery via Secure File Transport Protocol (SFTP).
6) State Contract Manager User
   a) Generate Service Level Agreement reports; and,
   b) View Service Level Agreement reports.

The MAS service shall provide a distinct display screen for each role based profile type. The distinct display screen shall only display the unique abilities and accesses for the role based profile type being accessed.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.19 MAS SECURITY

6.19.1 MAS SECURITY

Throughout the Contract term, the Prime Contractor will take any and all steps necessary to ensure the continuous security of the MAS, including all data, and provide data security procedures for CDCR.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.19.2 MAS USER LOG-ON NAME

The MAS application shall have an MAS User Log-On name of five (5) to 20 characters.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.19.3 MAS PASSWORDS

6.19.3.1 MAS Password Requirements

All access to MAS and databases will require a unique log-on and a password. The Prime Contractor shall access the MAS databases in the same manner with the same restrictions. The CDCR Operations Manager shall have the ability to monitor and control Prime Contractor staff access to MAS data.

The MAS shall require passwords and password change reminders for the MAS environment consistent with the following rules:

1) Passwords are not to be shared;

2) Length range: eight (8) to 14 characters;

3) Password must be composed of characters from at least three (3) of the following four (4) groups from the standard keyboard:

   a) Uppercase letters (A-Z);

   b) Lowercase letters (a-z);

c) Arabic numerals (0-9); and,

d) Non-alphanumeric characters (punctuation symbols)

4) Passwords must be changed every 42 calendar days or less and application shall provide reminders prior to expiration;

5) Must not be a dictionary word;

6) Must not be stored in clear text;

7) Must be hashed using industry accepted MD5 or better; and,

8) Passwords lock out after five (5) failed attempts.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.19.3.2 MAS User Authentication Log

The MAS must log successes and failures of MAS User authentication at all application and database layers as well as log all MAS User transactions.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.19.4 MAS DATA TRANSMISSION ENCRYPTION

The MAS shall encrypt any transmissions of data containing confidential information with an industry-recognized encryption standard that is in compliance to the FIPS Standard 140-2.

Electronic Transmission to include:

1) File Transfers;

2) Remote access to the network or application; and

3) System and network monitoring traffic.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.19.5 MAS ANTI-VIRUS AND VIRUS PROTECTION

6.19.5.1 MAS Anti-Virus and Virus Protection Software

The MAS shall install and actively use a comprehensive third-party anti-virus and virus protection software, and routinely update such software when updates are released.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.19.6 REPORT OF MAS BREACH OR COMPROMISE

The Prime Contractor shall verbally notify the Agency Information Security Officer via live attendant at the CDCR Enterprise Information Services Help Desk versus an automated voice messaging system within one (1) hour of discovery. A written report shall be provided to the CDCR Agency Information Security Officer (Agency ISO) and CDCR Operations Manager of any and all breaches or compromises of system and/or data security, and shall take such remedial steps as may be necessary to restore security and repair damage, if any. In the event of a breach or a compromise of system and/or data security, the CDCR Agency ISO may require a system/application security audit.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20 MAS DATA MANAGEMENT

6.20.1 MAS DATA OWNERSHIP

The Prime Contractor shall be the owner of the data collected, processed and stored by the MAS. CDCR shall be the owner of the administrative data pertaining to all authorized cellular devices, authorized users, and all data produced and reports generated at CDCR Operations Manager's request throughout the term of the Contract.

All data collected is confidential. Any unauthorized access to, copying, alteration, use, sale, destruction, or dissemination of that data outside the scope of this Contract without explicit permission by the CDCR Operations Manager is strictly prohibited.

Bidders shall submit a description of how they will comply with the data management requirements described below.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.2 MAS DATA RETENTION

The Prime Contractor shall retain data storage for a five (5) year period. The five (5) year period also applies to the Transition-Out of data upon expiration of the Contract according to Section 6.20.7.3, MAS Export Data Format.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.3 MAS DATA ARCHIVING

The MAS shall provide hardware and software capable of archiving all MAS data after one (1) year. All archived data shall be maintained for four (4) additional years for a total of five (5) years of retention. Archived data shall reside at the Prime Contractor's California Database Storage Facility within the geographic confines of the State of California. Archived data shall be capable of being viewed, queried, and reported on by authorized CDCR Staff without disrupting ongoing operations. The State Contract Manager and/or the CDCR Operations Manager may visit the Prime Contractor's California Database Storage Facility to audit how the data is being stored. CDCR will provide a 24-hour notice before visiting the Prime Contractor's California Database Storage Facility.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.3.1 MAS Archived Data Content

No production data shall be lost in the archive process. The MAS shall support the full administrative query and reporting functions on archived data.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.4 MAS DISASTER PLANNING, BACKUP, AND RECOVERY

6.20.4.1 MAS Data Backup and Recovery Requirements

The Prime Contractor shall provide all backup and archival hardware, supplies, and recovery procedures, which will ensure that no data will be lost.

The following requirements for this capability are listed in this section.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.4.2 MAS Service Failures

The Prime Contractor shall provide in-service recovery of the databases during a failure.

In-service recovery will allow the MAS service to continue to operate while a failed portion is recovered. The backup shall protect against loss of data from any CDCR correctional facility.

Bidders shall describe how they will provide in-service recovery.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.4.3 MAS Full Recovery

The MAS service shall be capable of recovering all data to the point of full system operation, using an MAS service backup.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.4.3.1 MAS Data Backup Requirements

All data shall be backed up by the MAS service at a site separate from the local facility, where applicable, referred to as Prime Contractor's Primary Database Storage Facility. The Prime Contractor's Primary Database Storage Facility will be the primary location for the storage of blocked call data.

The Prime Contractor shall provide a backup and archiving facility capable of performing backups concurrently with ongoing full operation of the database with no readily apparent effect on any applications running concurrently with the backup activity. Data backups shall occur on a regular basis, at least once each day.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.4.4 MAS Data Backup and Disaster Recovery Plan

The Prime Contractor shall develop and implement an MAS Data Backup and Disaster Recovery Plan for the associated system and equipment. The Plan shall include provisions for support in case of failures in power, data and networking equipment at the host site provided by the Prime Contractor. The Plan shall also address recovery procedures from all natural or man-made disasters including flood or fire at the host facility and monitoring center. Data files shall be copied and maintained in a secure off-site location and identified in the MAS Backup and Disaster Recovery Plan.

The MAS Data Backup and Recovery Plan must at a minimum, adhere to the following requirements:

1) Backup all production data files on a regular schedule such that they can be restored following discovery of a system or program error. Ensure that non-critical files shall be recoverable to the end of the prior MAS service business day, at a minimum. Journalize all critical files to allow restoration up to the last committed transaction.

2) Backup all system-maintained files to permit recovery to the prior system normal business day.

3) Follow recovery procedures synchronizing data files to a point in time relating to journalized files and non-journalized files. In cases where files are not backed up (e.g. operating system files or application executables), follow recovery procedures for reinstating files to the MAS service.

4) Test the backup and recovery procedures on a quarterly schedule by recovering the production environment to an alternate system. Publish the results, including the length of time required to fully recover the system operationally.

5) Document and maintain a backup schedule that meets the required retention periods.

Files shall include, but are not limited to, user definition files and software setup files.

The Bidder shall describe the Data Backup and Recovery Plan.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.5 MAS DATA SECURITY POLICIES AND PROCEDURES

The Prime Contractor shall provide policies and procedures for the network, application, data transmission, data storage, and physical security.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.6 MAS DATA STORAGE PHYSICAL LOCATION

The Prime Contractor's facility, equipment, data transmissions, and data storage shall be secure. At a minimum, the Prime Contractor's facility shall be alarmed and monitored by a local law enforcement agency or security company. The alarm line shall be a tamperproof dedicated circuit and shall not be exposed to any person or thing that could alter or damage the line. The monitoring center shall be equipped with automated fire detection and suppression equipment, and shall have a backup power supply to maintain continuous operation in the event of power failure for a minimum of 30 minutes.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.7 MAS DATABASE

6.20.7.1 MAS Access by Authorized Staff

The Prime Contractor shall provide secure, multilevel database access control configurations and definable staff levels as described in Section 6.18.7, Role-Based MAS User Profiles. The MAS shall allow creation of access levels and assignment of users to those access levels either singularly or by batch input. Additional access levels may be created throughout the term of the Contract.

Database access shall be provided in a hierarchical fashion, beginning with the CDCR Operations Manager. All lower-level access shall be defined by CDCR Operations Manager staff that will include the access for Prime Contractor's authorized personnel log-on.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.7.2 MAS Database Search Capability

All databases shall be searchable on all fields. Search results shall be printable.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.20.7.3 MAS Export Data Format

At any time, upon request, the Prime Contractor shall fulfill the State's request of MAS data, including current and archived logs and reports. The data exports shall be:

1) Formatted in a pipe (|) or comma (,) delimited formatted file and must be compatible with Microsoft Windows or Linux operating systems;

2) Supplied electronically in a secure format or on DVD optical media using the DVD-+RW standards, to be determined by the CDCR Operations Manager at time of request; and,

3) All data fields shall be clearly noted including the database schema.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21 MAS SERVICE, SUPPORT, AND MAINTENANCE

The Prime Contractor shall provide service, support, and maintenance as described below. Bidder shall thoroughly describe the methodology they will provide to support the Contract requirements.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.1 MAS SERVICE, SUPPORT, AND MAINTENANCE RESPONSIBILITIES

6.21.1.1 MAS Responsibilities of the Prime Contractor

The Prime Contractor shall be responsible for the following:

1) Providing prior notification of major on-site changes and modifications of equipment installed. Such changes are subject to prior approval of the CDCR Operations Manager. The Prime Contractor shall use the best commercially reasonable efforts to effect such modification with minimal disruption to the CDCR's operating schedule;

2) Complying with the trouble ticket response times listed in 6.21.3, MAS Trouble Ticket Priority Table;

3) Participating in meetings with the CDCR Operations Manager and staff and/or State staff for the purpose of presenting MAS maintenance reports and discussing resolution to service issues and concerns. These meetings will be at the discretion of the State. The site for the meetings shall be determined by the State. Travel may be required to various State sites or the Prime Contractor's site. The Prime Contractor shall provide representatives for each Subcontractor at these meetings as requested by the CDCR Operations Manager or other State staff. The Prime Contractor will be responsible for travel costs;

4) Coordinating with CDCR Operations Manager the Prime Contractor and any Subcontractor staff's access to CDCR facilities. All personnel who will need one-time or ongoing access to a CDCR facility will be required by CDCR to complete SOW Exhibit A, Gate Clearance Information and Approval Sheet, and Exhibit C, Primary Laws, Rules, and Regulations Regarding Conduct and Association with State Prison Inmates. The CDCR gate clearance forms may differ slightly by facility, but the general information required by the Prime Contractor is the same. CDCR reserves the right to deny the Prime Contractor's employee(s) the right to enter a CDCR facility. All Prime Contractor employees who require access to a facility and do not receive clearance will not be allowed to work on the Contract;

Gate Clearances by a CDCR facility may take up to two (2) weeks. Issuance of a Statewide CDCR identification badge from CDCR Headquarters may take up to 60 business days;

5) Providing skilled technicians who are properly trained and certified to work on the Prime Contractor-provided equipment and software; and,

6) Performing site surveys for all moves, adds, and changes as well as new facility activations. The site surveys will require written documentation that will incorporate digital photos and other diagrams, as needed to document the CDCR facility and Prime Contractor action items. The CDCR Operations Manager will provide a sample format of the minimum requirements of the site survey. Site survey reports shall be submitted within seven (7) calendar days from the date of the survey.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.2 MAS SERVICE AND SUPPORT REQUIREMENTS

6.21.2.1 System and Carrier Signal Verification

Upon notification from the CDCR Operations Manager, the Prime Contractor shall conduct a commercial carrier signal verification service at the CDCR facility where an issue has been identified. Carrier signal verification service shall verify the commercial wireless carrier signals operating in the same space as the signal of the MAS at each facility. Signal verification service shall indicate: the frequencies, channels and Effective Radiated Power (ERP) of the commercial wireless carrier signals and must also include any other information required by the Prime Contractor to ensure correct operation of the MAS. A hard copy of the system and carrier signal verification report including changes from the previous site survey shall be provided to the CDCR Operations Manager. The Prime Contractor shall respond within four (4) hours to make all necessary corrections.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.2.2 Prime Contractor's MAS Help Desk for CDCR

The Prime Contractor shall establish a dedicated MAS Help Desk for the exclusive use of the CDCR Authorized Staff to report, troubleshoot, track, escalate and resolve MAS service-related issues, and receive user support.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.2.3 MAS Help Desk Access

The Prime Contractor shall provide a single MAS toll free number and web-based access to the MAS Help Desk for CDCR Authorized Users. In addition to the toll free number and web-based access, the Help Desk shall be accessible by telephone, mail, e-mail, fax, and TTY. The addresses and toll free telephone numbers for each of these communication methods shall be published on all correspondence.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.2.4 MAS Help Desk Hours of Operation

The Prime Contractor's MAS Help Desk shall be available twenty-four (24) hours a day, seven (7) days per week. Help Desk calls shall only be handled by live Customer Service Representatives. Automated trouble ticket systems are not acceptable. IVR and secure web-based trouble ticket tracking systems may be used to provide status information but will not replace the need for a live operator. The Help Desk shall be operated within the United States.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.2.5 MAS Help Desk Procedures Manual

The Prime Contractor shall develop, provide, and maintain written Help Desk troubleshooting procedures specific to the MAS service and environment for use by the Prime Contractor's organization. The Procedures will be submitted to CDCR for approval prior to MAS implementation and upon modification.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.2.6 MAS Trouble Ticket Reporting and Tracking System

The Prime Contractor will provide an MAS Trouble Ticket Reporting and Tracking System as described:

1) The CDCR Operations Manager shall have real-time access to all the information in the Trouble Ticket Reporting and Tracking System through the Prime Contractor hosted web-based MAS application;

2) CDCR Authorized Staff shall have the ability to open trouble tickets by calling the toll free Help Desk number available 24-hours a day, seven (7) days a week;

3) A Trouble Ticket shall be opened for all identified MAS issues;

4) A trouble ticket number will be provided to the reporting party when the ticket is opened;

5) The Trouble Ticket system shall provide an e-mail notification with all trouble ticket information to designated CDCR Authorized Staff after each trouble ticket has been opened and each time the trouble ticket has been modified or updated;

6) Trouble Tickets are to be closed upon successful resolution and only with CDCR's approval by the person that originated the trouble ticket or by the CDCR Operations Manager or their designated representative;

7) The Trouble Ticket System shall document and track all impacted components by their unique inventory identifier as described in Section 6.22.5.3.3, MAS Current Inventory Report (Monthly);

8) CDCR Operations Manager shall have online access to the complete ticket data for the term of the Contract;

9) Distribution of trouble tickets notifications shall be configurable for automatic e-mail distribution of updates. E-mailed trouble ticket notifications will include a URL link that allows the CDCR Operations Manager to click on and immediately connect to the on-line trouble ticket system. A log of all e-mail notifications will be automatically generated and contained in the body of the ticket; and,

10) The Trouble Ticket System shall provide search capability on any and all fields detailed in 6.21.2.7 MAS Trouble Ticket Content.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.2.7 MAS Trouble Ticket Content

The following fields will be permanently fixed in a drop-down list or automatically generated fields. These fields shall be searchable and/or queried for generation of ad hoc reports as defined in Section 6.22.5.3.4, MAS Ad Hoc Reports.

Minimum requirements for each ticket shall include:

1) Trouble ticket number;
2) Date and time trouble reported (separate fields);
3) Date and time trouble resolved (separate fields);
4) Total time to repair;
5) Name, call back telephone number and e-mail address of person reporting trouble;
6) CDCR facility name where trouble was reported;
7) Component(s) affected (Examples: wiring, network equipment, network transmission, power, software, programming/configuration), including the Equipment Identification as described in Section 6.22.5.3.3, MAS Current Inventory Report (Monthly);
8) Priority assigned to trouble per 6.21.3, MAS Trouble Ticket Priority Table;
9) Trouble Ticket Creator (Prime Contractor's Staff);
10) Reported description of trouble;
11) Name of Prime Contractor's technician assigned;
12) Date and time technician was dispatched;
13) Date and time technician arrived on-site;
14) Actual description of trouble;
15) Description of resolution;
16) Whether the issue had been previously reported but not resolved completely and disposition of the previous trouble ticket;
17) Updates with date and time; and,
18) Notes Section.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.3 MAS TROUBLE TICKET PRIORITY TABLE

MAS Trouble Ticket Priority Definitions and Responses

PRIORITY	CRITERIA	RESPONSE TARGET	RESOLUTION TARGET
1 - Critical	Impact: The MAS service frequency has 'bled' into the community.	30 minutes	Issue will be continuously worked, 24x7x365, until ticket closure or MAS service stabilization, which would result in the issue being downgraded to Major. Status updates are provided in as real-time as possible. Usually CDCR is in constant contact with the MAS Help Desk.
2 – Major	Impact: Full or Partial loss of MAS service at any site. (i.e., unauthorized communications not being blocked, web application unavailable). Impact: Data unavailable. The MAS is unable to fulfill request for data in response to a warrant obtained by CDCR.	Four (4)hours	Issue will be continuously worked until ticket closure or MAS service stabilization, which may result in the issue being downgraded to Minor. Status updates are provided every four (4) hours or sooner if developments occur.
3 - Minor	Impact: The issue is considered to have a noticeable, yet minimal and manageable impact of CDCR operations. Issues that affect reporting are of a nature that is not impacting call blocking but still requires attention in order to meet Contract requirements.	Eight (8) hours	Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PT, Monday – Friday, except California state holidays). Status updates will be provided at the end of the business day or sooner as developments occur.
4 – Change Requests & General Information	Requests for changes and general information.	16 hours	Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PT, Monday – Friday, except California state holidays). Status updates will be provided at the end of the business day or sooner as developments occur.
Note: CDCR will work with the Prime Contractor to properly identify the severity of an issue when the issue is first reported. However, CDCR reserves the right to escalate the status of any issue to a higher severity at any time.			

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.4 MAS MAINTENANCE REQUIREMENTS

The Prime Contractor shall provide preventive maintenance as required by the equipment manufacturer and as necessary to maintain the MAS service. Preventive maintenance shall be provided on a schedule which is mutually acceptable to the CDCR Operations Manager and the Prime Contractor.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.4.1 Scheduling Remote and Routine Maintenance for MAS

The Prime Contractor shall perform any remote, routine, or scheduled maintenance during the off-peak hours of 12:00 a.m. to 4:00 a.m. The Prime Contractor shall provide the CDCR Operations Manager with at least a two (2) week notice prior to scheduling this type of maintenance.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.4.2 Routine and Preventative Maintenance Requirements and Hardware Refresh for MAS

The Prime Contractor shall configure the MAS in such a manner that it will not require on-site support under normal conditions.

The MAS equipment shall be maintained and refreshed as required to satisfy the manufacturer's recommendations and will be the sole responsibility of the Prime Contractor.

The MAS software must be kept up to date as required to satisfy the manufacturer's recommended update intervals and will be the sole responsibility of the Prime Contractor.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.4.3 System and Carrier Signal Verification

The Prime Contractor shall provide periodic verification of commercial carrier wireless signals at each CDCR facility where the MAS is deployed. Such commercial carrier wireless signal verification shall occur no less frequently than semi-annually at each CDCR facility where the MAS is deployed for the duration of the Contract. Verification may be performed by any means capable of verifying commercial carrier wireless signals. Commercial carrier wireless signal verification shall indicate: the frequencies, channels and Effective Radiated Power (ERP) of all commercial carrier wireless signals operating in the same space as the signals of the MAS at each CDCR site. Commercial carrier wireless signal verification shall include any other information required by the Prime Contractor to ensure correct and effective operation of the MAS. The Prime Contractor shall make all necessary changes to the MAS to ensure correct and effective operation within 15 calendar days of the determination of a change in the commercial carrier wireless signals requiring an adjustment to the MAS.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.4.4 MAS Database Update Functionality

The MAS shall broadcast database updates to all appropriate MAS locations on the network, concurrently and without operator intervention. Bidders shall describe the proposed scheme.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.4.5 MAS Remedial Maintenance Requirements

Remedial maintenance shall be provided 24-hours a day, seven (7) days a week.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.4.6 MAS Maintenance Procedures and Scheduling Plans

Bidders shall describe, in detail, Maintenance Procedures and Scheduling Plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components including all MAS equipment with the frequency of required routine and preventative maintenance.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.4.6.1 MAS Remedial Maintenance Response Times

The Contactor will respond to trouble ticket issues within the time frames detailed in Table 6.21.3, MAS Trouble Ticket Priority Table, including dispatching appropriate resources to the affected facilities.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.5 MAS TRAINING REQUIREMENTS

6.21.5.1 MAS General Training Requirements

The Prime Contractor shall provide a customized training plan as described in Section 6.21.5.1.3, MAS Training Plan. The Prime Contractor will train Certified Trainers as described in Section 6.21.5.1.1, Trainer Certification by CDCR. The Training Plan shall employ a hands-on, classroom and train-the-trainer approach at the CDCR Operations Manager office location.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.5.1.1 Trainer Certification by CDCR

The Prime Contractor shall conduct a training class for the CDCR Operations Manager. This class shall allow CDCR to direct modification of the training syllabus to match the actual CDCR environment and configuration, as well as to standardize the training format, materials and terms. The Prime Contractor shall provide a Training Plan at least two (2) weeks prior to the first CDCR Trainer Certification presentation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.5.1.2 MAS Administration Training

The Prime Contractor shall provide MAS Administration Training to CDCR Operations Manager and authorized staff prior to MAS implementation and as needed throughout the term of the Contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.5.1.3 MAS Training Plan

The Training Plan shall contain a complete syllabus of how CDCR authorized staff will be effectively taught to use the MAS. The Training Plan shall include the goals, objectives, timelines, and benchmarks associated with each training component. The Training Plan shall also identify each piece of training material included in the lesson plan (i.e., a MS PowerPoint presentation, or quick reference guide, or 'wiki' type links) as well as the intended use and method(s) of distribution. The Training Plan shall be subject to approval by the CDCR Operations Manager. The Training Plan shall be kept current by the Prime Contractor with modifications or implementation of any features and/or functionality.

The Prime Contractor shall provide post-installation training/support materials that may be used as refresher training, including customized help menus provided in the application, web-based FAQs, Help Desk support and self-contained training programs (e.g., DVD, web-based).

Bidders shall describe any additional methods of training to be provided for MAS. These training materials and modifications shall be subject to approval by the CDCR Operations Manager

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.21.6 MAS USER MANUALS FOR CDCR AUTHORIZED STAFF

The Prime Contractor shall provide and maintain current MAS User Manuals for CDCR Authorized Staff.

1) Customized CDCR user manuals shall contain information that pertains specifically to use of the MAS features and/or functionality by CDCR Authorized Staff. There shall be no references to any features or functionalities that are not provided in the MAS environment to CDCR.

2) CDCR user manuals shall contain detailed and clear instructions on the operation of the MAS services.

3) CDCR user manuals shall be provided prior to the installation at the first correctional facility and subject to CDCR approval.

4) CDCR user manuals shall be updated as software version updates and system configuration changes are made or equipment is installed or modified.

5) The CDCR user manuals may be copied by the State.

6) The Prime Contractor shall develop and maintain current hard-copy and online documentation of each CDCR user manual necessary for the MAS and make the documentation available to CDCR upon request.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22 CDCR MAS ADMINISTRATIVE CONTROL

6.22.1 CDCR MAS ADMINISTRATIVE CONTROL SYSTEM

The Prime Contractor shall provide CDCR with a secure MAS service that provides for administrative control and management of authorized wireless communication devices whitelist per facility and statewide, and control authorized user access to the MAS. The MAS must track all system log-ons, changes and modifications to any administrative controls.

The MAS shall provide secure, multilevel access control configurations and definable staff levels as described in Sections 6.7.6 IWTS Database Access By Authorized Staffand 6.24.6 MAS Security Management Plan. The MAS shall allow creation of access levels and assignment of multiple users to those access levels. Additional access levels may be created throughout the term of the Contract.

Bidders shall submit a description of how they will comply with the MAS administrative control system requirements described in this section.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.2 SITE VISITS TO PRIME CONTRACTOR'S FACILITIES

The State shall have the right to perform site visits to the Prime Contractor's California Operations Facilities and Primary Database Storage Facility with 24-hour notice to the Prime Contractor.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.3 CDCR APPROVAL OF MAS MODIFICATIONS

All planned modifications to software, equipment, and components that affect the operation of the system shall follow a CDCR approved Change Management Plan prior to implementation in any production environment. The Prime Contractor shall submit plans to CDCR for approval at least 30 calendar days prior to any planned implementation.

Modifications to address Critical and Major priority level trouble tickets are exempt from prior CDCR approval. Documentation of changes to software, equipment, or components shall be submitted within 30 calendar days after trouble resolution.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.4 MAS TOOLS, REPORTS, AND ALERTS

This section describes the MAS Tools, Reports, and Alerts to be provided by the Prime Contractor for use throughout the Contract term.

Each tool, report, and alert template will be subject to State approval of layout, detail, and formatting. The Prime Contractor shall implement modifications to the reports during the term of the Contract at the State's request at no additional cost.

Within ten (10) business days after Contract award, the State and Prime Contractor will meet to discuss the timelines and due dates for the implementation and delivery of the tools and reports in this section. If the Prime Contractor fails to meet the agreed upon implementation and delivery dates, the State will apply MAS Service Level Agreements (SLA) to the applicable MAS Tools and Reports described in Section 6.23.5, MAS Administrative Service Level Agreements.

All monthly reports shall be provided on a calendar month basis and available on the web-based MAS application in Excel or .pdf file format, at CDCR's discretion, by the tenth (10th) calendar day following the end of the reporting period.

Bidders shall provide examples of each report listed within this section with the Bid response.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.4.1 MAS Tools

6.22.4.1.1 Prime Contractor Personnel MAS User Profiles

The MAS shall track the activity of Prime Contractor personnel, including any Subcontractors that log-into the MAS for any purpose, including viewing or editing data, systems administration and support, and other technical reasons.

The Prime Contractor shall, upon request, provide to CDCR additional explanations and/or supporting details related to personnel activities.

Prime Contractor personnel user accounts shall be assigned at the individual level, without the use of “generic” or “multi-user” accounts.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.4.1.2 CDCR MAS User Profiles

The MAS shall track the activities of all MAS User profile levels.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.4.1.3 CDCR MAS User Administration

The Prime Contractor shall ensure that CDCR Operations Administrator shall have the ability to create, update, and delete authorized MAS users to individual facilities or statewide.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.4.1.4 MAS Authorized Cellular Device Access Administration

The Prime Contractor shall ensure that CDCR appropriate MAS operator profiles have the ability to create, update, and delete authorized cellular device access to individual facilities or statewide.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5 MAS ENTERPRISE HEALTH VERIFICATION

The Prime Contractor shall provide CDCR the ability to monitor and view the following to verify MAS enterprise health is meeting business requirements:

1) Status and performance of all components;

2) Equipment alarms and/or software errors; and

3) Performance of the servers and web portals.

Bidders shall submit details regarding the MAS topology and how they will provide control of all of the MAS sites. Bidders shall provide plans describing non-stop operations to the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.1 MAS Report Format

The header of each report (to appear centered on each page) shall have the name of the report and the reporting period. The footer shall include the page number, number of pages, and date report printed.

All reported time and date information shall reflect PT. The time and date information shall be synchronized with the same time source that provides the Blocked Call Detail Record (BCDR) at each facility.

Monthly reports shall include daily totals and a summary of all data at the bottom of the report.

Summary reports shall be provided for all monthly reports detailing the summary detail from the monthly reports on a cumulative basis.

Use of color on reports for titles, conditional formatting, and other report elements shall be limited to shades that will remain readable when printed in black and white.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.1.1 MAS Blocked Call Detail Record (BCDR)

The MAS shall generate an MAS Blocked Call Detail Record (BCDR) for all blocked cellular wireless calls which, upon issuance of a warrant, shall be accessible and available for reporting, analysis, or viewing. The BCDR shall be viewable on the web-based MAS application.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.1.2 MAS Blocked Call Detail Record (BCDR) Content

The following information shall be captured and stored for all calls blocked:

1) Correctional facility from which the call was placed;
2) Date and time;
3) Originator's phone number;
4) Originator's cellular device hardware ID; and,
5) Destination phone number (dialed digits).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.2 CDCR MAS Administrative Reports and Alerts

6.22.5.2.1 MAS User ID Report

The MAS User ID Creation Report shall reflect the activity of user ID accounts created/activated during a specific reporting period. This report shall indicate the name and MAS User ID of the CDCR Operations Administrator that created/activated the account with the date and time stamp, the user account(s) created/activated, the date the profile was deactivated, last successful or attempted log-in, and all updates to the account.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.2.2 MAS User ID Alert

An alert shall be generated to the CDCR Operations Administrator as notification when they have created, modified, or deleted a CDCR user account.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.2.3 MAS Audit Log Report

The Audit Log Report shall record and report the MAS User ID, name, log-in date and time, activities (files accessed) for each session. The MAS shall also record and report the user ID, name, time and date of failed attempts.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.2.4 MAS Authorized Number Alert

An alert shall be generated to the appropriate CDCR operator profile as notification when they have added or deleted from the authorized cellular wireless whitelist.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.2.5 MAS Authorized Number Report

The MAS Authorized Number Report shall detail the telephone numbers that have been identified as authorized to hand-off to a commercial carrier. The MAS Authorized Number Report will include the unique user identifier of the personnel that entered or modified the Authorized Number status as well as the dates of status changes to each number.

The Report shall be provided to CDCR Operations Manager quarterly for recertification.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.2.6 MAS Authorized Number Expiration Alert

An alert shall be generated when an authorized whitelist cellular wireless device or group of devices has expired.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.2.7 MAS Authorized Number Expiration Report

A report shall be generated for an authorized whitelist cellular wireless device or group of devices due to expire within 30 calendar days.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.3 MAS Service, Support, and Maintenance Reports

The MAS Service, Support, and Maintenance Reports shall be provided on a calendar month basis and electronic copies shall be delivered in Excel file format by the tenth (10th) calendar day following the end of the reporting period month. Information included in the reports shall only be related to MAS activities.

Reports shall adhere to formatting requirements described in Section 6.22.5.1, MAS Report Format.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.3.1 MAS Data Backup Validation Report

Upon request, the Prime Contractor shall provide MAS Data Backup Validation Reports to the CDCR Operations Manager. Complications or problems associated with backup processes shall also be identified in these reports.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.3.2 MAS Trouble Ticket Report

The MAS Trouble Ticket Report tracks the status and activity of trouble ticket activity each month. The Trouble Ticket Report shall be provided electronically on a calendar month basis. The report shall be delivered in Excel file format by the tenth (10th) calendar day following the end of the reporting period month.

Fields to be included in the Trouble Ticket Report are as follows:

1) Trouble Ticket Number;
2) Date and Time Trouble was Reported;
3) Time and Date Trouble was Closed;
4) CDCR Facility Name;
5) Severity of Service Issue (as reported);
6) Type of Service Reported;
7) Description of Service Issue;
8) Issue Resolution;
9) Follow-up Required; and,
10) The sum of trouble tickets shall be listed at the bottom of the report, tallying the number of closed tickets and tickets remaining open. The summary of the Trouble Ticket information shall be carried forward to the Trouble Ticket Summary Report.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.3.3 MAS Current Inventory Report (Monthly)

The MAS Current Inventory Report provides the CDCR Operations Manager with a complete accounting of the equipment located at CDCR facilities and connected to the MAS. The MAS Current Inventory Report shall include a separate listing of all equipment at each CDCR facility and a summary of the total inventory at each facility, by Category of Facility (Adult Institutions only) and statewide totals.

The following fields shall be included for each facility:

1) Category of Facility (Adult Institutions only);

2) Name of the Facility;

3) Physical Address;

4) Name of the serving LEC;

5) Size of Rack space available (where applicable);

6) Type of hardware equipment;

7) Equipment Identification Number; and,

8) Equipment Location:

   a) Yard Location; or,

   b) Building Location.

A summary total of each element shall be provided at the bottom of the report for each CDCR facility, for each Category of Facility and for all CDCR facilities.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.22.5.3.4 MAS Ad Hoc Reports

The MAS Ad Hoc Reports will be identified by the State on an as-needed basis. These reports may be a modification of existing report sets or a unique combination of other measuring and tracking elements available in the MAS. The Prime Contractor shall work cooperatively with the State in developing the Ad Hoc Reports. There shall be no limit to the number of Ad Hoc Report requests. Upon identifying a report template, the Prime Contractor will deliver the report within ten (10) calendar days. The State may request that the report template become a standard monthly report to be included with other monthly reports.

The Ad Hoc Reports shall allow the State to generate reports from any element in the database that may be useful in performing trending, statistical analysis or other State obligatory requirements.

Ad Hoc Reports include requests to obtain communication data collected and stored by MAS as defined in Section 6.20, MAS Data Management in any reporting format described in Section 6.22.5.1, Report Format, in the event that CDCR obtains a warrant to discover such information.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23 MAS SERVICE LEVEL AGREEMENTS

The intent of this section is to provide the CDCR Authorized staff and Prime Contractor with requirements that define and assist in the management of the Service Level Agreements (SLAs). This section identifies and explains the required SLAs for the business and systems requirements and defines performance objectives, measurement processes, and Rights and Remedies. The Prime Contractor's services include everything from the planning and installation of the on-site MAS and the 'back-end' systems that manage, control and support each of the components that make up the complete MAS service.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.1 MAS SLA GENERAL REQUIREMENTS

1) The Prime Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their affiliates, subsidiaries, any Subcontractors, or resellers under this Contract.

2) All SLAs will be applied 24-hours a day, seven (7) days a week.

3) All SLAs shall be classified as either Technical or Administrative. Unless otherwise stated in the SLA, all technical SLAs shall be applied to all systems and components.

4) The Prime Contractor shall monitor all service levels and identify when the service has failed to meet the SLA objective identified in Section 6.23.4, MAS Technical Service Level Agreements, and Section 6.23.5, MAS Administrative Service Level Agreements. The Prime Contractor will apply Rights and Remedies in accordance with SOW Section 11, Annual Run Rate Cost Adjustments. The Prime Contractor will apply and report all SLA occurrences to the State on a monthly basis in accordance to Section 6.23.6, MAS Service Level Agreement Reports.

5) The State will perform periodic SLA audits to ensure the Prime Contractor is accurately identifying, reporting, and applying remedies for all SLAs. There is no expiration for applying Rights and Remedies. The State may elect to recalculate any previous year's Conversation Minutes of use or MAS Service Level Agreement Rights and Remedies Minutes (MSLARRM) as defined in SOW Section 11, Annual Run Rate Cost Adjustment. The Prime Contractor shall correct all errors within 30 calendar days of written notification from the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.2 MAS RIGHTS AND REMEDIES

If an outage/performance event fails to meet one (1) or more of the SLA objectives, only the most severe MSLARRM will be applied.

To the extent that the Prime Contractor offers additional or more advantageous rights and/or remedies, the State shall be entitled to exercise the rights and/or remedies therein.

Rights and Remedies will apply to each SLA in which the SLA objective was missed. The Rights and Remedies compensation for missed SLA objectives may require the Prime Contractor to apply "penalty minutes" to the MSLARRM totals every month as described in SOW Section 11, Annual Run Rate Cost Adjustments.

The Prime Contractor will automatically calculate, report, and apply all Rights and Remedies.

Rights and Remedies shall be assessed monthly and applied toward the MSLARRM totals within 60 calendar days from the last day of the month in which the SLA objective was missed.

In addition, Rights and Remedies for all SLAs will allow the option for the State to invoke the escalation process described in Section 6.24.3, MAS Escalation Plan.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.3 MAS TROUBLE TICKET STOP CLOCK CONDITIONS

The MAS Trouble Ticket Stop Clock Conditions will allow the Prime Contractor to adjust the SLA outage durations based on the criteria described below.

Stop Clock criteria include:

1) Periods when a restoration or testing effort is delayed at the specific request of the CDCR Authorized Staff. The Stop Clock condition shall exist during the period the Prime Contractor was delayed, provided that reasonable and documented efforts are made to contact the CDCR Authorized Staff during the applicable Stop Clock period.

2) Time after a service has been restored, but CDCR Authorized Staff request that the ticket be kept open for observation. If the service is later determined by the CDCR Authorized Staff to not have been restored, the Stop Clock shall continue until the time the CDCR Authorized Staff notifies the Prime Contractor that the service has not been restored.

3) Time after a service has been restored, but CDCR Authorized Staff are not available to verify that the service is working. If the service is later determined by the CDCR Authorized Staff to not have been restored, the Stop Clock shall apply only for the time period between the Prime Contractor's attempt to notify the CDCR Authorized Staff that the Prime Contractor believes the service has been restored and the time the CDCR Authorized Staff notifies the Prime Contractor that the service has not been restored.

4) Failures occurring as a result of a power problem, outside the control of the Prime Contractor, which exceeds 30 minutes, except where power is provided by a CDCR generator. Stop Clocks will apply after the initial 30 minutes as required in Section 6.17.8, MAS Power Requirements. Power outages resulting from a backup generator test will not be considered a Stop Clock condition. Power outages as a result of the Prime Contractor will not be considered a Stop Clock condition.

5) The following contact/access problems, provided that Prime Contractor makes specific efforts to contact the appropriate CDCR staff for site access during the applicable Stop Clock period:

a) Access necessary to correct the problem is not available because access has not been arranged by appropriate site contact or CDCR authorized staff representative;

b) Site access is not granted to a technician who displays proper identification;

c) Site has limited hours of access that directly impacts the Prime Contractor's ability to resolve the problem;

d) If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply;

e) If CDCR prevents or delays the Prime Contractor's resolution of the problem, the delay shall be documented on the trouble ticket. In such event, the Prime Contractor shall make a reasonable request to CDCR authorized staff to correct the problem or delay; or,

f) Delays in the process of admittance to the CDCR facility.

6) Failure of the trouble ticket originator or responsible CDCR Authorized Staff to return a call from Prime Contractor's technician for on-line close-out of trouble tickets after the service has been restored as long as the Prime Contractor can provide documentation substantiating message.

7) An outage directly related to any properly performed scheduled maintenance or upgrade by the Prime Contractor. Any such Stop Clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to this Stop Clock criteria.

8) Any problem or delay caused by a third party not under the control of the Prime Contractor, not reasonably preventable by the Prime Contractor, including cable cuts not caused by the Prime Contractor. The Prime Contractor's affiliates, subsidiaries, or any Subcontractors shall be deemed to be under the control of the Prime Contractor with respect to the equipment, services, or facilities to be provided under this Contract.

9) Force Majeure events, as defined in Attachment 2, General Provisions – Information Technology (GSPD-401IT, 06/08/10) of the Contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.4 MAS TECHNICAL SERVICE LEVEL AGREEMENTS

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
MAS RF Signal Containment – Critical MAS Facility Coverage 6.18.1.1	Any lack of RF signal containment outside the CDCR defined coverage area causing RF interference and thus resulting in blocked calls.	The RF Signal Containment will be based upon the opening of a trouble ticket as a result of a blocked call(s) outside CDCR defined coverage areas. While blocked calls are occurring outside the defined coverage areas the trouble ticket will remain open.	No blocked calls outside the defined coverage area.	100% of the total trouble ticket open duration time will be added to the MSLARRM.
MAS RF Signal Interference With CDCR Licensed Frequencies – Critical Radio Frequency Interference 6.18.4.1 Degradation of Fixed Radio Receivers 6.18.4.2 Degradation to Subscriber Units 6.18.4.3 MAS Facility Coverage 6.18.1.1	Any incident of RF interference caused by the MAS that disrupts normal operations of any CDCR licensed radio frequencies at each facility and the defined coverage areas for those CDCR licensed frequencies.	The RF Signal Containment will be based upon the opening of a trouble ticket as a result of an RF interference incident within CDCR defined coverage areas. While RF interference of other CDCR licensed frequencies is occurring within the defined coverage areas the trouble ticket will remain open.	No RF interference with any CDCR licensed frequencies at each facility.	100% of the total trouble ticket open duration time will be added to the MSLARRM.

6.23.4 MAS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
MAS Service Availability (Includes Hosted Web-Based Application 6.18.5)	The monthly availability percentage equals the MAS scheduled uptime per month less unavailable time divided by scheduled uptime per month multiplied by 100. This SLA is based on 100% system functionality and accumulated outage duration will include trouble tickets opened at the individual component level.	The monthly availability percentage shall be based on the accumulative total of all trouble ticket outage durations per MAS which include circuit, device and/or application at a CDCR facility, per calendar month. Scheduled uptime is based on 24 x 7 x number of days in the month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from this monthly accumulative total.	100% system functionality 99.45 of the time.	Five (5) times the accumulative total monthly down time will be added to the MSLARRM each month the objective is not met.
MAS Time to Repair	Any failure or security breach of the MAS resulting in the loss of full or partial service of the MAS at any single or multiple CDCR facilities and/or reported coverage area dead-zone for more than four (4) hours.	The failure or security breach shall be determined by the alert resulting from the full or partial failure or security breach causing the event or the opening of a trouble ticket by a CDCR Authorized Staff, whichever occurs first. The Prime Contractor shall open a trouble ticket for the MAS failure or security breach and the MAS will be considered out of service from the first notification until the Prime Contractor determines the service is restored. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.	Minimum: Less than four (4) hours to repair.	Five (5) times the total down time per trouble ticket will be added to the MSLARRM per MAS outage. The State has the option to request an Executive Service Summary.
MAS Processing of 9-1-1 ETS Calls 6.18.6.1	All 9-1-1 emergency calls must be processed by the MAS to commercial carriers regardless of call source.	The call processing SLA will be based upon the opening of a trouble ticket as a result of a blocked 9-1-1 emergency call(s). If 9-1-1 emergency blocked calls are concurrently occurring at various locations, the trouble ticket will remain open until all blocked call issues at a single CDCR facility are resolved.	No blocked 9-1-1 emergency calls.	Five (5) times the total trouble ticket duration will be added to the MSLARRM per affected caller.

6.23.4 MAS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
MAS Authorized Cellular Device Call Processing MAS Functionality 6.18.1	Any incident of a blocked call from any authorized cellular wireless device to commercial carriers caused by the MAS occurring inside the CDCR defined coverage areas.	The call processing SLA will be based upon the opening of a trouble ticket as a result of a blocked call (s) from an authorized device inside the CDCR defined coverage areas. If blocked authorized device calls are concurrently occurring at various locations around a facility, the trouble ticket will remain open until all blocked authorized device call issues at a single CDCR facility are resolved.	No blocked authorized device calls inside the CDCR defined coverage areas.	100% of the total trouble ticket open duration time will be added to the MSLARRM per affected caller.
MAS Data Availability MAS Blocked Call Detail Records 6.22.5.1.1	The monthly availability percentage equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month multiplied by 100. This SLA is based on 100% system functionality and can be applied at the individual component level.	The monthly Availability percentage shall be based on the accumulative total of all trouble ticket outage durations per circuit, device and/or application, per calendar month. Scheduled uptime is based on 24 x 7 x number of days in the month. All outage durations applied to other SLAs, which result in a remedy, will be excluded from this monthly accumulative total.	DS0 >99.2% DS1 >99.5% DS3 >99.8% OCX >99.8% or If the centralized database is not accessible from the internet for more than two (2) hours.	50% of the total monthly down time will be added to the MSLARRM per device, circuit/phone number, or application.
Packet Loss MAS Data, Logs, and Report	Packets lost between the customer edge device and the Prime Contractor's Centralized data Storage facility.	The CDCR Authorized Staff is responsible for opening a trouble ticket with the Prime Contractor Help Desk when the packet loss exceeds the committed level. The problem requires timely verification, consistent with industry standards (e.g., protocol analyzer), by the Prime Contractor. Trouble shall be tracked as a QoS problem using a special disposition code on the trouble ticket. QoS tickets shall not count in Availability or Time to Repair measurements unless and until the CDCR Authorized Staff reports service as unusable for its intended uses.	Minimum: 0.5 percent (0.5%) maximum packet loss for three (3) consecutive months.	720 minutes per day will be added to the MSLARRM after the third consecutive month the objective is not met until issue is resolved.

6.23.4 MAS TECHNICAL SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	MONTHLY OBJECTIVE	RIGHTS AND REMEDIES
System and Carrier Signal Verification (SCSV) Compliance	The Prime Contractor shall perform a SCSV semi-annually in accordance to System and Carrier Signal Verification Section 6.21.2.1 The Prime Contractor must ensure MAS signals and all commercial wireless carrier signals are operating in the same space. The Prime Contractor shall make all compliance changes to MAS within 30 calendar days of verification service.	CDCR will validate compliance based on the SCSV Annual Report for each CDCR Facility.	100% compliant.	300 minutes per commercial carrier, per facility, per day, beginning 30 calendar days after completion of the SCSV.
MAS Provisioning	Provisioning is defined as moves, adds, changes (MAC), and deletes completed by the Prime Contractor on or before the MAS Work Order Request negotiated due date(s).	Install intervals are based on CDCR and Prime Contractor negotiated due dates identified in the MAS Work Authorization.	Service provisioned on or before the due date per install order.	500 minutes will be added to the MSLARRM per day past the MAS Work Order Request negotiated due date(s).
MAS Implementation MAS Implementation Plan 6.24.8 MAS Compliance Section 6.17.1	Prime Contractor shall meet its obligation to implement in accordance to Section 6.24.8, MAS Implementation Plan, with acceptance by CDCR for each CDCR facility. This includes all ongoing regulatory and legislative compliance implementations as a result of MAS Compliance Section 6.17.1.	The Prime Contractor must receive approval from CDCR that each CDCR facility implementation has been completed in accordance with the approved implementation plan identified in Section 6.24.8, MAS Implementation Plan and timeframes mandated by regulatory and legislative changes.	100% implementation on or before the scheduled due date, per CDCR facility.	2880 minutes a day, per facility, not completed will be added to the MSLARRM.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.23.5 MAS ADMINISTRATIVE SERVICE LEVEL AGREEMENTS

SERVICE LEVEL	DEFINITION	MEASUREMENT	OBJECTIVE	SEVERITY
MAS Reporting CDCR MAS Administrative Reports and Alerts 6.22.5.2 MAS Service Support and Maintenance Reports 6.22.5.3 Service Level Agreement Reports 6.23.6	All reports shall meet the requirements, be fully functional, and delivered in accordance with the timelines required in Section 6.22.4, MAS Tools, Reports And Alerts and Section 6.23.6 MAS Service Level Agreement Reports.	See Objective	Deliver all reports within three (3) business days of the Prime Contractor and State mutually agreed delivery dates from Section 6.22.4, MAS Tools, Reports And Alerts.	500 minutes per report, per month will be added to the MSLARRM.
MAS Tools and Report Implementation	All Contactor provided tools and reports shall be functioning and accepted by the State based on the implementation timeline.	Within 10 business days after Contract award, the Prime Contractor and the State shall agree to the implementation timeline dates for the tools and reports listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed six (6) months following the Contract award date.	All tools and reports shall meet the requirements, be fully functional, accepted by the State and delivered in accordance with the timelines. Additional or replacement tools and reports shall be fully functional and accepted by the State by dates agreed upon by the State and the Prime Contractor.	250 minutes per report/tool per week until implemented will be added to the MSLARRM.

6.23.5 MAS ADMINISTRATIVE SERVICE LEVEL AGREEMENTS (CONTINUED)

SERVICE LEVEL	DEFINITION	MEASUREMENT	OBJECTIVE	SEVERITY
MAS Tool Availability Prime Contractor- MAS Trouble Ticket Reporting and Tracking System 6.21.2.6 Prime Contractor's MAS Help Desk for CDCR 6.21.2.2	The monthly availability percentage for each tool equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month multiplied by 100 per tool. Scheduled uptime is based on 24 x 7 x number of days in the month.	CDCR shall report any failure or problem to the CDCR Help Desk and a trouble ticket shall be opened. The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.23.3, MAS Trouble Ticket Stop Clock Conditions, shall apply. The availability percent shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.	100% functional 99% of the time for each tool, measured on a monthly basis.	2880 minutes per tool will be added to the MSLARRM.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.23.6 MAS SERVICE LEVEL AGREEMENT REPORTS

Monthly Service Level Agreement Reports shall be posted to the Prime Contractor's web-based MAS application. The report(s) must be loaded onto the web site and available to the CDCR Operations Manager and the California Technology Agency in a data extractable application. The Prime Contractor shall provide the reports described in this section.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.6.1 Monthly MAS Trouble Ticket Report

All trouble tickets must appear in a SLA report within 60 calendar days of the trouble ticket service restoration date. The report shall list all trouble tickets with a service restoration time stamp, occurring within the reported month, including tickets not qualifying for Rights and Remedies. This report shall show what SLA Rights and Remedies were applied to each ticket number, when applicable.

The Monthly MAS Trouble Ticket Report shall include the following detail:

1. Report period;
2. Prime Contractor's trouble ticket number;
3. Phone number/device ID;
4. Brief trouble symptom;
5. Brief restoration description;
6. Name of CDCR facility;
7. Service address of reported trouble. Separate fields and no abbreviations for each;
   a) Street;
   b) City; and,
   c) Zip Code.
8. Ticket open date;
9. Open time;
10. Problem restoration date;
11. Problem restoration time stamp;
12. Problem restoration duration;
13. Total stop clock duration;

14. Outage duration;
15. Yes/No if qualified for SLA;
16. QoS disposition code;
17. Type of SLA applied; and,
18. Right and Remedies applied to each ticket (minute amounts), when applicable.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.6.2 MAS Critical Radio Frequency Service Issue SLA Report

The MAS Critical Radio Frequency Service Issue SLA Report shall be reported independently on a per occurrence basis. A Critical Radio Frequency Service Issue SLA Report shall be provided to CDCR within 60 calendar days of the restoration date. Critical Radio Frequency Service Issue Reports shall include the following information:

1) Reporting period;
2) Date and time of occurrence;
3) Service, and component type;
4) The CDCR facility name;
5) Ticket open date;
6) Ticket open time;
7) Problem restoration date;
8) Problem restoration time;
9) Total stop clock duration;
10) Outage duration; and,
11) Right and Remedies.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.6.3 Monthly MAS SLA Summary Report

The Prime Contractor shall provide a Monthly MAS SLA Summary Report that includes the total system availability, number of tickets opened, number of tickets with remedies applied, total number of tickets with remedies applied per SLA type, total remedies/minutes/subtotaled per SLA type, and grand total remedies/minutes applied for the month. Report shall have the ability to group by CDCR facility.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.6.4 MAS Executive Service Summary Report

An MAS Executive Outage Summary Report may be requested by the CDCR Operations Manager for any significant network outage or critical service failure. An MAS Executive Outage Summary Report shall include the following information:

1) Outage description;
2) Date and time of outage began;
3) Date and time of resolution;
4) Resolution description;
5) Prime Contractor trouble ticket number;
6) Service location;
7) "Impact to the State" (number of users affected/locations/service types);
8) Chronology of Prime Contractor steps to resolve the problem; and,
9) "Path Forward" (steps taken to mitigate future outages).

The Prime Contractor shall provide an initial report within 24-hours of recorded incident to be followed with a comprehensive report delivered within 30 calendar days.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.6.5 Annual MAS SLA Trouble Ticket Summary Report

The Prime Contractor shall provide an Annual MAS SLA Trouble Ticket Summary Report displaying the grand total number of trouble tickets, number of trouble tickets with remedies per SLA type, total remedies/minutes per SLA type, grand total number of tickets with remedies/minutes and grand total of remedies/minutes.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.23.6.6 Annual MAS SLA Trouble Ticket Summary by CDCR Facility Report

The Prime Contractor shall provide an Annual MAS SLA Trouble Ticket Summary by CDCR Facility Report containing the total number of trouble tickets per CDCR facility. For each facility, provide total number of trouble tickets by SLA type and remedies applied for each SLA type.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24 MAS BUSINESS PLAN REQUIREMENTS

Given the size and complexity of the MAS, the State seeks to confirm that the selected Prime Contractor will have both the size and sophistication to effectively implement and support the Contract. Bidders shall provide plans that identify the Bidder's approach to various aspects of supporting the MAS as described in this section. These plans will be used as a foundation for the development of final comprehensive plans as directed by the CDCR Operations Manager. The Prime Contractor shall meet with the CDCR Operations Manager to finalize the plans. All plans will be submitted within 30 calendar days following Contract award and will become part of the Contract upon approval by the CDCR Operations Manager.

CDCR Operations Manager will approve or reject submitted plans within ten (10) business days. Plans rejected under CDCR review must be resubmitted within 15 calendar days.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.1 PRIME CONTRACTOR MAS BUSINESS PLAN

Bidders shall provide a Prime Contractor MAS Business Plan as described below, and annually thereafter, that details and demonstrates that qualified staff and resources are available to support the business and contract requirements and management activities consistent with the terms and conditions of the Contract.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.1.1 MAS Staffing and Resource Requirements

Bidders shall describe and identify the appropriate staff resources to be assigned upon award of the Contract as listed below:

1) A list of personnel classifications assigned with required skills defined for each classification.

2) An organization chart of personnel assigned to the Contract.

3) Brief resume statements and percentage of time key personnel will be dedicated to implementation and ongoing Contract responsibilities, including the following:
   a) Executive Officers;
   b) Dedicated Contract Program Manager;
   c) Project Manager (Implementation/Transfer, as appropriate);
   d) Service Operations Manager; and,
   e) Training Manager.

4) Executive level personnel shall be available to meet and confer with the State on Contract related issues at the CDCR Operations Manager office location; and,

5) Other key personnel shall be available to work in California.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.1.2 MAS Staffing and Resource Background Check Requirement

California Public Utilities Code Section 7910, subdivision (b), requires that all independent Prime Contractors or vendors of a telephone corporation and their respective employees have a background check performed. CDCR requires that a LiveScan background check be conducted prior to implementation and throughout the Contract. The Prime Contractor and any Subcontractors will be required to complete the CDCR forms that include providing personal information described in SOW Exhibit A, Gate Clearance Information and Approval Sheet. Prime Contractor or any Subcontractor employees who do not pass the required background screening criteria cannot be assigned to any work area with access to MAS data or systems.

Gate Clearances by a CDCR facility may take up to two (2) weeks. Issuance of a Statewide CDCR identification badge from CDCR Headquarters may take up to 60 business days.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.1.3 MAS General Business Process Requirements

Bidders shall describe in detail the business and Contract management processes.

Bidders shall describe in detail the ongoing processes and commitment to providing quality service.

Bidders shall describe in detail the business processes for the implementation and Transition-Out of the MAS portion of the Contract.

Bidders shall describe in detail the business processes for initiating service orders, procurement of MAS equipment, tracking of trouble reports, and adherence to Contract terms and conditions.

Bidders shall describe in detail the processes for installing, servicing and maintaining the various components of the MAS.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.2 MAS PROJECT MANAGEMENT PLAN

Bidders shall submit a proposed MAS Project Management Plan that details and demonstrates an understanding of the project management requirements and the need for properly qualified staff for effectively installing multiple systems, in short time frames, across a wide geographical area and in tight coordination with the State, any Subcontractor, cellular commercial carriers, and other vendors. The Plan shall address a 36 month implementation of all required equipment and services following Contract award. The MAS Project Management Plan shall address installation and the on-going management of the MAS Contract components.

The Prime Contractor will meet with the State to finalize the MAS Project Management Plan within 30 calendar days of Contract award.

Acceptance Testing of each site must be completed and approved by CDCR prior to commencement subsequent phases. Exhibit 6-S, Managed Access System Implementation of Facilities includes the detail of the MAS implementation in phases and timeframes.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.2.1 Project Management Methodology

Bidders shall describe how they will use a formal Project Management Methodology to manage the entire project (e.g. based on IEEE, PMBOK, or comparable).

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.2.2 MAS Project Schedule

Bidders shall provide a MS Project Schedule (2003 or newer) for the MAS implementation and describe how they will keep the project on schedule. The MAS Project Schedule shall include tasks, durations, deliverables, responsible parties, dependencies, start and end dates, schedule variances, and completion status.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ *page* _____ *paragraph* _____

Description:

6.24.2.3 Site Specific Information Requests for MAS

The Bidder's project plan shall describe how Site Specific Information Requests will be communicated in writing for implementation prior to the start of each phase of work. Plan shall include materials and decisions from the CDCR Operations Manager The methods the Contractor shall use to request information from the CDCR Operations Manager are detailed in the SOW, Exhibit F, Inmate/Ward Telephone System/Managed Access System Contract Change Request and SOW, Exhibit G, Request For Information California Department of Corrections and Rehabilitation Inmate/Ward Telephone System/Managed Access System.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.2.4 Project Manager Certification for MAS

The Prime Contractor's proposed Project Manager must be certified by a recognized project management organization (e.g. University certifications or PMI) and must have a minimum of five (5) years' experience managing large scale telecommunications implementations.

Bidders shall describe the certification of the Project Manager that will be assigned to the MAS project.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.2.5 MAS Project Teams

The MAS Project Management Plan shall clearly detail (by name) staff and any Subcontractors who will be responsible for each phase of the project implementation and separately detail the core team that will be responsible for all maintenance and operations.

The MAS Project Management Plan shall state how many support technicians will be allocated to this Contract and identify where they will be located in order to meet the response time requirements.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.3 MAS ESCALATION PLAN

The Bidder shall provide an Escalation Plan which details procedures, processes, and personnel for use during an MAS failure.

The MAS escalation procedures shall be subject to State approval and all Prime Contractor staff identified in the escalation plan shall be capable of being contacted by the authorized State staff.

The Prime Contractor shall provide three (3) escalation levels from the organization to address unanticipated difficulties like installation concerns, system downtime, and degradation of services.

The Prime Contractor shall also provide additional escalation policies and points of contact, including contact numbers (office telephone, mobile telephone, facsimile, e-mail), titles, and chain of command, for use in case the Prime Contractor's efforts by the single point of contact are insufficient in resolving a particular situation.

If the primary contact point is not the MAS Project Manager, the Prime Contractor shall clarify the relationship of the Project Manager in the escalation process.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.4 MAS CHANGE MANAGEMENT PLAN

The State's telecommunications and MAS operations, and infrastructure must constantly evolve and adapt to the changing environment in order to continually improve the delivery of services. The State seeks a Bidder that will implement procedures to accommodate changes to services, applications, and systems.

The Prime Contractor is to establish MAS Change Management Plan processes jointly with the CDCR Operations Manager that are compatible with the State's change management processes as found in Bidder's Library. The Prime Contractor shall also maintain and administer electronic change management processes that communicate, assess, monitor, and control all changes to system resources and processes. The Prime Contractor shall manage changes so that a stable MAS telecommunications environment is maintained during all change activities.

All changes shall have the appropriate vendor and CDCR management level approvals before implementing the change into production. CDCR Operations Manager will detail the change with the Prime Contractor when a change becomes necessary.

The Prime Contractor shall ensure that all software modifications and upgrades are deployed using the configuration management, documentation, integration, and transition requirements of this Contract during the maintenance period.

Bidders shall provide an MAS Change Management Plan that addresses changes to system hardware, software and documentation using standardized methods, processes and procedures in order to minimize the number and impact of any related incidents upon service. The MAS Change Management Plan shall include details of how requirements are defined, changes are planned (including roll-back planning), tested, verified, documented and how version control is handled. The Bidder shall provide a proposed plan of resources and schedule for software design, development, testing, and deployment of all application modifications and upgrade requests as defined by the CDCR Operations Manager.

The MAS Change Management Plan shall describe the implementation approach in order to manage the State's evolving and changing requirements during the course of the Contract.

The MAS Change Management Plan shall describe how the change control process will ensure that:

1) All changes to the MAS environment are managed;

2) Changes will be implemented with minimal impact on the State;

3) All changes will be tested and accepted by CDCR prior to implementation; and,

4) The State will be given timely notification of pending changes.

The MAS Change Management Plan shall also describe the review and reporting process the Bidder proposes to track the effect of implemented changes.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.5 MAS CONFIGURATION MANAGEMENT PLAN

The MAS Configuration Management Plan focuses on establishing and maintaining consistency of a system's performance and the functional and physical attributes with the requirements, design, and operational information throughout the term of the Contract. The Bidder shall describe the plan to keep the MAS hardware and software, along with the documentation, consistent and current.

The Prime Contractor's Configuration Management Plan shall be updated and shared with CDCR Operations Manager when the following components are modified:

1) Hardware installed or upgraded; and,

2) Software/firmware installed or upgraded.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.6 MAS SECURITY MANAGEMENT PLAN

Bidders shall provide an MAS Security Management Plan that details and demonstrates the physical and data security requirements for both the MAS and the Bidder's own facilities and process. The plan shall address the requirements detailed in the following Sections:

1) Section 6.19, MAS Security; and,

2) Section 6.20, MAS Data Management.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.7 MAS SERVICE, SUPPORT, AND MAINTENANCE PLAN

Bidders shall provide an MAS Service, Support, and Maintenance Plan that describes the processes and procedures to provide service to the State in support of the MAS as detailed in Section 6.21, MAS Service, Support, and Maintenance. An MAS Help Desk shall be provided for service, support and maintenance functions.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.8 MAS IMPLEMENTATION PLAN

Exhibit 6-S, Managed Access System Implementation of Facilities provides a phased implementation. Bidders shall provide an Implementation Plan that details how to effectively and efficiently handle the implementation as defined in Section 6.16, Introduction for the Manage Access System Services.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.8.1 CDCR Impact

Bidders shall describe in detail how the process will minimize CDCR operations impact during implementation.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.8.2 MAS Implementation Planning and Scheduling

Bidder shall describe in detail the MAS Implementation Planning and Scheduling that ensures timely deployment of all contracted services, as follows:

1) Quantities and complexities of required equipment;
2) Acceptance prior to full implementation;
3) Ordering required circuits;
4) Facility access restrictions;
5) Facility infrastructure;
6) MAS Training;
7) Public safety considerations;
8) Impact from limited State resources; and,
9) Establishing user accounts.

The Implementation timeframe shall occur over a 36 month period. The Implementation period will begin upon the award of the Contract and will end upon the successful installation and fully operational MAS that has been accepted by the CDCR Operations Manager at all CDCR facilities.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.8.3 Transfer of MAS Equipment Ownership

The Prime Contractor shall abandon in place, at no cost to the State, all affixed assets and associated cabling as part of the MAS Transition-Out process to the future MAS Contract. The Prime Contractor shall continue to maintain all equipment until the MAS Transition-Out process has been completed and accepted by the CDCR Operations Manager. Major milestones dates shall be identified by CDCR Operations Manager in the approved MAS Transition-Out Plan.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.9 MAS TRANSITION-OUT PLAN

During the Contract term, the State will engage in a competitive bid process to award replacement services to be in effect at the conclusion of the Contract. The replacement services may replicate or be similar to MAS services or may include new strategies for providing inmate and ward telephone services.

The State acknowledges the level of difficulty in anticipating future transition requirements without knowledge of future systems; however, it is critical the Prime Contractor declares and commits to what it considers its responsibility and participation in transition of services, and to the extent possible, demonstrate how it would plan and conduct the transition of its the services to a new contractor.

The Bidder will submit a Transition-Out Plan for the following:

1) The Prime Contractor shall participate in the MAS Transition-Out phase at the end of the Contract term or cancellation of the Contract, whichever occurs first;

2) The entire transition process must be transparent and at no cost to the State; and,

3) Coordination and development of a transition plan will be organized between the incumbent, the State, and the new Prime Contractor.

To ensure that the CDCR business objectives are met, the CDCR Operations Manager shall have final approval authority of the MAS Transition-Out Plans.

Bidders shall provide an MAS Transition-Out Plan that details how to effectively and efficiently handle the Transition-Out to the future MAS Prime Contractor.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.10 MAS STRATEGIC AND OPERATIONAL PLANNING

The Prime Contractor will work with the State for technology planning and is expected to assist in:

1) Development of goals and objectives;

2) Assessment of the current environment; and,

3) Development and analysis of recommended strategies, solutions, and alternatives.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.11 MAS ACCEPTANCE TEST PLAN

Bidders shall provide an MAS Acceptance Test Plan detailing the scope, approach, resources, and schedule of intended activities that will be used to verify and ensure that the MAS meets all requirements. The Plan shall reference functional requirements, any risks requiring contingency planning, and include acceptance criteria in a traceability matrix. Plan shall specifically address impact testing to ensure all other RF systems are fully functional while MAS services are operational.

A final Acceptance Test Plan shall be provided within 30 calendar days of contract award. Final Acceptance Test Plan shall be reviewed and approved by the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.11.1 MAS Acceptance Testing

Although acceptance testing is performed by the Prime Contractor, results shall be validated and accepted by the State.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes ____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.11.2 MAS Acceptance Testing Evaluation

Test results will be evaluated as pass/fail. Any non-conforming test results will trigger the Prime Contractor's submission of a corrective action plan, reviewed and approved by the State, to be executed prior to acceptance of an individual MAS implementation. The Prime Contractor shall not begin implementation of MAS Phases I, II, and Future Phases/Sites without CDCR acceptance of Phase 0 test results.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

6.24.12 MAS ACCEPTANCE TESTING DELIVERABLES

Test deliverables shall include, but not be limited to, test procedures, cases, and results, test logs, and the summary test report.

Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes____No____

Reference: _____

Location _____ page _____ paragraph _____

Description:

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6.25 EXHIBITS

EXHIBIT 6-A SPECIAL CORRECTIONAL ENVIRONMENT

By their nature, correctional facilities require a high level of security 24-hours a day, seven (7) days a week. Because of this need to maintain security, all potential Contractors must be aware of the regulations regarding institution visits. Persons who are unfamiliar with the institution environment can unwittingly become involved in security violations and legal difficulties.

It is important that all Contractors and their Subcontractors, if any, will be required to comply with stringent standards and regulations at each correctional facility to ensure the safety and security of all persons and property. Prior to coming onto and upon departing from a facility, all Contractors/Subcontractors must check in/out with the designated CDCR on-site contact.

Access and project schedules are subject to change without notice that may be a result of lockdowns or other access limitations at one (1) or more correctional facilities.

1) Admittance Requirements

CDCR requires that a background security check be performed for all persons prior to visiting or working at a California institution. The Contractor and any Subcontractors will be required to complete the CDCR forms that include providing personal information described in SOW, Exhibit A, Gate Clearance Information and Approval Sheet. The security check for technicians who require ongoing access will be performed annually. The security check for technicians who require access for a specific project will be performed as needed. Contractor's employees who do not pass the required background screening criteria cannot be assigned to any work area with access to State data or to systems that will require access onto CDCR facilities.

Individuals who have been previously cleared may have to go through a renewed background security check. For this reason, any Bidder, Contractor, or any Subcontractor personnel seeking admission must provide, two (2) weeks in advance, the following information when scheduling a visit or when any contract is executed which will require on-site work:

a) Full name;
b) Prime Contractor's Affiliation and Job Title;
c) Driver's License Number, State where issued, and Expiration Date;
d) Social Security Number;
e) Date of Birth;
f) Ex-Convict Status (State and Federal Level); and,
g) Any Outstanding Arrest Warrants.

The Prime Contractor must have any Subcontractors cleared prior to gaining access and performing any work in a correctional facility.

The Prime Contractor and any Subcontractor personnel may be required to submit to fingerprinting.

EXHIBIT 6-A SPECIAL CORRECTIONAL ENVIRONMENT (CONTINUED)

2) Security Rules for Correctional Facilities

While specific procedures may vary from one site to another, the following security rules apply to all individuals at any California State institution:

The Warden/Superintendent at each correctional facility has complete operational authority and responsibility. For this reason, the Warden/Superintendent may find it necessary for security reasons to supersede any of these rules. If any person(s) engaged in work does not follow the rules as stated here or is, in the judgment of the Contract Manager, insubordinate or disorderly, the Contractor shall immediately remove such person(s) from the work site for the duration of the work on that site and may be barred from any further work on this Contract.

All Contractor and any Subcontractor personnel will be required to read and return a signed copy of SOW, Exhibit C, Primary Laws, Rules, And Regulations Regarding Conduct And Association With State Prison Inmates to the CDCR Operations Manager. The original copy will be retained by the CDCR Operations Manager. This form will be completed by the Contractor and any Subcontractor annually.

Hostages will not be recognized for bargaining purposes.

Approved Visitors/Contractors shall wear appropriate clothing that includes a shirt, long pants, and safe shoes on the work site. A hard hat is required at all times on a construction site.

3) Prohibited Attire:

a) Visitors/Contractors shall not wear clothing that resembles state issued inmate/ward clothing (blue chambray or blue denim). This restriction applies to any combination of colors or materials.

b) Visitors shall not wear forest green color or camouflage patterned articles of clothing (military-type clothing or military fatigues).

c) Visitors shall not wear transparent clothing.

d) Visitors shall not wear strapless, halter, spaghetti straps or bare midriff clothing.

e) Visitors shall not wear tank tops/sling shot shirts.

f) Visitors shall not wear attire displaying obscene or offensive language or drawings.

g) Individuals are not permitted to bring laptop computers, cellular telephones, pagers, two-way radios, or cameras on-site without the Warden's/Superintendent's prior written approval.

EXHIBIT 6-A SPECIAL CORRECTIONAL ENVIRONMENT (CONTINUED)

h) In emergency situations (i.e., inmate/ward disturbances), individuals may be asked to temporarily leave a building, site or, in some cases, the institution. In addition, depending on the emergency, individuals may be detained for their own safety. Prompt cooperation is required.

The Contractor is responsible for communicating security requirements to Subcontractors, if any.

The Contractor and any Subcontractor personnel may be required to have all staff assigned to work at a CDCR Facility submit to an annual Tuberculosis test . The costs for testing and treatment of Tuberculosis shall be borne by the Contractor and/or Subcontractor.

The Contractor and any Subcontractor personnel may be required to attend a brief orientation or in-service training given by the CDCR Operations Manager or institution before initially starting a project.

The CDCR staff will control access to the work site. Contractor and any Subcontractor personnel assigned to the site will be required to enter and leave the work site through the security station for a security check and identification. Loss of time checking in and out shall be borne by the Contractor. An additional ID badge may be required by the institution for walking unescorted on the institution's grounds.

Vehicles used by the Contractor's or any Subcontractor's crews shall be visibly marked with the name of the company if they are driven on the work site. Vehicles, equipment, materials, and persons shall be subject to inspection and/or search by the CDCR staff before entering or leaving the work site. A written inventory of contents within the vehicle or with the technician will be required when entering and leaving a facility.

Ignition keys shall be removed whenever a driver is not sitting in his/her vehicle. Unattended vehicles shall be locked. All equipment on the outside of the vehicle (i.e., ladders, handcarts, or other equipment) shall be locked to the vehicle and may be required to be removed by CDCR staff if it has been determined a safety or security concern.

Contractor and any Subcontractor personnel must not interact with inmates/wards. They must not take to or from any inmate/ward any verbal or written message, literature or reading matter, or any item, article, or substance. Giving anything resembling a gift, tip, or reward (including cigarettes or chewing gum) to an inmate/ward is a misdemeanor. It is also a misdemeanor to accept the same from an inmate/ward.

EXHIBIT 6-A SPECIAL CORRECTIONAL ENVIRONMENT (CONTINUED)

No intoxicants, controlled substances, firearms, explosives, ammunition, knives, toy weapons, or any other item that might threaten institutional security may be brought onto institution property.

The quantity and type of tools, equipment, and materials taken into occupied areas will be restricted and accounted for each time the Contractor or any Subcontractor personnel and escorts depart from controlled areas. The Contractor must provide an inventory listing of equipment (vehicles and tools) necessary for work prior to beginning work on-site.

The use of powered tools shall be by special arrangement with the Warden/Superintendent, or their designee(s) through the CDCR Operations Manager. At no time shall explosive powered tools be allowed on-site. Equipment shall be rendered temporarily inoperative when not in use, by locking or other means.

Custodial control shall be maintained over sharp cutting instruments, tools, ropes, ladders, volatiles, quick evaporating liquids, and alcohol-based thinners. At the end of the workday, tools shall be stored and locked in a secure place provided by the Contractor and approved by the Warden/Superintendent or their designee(s). Immediately on discovery of any loss of tools, materials, or equipment stored or in use on the work site, the Contractor shall report to the CDCR Operations Manager, the Warden/Superintendent or their designee(s).

Prior written approval by the CDCR Operations Manager, the Warden/Superintendent or their designee(s) is required for delivery of materials or equipment to the work site during other than normal working hours.

The Contractor shall not possess keys to the institution private branch exchange (PABX) or telephone room.

4) Rules For Contractor-Initiated Site Visit(s)

Contractor visits to installation sites or to appropriate State personnel may be made after Contract award for the purpose of Contractor familiarization with the environment and applications. In most cases, an institution escort will be required for site visits, which incurs a cost for the institution. Contractor initiated site visits could be denied by the CDCR Operations Manager due to the lack of institution resources to provide an escort. Examples of conditions appropriate for examination are provided below.

Visits by the Contractor will only be made by appointment coordinated by the CDCR Operations Manager after Contract award. The appropriate contact information will be made available at that time. At the time the appointment is requested, the Contractor shall provide the admittance information required at least two (2) weeks in advance for CDCR to run a background security check.

Visits by the Contractor may be permitted to the extent that they do not unduly interfere with conducting State business.

EXHIBIT 6-A SPECIAL CORRECTIONAL ENVIRONMENT (CONTINUED)

All plans for site visits are subject to change by CDCR based on the immediate circumstances at the institution to be visited.

5) Rules For Inspection Of Maps, Drawings, And Floor Plans

CDCR will make available all maps, drawings, and floor plans for each site which are pertinent to equipment installation. It must be understood, however, that such plans do not always accurately reflect the actual condition or current configuration of the various newly constructed or existing facilities. For this reason, the CDCR does not warrant the accuracy of any maps, floor plans, or drawings. It is the Contractor's responsibility to physically inspect all aspects of the CDCR Facility that could impact their ability to properly install the proposed system. The State will not be held responsible for situations that arise as a result of the Contractor's incomplete understanding of the CDCR facilities.

All maps, drawings, floor plans, and other printed material provided by CDCR regarding this Contract, subsequent Contract, and specific site installations are confidential and are not to be taken from the possession of CDCR. The Contractor shall protect this data from disclosure to unauthorized persons.

6) Potential Presence Of Lead Paint And/Or Asbestos

The State or public agency shall be responsible for the remediation of any asbestos and/or lead-based paint that may be discovered. If the Contractor or any Subcontractor finds any presence of asbestos and/or lead paint, they are to notify the CDCR Operations Manager immediately.

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EXHIBIT 6-B IWTS CUSTOMER REFERENCE FORM

BIDDER'S NAME: _____

This customer reference must have had IWTS services provided by the Bidder of a similar size and scope to those of stated in the Invitation for Bid (IFB) for a minimum of 12 consecutive months within the last three (3) years.

Contact Name:	
Contact Title:	
Company Name:	
Phone Number:	
Contact e-mail:	
Dates of Service:	From To
Estimated Annual Revenue:	$

NOTE TO THE BIDDER: Do not complete any sections of this form below this point. Send to the IWTS Customer Reference to complete the remainder of this form. The Customer Reference will return the completed form directly to the Department of General Services (DGS) Procurement Official identified in the paragraph below.

NOTE TO CUSTOMER REFERENCE: The Bidder named above is giving you this Customer Reference form to verify the scope of services being provided. This information will be used to evaluate the Bidder mentioned above. Please complete the questions on this form to the best of your ability. Please submit the completed Customer Reference form by e-mail in a secured .pdf file format to Debra Dykes at debra.dykes@dgs.ca.gov. **Submission deadline: March 6, 2012 @ 1:00 PM.**

A representative from the State may contact you to verify the response on this form and to ask additional questions. Thank you for your assistance.

1) What Type of Facility?
   - ☐ Federal
   - ☐ State
   - ☐ County
   - ☐ City
   - ☐ Other Explain

2) What is the total number of Facilities?

3) What is the number of Facilities with 40 or more phones? Enter number.

EXHIBIT 6-B IWTS CUSTOMER REFERENCE FORM (CONTINUED)

Please describe the service provided by the Bidder.

Thank you for taking the time to complete the above information.

EXHIBIT 6-C1 ADULT INSTITUTION IWTS LOCATIONS

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS
1	ASP	Avenal State Prison	(559) 386-0587	1 Kings Way Avenal, CA 93204
2	CAL	Calipatria State Prison	(760) 348-7000	7018 Blair Road Calipatria, CA 92233
3	CCC	California Correctional Center	(530) 257-2181	711-045 Center Road Susanville, CA 96130
4	CCI	California Correctional Institution	(661) 822-4402	24900 Highway 202 Tehachapi, CA 93561
5	CCWF	Central California Women's Facility	(559) 665-5531	23370 Road 22 Chowchilla, CA 93610
6	CEN	Centinela State Prison	(760) 337-7900	2302 Brown Road Imperial, CA 92251
7	CIM	California Institution for Men	(909) 597-1821	14901 South Central Avenue Chino, CA 91710
8	CIW	California Institution for Women	(909) 597-1771	16756 Chino-Corona Road Corona, CA 92880
9	CMC	California Men's Colony	(805) 547-7981	Highway 1 San Luis Obispo, CA 93409
10	CMF	California Medical Facility	(707) 448-6841	1600 California Drive Vacaville, CA 95687
11	COR	California State Prison, Corcoran	(559) 992-8800	4001 King Avenue Corcoran, CA 93212
12	CRC	California Rehabilitation Center	(951) 737-2683	5th Street & Western Norco, CA 92860
13	CTF	Correctional Training Facility	(831) 678-3951	Highway 101 North Soledad, CA 93960
14	CVSP	Chuckawalla Valley State Prison	(760) 922-5300	19025 Wiley's Well Road Blythe, CA 92225
15	DVI	Deuel Vocational Institution	(209) 835-4141	23500 Kasson Road Tracy, CA 95376

EXHIBIT 6-C1 ADULT INSTITUTION IWTS LOCATIONS (CONTINUED)

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS
16	FSP	Folsom State Prison	(916) 985-2561	300 Prison Road Represa, CA 95671
17	HDSP	High Desert State Prison	(530) 251-5100	475-750 Rice Canyon Road Susanville, CA 96127
18	ISP	Ironwood State Prison	(760) 921-3000	19005 Wiley's Well Road Blythe, CA 92225
19	KVSP	Kern Valley State Prison	(661) 721-6300	3000 West Cecil Avenue Delano, CA 93216
20	LAC	California State Prison, Los Angeles County	(661) 729-2000	44750 60th Street, West Lancaster, CA 93536
21	MCSP	Mule Creek State Prison	(209) 274-4911	4001 Highway 104 Ione, CA 95640
22	NKSP	North Kern State Prison	(661) 721-2345	2737 West Cecil Avenue Delano, CA 93216
23	PBSP	Pelican Bay State Prison	(707) 465-1000	5905 Lake Earl Drive Crescent City, CA 95531
24	PVSP	Pleasant Valley State Prison	(559) 935-4900	24863 West Jayne Avenue Coalinga, CA 93210
25	RJD	Richard J. Donovan Correctional Facility	(619) 661-6500	480 Alta Road San Diego, CA 92179
26	SAC	California State Prison, Sacramento	(916) 985-8610	100 Prison Road Represa, CA 95671
27	SATF	California Substance Abuse Treatment Facility and State Prison at Corcoran	(559) 992-7100	900 Quebec Avenue Corcoran, CA 93212
28	SCC	Sierra Conservation Center	(209) 984-5291	5100 O'Byrnes Ferry Road Jamestown, CA 95327
29	SOL	California State Prison, Solano	(707) 451-0182	2100 Peabody Road Vacaville, CA 95696
30	SQP	California State Prison, San Quentin	(415) 454-1460	1 Main Street San Quentin, CA 94964
31	SVSP	Salinas Valley State Prison	(831) 678-5500	31625 Highway 101 Soledad, CA 93960
32	VSPW	Valley State Prison for Women	(559) 665-6100	21633 Avenue 24 Chowchilla, CA 93610
33	WSP	Wasco State Prison and Reception Center	(661) 758-8400	701 Scofield Avenue Wasco, CA 93280

EXHIBIT 6-C2 ADULT INSTITUTIONS' IWTS ANTICIPATED EQUIPMENT

		INMATE PHONES AND RELATED EQUIPMENT							LIVE MONITORING TERMINALS
	IWTS Institution Acronym	Phones	Cut-off Switches	Booths	Wall Enclosures	Pedestals	Pedestals with Enclosure	TTYs	Terminals
1	ASP	105	0	0	99	2	0	4	6
2	CAL	88	0	0	0	0	0	1	20
3	CCC	42	0	21	19	0	0	1	9
4	CCI	49	0	18	0	0	0	5	9
5	CCWF	82	0	0	82	0	0	5	16
6	CEN	96	0	0	0	0	0	1	26
7	CIM	64	18	2	48	1	0	8	4
8	CIW	34	29	26	3	0	0	1	3
9	CMC	43	0	29	0	0	0	2	12
10	CMF	43	0	9	0	0	0	12	3
11	COR	95	0	0	0	0	0	5	20
12	CRC	107	2	0	0	0	0	3	8
13	CTF	95	0	0	95	0	0	4	6
14	CVSP	54	0	0	0	0	0	2	3
15	DVI	24	0	4	0	14	4	2	5
16	FSP	59	0	4	29	0	4	2	4
17	HDSP	103	0	0	0	0	0	5	28
18	ISP	94	0	1	0	0	0	2	25
19	KVSP	113	0	0	0	0	0	2	33
20	LAC	91	0	3	2	2	0	3	23
21	MCSP	80	0	0	0	0	0	5	17
22	NKSP	34	0	2	2	0	0	1	6
23	PBSP	95	0	0	2	2	0	2	17

EXHIBIT 6-C2ADULT INSTITUTIONS' IWTS ANTICIPATED EQUIPMENT (CONTINUED)

		INMATE PHONES AND RELATED EQUIPMENT							LIVE MONITORING TERMINALS
	Institution	Phones	Cut-off Switches	Booths	Wall Enclosures	Pedestals	Pedestals with Enclosure	TTYs	Computers
24	PVSP	94	0	0	0	0	0	3	25
25	RJD	70	0	0	0	0	0	6	16
26	SAC	75	0	0	0	0	0	1	4
27	SATF	181	0	0	0	0	0	10	26
28	SCC	49	0	24	0	0	0	3	5
29	SOL	105	0	0	0	0	0	2	14
30	SQP	86	0	12	5	0	0	4	13
31	SVSP	103	0	0	0	0	0	7	26
32	VSPW	65	0	0	0	0	0	5	16
33	WSP	34	0	2	0	0	0	1	7
	TOTALS:	2550	49	157	386	21	8	120	455

EXHIBIT 6-D1 CDF/CDCR ADULT CAMP IWTS LOCATIONS

	Camp	Main Telephone Number	Address	City	Zip Code
1	ACTON	(661) 268-0113	8800 Soledad Canyon Road	Acton	93510
2	ALDER	(707) 482-4511	1400 Alder Camp Road	Klamath	95548
3	ANTELOPE	(530) 257-2181	711045 Center Road	Susanville	96127
4	BASELINE	(209) 984-4464	16809 Peoria Flat Road	Jamestown	95327
5	BAUTISTA	(951) 927-3600	33015 Bautista Road	Hemet	92544
6	BEN LOMOND	(831) 423-1652	13575 Empire Grade Road	Santa Cruz	95060
7	CHAMBERLAIN CREEK	(707) 964-3518	15800 Highway 20	Fort Bragg	95437
8	CUESTA CAMP	(805) 547-7971	Highway 1 North	San Luis Obispo	93409
9	DEADWOOD	(530) 468-2633	17148 McAdams Creek Road	Fort Jones	96032
10	DELTA	(707) 425-4878	6246 Lambie Road	Suisun City	94585
11	DEVILS GARDEN	(530) 233-3553	Crowder Flat Road	Alturas	96101
12	EEL RIVER	(707) 923-2755	3850 Redwood Drive	Redway	95560
13	FENNER CANYON	(661) 944-0173	25900 Big Rock Creek Road	Valyermo	93563
14	FRANCISQUITO	(661) 296-4409	35100 North San Francisquito Canyon Rd	Santa Clarita	91390
15	GABILAN	(831) 678-1873	Highway 101N	Soledad	93960
16	GROWLERSBURG	(530) 333-4244	5440 Longview Lane	Georgetown	95634
17	HIGH ROCK	(707) 946-2343	23322 Avenue of the Giants	Weott	95571
18	INTERMOUNTAIN	(530) 294-5361	22 Foothill Road	Bieber	96009
19	ISHI	(530) 597-2846	30500 Plum Creek Road	Paynes Creek	96075
20	JULIUS KLEIN	(626) 910-1213	22550 East Fork Road	Azusa	91702
21	KARL HOLTON	(818) 897-7071	12653 North Little Tujunga Canyon Road	Sylmar	91342
22	KONOCTI	(707) 994-2437	13044 Highway 29	Lower Lake	95457
23	LA CIMA	(760) 765-3085	15108 Sunrise Highway	Julian	92036
24	MALIBU	(310) 457-2253	1250 South Encinal Canyon Road	Malibu	90265
25	MCCAIN VALLEY	(619) 766-4393	2550 McCain Valley Road	Boulevard	91905
26	MIRAMONTE	(559) 336-2313	49039 Orchard Drive	Miramonte	93641
27	MOUNT BULLION	(209) 742-5494	5730 Mount Bullion Access Road	Mariposa	95338

EXHIBIT 6-D1 CDF/CDCR ADULT CAMP IWTS LOCATIONS (CONTINUED)

	Camp	Main Telephone Number	Address	City	Zip Code
28	MOUNTAIN HOME	(559) 539-2334	45260 Bear Creek Road	Springville	93265
29	OAK GLEN	(909) 797-0196	41100 Pine Bench Road	Yucaipa	92399
30	OWENS VALLEY	(760) 387-2686	2781 South Round Valley Road	Bishop	93514
31	PARLIN FORK	(707) 964-3766	23000 Highway 20	Fort Bragg	95437
32	PILOT ROCK	(909) 338-1950	6 miles north of Crestline Miller Canyon	Crestline	92325
33	PRADO	(909) 597-3917	14467 Central Avenue	Chino	91710
34	PUERTA LA CRUZ	(760) 782-3547	32363 Highway 79	Warner Springs	92086
35	RAINBOW	(760) 728-2554	8215 Rainbow Heights Road	Fallbrook	92028
36	SALT CREEK	(530) 833-5479	10655 Round Valley Road	Paskenta	96074
37	SUGAR PINE	(530) 472-3027	15905 Sugar Pine Camp Road	Bella Vista	96008
38	TRINITY RIVER	(530) 286-2885	3325 Pettijohn Road	Lewiston	96052
39	VALLECITO	(209) 736-4922	3225 Six Mile Road	Angels Camp	95222
40	VALLEY VIEW	(530) 968-5107	3339 County Road 307	Elk Creek	95939
41	WASHINGTON RIDGE	(530) 265-4623	11425 Conservation Camp Road	Nevada City	95959

EXHIBIT 6-D2 CDF/CDCR ADULT CAMPS' IWTS ANTICIPATED EQUIPMENT

		INMATE PHONES AND RELATED EQUIPMENT				LIVE MONITORING EQUIPMENT		INVESTIGATIVE WORKSTATION	
	Camp	Phones	Cut-off Switches	Booths	Enclosure on Wall	Terminals	Speaker boxes	Workstations	Printer
1	Acton	1	1	0	0	0	1	1	1
2	Alder	2	2	2	0	0	2	1	1
3	Antelope	4	4	4	0	1	0	0	0
4	Baseline	2	0	2	0	0	2	1	1
5	Bautista	4	4	0	4	0	4	1	1
6	Ben Lomond	4	4	4	0	0	4	1	1
7	Chamberlain Creek	3	3	3	0	0	3	1	1
8	Cuesta	3	0	3	0	1	0	0	0
9	Deadwood	2	2	2	0	0	2	1	1
10	Delta	4	0	4	0	0	4	1	1
11	Devil's Garden	2	2	2	0	0	2	1	1
12	Eel River	6	6	0	6	0	6	1	1
13	Fenner Canyon	4	4	4	0	0	4	1	1
14	Francisquito	1	0	1	0	0	1	1	1
15	Gabilan	4	4	4	0	0	4	1	1
16	Growlersberg	3	0	3	0	0	3	1	1
17	High Rock	4	4	0	4	0	4	1	1
18	Intermountain	3	0	3	0	0	3	1	1
19	Ishi	3	0	0	0	0	3	1	1
20	Julius Klein	3	3	3	0	0	3	1	1
21	Karl Holton	2	2	2	0	0	1	1	1
22	Konocti	4	4	4	0	0	4	1	1

EXHIBIT 6-D2 CDF/CDCR ADULT CAMPS' IWTS ANTICIPATED EQUIPMENT (CONTINUED)

		INMATE PHONES AND RELATED EQUIPMENT				LIVE MONITORING EQUIPMENT		INVESTIGATIVE WORKSTATION	
	CAMP	PHONES	Cut-off Switches	Booths	Enclosure on Wall	Terminals	Speaker boxes	Workstations	Printer
23	La Cima	3	0	3	0	0	3	1	1
24	Malibu	1	1	1	0	0	1	1	1
25	McCain Valley	4	2	4	0	0	4	1	1
26	Miramonte	1	1	1	0	0	1	1	1
27	Mount Bullion	2	2	0	2	0	2	1	1
28	Mountain Home	2	2	0	2	0	2	1	1
29	Oak Glen	4	4	0	0	0	4	1	1
30	Owens Valley	2	2	0	2	0	2	1	1
31	Parlin Fork	4	4	4	0	0	4	1	1
32	Pilot Rock	2	2	0	2	0	2	1	1
33	Prado	1	1	0	1	0	1	1	1
34	Puerta La Cruz	2	2	2	0	0	2	1	1
35	Rainbow	1	1	1	0	0	1	1	1
36	Salt Creek	2	2	0	2	0	2	1	1
37	Sugar Pine	4	0	0	4	0	4	1	1
38	Trinity River	4	0	4	0	0	4	1	1
39	Vallecito	1	1	0	1	0	1	1	1
40	Valley View	2	2	2	0	0	2	1	1
41	Washington Ridge	4	4	4	0	0	4	1	1
	TOTALS:	114	82	76	30	2	106	39	39

EXHIBIT 6-E1 ADDITIONAL ADULT FACILITY IWTS LOCATIONS

COMMUNITY CORRECTIONAL FACILITIES (CCF)

	IWTS ACRONYMS	FACILITY	MAIN TELEPHONE NUMBER	ADDRESS	CITY	ZIP CODE
1	GSMCCF	Golden State Modified	(661) 792-3492	611 Frontage Road	McFarland	93250

CVMCCF –Deleted due to deactivation scheduled for 11/30/2011
DVMCCF - Deleted due to deactivation scheduled for 11/30/2011
GSMCCF - Note: deactivation tentatively scheduled for 5/30/2012
LCCCF - Deleted due to deactivation scheduled for 9/30/2011

FEMALE OFFENDER PROGRAMS (FOP)

	IWTS ACRONYMS	FACILITY	MAIN TELEPHONE NUMBER	ADDRESS	CITY	ZIP CODE
1	FRCCC	Female Rehabilitative Community Correctional Center	(661) 395-6320	1932 Jessie Street	Bakersfield	93305
2	FFFP	Fresno Family Foundation Program	(559) 268-4800	2855 West Whitesbridge Road	Fresno	93706
3	SFSFFP	Santa Fe Springs Family Foundation Program	(562) 946-7675	11121 Bloomfield Avenue	Santa Fe Springs	90670
4	SDFFP	San Diego Family Foundation Program	(858) 874-6599	3050 Armstrong Street	San Diego	92111

EXHIBIT 6-E2 ADDITIONAL ADULT FACILITIES' IWTS ANTICIPATED EQUIPMENT

COMMUNITY CORRECTIONAL FACILITIES (CCFs)

		INMATE PHONES AND RELATED EQUIPMENT					INVESTIGATIVE WORKSTATIONS
	IWTS ACRONYMS	PHONES	CUT-OFF SWITCHES	WALL ENCLOSURES	PEDESTALS WITH ENCLOSURE	TTYS	WORKSTATIONS
1	GSMCCF	24	24	0	0	0	2
	TOTALS:	24	24	0	0	0	2

CVMCCF - Deleted due to deactivation scheduled for 11/30/2011
DVMCCF - Deleted due to deactivation scheduled for 11/30/2011
GSMCCF - Note: deactivation tentatively scheduled for 5/30/2012
LCCCF - Deleted due to deactivation scheduled for 9/30/2011

FEMALE OFFENDER PROGRAMS (FOPs)

1	FRCCC	3	3	0	0	0	2
2	FFFP	3	3	3	0	0	1
3	SFS FFP	3	3	0	0	0	1
4	SD FFP	3	3	0	0	0	1
	TOTALS:	12	12	3	0	0	5

EXHIBIT 6-F1 NEW ADULT FACILITY IWTS LOCATIONS ANTICIPATED

FUTURE LOCATIONS

	IWTS ACRONYMS	FACILITY	MAIN TELEPHONE NUMBER	ADDRESS	CITY	ZIP CODE
1	HGS	Heman G. Stark	TBD	151 South Euclid Avenue	Chino	91710
2	ECF	Estrella Correctional Facility	TBD	4545 Airport Road	Paso Robles	93446
3	CHCF	California Health Care Facility	TBD	7707 S. Austin Road	Stockton	95215
4	NCRF	Northern California Re-Entry Facility	TBD	7150 Arch Road	Stockton	95213

EXHIBIT 6-F2 NEW ADULT FACILITIES' IWTS ANTICIPATED EQUIPMENT

FUTURE LOCATIONS

		INMATE PHONES AND RELATED EQUIPMENT					
	IWTS ACRONYMS	PHONES	CUT-OFF SWITCHES	WALL ENCLOSURES	PEDESTALS WITH ENCLOSURE	TTYS	WORKSTATIONS
1	HGS	TBD	TBD	TBD	TBD	TBD	TBD
2	ECF	TBD	TBD	TBD	TBD	TBD	TBD
3	CHCF	TBD	TBD	TBD	TBD	TBD	TBD
4	NCRF	TBD	TBD	TBD	TBD	TBD	TBD
	TOTALS	TBD	TBD	TBD	TBD	TBD	TBD

EXHIBIT 6-G1 YOUTH FACILITY IWTS LOCATIONS

	IWTS Youth Facility Acronyms	Youth Facilities	Main Telephone Number	Address	City	Zip Code
1	NACYCF	N.A. Chaderjian Youth Correctional Facility	(209) 944-6400	7650 South Newcastle Road	Stockton	95213
2	OHCYCF	O.H. Close Youth Correctional Facility	(209) 944-6301	7650 South Newcastle Road	Stockton	95213
3	PGYCC	Pine Grove Youth Conservation Camp	(209) 296-7581	13630 Aquaduct-Volcano Road	Pine Grove	95665
		I				
5	VYCF	Ventura Youth Correctional Facility	(805) 485-7951	3100 Wright Road	Camarillo	93010

EXHIBIT 6-G2 YOUTH FACILITIES' IWTS ANTICIPATED EQUIPMENT

		WARD TELEPHONES AND RELATED EQUIPMENT							INVESTIGATIVE WORKSTATIONS	
	IWTS Acronyms	Phones	Cut-off Switches	Booths	Wall Enclosures	Pedestals	Pedestals with Enclosure	TTYs	Workstations	Printer
1	NACYCF	24	24	0	0	24	0	1		
2	OHCYCF	20	20	0	0	0	0	1		
3	PGYCC	2	2	1	1	0	0	1	2	1
5	VYCF	26	26	2	0	0	0	1		
	TOTALS:	90	90	4	1	41	1	5	2	1

EXHIBIT 6-H CDCR FIELD OFFICE IWTS LOCATIONS AND ANTICIPATED EQUIPMENT (DELETED)

EXHIBIT 6-I NEW CDCR FIELD OFFICE IWTS LOCATIONS AND ANTICIPATED EQUIPMENT (DELETED)

EXHIBIT 6-J IWTS CALL CONTROL SYSTEM CATEGORIES

	ADULT INSTITUTIONS	**ADULT AND YOUTH CAMPS**	**COMMUNITY CORRECTIONAL FACILITIES AND FEMALE OFFENDER PROGRAMS**	**YOUTH FACILITIES**	**FIELD OFFICES**
CDCR FACILITIES	Adult Institutions and Antelope and Cuesta Fire Camps	Adult & Youth Fire Camps	CCF and FOP Locations	Youth Facilities	
Call Control equipment	Off-Site at Prime Contractor's Primary Database Storage Facility	Off-Site at Prime Contractor's Primary Database Storage Facility	Off-Site at Prime Contractor's Primary Database Storage Facility	Off-Site at Prime Contractor's Primary Database Storage Facility	N/A
Recordings & CDR Storage	Off-site at the Prime Contractor's Primary Database Storage Facility	A copy on-site for 60 calendar days. Off-site at the Prime Contractor's Primary Database Storage Facility.	Off-site at the Prime Contractor's Primary Database Storage Facility	Off-site at the Prime Contractor's Primary Database Storage Facility.	N/A
Archived Recordings	Prime Contractor's California Database Storage Facility	Prime Contractor's California Database Storage Facility	Prime Contractor's California Database Storage Facility	Prime Contractor's California Database Storage Facility	N/A
Live Monitoring	Live Monitor Terminals or Hosted Web-Based IWTS Application	Investigative Workstations, Hosted Web-Based IWTS Application and/or Speaker boxes	CCF/FOP staff will use Live Monitor Terminals CDCR staff will use a State computer to access the Hosted Web-Based IWTS Application and/or Speaker boxes	Hosted Web-Based IWTS Application and/or Speaker boxes	Hosted Web-Based IWTS Application

	ADULT INSTITUTIONS	ADULT AND YOUTH CAMPS	COMMUNITY CORRECTIONAL FACILITIES AND FEMALE OFFENDER PROGRAMS	YOUTH FACILITIES	FIELD OFFICES
Activation and Deactivation of phones	Cut-off switches. Live Monitoring Terminals, and/or Hosted Web-Based IWTS Application	Cut-off switches and/or the IWTS Investigative Workstation,	Cut-off switches and/or the Live Monitoring Terminals, and/or Hosted Web-Based IWTS Application	Cut-off switches and/or Hosted Web-Based IWTS Application	Hosted Web-Based IWTS Application
IWTS Investigative System Functionality and Tools and Reports	Authorized users will use a State computer to access the Hosted Web-Based IWTS Application.	IWTS Investigative Workstations	CDCR staff will use a State computer to access the Hosted Web-Based IWTS Application. CCF/FOP staff will use an IWTS Investigative Workstation	Authorized users will use a State computer to access the Hosted Web-Based IWTS Application.	Authorized users will use a State computer to access the Hosted Web-Based IWTS Application .

EXHIBIT 6-K1 CDCR 2008 IWTS CALL VOLUME BY CALL TYPE

		Total		Local		IntraLATA		InterLATA		Interstate		International	
		Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Jan-2008	Adult	682,014	8,075,681	24,921	288,222	165,670	1,972,563	462,292	5,479,725	28,471	327,243	660	7,928
	Youth	29,626	345,975	2,465	28,185	9,947	114,375	16,992	200,895	222	2,520	-	-
	Total:	**711,640**	**8,421,656**	**27,386**	**316,407**	**175,617**	**2,086,938**	**479,284**	**5,680,620**	**28,693**	**329,763**	**660**	**7,928**
Feb-2008	Adult	688,847	8,197,645	26,103	305,302	171,307	2,051,549	461,840	5,496,475	28,897	335,890	700	8,429
	Youth	28,793	336,116	2,583	29,720	9,166	105,172	16,832	198,675	212	2,549	-	-
	Total:	**717,640**	**8,533,761**	**28,686**	**335,022**	**180,473**	**2,156,721**	**478,672**	**5,695,150**	**29,109**	**338,439**	**700**	**8,429**
Mar-2008	Adult	629,149	7,496,460	24,654	287,062	156,621	1,884,546	420,734	5,010,227	26,488	306,629	652	7,996
	Youth	25,600	297,929	2,235	24,937	7,961	90,159	15,185	180,307	219	2,526	-	-
	Total:	**654,749**	**7,794,389**	**26,889**	**311,999**	**164,582**	**1,974,705**	**435,919**	**5,190,534**	**26,707**	**309,155**	**652**	**7,996**
Apr-2008	Adult	627,110	7,455,236	23,630	273,229	148,272	1,770,386	429,742	5,115,507	24,890	288,965	576	7,149
	Youth	27,730	321,138	2,554	28,114	8,582	96,609	16,432	194,589	162	1,826	-	-
	Total:	**654,840**	**7,776,374**	**26,184**	**301,343**	**156,854**	**1,866,995**	**446,174**	**5,310,096**	**25,052**	**290,791**	**576**	**7,149**
May-2008	Adult	671,480	8,036,077	25,068	290,796	168,804	2,034,288	447,758	5,361,469	28,994	339,072	856	10,452
	Youth	26,582	304,404	2,153	22,580	8,322	92,593	15,884	186,696	223	2,535	-	-
	Total:	**698,062**	**8,340,481**	**27,221**	**313,376**	**177,126**	**2,126,881**	**463,642**	**5,548,165**	**29,217**	**341,607**	**856**	**10,452**
Jun-2008	Adult	680,596	8,191,791	27,090	318,403	165,497	2,000,052	459,184	5,534,873	28,143	330,269	682	8,194
	Youth	24,501	285,625	2,230	23,236	7,513	85,946	14,582	174,387	176	2,056	-	-
	Sub:	**705,097**	**8,477,416**	**29,320**	**341,639**	**173,010**	**2,085,998**	**473,766**	**5,709,260**	**28,319**	**332,325**	**682**	**8,194**

EXHIBIT 6-K1 CDCR 2008 IWTS CALL VOLUME BY CALL TYPE (CONTINUED)

		Total		Local		IntraLATA		InterLATA		Interstate		International	
		Calls	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minute s**
Jul-2008	Adult	675,797	8,136,580	29,017	342,365	166,780	2,017,809	450,823	5,431,922	28,448	335,449	729	9,035
	Youth	22,456	259,614	2,079	22,374	7,733	88,661	12,431	146,183	213	2,396	-	-
	Total:	**698,235**	8,396,194	31,096	364,739	174,513	2,106,470	463,254	5,578,105	28,661	337,845	729	-,035
Aug-2008	Adult	671,296	8,099,746	28,747	336,399	168,977	2,048,323	443,974	5,364,538	28,851	341,180	747	9,306
	Youth	25,013	290,266	2,096	22,247	8,186	95,011	14,563	170,953	168	2,055	-	-
	Total:	696,309	8,390,012	30,843	358,646	177,163	2,143,334	458,537	5,535,491	29,019	343,235	747	9,306
Sep-2008	Adult	667,552	8,077,186	28,483	334,276	165,514	2,015,734	444,270	5,380,899	28,460	335,927	825	10,350
	Youth	23,554	272,380	2,023	22,020	7,290	83,563	14,085	165,041	156	1,756	-	-
	Total:	691,106	8,349,566	30,506	356,296	172,804	2,099,297	458,355	5,545,940	28,616	337,683	825	10,350
Oct-2008	Adult	662,993	8,035,490	28,085	329,749	158,371	1,926,390	447,833	5,439,592	27,891	329,977	813	9,782
	Youth	22,659	263,212	1,882	20,258	7,328	84,424	13,293	156,685	156	1,845	-	-
	Total:	685,652	8,298,702	29,967	350,007	165,699	2,010,814	461,126	5,596,277	28,047	331,822	813	9,782
Nov-2008	Adult	677,359	8,216,685	28,227	332,843	151,697	1,841,517	468,925	5,704,762	27,760	328,836	750	8,727
	Youth	21,753	250,979	1,796	19,216	6,926	79,425	12,866	150,470	165	1,868	-	-
	Total:	699,112	8,467,664	30,023	352,059	158,623	1,920,942	481,791	5,855,232	27,925	330,704	750	8,727
Dec-2008	Adult	726,578	8,815,905	30,245	357,700	170,091	2,062,748	493,273	6,003,226	32,243	383,677	726	8,554
	Youth	21,666	249,721	1,712	17,863	6,765	76,616	13,001	152,940	188	2,302	-	-
	Total:	748,244	9,065,626	31,957	375,563	176,856	2,139,364	506,274	6,156,166	32,431	385,979	726	8,554
2008 Total Volume:		8,360,704	100,311,841	350,078	4,077,096	2,053,320	24,718,459	5,606,794	67,401,036	341,796	4,009,348	8,716	105,902

EXHIBIT 6-K2 CDCR 2009 IWTS CALL VOLUME BY CALL TYPE

		Total		Local		IntraLATA		InterLATA		Interstate		International	
		Calls	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**
Jan-2009	Adult	685,967	8,374,905	28,628	337,341	164,580	2,012,577	462,407	5,662,563	29,448	351,497	904	10,927
	Youth	21,760	251,901	1,684	17,775	7,649	86,718	12,264	145,515	163	1,893		
	Total:	**707,727**	**8,626,806**	**30,312**	**355,116**	**172,229**	**2,099,295**	**474,671**	**5,808,078**	**29,611**	**353,390**	**904**	**10,927**
Feb-2009	Adult	669,927	8,165,682	29,274	347,048	161,437	1,969,221	450,180	5,502,216	28,274	337,626	762	9,571
	Youth	19,133	220,345	1,402	14,628	6,371	71,713	11,223	132,415	137	1,589		
	Total:	**689,060**	**8,386,027**	**30,676**	**361,676**	**167,808**	**2,040,934**	**461,403**	**5,634,631**	**28,411**	**339,215**	**762**	**9,571**
Mar-2009	Adult	632,009	7,692,009	28,482	336,774	155,642	1,894,432	421,065	5,138,085	26,196	315,048	624	7,670
	Youth	16,623	192,521	1,103	11,193	5,171	58,240	10,198	121,281	151	1,807		
	Total:	**648,632**	**7,884,530**	**29,585**	**347,967**	**160,813**	**1,952,672**	**431,263**	**5,259,366**	**26,347**	**316,855**	**624**	**7,670**
Apr-2009	Adult	674,557	8,232,646	28,866	341,252	166,968	2,046,290	449,944	5,499,643	28,078	337,413	701	8,048
	Youth	20,733	241,669	1,535	16,569	6,027	68,377	13,033	155,232	138	1,491		
	Total:	**695,290**	**8,474,315**	**30,401**	**357,821**	**172,995**	**2,114,667**	**462,977**	**5,654,875**	**28,216**	**338,904**	**701**	**8,048**
May-2009	Adult	672,250	8,235,533	29,325	349,998	165,127	2,030,370	448,966	5,509,320	28,134	337,870	698	7,975
	Youth	19,310	226,686	1,143	12,660	5,132	58,578	12,886	153,734	149	1,714		
	Total:	**691,560**	**8,462,219**	**30,468**	**362,658**	**170,259**	**2,088,948**	**461,852**	**5,663,054**	**28,283**	**339,584**	**698**	**7,975**
Jun-2009	Adult	658,166	8,047,957	29,450	350,161	160,533	1,969,347	440,156	5,393,250	27,250	325,798	777	9,401
	Youth	20,798	246,260	1,310	14,300	5,646	64,873	13,724	165,644	118	1,443		
	Sub:	**678,964**	**8,294,217**	**30,760**	**364,461**	**166,179**	**2,034,220**	**453,880**	**5,558,894**	**27,368**	**327,241**	**777**	**9,401**

EXHIBIT 6-K2 CDCR 2009 IWTS CALL VOLUME BY CALL TYPE (CONTINUED)

		Total		Local		IntraLATA		InterLATA		Interstate		International	
		Calls	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**
Jul-2009	Adult	639,167	7,811,343	28,416	337,790	160,237	1,968,101	423,527	5,184,283	26,208	312,067	779	9,102
	Youth	23,120	273,444	1,494	16,350	7,018	82,163	14,484	173,362	124	1,569		
	Total:	**662,287**	**8,084,787**	**29,910**	**354,140**	**167,255**	**2,050,264**	**438,011**	**5,357,645**	**26,332**	**313,636**	**779**	**9,102**
Aug-2009	Adult	623,079	7,642,783	26,709	317,374	157,656	1,950,887	412,231	5,057,526	25,714	308,004	769	8,992
	Youth	21,479	253,060	1,624	18,601	6,271	73,274	13,472	159,758	112	1,427		
	Total:	**644,558**	**7,895,843**	**28,333**	**335,975**	**163,927**	**2,024,161**	**425,703**	**5,217,284**	**25,826**	**309,431**	**769**	**8,992**
Sep-2009	Adult	633,512	7,787,449	25,308	301,092	153,730	1,907,228	427,176	5,250,455	26,564	319,687	734	8,987
	Youth	21,216	247,103	1,519	17,161	6,879	80,192	12,709	148,571	109	1,179		
	Total:	**654,728**	**8,034,552**	**26,827**	**318,253**	**160,609**	**1,987,420**	**439,885**	**5,399,026**	**26,673**	**320,866**	**734**	**8,987**
Oct-2009	Adult	609,613	7,519,966	24,414	291,340	149,975	1,858,665	408,809	5,050,211	25,686	310,696	729	9,054
	Youth	20,402	236,857	1,631	18,327	6,226	71,412	12,297	144,356	248	2,762		
	Total:	**630,015**	**7,756,823**	**26,045**	**309,667**	**156,201**	**1,930,077**	**421,106**	**5,194,567**	**25,934**	**313,458**	**729**	**9,054**
Nov-2009	Adult	628,727	7,744,427	26,253	314,000	155,859	1,932,244	419,548	5,171,916	26,378	317,954	689	8313
	Youth	19,651	229,056	1,768	20,140	5,561	62,513	12,050	143,432	272	2,971		
	Total:	**648,378**	**7,973,483**	**28,021**	**334,140**	**161,420**	**1,994,757**	**431,598**	**5,315,348**	**26,650**	**320,925**	**689**	**8,313**
Dec-2009	Adult	653,214	8,035,862	26,404	318,332	157,644	1,947,043	439,888	5,419,060	28,645	343,927	633	7,500
	Youth	20,002	233,494	1,821	20,003	6,315	71,782	11,606	138,894	259	2,807	1	8
	Total:	**673,216**	**8,269,356**	**28,225**	**338,335**	**163,959**	**2,018,825**	**451,494**	**5,557,954**	**28,904**	**346,734**	**634**	**7,508**
2009 Total Volume:		**8,024,415**	**98,142,958**	**349,563**	**4,140,209**	**1,983,654**	**24,336,240**	**5,353,843**	**65,620,722**	**328,555**	**3,940,239**	**8,800**	**105,548**

EXHIBIT 6-K3 CDCR 2010 IWTS CALL VOLUME BY CALL TYPE

		Total		Local		IntraLATA		InterLATA		Interstate		International	
	Total	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Jan-2010	Adult	672,633	8,296,976	28,308	341,806	162,344	2,009,788	453,360	5,601,767	27,989	336,091	632	7,524
	Youth	18,630	213,325	1,278	13,611	5,920	65,002	11,223	132,559	209	2,153		
	Total:	691,263	8,510,301	29,586	355,417	168,264	2,074,790	464,583	5,734,326	28,198	338,244	632	7,524
Feb-2010	Adult	665,041	8,178,300	27,862	333,621	164,757	2,032,887	445,434	5,488,813	26,365	315,483	623	7,496
	Youth	17,875	202,881	1,085	11,340	5,052	54,399	11,479	134,692	259	2,450		
	Total:	682,916	8,381,181	28,947	344,961	169,809	2,087,286	456,913	5,623,505	26,624	317,933	623	7,496
Mar-2010	Adult	620,218	7,644,228	25,718	310,473	154,397	1,902,310	414,187	5,116,740	25,423	308,747	493	5,958
	Youth	15,085	172,542	807	8,461	3,643	39,073	10,369	122,082	266	2,926		
	Total:	635,303	7,816,770	26,525	318,934	158,040	1,941,383	424,556	5,238,822	25,689	311,673	493	5,958
Apr-2010	Adult	686,102	8,446,906	25,910	309,275	176,285	2,175,345	455,041	5,611,644	28,261	343,341	605	7,301
	Youth	17,786	207,170	845	9,258	4,321	46,563	12,445	149,470	175	1,879		
	Total:	703,888	8,654,076	26,755	318,533	180,606	2,221,908	467,486	5,761,114	28,436	345,220	605	7,301
May-2010	Adult	642,232	7,900,932	25,343	301,276	164,502	2,036,223	425,474	5,239,482	26,406	317,912	507	6,039
	Youth	16,702	192,600	848	9,272	3,855	41,450	11,812	139,741	187	2,137		
	Total:	658,934	8,093,532	26,191	310,548	168,357	2,077,673	437,286	5,379,223	26,593	320,049	507	6,039
Jun-2010	Adult	648,541	7,967,671	23,922	282,837	169,857	2,099,259	428,124	5,262,293	26,136	317,036	502	6,246
	Youth	17,545	201,861	871	9,708	3,995	43,606	12,479	146,222	200	2,325		
	Total:	666,086	8,169,532	24,793	292,545	173,852	2,142,865	440,603	5,408,515	26,336	319,361	502	6,246
Jul-2010	Adult	636,056	7,854,408	23,611	283,715	162,503	2,019,170	423,446	5,227,663	26,014	317,783	482	6,077
	Youth	18,003	210,942	715	7,398	4,378	48,465	12,657	152,176	253	2,903		
	Total:	654,059	8,065,350	24,326	291,113	166,881	2,067,635	436,103	5,379,839	26,267	320,686	482	6,077

EXHIBIT 6-K3 CDCR 2010 IWTS CALL VOLUME BY CALL TYPE (CONTINUED)

		Total		Local		IntraLATA		InterLATA		Interstate		International	
	Total	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Aug-2010	Adult	655,092	8,064,897	24,554	292,897	167,661	2,072,211	435,712	5,368,890	26,646	324,113	519	6,786
	Youth	17,603	206,100	650	6,554	4,325	49,132	12,440	148,181	188	2,233		
	Total:	672,695	8,270,997	25,204	299,451	171,986	2,121,343	448,152	5,517,071	26,834	326,346	519	6,786
Sep-2010	Adult	664,298	8,184,940	23,759	282,959	176,797	2,185,444	435,381	5,369,457	27,724	339,014	637	8,066
	Youth	17,349	202,707	670	6,892	3,761	42,798	12,745	150,843	173	2,174		
	Total:	681,647	8,387,647	24,429	289,851	180,558	2,228,242	448,126	5,520,300	27,897	341,188	637	8,066
Oct-2010	Adult	647,655	7,981,586	23,087	273,434	172,452	2,131,937	424,859	5,241,978	26,626	326,439	631	7,798
	Youth	15,644	182,124	649	6,600	3,371	38,420	11,517	135,742	107	1,362		
	Total:	663,299	8,163,710	23,736	280,034	175,823	2,170,357	436,376	5,377,720	26,733	327,801	631	7,798
Nov-2010	Adult	691,334	8,519,584	24,307	290,385	181,509	2,240,380	456,087	5,629,728	28,708	349,985	723	9,106
	Youth	17,405	204,080	459	4,782	3,422	39,078	13,344	158,125	180	2,095		
	Total:	708,739	8,723,664	24,766	295,167	184,931	2,279,458	469,431	5,787,853	28,888	352,080	723	9,106
Dec-2010	Adult	670,389	8,212,836	23,547	280,086	179,521	2,198,994	438,546	5,383,664	28,118	341,783	657	8,309
	Youth	18,405	216,751	429	4,075	3,694	42,387	14,164	168,962	118	1,327		
	Total:	688,794	8,429,587	23,976	284,161	183,215	2,241,381	452,710	5,552,626	28,236	343,110	657	8,309
Annual sum		**8,107,623**	**99,666,347**	**309,234**	**3,680,715**	**2,082,322**	**25,654,321**	**5,382,325**	**66,280,914**	**326,731**	**3,963,691**	**7,011**	**86,706**

EXHIBIT 6-L1 CDCR 2009 IWTS CALL VOLUME BY FACILITY

	Local		IntraLATA		InterLATA		Interstate		International		Canada	
Facility	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**
ADULT PRISONS												
Avenal State Prison	4296	52825	63853	813151	335823	4230548	14362	174189	397	3575	174	2156
Calipatria State Prison	2653	32496	16966	209666	135292	1677848	7944	98746	39	472	30	308
California Correctional Center	1296	15000	10777	125391	110865	1265416	5460	62422			53	641
California Correctional Institution	945	11896	5901	67240	164084	2017461	7003	83909	162	1589	46	412
Central California Women's Facility	1240	13263	8221	90731	190768	2157555	12224	137582	471	3949	30	342
Centinela State Prison	2797	35172	30422	366785	218657	2694997	8986	110258	236	2919	65	768
California Institution for Men	23033	252315	123497	1430471	25206	284746	8423	93448			89	960
California Institution for Women	12092	133638	69644	760438	50777	574249	8305	94852	4	58	114	1420
California Men's Colony	4464	52626	4915	56873	219107	2522355	14191	164216	2	29	253	3091
California Medical Facility	2687	31565	31231	368833	80964	984237	7472	86555			2	8
California State Prison, Corcoran	2445	26612	22609	277518	207761	2551858	9110	105059	88	1172	260	2853
California Rehabilitation Center	30414	375737	252913	3186804	147145	1802647	12557	144633	17	216	43	514
Correctional Training Facility	3280	42805	7485	89024	258683	3190958	12827	156004	36	260	49	431
Chuckawalla Valley State Prison	4758	63901	277522	3584655	114094	1486764	15176	190351	241	3158	187	2551

EXHIBIT 6-L1 CDCR 2009 IWTS CALL VOLUME BY FACILITY (CONTINUED)

Facility	Local		IntraLATA		InterLATA		Interstate		International		Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Deuel Vocational Institution	2882	34126	20439	241417	38626	464217	2268	24828			1	8
Folsom State Prison	18129	221379	7609	93830	108378	1319982	5678	68438	2	30	33	443
Folsom Transitional Treatment Center	9866	119223	3362	37475	25525	314611	931	10984			9	69
High Desert State Prison	2496	29362	16103	187347	111298	1352667	6840	82184	14	208	57	784
Ironwood State Prison	1615	20612	222670	2734672	49892	614049	10319	125372	130	1758	170	2250
Kern Valley State Prison	1637	19266	9613	115095	191730	2371607	9507	115232	301	3961	78	821
California State Prison, Los Angeles County	8414	105542	76330	896864	21869	257776	3794	44949			14	148
Mule Creek State Prison	15722	200675	31468	391241	233857	2932705	16157	200141	224	2867	171	1430
North Kern State Prison	873	11548	1364	16699	74169	925139	2736	32689			12	118
Pelican Bay State Prison	1131	14924	37568	492055	64984	867911	4578	57966	131	1868	25	375
Pleasant Valley State Prison	3827	45669	35275	419084	186562	2221942	10666	126531	17	219	185	1968
Richard J. Donovan Correctional Facility	55793	646190	27324	323874	106300	1274766	8303	96862	131	1709	107	1200
California State Prison, Sacramento	29439	371319	10472	132049	121134	1525575	7550	94330	357	5052	102	1030
California Substance Abuse Treatment Facility and State Prison Corcoran	3443	45550	52104	650066	439847	5576341	18436	226751	60	830	271	3319

EXHIBIT 6-L1 CDCR 2009 IWTS CALL VOLUME BY FACILITY (CONTINUED)

Facility	Local		IntraLATA		InterLATA		Interstate		International		Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Sierra Conservation Center	2134	25537	22353	269866	143795	1689944	6768	79117			36	272
California State Prison, Solano	13614	174431	101089	1258777	160514	2003076	13303	162245	166	2011	98	1252
California State Prison, San Quentin	49480	542599	103438	1241966	79960	961835	11429	140903	1830	23798	219	2881
Salinas Valley State Prison	1949	22647	5250	65455	132222	1645239	7804	97543	165	2129	9	117
Valley State Prison for Women	1509	16024	15022	166949	172069	1902855	12175	135928	198	2357	168	1581
Wasco State Prison and Reception Center	892	10427	11178	131318	39892	484295	3705	44468	6	88	107	1261
CONSERVATION CAMPS												
Acton			3628	43486	803	10314	104	1257				
Alder	31	314	1301	16730	5325	69802	356	4537				
Baseline	66	779	1556	19586	6501	85213	455	5541				
Bautista	456	4880	7166	86277	2850	32890	578	7618				
Ben Lomond			1974	25800	6933	93051	193	2664				
Chamberlain Creek			1503	18813	5088	66615	341	4038				
Deadwood			469	6481	3611	47536	294	4177			82	1011
Delta			2018	24979	10506	139761	236	3105				
Devils Garden			672	8939	6011	76452	209	2726				
Eel River	22	286	6861	95052	9752	125454	329	4166				
Fenner Canyon			10284	123782	2511	29843	694	8925			6	86
Francisquito			3303	41794	703	8772	67	814				
Gabilan	88	1047	1463	19147	7199	91895	178	1932				
Growlersburg	60	783	1437	18786	5913	76297	441	5935				
High Rock	290	4062	1673	22055	9802	130797	390	5191			4	59

EXHIBIT 6-L1 CDCR 2009 IWTS CALL VOLUME BY FACILITY (CONTINUED)

	Local		IntraLATA		InterLATA		Interstate		International		Canada	
Facility	Calls	Minutes	Calls	Minutes	Calls	Minutes		Calls	Minutes	Calls	Minutes	Calls
Intermountain	40	456	1069	13940	6662	87884	226	2777				
Ishi	38	545	551	7416	9612	127213	343	4427				
Julius Klein			5330	62594	723	8625	363	4473			36	436
Konocti			1288	16339	8638	115306	294	3960				
La Cima			1634	20034	2792	37066	152	2018				
Malibu	123	1563	1847	22950	1709	21219	179	2291				
McCain Valley			2326	30193	4893	62739	411	5469				
Miramonte			746	9840	2272	29462	75	925				
Mount Bullion	14	175	945	12434	5980	77975	525	7212				
Mount Gleason			1722	21364	314	3866	147	1857				
Mountain Home	2	17	598	7976	4705	59272	144	1632				
Oak Glen			6962	84483	1608	20018	149	1710				
Owens Valley	85	419	6576	85141	3421	45541	497	5655				
Parlin Fork			3595	47341	10151	131719	481	5746				
Prado	445	5167	3671	43085	742	9351	211	2634				
Puerta La Cruz	64	846	1113	14218	3880	48505	489	6513	3	44		
Rainbow			493	5697	4492	52265	958	11733			30	410
Salt Creek			1068	12403	10854	142150	419	5593				
Sugar Pine	97	1238	989	11683	12299	161081	931	12094				
Trinity River			262	3637	6956	92852	369	4897				
Vallecito			419	5495	2906	38129	116	1440				
Valley View			491	6153	5858	76549	210	2849				
Washington Ridge	2	30	937	12582	10183	135258	278	3775				

EXHIBIT 6-L1 CDCR 2009 IWTS CALL VOLUME BY FACILITY (CONTINUED)

	Local		IntraLATA		InterLATA		Interstate		International		Canada	
Facility	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**		**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**
COMMUNITY CORRECTIONAL FACILITIES												
Baker, BCCF			5759	73522	9384	114609	484	5706				
Central Valley Modified CCF	958	12259	8467	108148	66128	860731	1593	19462				
Desert View Modified CCF	2971	37151	62426	803325	20148	253953	2275	26844				
Golden State Modified CCF	588	7521	4118	53849	64291	833742	1943	24327			35	462
Leo Chesney CCF	406	4451	3194	39771	24471	293422	1375	17176				
McFarland CCF	166	2011	1160	14862	15613	194830	382	4537				
Mesa Verde CCF	3104	37485	552	5914	25430	328906	542	6195				
FEMALE OFFENDER PROGRAMS												
Female Rehabilitative Community Correctional Center	157	2037	87	842	4666	57386	248	3427				
Fresno Family Foundation Program	1002	12027	521	6661	3214	38557	36	359				
Santa Fe Springs Family Foundation Program	950	10193	1027	12678	253	2983	73	886				
San Diego Family Foundation Program	1240	14600	473	5651	549	6507	59	849				

EXHIBIT 6-L1 CDCR 2009 IWTS CALL VOLUME BY FACILITY (CONTINUED)

	Local		IntraLATA		InterLATA		Interstate		International		Canada	
Facility	**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**	**Minutes**		**Calls**	**Minutes**	**Calls**	**Minutes**	**Calls**
YOUTH FACILITIES												
Heman G. Stark Youth Correctional Facility	4102	44225	29011	331487	12349	143569	669	6864			1	8
N.A. Chaderjian & O. H. Close Youth Correctional Facilities	1335	14216	7050	85227	63410	757160	630	8024				
Pine Grove Youth Conservation Camp			382	4483	4083	50910	19	271				
Preston Youth Correctional Facility	2016	24709	10579	130508	49228	593184	144	1639				
Southern Youth Correctional Reception Center and Clinic	7774	82474	6212	66131	3533	38263	115	1369				
Ventura Youth Correctional Facility			22389	247227	9588	106382	211	2115				

EXHIBIT 6-L2 CDCR 2010 IWTS CALL VOLUME BY FACILITY

Facility	Local		IntraLATA		InterLATA		Interstate		International		Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Adult Prison												
Avenal State Prison	2923	35549	70365	888188	436681	5528149	17656	216106	133	1695	216	1490
Cal Correctional Institution	2360	29066	9985	120503	217739	2690078	9881	120523	158	1560	9	89
California Correctional Center	2667	31401	12522	146675	114615	1317432	5245	60564	34	433	3	36
California Institution for Men	17594	204748	100587	1186547	32029	378895	5115	57313			8	61
California Institution for Women	11754	134847	81217	901219	64547	723879	8281	97362	1	15	98	1171
California Medical Facility	3585	44785	28943	334824	65942	802273	8322	98262	11	116	2	30
California Men's Colony	3899	42874	4921	57047	212150	2478509	14050	164068	2	18	210	2643
California Rehabilitation Center	29934	369049	258655	3248712	131054	1617483	9793	113280			18	184
Calipatria State Prison	2022	25047	17875	215854	119151	1498420	8373	106984			34	430
Cal State Prison/Corcoran	2906	33769	23227	284246	171825	2131110	7938	92562	70	816	89	972
Cal State Prison/LA County	11172	137740	99977	1177350	40237	475534	6857	81145			14	167
Cal State Prison/Sacramento	18896	232952	8484	105992	75406	925425	5674	70489	319	4538	17	151
Cal State Prison/Solano	15862	202962	117840	1464440	200142	2533182	14590	181352	138	1624	83	1054
Centinela State Prison	1833	21795	23004	280329	143477	1779888	6112	75012	25	323	63	668
Central Cal Women's Facility	966	10494	6298	72395	193173	2230514	14034	164003	150	1443	165	1682
Chuckawalla Valley State Prison	1549	20482	324118	4178346	124762	1585167	14019	178658	363	4894	860	12192
Corcoran Substance Abuse Facility	3919	52151	66097	835229	449873	5692689	20896	258141	203	2716	247	3070
Correctional Training Facility	5192	67835	11261	141119	311095	3881134	16862	205206	22	208	63	805

EXHIBIT 6-L2 CDCR 2010 IWTS CALL VOLUME BY FACILITY (CONTINUED)

Facility	Local		IntraLATA		InterLATA		Interstate		International		Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Deuel Vocational Institution	2638	31047	20347	242768	54013	663032	2258	26120	2	27		
Folsom State Prison	13311	165287	5390	66169	83176	1009309	3800	46394	7	101	5	67
High Desert State Prison	1606	19214	13884	157754	115150	1392004	6339	75455	2	21	19	240
Ironwood State Prison	2229	29253	223744	2767973	60641	741870	11195	137939	111	1335	26	289
Kern Valley State Prison	2910	37324	10063	118374	181152	2265694	9248	114191	239	3171	72	699
Mule Creek State Prison	12561	158447	38066	470318	227670	2848388	16420	202071	297	3991	127	1204
North Kern State Prison	225	3073	811	9463	62377	780345	1530	17509			1	8
Pelican Bay State Prison	779	10839	32247	408099	79452	1042346	4631	60364	29	409	59	862
Pleasant Valley State Prison	4281	52447	30108	362888	164224	1969684	11236	135208	42	578	106	821
R.J. Donovan Correctional Facility	47221	544511	33788	406955	103693	1241437	8486	101080	217	2989	67	722
Salinas Valley State Prison	734	8009	3047	36229	88711	1098913	4961	62042			51	641
San Quentin State Prison	46552	516158	117345	1441137	97027	1186827	11599	146221	727	9890	225	3003
Sierra Conservation Center	3035	35699	15005	181256	137270	1610473	5734	68360			96	841
Valley State Prison for Women	2906	31859	19149	223181	175156	1973046	12713	144140	135	1249	181	2265
Wasco State Prison	293	3370	9802	113026	30926	368489	937	11087			14	165
CONSERVATION CAMP												
Acton			3932	48170	416	5185	142	1776				
Alder	16	145	669	8458	4546	60572	336	4261				
Baseline	22	284	1651	20747	11166	145551	438	5523				
Bautista	655	6101	8967	113509	2245	28254	390	5238				
Ben Lomond Adult			1321	15240	5021	67585	225	2876				
Chamberlain Creek Camp	33	362	1140	15245	7521	100623	576	7028				

EXHIBIT 6-L2 CDCR 2010 IWTS CALL VOLUME BY FACILITY (CONTINUED)

Facility	Local		IntraLATA		InterLATA		Interstate		International		Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Deadwood			297	3717	3843	51542	361	5129			84	1099
Delta	46	594	3261	33899	18782	238032	356	4467				
Devils Garden			1302	17672	4517	59056	204	2650				
Eel River			4779	63164	11727	149812	274	3778				
Fenner Canyon			10239	131707	3874	48812	557	7382			24	322
Francisquito			2853	36083	856	10604	56	730				
Gabilan	14	177	17	190	9850	131818	168	2347				
Growlersburg	30	421	1936	24522	7860	96323	297	3596				
High Rock	38	491	3651	48520	7588	99068	191	2424			1	12
Intermountain			1019	13506	5815	76472	280	3782			27	390
Ishi	21	307	353	3862	10009	133166	474	6417				
Julius Klein			4141	49067	697	7843	201	2625				
Konocti	21	259	1506	19649	7771	104625	120	1626				
La Cima			2171	27995	3306	45308	170	1960				
Malibu	129	1056	2184	26689	2564	30961	458	5949				
McCain Valley	2	30	3205	40675	4563	61806	497	6759				
Miramonte			727	9865	2337	31379	167	2318				
Mountain Home			1647	21722	4542	58286	90	834				
Mt. Bullion	4	38	1417	18228	6101	79787	475	6638				
Oak Glen	2	21	5658	69417	1908	23553	296	3621				
Owens Valley	8	83	9699	125352	3027	40249	833	10476				
Parlin Fork			3574	46749	11396	152679	292	3560				
Pilot Rock	465	6077	2718	34554	222	2929	137	1850				
Prado	455	5337	4218	49246	593	7539	319	3745				
Puerta La Cruz			686	8554	4589	59710	521	6920	15	199		
Rainbow			488	5682	4801	59465	557	6929			28	381
Salt Creek			727	8753	10989	142977	322	4367				
Sugar Pine	6	31	923	11905	10195	133720	389	4998				
Trinity River			389	5424	7686	102995	225	3132				

EXHIBIT 6-L2 CDCR 2010 IWTS CALL VOLUME BY FACILITY (CONTINUED)

Facility	Local		IntraLATA		InterLATA		Interstate		International		Canada	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Vallecito			270	3602	2271	29079	149	2030				
Valley View			750	9964	6423	85049	543	7426				
Washington Ridge	98	1304	3025	41881	12199	163600	372	5053				
Holton	99	1387	1318	16835	347	4686	120	1557				
Community Correctional Facilities												
Central Valley Modified CCF	1531	19739	6210	79633	86023	1121935	1602	19038			20	224
Desert View Modified CCF	4307	54787	70589	894157	24545	307405	1891	23119	55	294		
Golden State Modified CCF	5062	65592	12824	165803	85459	1104543	1875	22932			1	15
Leo Chesney Correctional Facility	819	9648	3160	36579	31225	373537	1120	12673				
Female Offender Programs												
Family Foundation of Fresno	1338	15843	1330	16743	3734	46066	32	295				
Family Foundation of San Diego	1384	13497	249	2955	1342	15835	91	1187				
Family Foundation Santa Fe Spring	2280	26528	1649	18208	118	1428	58	798				
Female Rehabilitative CCC	729	8542	65	795	8108	97863	374	4557				
Youth Facilities												
Northern California Youth Center	1714	21336	5057	58680	75454	887275	836	10429				
Pine Grove Youth Conservation Camp			418	5756	5495	69974	4	50				
Preston Youth Correctional	313	3635	5739	69006	55687	672698	339	4065				
Southern Youth Reception Center	6151	63145	4533	45606	3967	47106	278	3073				
Stark Youth Correctional Facility	1128	9835	5670	54858	844	8459	615	5434				

EXHIBIT 6-M1 CDCR 2009 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH

International	Calls	Minutes	Country
Jan-2009	56	746	Netherlands
	32	352	France
	2	30	Spain
	4	60	Ireland
	43	286	Italy
	33	464	Switzerland
	152	1842	United Kingdom
	179	2381	Germany
	7	96	Guatemala
	2	28	Mexico
	4	56	Columbia
	27	376	Australia
	16	212	Philippines
	12	164	New Zealand
	335	3834	Canada
Total	**904**	**7093**	
Feb-2009	2	30	Kenya
	41	540	Netherlands
	20	260	France
	6	83	Ireland
	16	213	Italy
	43	588	Switzerland
	187	2388	United Kingdom
	112	1482	Germany
	6	82	Guatemala
	4	60	Mexico
	6	75	Columbia
	10	123	Australia
	13	134	Philippines
	16	230	New Zealand
	280	3283	Canada
Total	**762**	**9571**	

EXHIBIT 6-M1 CDCR 2009 IWTS INTERNATIONAL CALL VOLUME BYCOUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
Mar-2009	7	94	Kenya
	40	505	Netherlands
	12	176	France
	4	41	Spain
	14	170	Italy
	36	522	Switzerland
	139	1604	United Kingdom
	53	689	Germany
	5	60	Guatemala
	6	87	Mexico
	3	32	Columbia
	19	266	Australia
	2	18	Philippines
	24	346	New Zealand
	260	3060	Canada
Total	**624**	**7670**	
Apr-2009	5	68	Kenya
	41	510	Netherlands
	26	343	France
	11	151	Spain
	3	44	Ireland
	28	243	Italy
	8	120	Switzerland
	169	2038	United Kingdom
	59	506	Germany
	6	73	Guatemala
	5	74	Mexico
	6	68	Columbia
	10	136	Australia
	5	49	Philippines
	17	213	New Zealand
	302	3412	Canada
Total	**701**	**8048**	

EXHIBIT 6-M1 CDCR 2009 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
May-2009	44	504	Netherlands
	7	30	France
	22	257	Spain
	8	116	Ireland
	16	125	Italy
	21	290	Switzerland
	152	1713	United Kingdom
	64	586	Germany
	7	68	Guatemala
	12	162	Mexico
	3	29	Columbia
	17	220	Australia
	7	95	Philippines
	4	34	New Zealand
	314	3746	Canada
Total	**698**	**7975**	
Jun-2009	6	82	Kenya
	79	1048	Netherlands
	3	43	France
	21	274	Spain
	8	117	Ireland
	17	161	Italy
	18	259	Switzerland
	162	2098	United Kingdom
	75	705	Germany
	9	124	Guatemala
	2	30	Mexico
	4	47	Columbia
	19	268	Australia
	26	313	Philippines
	4	60	New Zealand
	324	3772	Canada
Total	**777**	**9401**	

EXHIBIT 6-M1 CDCR 2009 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
Jul-2009	92	1256	Netherlands
	12	179	France
	19	222	Spain
	6	90	Ireland
	45	304	Italy
	34	497	Switzerland
	122	1490	United Kingdom
	5	75	Sweden
	37	402	Germany
	6	54	Guatemala
	6	85	Mexico
	1	6	Columbia
	19	244	Australia
	23	262	Philippines
	4	39	New Zealand
	348	3897	Canada
Total	**779**	**9102**	
Aug-2009	68	865	Netherlands
	18	201	France
	15	208	Spain
	6	87	Ireland
	50	426	Italy
	47	627	Switzerland
	110	1302	United Kingdom
	16	204	Sweden
	78	921	Germany
	4	55	Guatemala
	7	105	Mexico
	3	26	Columbia
	17	208	Australia
	12	126	Philippines
	2	19	New Zealand
	316	3612	Canada
Total	**769**	**8992**	

EXHIBIT 6-M1 CDCR 2009 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
Sep-2009	3	45	Kenya
	74	905	Netherlands
	18	252	France
	17	233	Spain
	6	85	Ireland
	37	378	Italy
	38	523	Switzerland
	153	1819	United Kingdom
	14	178	Sweden
	52	708	Germany
	4	53	Guatemala
	10	130	Mexico
	4	51	Columbia
	24	329	Australia
	10	97	Philippines
	1	15	New Zealand
	269	3186	Canada
Total	**734**	**8987**	
Oct-2009	6	90	Kenya
	102	1343	Netherlands
	21	279	France
	13	181	Spain
	3	45	Ireland
	35	309	Italy
	45	620	Switzerland
	91	1133	United Kingdom
	4	58	Sweden
	75	961	Germany
	14	157	Mexico
	1	15	Columbia
	20	280	Australia
	11	121	Philippines
	1	14	New Zealand
	287	3448	Canada
Total	**729**	**9054**	

EXHIBIT 6-M1 CDCR 2009 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
Nov-2009	2	7	Kenya
	101	1263	Netherlands
	24	349	France
	21	273	Spain
	2	26	Ireland
	30	228	Italy
	41	605	Switzerland
	114	1159	United Kingdom
	3	31	Sweden
	2	30	Poland
	44	579	Germany
	2	30	Guatemala
	10	105	Mexico
	7	96	Columbia
	17	245	Australia
	8	98	Philippines
	4	27	New Zealand
	257	3162	Canada
Total	**689**	**8313**	
Dec-2009	3	41	Kenya
	99	1133	Netherlands
	17	202	France
	19	231	Spain
	1	15	Ireland
	28	240	Italy
	37	524	Switzerland
	83	895	United Kingdom
	36	492	Germany
	2	29	Guatemala
	10	132	Mexico
	24	286	Columbia
	17	240	Australia
	20	204	Philippines
	3	37	New Zealand
	235	2807	Canada
Total	**634**	**7508**	

EXHIBIT 6-M2 CDCR 2010 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH

International	Calls	Minutes	Country
Jan-2010	2	25	Kenya
	89	1,003	Netherlands
	25	333	France
	14	180	Spain
	30	289	Italy
	8	106	Switzerland
	110	1,293	United Kingdom
	1	15	Poland
	26	370	Germany
	1	8	Guatemala
	12	153	Mexico
	21	246	Columbia
	19	285	Australia
	17	195	Philippines
	6	82	New Zealand
	251	2,941	Canada
Total	**632**	**7,524**	
Feb 2010	5	54	Kenya
	121	1,443	Netherlands
	20	224	France
	14	179	Spain
	4	52	Ireland
	41	362	Italy
	36	534	Switzerland
	67	814	United Kingdom
	14	188	Germany
	2	30	Guatemala
	12	154	Mexico
	20	243	Columbia
	27	371	Australia
	7	65	Philippines
	6	86	New Zealand
	5	39	Hong Kong
	222	2,658	Canada
Total	**623**	**7,496**	

EXHIBIT 6-M2 CDCR 2010 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
Mar-2010	75	934	Netherlands
	36	453	France
	18	237	Spain
	2	29	Ireland
	22	200	Italy
	26	364	Switzerland
	57	713	United Kingdom
	11	134	Germany
	1	15	Guatemala
	17	160	Mexico
	5	69	Columbia
	25	352	Australia
	18	141	Philippines
	6	85	New Zealand
	3	36	Hong Kong
	171	2,036	Canada
Total	**493**	**5,958**	
Apr-2010	89	1,125	Netherlands
	11	160	France
	11	152	Spain
	3	43	Ireland
	48	438	Italy
	40	572	Switzerland
	66	790	United Kingdom
	2	26	Poland
	16	214	Germany
	1	15	Guatemala
	17	167	Mexico
	10	112	Columbia
	30	379	Australia
	14	150	Philippines
	1	10	Hong Kong
	246	2,948	Canada
Total	**605**	**7,301**	

EXHIBIT 6-M2 CDCR 2010 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
May-2010	42	527	Netherlands
	13	134	France
	17	210	Spain
	3	44	Ireland
	25	233	Italy
	33	401	Switzerland
	61	678	United Kingdom
	3	45	Poland
	15	214	Germany
	1	15	Guatemala
	25	238	Mexico
	2	17	Columbia
	29	385	Australia
	9	97	Philippines
	6	56	Hong Kong
	223	2,745	Canada
Total	**507**	**6039**	
Jun-2010	69	941	Netherlands
	4	45	France
	21	282	Spain
	2	30	Ireland
	37	346	Italy
	36	524	Switzerland
	49	639	United Kingdom
	15	173	Germany
	1	15	Guatemala
	18	244	Mexico
	1	15	Columbia
	8	105	Australia
	3	36	Philippines
	1	14	Hong Kong
	237	2,837	Canada
Total	**502**	**6,246**	

EXHIBIT 6-M2 CDCR 2010 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
Jul-2010	56	747	Netherlands
	5	43	France
	11	165	Spain
	1	15	Ireland
	27	302	Italy
	40	589	Switzerland
	49	644	United Kingdom
	11	132	Germany
	1	15	Guatemala
	25	310	Mexico
	3	42	Columbia
	12	140	Australia
	10	96	Philippines
	231	2,837	Canada
Total	**482**	**6,077**	
Aug-2010	53	719	Netherlands
	24	350	France
	10	136	Spain
	2	30	Ireland
	11	119	Italy
	31	447	Switzerland
	49	650	United Kingdom
	1	15	Denmark
	19	265	Germany
	1	13	Guatemala
	14	200	Mexico
	3	41	Columbia
	13	180	Australia
	2	30	Philippines
	1	15	New Zealand
	285	3,576	Canada
Total	**519**	**6,786**	

EXHIBIT 6-M2 CDCR 2010 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
Sep-2010	51	697	Netherlands
	29	418	France
	7	105	Spain
	3	41	Ireland
	20	221	Italy
	44	612	Switzerland
	49	545	United Kingdom
	2	30	Denmark
	6	90	Germany
	1	15	Guatemala
	27	172	Mexico
	3	36	Columbia
	14	191	Australia
	5	49	Philippines
	376	4,844	Canada
Total	**637**	**8,066**	
Oct-2010	42	515	Netherlands
	22	313	France
	6	67	Spain
	1	15	Ireland
	32	289	Italy
	43	626	Switzerland
	20	208	United Kingdom
	3	25	Denmark
	1	15	Poland
	10	129	Germany
	1	15	Guatemala
	29	324	Mexico
	3	35	Columbia
	16	173	Australia
	2	28	Philippines
	3	18	Bangladesh
	397	5,003	Canada
Total	**631**	**7,798**	

EXHIBIT 6-M2 CDCR 2010 IWTS INTERNATIONAL CALL VOLUME BY COUNTRY BY MONTH (CONTINUED)

International	Calls	Minutes	Country
Nov-2010	82	1,029	Netherlands
	22	293	France
	13	153	Spain
	2	30	Ireland
	43	404	Italy
	34	485	Switzerland
	61	777	United Kingdom
	3	45	Denmark
	15	192	Germany
	1	15	Guatemala
	24	306	Mexico
	5	62	Columbia
	26	336	Australia
	4	36	Philippines
	2	30	New Zealand
	3	45	Bangladesh
	383	4,868	Canada
Total	**723**	**9106**	
Dec-2010	77	935	Netherlands
	16	239	France
	14	187	Spain
	1	15	Ireland
	31	327	Italy
	38	570	Switzerland
	76	958	United Kingdom
	2	18	Denmark
	18	244	Germany
	2	30	Guatemala
	18	264	Mexico
	5	54	Columbia
	18	241	Australia
	6	45	Philippines
	3	45	New Zealand
	4	60	Bangladesh
	328	4,077	Canada
Total	**657**	**8309**	

EXHIBIT 6-N IWTS TRANSITION FACILITIES

TEAM 1**		TEAM 2**
Sierra Conservation Center		Devil's Garden
Valley State Prison For Women		Intermountain
Central California Women's Facility		Sugar Pine
California Substance Abuse Treatment Facility and State Prison		High Desert State Prison
North Kern State Prison		California Correctional Center
Kern Valley State Prison		Antelope
Wasco State Prison		Ishi
California Medical Facility		Washington Ridge
California State Prison, Solano		Growlersberg
Deuel Vocational Institution		Folsom State Prison
Salinas Valley State Prison		Pine Grove
Gabilan		Mule Creek State Prison
Pleasant Valley State Prison		Northern Youth
Avenal State Prison		California Correctional Institutional
California Men's Colony		California State Prison, Los Angeles County
Cuesta Camp		Desert View Modify CCF
Pelican Bay State Prison		Acton
Alder Creek		Francisquito
High Rock		Ventura Youth
Eel River		OIA-Rancho Cucamonga
Chamberlain Creek		OCS-Rancho Cucamonga
Parlin Fork		California Institution for Women
Konocti		California Institution for Men
Ben Lomond		Prado
Vallecito		Heman G. Stark
Baseline		California Rehabilitation Center
Mt. Bullion		Oak Glen
Miramonte		Fenner Canyon
Mountain Home		Ironwood State Prison
OCS-Fresno		Chuckawalla Valley State Prison
Fresno Family Foundations		Calipatria State Prison
Background Investigations, Fresno Office (anticipated)		Centinela
Owens Valley		McCain

***Two teams can run concurrently during installation*

EXHIBIT 6-N IWTS TRANSITION OF FACILITIES (CONTINUED)

TEAM 1**		TEAM 2**
Leo Chesney		Richard J. Donovan Correctional Facility
OIA Northern Region - Sacramento		San Diego Center Point
Background Investigations, Sacramento Office (anticipated)		OCS-San Diego
OCS-Rancho Cordova		La Cima
OCS HQ		Rainbow
Northern California Youth		Puerta La Cruz
Claremont Custody Center (anticipated) CCF		Bautista
Shafter CCF (anticipated)		Julius Klein
Delano CCF (anticipated)		Pilot Rock
Central Valley Modified CCF		Malibu
Golden State Modified CCF		Santa Fe Springs Los Angeles
Female Rehabilitative Community		
OIA-Central Bakersfield		Karl Holton
OCS-Special Services Unit Bay Area		
Deadwood		
Trinity River		
Salt Creek		
Valley View		

**Two teams can run concurrently during installation

EXHIBIT 6-O ADULT INSTITUTION MAS LOCATIONS

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS
1	ASP	Avenal State Prison	(559) 386-0587	1 Kings Way Avenal, CA 93204
2	CAL	Calipatria State Prison	(760) 348-7000	7018 Blair Road Calipatria, CA 92233
3	CCC	California Correctional Center	(530) 257-2181	711-045 Center Road Susanville, CA 96130
4	CCI	California Correctional Institution	(661) 822-4402	24900 Highway 202 Tehachapi, CA 93561
5	CCWF	Central California Women's Facility	(559) 665-5531	23370 Road 22 Chowchilla, CA 93610
6	CEN	Centinela State Prison	(760) 337-7900	2302 Brown Road Imperial, CA 92251
7	CIM	California Institution for Men	(909) 597-1821	14901 South Central Avenue Chino, CA 91710
8	CIW	California Institution for Women	(909) 597-1771	16756 Chino-Corona Road Corona, CA 92880
9	CMC	California Men's Colony	(805) 547-7981	Highway 1 San Luis Obispo, CA 93409
10	CMF	California Medical Facility	(707) 448-6841	1600 California Drive Vacaville, CA 95687
11	COR	California State Prison, Corcoran	(559) 992-8800	4001 King Avenue Corcoran, CA 93212
12	CRC	California Rehabilitation Center	(951) 737-2683	5th Street & Western Norco, CA 92860
13	CTF	Correctional Training Facility	(831) 678-3951	Highway 101 North Soledad, CA 93960
14	CVSP	Chuckawalla Valley State Prison	(760) 922-5300	19025 Wiley's Well Road Blythe, CA 92225
15	DVI	Deuel Vocational Institution	(209) 835-4141	23500 Kasson Road Tracy, CA 95376

EXHIBIT 6-O ADULT INSTITUTION MAS LOCATIONS (CONTINUED)

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS
16	FSP	Folsom State Prison	(916) 985-2561	300 Prison Road Represa, CA 95671
17	HDSP	High Desert State Prison	(530) 251-5100	475-750 Rice Canyon Road Susanville, CA 96127
18	ISP	Ironwood State Prison	(760) 921-3000	19005 Wiley's Well Road Blythe, CA 92225
19	KVSP	Kern Valley State Prison	(661) 721-6300	3000 West Cecil Avenue Delano, CA 93216
20	LAC	California State Prison, Los Angeles County	(661) 729-2000	44750 60th Street, West Lancaster, CA 93536
21	MCSP	Mule Creek State Prison	(209) 274-4911	4001 Highway 104 Ione, CA 95640
22	NKSP	North Kern State Prison	(661) 721-2345	2737 West Cecil Avenue Delano, CA 93216
23	PBSP	Pelican Bay State Prison	(707) 465-1000	5905 Lake Earl Drive Crescent City, CA 95531
24	PVSP	Pleasant Valley State Prison	(559) 935-4900	24863 West Jayne Avenue Coalinga, CA 93210
25	RJD	Richard J. Donovan Correctional Facility	(619) 661-6500	480 Alta Road San Diego, CA 92179
26	SAC	California State Prison, Sacramento	(916) 985-8610	100 Prison Road Represa, CA 95671
27	SATF	California Substance Abuse Treatment Facility and State Prison at Corcoran	(559) 992-7100	900 Quebec Avenue Corcoran, CA 93212
28	SCC	Sierra Conservation Center	(209) 984-5291	5100 O'Byrnes Ferry Road Jamestown, CA 95327
29	SOL	California State Prison, Solano	(707) 451-0182	2100 Peabody Road Vacaville, CA 95696
30	SQP	California State Prison, San Quentin	(415) 454-1460	1 Main Street San Quentin, CA 94964
31	SVSP	Salinas Valley State Prison	(831) 678-5500	31625 Highway 101 Soledad, CA 93960
32	VSPW	Valley State Prison for Women	(559) 665-6100	21633 Avenue 24 Chowchilla, CA 93610
33	WSP	Wasco State Prison and Reception Center	(661) 758-8400	701 Scofield Avenue Wasco, CA 93280

EXHIBIT 6-P FUTURE ADULT FACILITY MAS LOCATIONS ANTICIPATED

	IWTS ACRONYMS	FACILITY	MAIN TELEPHONE NUMBER	ADDRESS	CITY	ZIP CODE
1	HGS	Heman G. Stark	TBD	151 South Euclid Avenue	Chino	91710
2	ECF	Estrella Correctional Facility	TBD	4545 Airport Road	Paso Robles	93446
3	CHCF	California Health Care Facility	TBD	7707 S. Austin Road	Stockton	95215
4	NCRF	Northern California Re-Entry Facility	TBD	7150 Arch Road	Stockton	95213

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EXHIBIT 6-Q YOUTH FACILITY MAS LOCATIONS (DELETED)

EXHIBIT 6-R CDCR FACILITY TOPOGRAPHY

ADULT INSTITUTIONS	CO-LOCATED	URBAN/ RURAL	TERRAIN	NON-CONTIGUOUS	MSF*
Avenal State Prison (ASP) 1 Kings Way Avenal, CA 93204		**Rural**			
Calipatria State Prison (CAL) 7018 Blair Road Calipatria, CA 92233		**Rural**			**X**
California Correctional Center (CCC) 711-045 Center Road Susanville, CA 96130	**HDSP**	**Rural**			
California Correctional Institution (CCI) 24900 Highway 202 Tehachapi, CA 93561		**Rural**	**X**	**X**	
Central California Women's Facility (CCWF) 23370 Road 22 Chowchilla, CA 93610	**VSPW**	**Rural**			
Centinela State Prison (CEN) 2302 Brown Road Imperial, CA 92251		**Rural**			**X**
California Institution for Men (CIM) 14901 South Central Avenue Chino, CA 91710		**Urban**		**X**	
California Institution for Women (CIW) 16756 Chino-Corona Road Corona, CA 92880		**Mixed**			
California Men's Colony (CMC) Highway 1 San Luis Obispo, CA 93409		**Rural**		**X**	
California Medical Facility (CMF) 1600 California Drive Vacaville, CA 95687	**SOL**	**Urban**			
California State Prison, Corcoran (COR) 4001 King Avenue Corcoran, CA 93212	**SATF**	**Rural**			**X**
California Rehabilitation Center (CRC) 5th Street & Western Norco, CA 92860		**Urban**	**X**		
Correctional Training Facility (CTF) Highway 101 North Soledad, CA 93960	**SVSP**	**Rural**		**X**	
Chuckawalla Valley State Prison (CVSP) 19025 Wiley's Well Road Blythe, CA 92225	**ISP**	**Rural**			
Deuel Vocational Institution (DVI) 23500 Kasson Road Tracy, CA 95376		**Rural**			

Minimum Security Facility

EXHIBIT 6-R CDCR FACILITY TOPOGRAPHY (CONTINUED)

ADULT INSTITUTIONS	CO-LOCATED	URBAN/ RURAL	TERRAIN	NON-CONTIGUOUS	MSF*
Folsom State Prison (FSP) 300 Prison Road Represa, CA 95671	**SAC**	**Rural**			
High Desert State Prison (HDSP) 475-750 Rice Canyon Road Susanville, CA 96127	**CCC**	**Rural**			
Ironwood State Prison (ISP) 19005 Wiley's Well Road Blythe, CA 92225	**CVSP**	**Rural**			
Kern Valley State Prison (KVSP) 3000 West Cecil Avenue Delano, CA 93216-6000		**Rural**			**X**
California State Prison – Los Angeles County (LAC) 44750 60th Street West Lancaster, CA 93536-7620		**Urban**			**X**
Mule Creek State Prison (MCSP) 4001 Highway 104 Ione, CA 95640		**Rural**			
North Kern State Prison (NKSP) 2737 West Cecil Avenue Delano, CA 93216		**Rural**			**X**
Pelican Bay State Prison (PBSP) 5905 Lake Earl Drive Crescent City, CA 95531		**Rural**			
Pleasant Valley State Prison (PVSP) 24863 West Jayne Avenue Coalinga, CA 93210		**Rural**			
R.J. Donovan Correctional Facility (RJD) 480 Alta Road San Diego, CA 92179		**Rural**			
California State Prison, Sacramento (SAC) 100 Prison Road Represa, CA 95671	**FSP**	**Rural**			
California Substance Abuse Treatment Facility and State Prison at Corcoran (SATF) 900 Quebec Avenue Corcoran, CA 93212	**COR**				
Sierra Conservation Center (SCC) 5100 O'Byrnes Ferry Road Jamestown, CA 95327					
California State Prison, Solano (SOL) 2100 Peabody Road Vacaville, CA 95696	**CMF**				

Minimum Security Facility

EXHIBIT 6-R CDCR FACILITY TOPOGRAPHY (CONTINUED)

ADULT INSTITUTIONS	CO-LOCATED	URBAN/ RURAL	TERRAIN	NON-CONTIGUOUS	MSF*
California State Prison, San Quentin (SQ) 1 Main Street San Quentin, CA 94964		**Urban**			
Salinas Valley State Prison (SVSP) 31625 Highway 101 Soledad, CA 93960	**CTF**	**Rural**			**X**
Valley State Prison for Women (VSPW) 21633 Avenue 24 Chowchilla, CA 93610	**CCWF**	**Rural**			
Wasco State Prison (WSP) 701 Scofield Avenue Wasco, CA 93280		**Rural**			

Minimum Security Facility

EXHIBIT 6-S MANAGED ACCESS SYSTEM IMPLEMENTATION OF FACILITIES

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS	PHASE
1	SOL	California State Prison, Solano	(707) 451-0182	2100 Peabody Road Vacaville, CA 95696	0 Acceptance
2	CRC	California Rehabilitation Center	(951) 737-2683	5th Street & Western Norco, CA 92860	1
3	ASP	Avenal State Prison	(559) 386-0587	1 Kings Way Avenal, CA 93204	1
4	SVSP	Salinas Valley State Prison	(831) 678-5500	31625 Highway 101 Soledad, CA 93960	1
5	FSP	Folsom State Prison	(916) 985-2561	300 Prison Road Represa, CA 95671	1
6	CEN	Centinela State Prison	(760) 337-7900	2302 Brown Road Imperial, CA 92251	1
7	ISP	Ironwood State Prison	(760) 921-3000	19005 Wiley's Well Road Blythe, CA 92225	1
8	CIM	California Institution for Men	(909) 597-1821	14901 South Central Avenue Chino, CA 91710	1
9	CTF	Correctional Training Facility	(831) 678-3951	Highway 101 North Soledad, CA 93960	1
10	CAL	Calipatria State Prison	(760) 348-7000	7018 Blair Road Calipatria, CA 92233	1
11	KVSP	Kern Valley State Prison	(661) 721-6300	3000 West Cecil Avenue Delano, CA 93216	1
12	CVSP	Chuckawalla Valley State Prison	(760) 922-5300	19025 Wiley's Well Road Blythe, CA 92225	1
13	COR	California State Prison, Corcoran	(559) 992-8800	4001 King Avenue Corcoran, CA 93212	1
14	CMC	California Men's Colony	(805) 547-7981	Highway 1 San Luis Obispo, CA 93409	1

EXHIBIT 6-S MANAGED ACCESS SYSTEM IMPLEMENTATION OF FACILITIES (CONTINUED)

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS	PHASE
15	PVSP	Pleasant Valley State Prison	(559) 935-4900	24863 West Jayne Avenue Coalinga, CA 93210	1
16	SCC	Sierra Conservation Center	(209) 984-5291	5100 O'Byrnes Ferry Road Jamestown, CA 95327	1
17	LAC	California State Prison, Los Angeles County	(661) 729-2000	44750 60th Street, West Lancaster, CA 93536	1
18	RJD	Richard J. Donovan Correctional Facility	(619) 661-6500	480 Alta Road San Diego, CA 92179	1
19	CCC	California Correctional Center	(530) 257-2181	711-045 Center Road Susanville, CA 96130	2
20	CMF	California Medical Facility	(707) 448-6841	1600 California Drive Vacaville, CA 95687	2
21	SATF	California Substance Abuse Treatment Facility and State Prison at Corcoran	(559) 992-7100	900 Quebec Avenue Corcoran, CA 93212	2
22	SAC	California State Prison, Sacramento	(916) 985-8610	100 Prison Road Represa, CA 95671	2
23	MCSP	Mule Creek State Prison	(209) 274-4911	4001 Highway 104 Ione, CA 95640	2
24	WSP	Wasco State Prison and Reception Center	(661) 758-8400	701 Scofield Avenue Wasco, CA 93280	2
25	NKSP	North Kern State Prison	(661) 721-2345	2737 West Cecil Avenue Delano, CA 93216	2
26	SQP	California State Prison, San Quentin	(415) 454-1460	1 Main Street San Quentin, CA 94964	2
27	CCI	California Correctional Institution	(661) 822-4402	24900 Highway 202 Tehachapi, CA 93561	2
28	CIW	California Institution for Women	(909) 597-1771	16756 Chino-Corona Road Corona, CA 92880	2

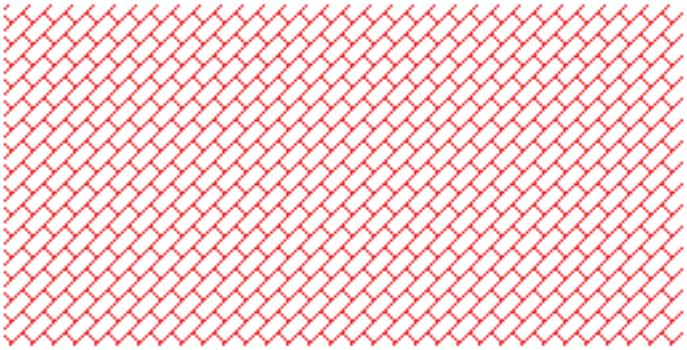
EXHIBIT 6-S MANAGED ACCESS SYSTEM IMPLEMENTATION OF FACILITIES (CONTINUED)

	ACRONYM	INSTITUTION	MAIN TELEPHONE NUMBER	ADDRESS	PHASE
29	HDSP	High Desert State Prison	(530) 251-5100	475-750 Rice Canyon Road Susanville, CA 96127	2
30	VSPW	Valley State Prison for Women	(559) 665-6100	21633 Avenue 24 Chowchilla, CA 93610	2
31	DVI	Deuel Vocational Institution	(209) 835-4141	23500 Kasson Road Tracy, CA 95376	2
32	CCWF	Central California Women's Facility	(559) 665-5531	23370 Road 22 Chowchilla, CA 93610	2
33	PBSP	Pelican Bay State Prison	(707) 465-1000	5905 Lake Earl Drive Crescent City, CA 95531	2

38	HGS	Heman G. Stark	TBD	151 South Euclid Avenue Chino, CA 91710	TBD
39	ECF	Estrella Correctional Facility	TBD	4545 Airport Road Paso Robles, CA 93446	TBD
40	CHCF	California Health Care Facility	TBD	7707 S. Austin Road Stockton, CA 95215	TBD
41	NCRF	Northern California Re-Entry Facility	TBD	7150 Arch Road Stockton, CA 95213	TBD

EXHIBIT 6-T MAS COVERAGE BY FACILITY

Boundary and Coverage Map Legend



Area that must be covered by Managed Access System

Area that must not be covered by Managed Access System

Demarks State property line

Un-shaded areas within the State property line may be covered by the Managed Access System, but are not required to be covered.

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SOL-California State Prison, Solano Property Boundaries

Real Property Number 10104 – **CALIFORNIA STATE PRISON – SOLANO COUNTY**

Label No.	Assessor Parcel No.
1	Portion of 0128-070-080
2	Portion of 0128-070-090
8	Portion of 0128-070-070
9	Portion of 0128-070-060
10	0136-130-010

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SOL-California State Prison, Solano Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CRC-California Rehabilitation Center Property Boundaries

Real Property Number 48 – **CALIFORNIA REHABILITATION CENTER**

Label No.	Assessor Parcel No.
1	129-190-003
2	129-200-008
3	129-190-002
4	129-200-013
5	130-240-005

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CRC-California Rehabilitation Center Coverage Areas

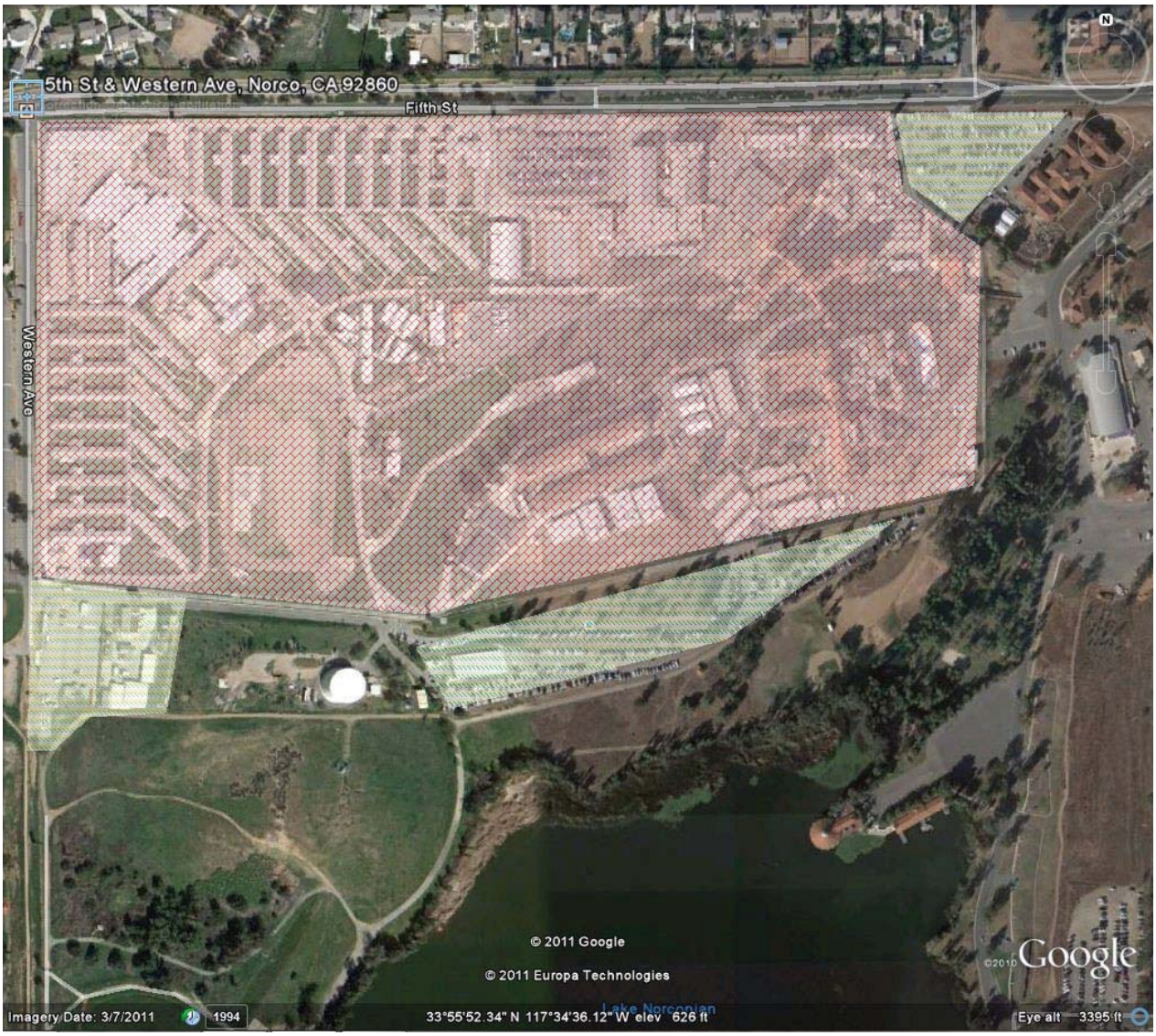


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

ASP-Avenal State Prison Property Boundaries

Real Property Number 34 – **AVENAL STATE PRISON**

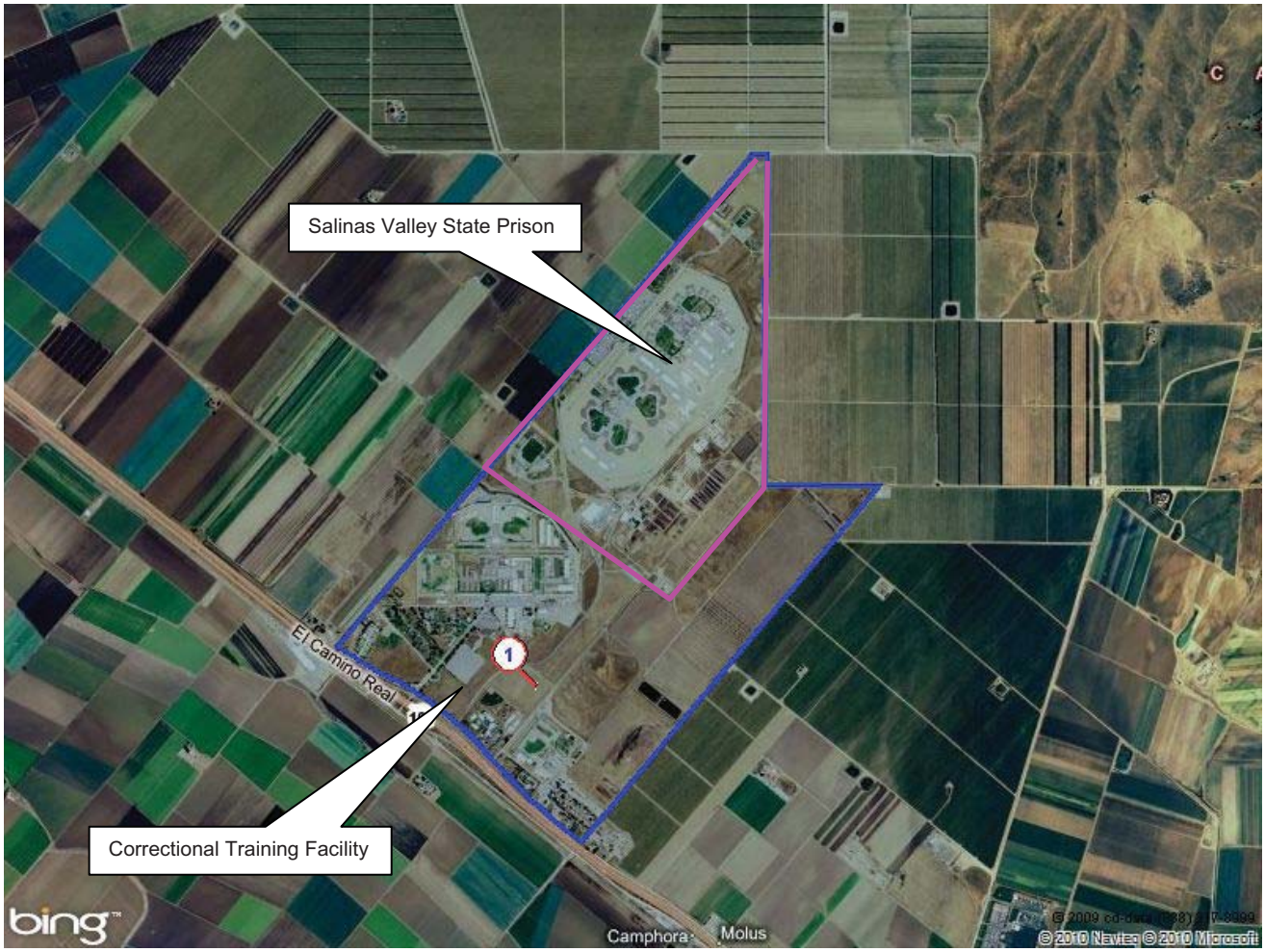
Label No.	Assessor Parcel No.
1	038-029-020
2	038-029-024
3	038-037-015
4	038-028-031

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

ASP-Avenal State Prison Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SVSP-Salinas Valley State Prison Property Boundaries



Real Property Number 10154 – **SALINAS VALLEY STATE PRISON**

Label No.	Assessor Parcel No.
1	Portion of 257-021-012

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SVSP-Salinas Valley State Prison Coverage Areas

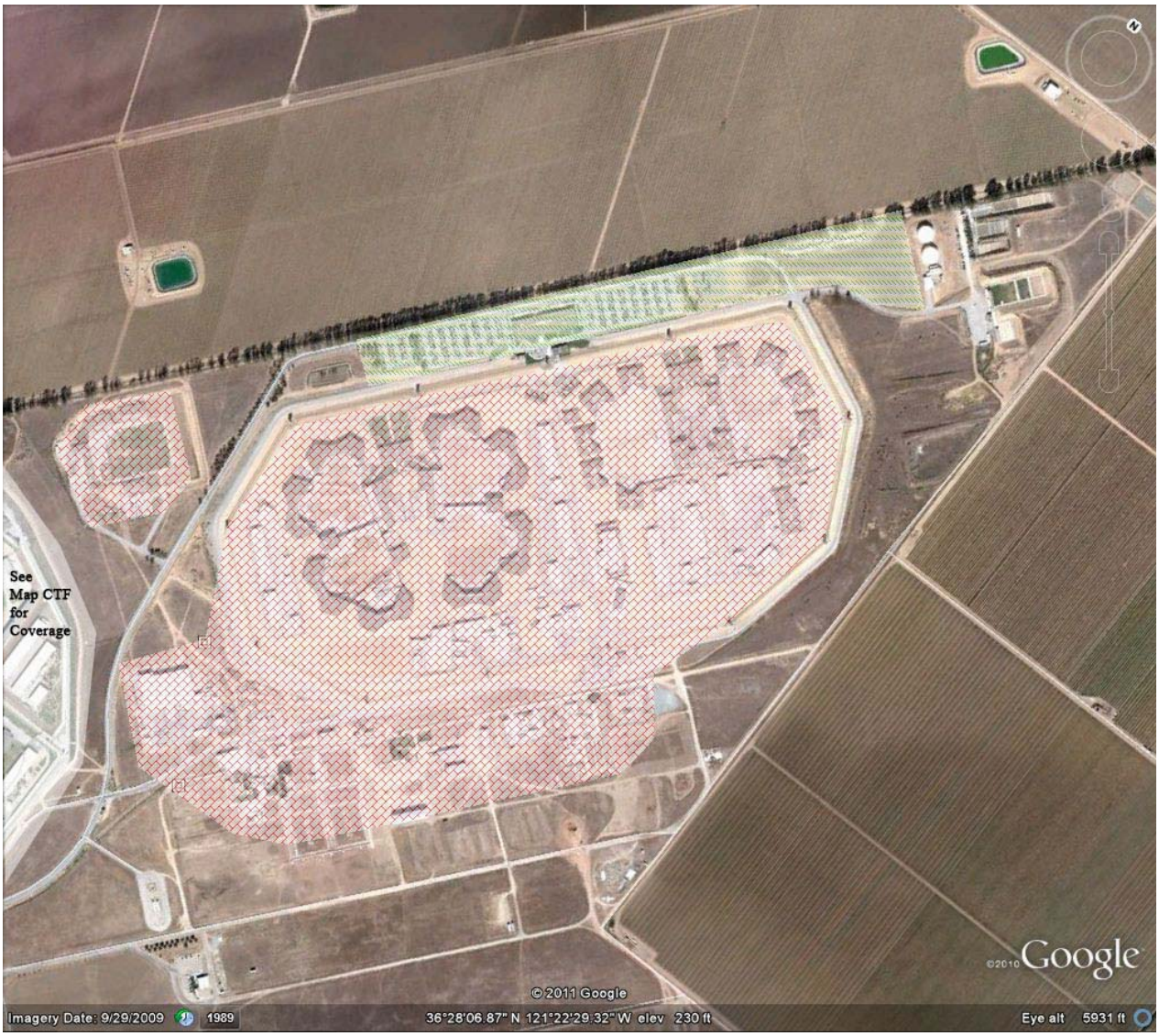
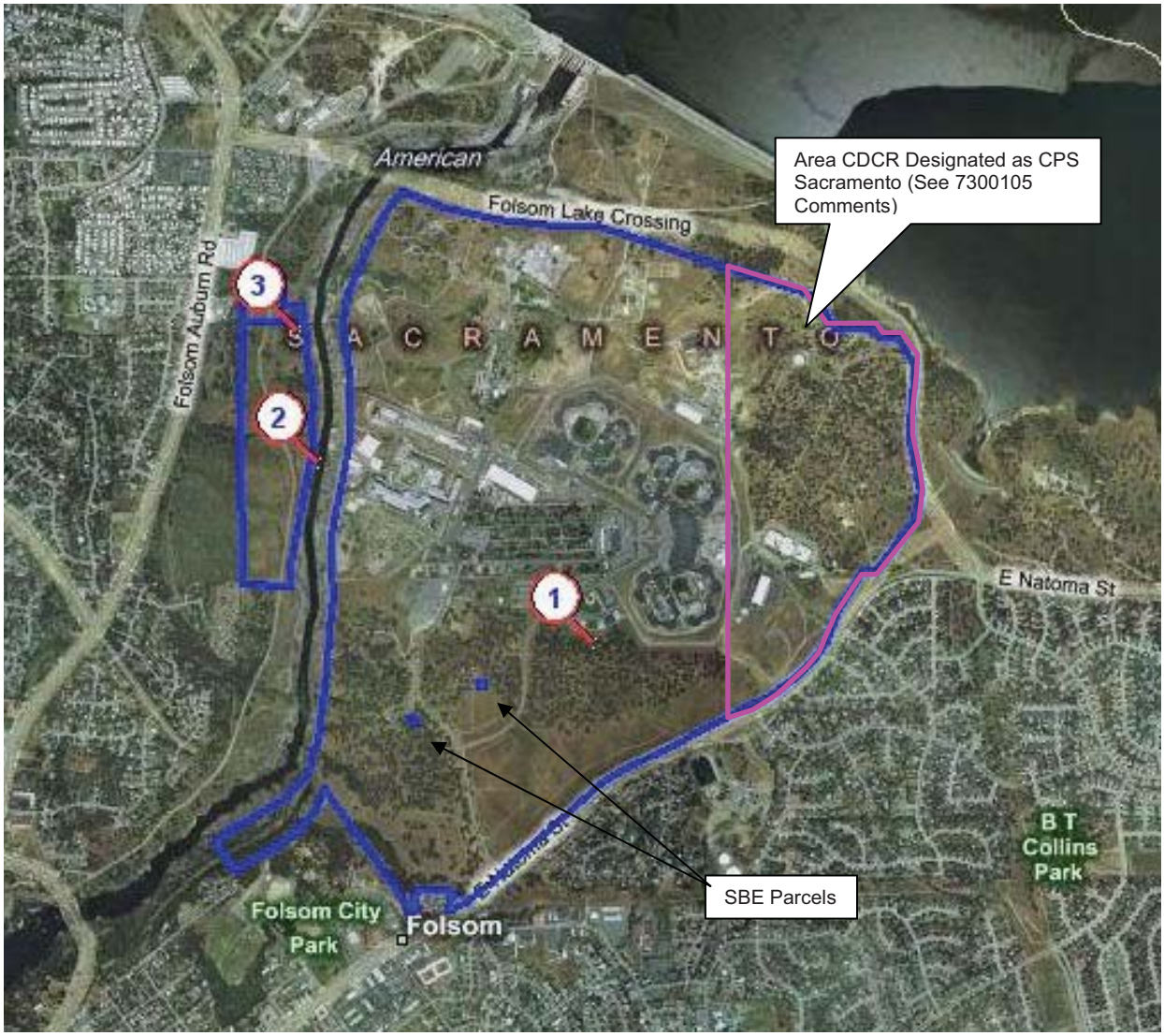


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

FSP-Folsom State Prison (and SAC-California State Prison, Sacramento) Property Boundaries



Real Property Number 39 – **FOLSOM STATE PRISON**

Label No.	Assessor Parcel No.
1	Portion of 071-0010-021
2	Portion of 213-0072-006
3	227-0222-003

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

FSP-Folsom State Prison (and SAC-California State Prison, Sacramento) Coverage Areas

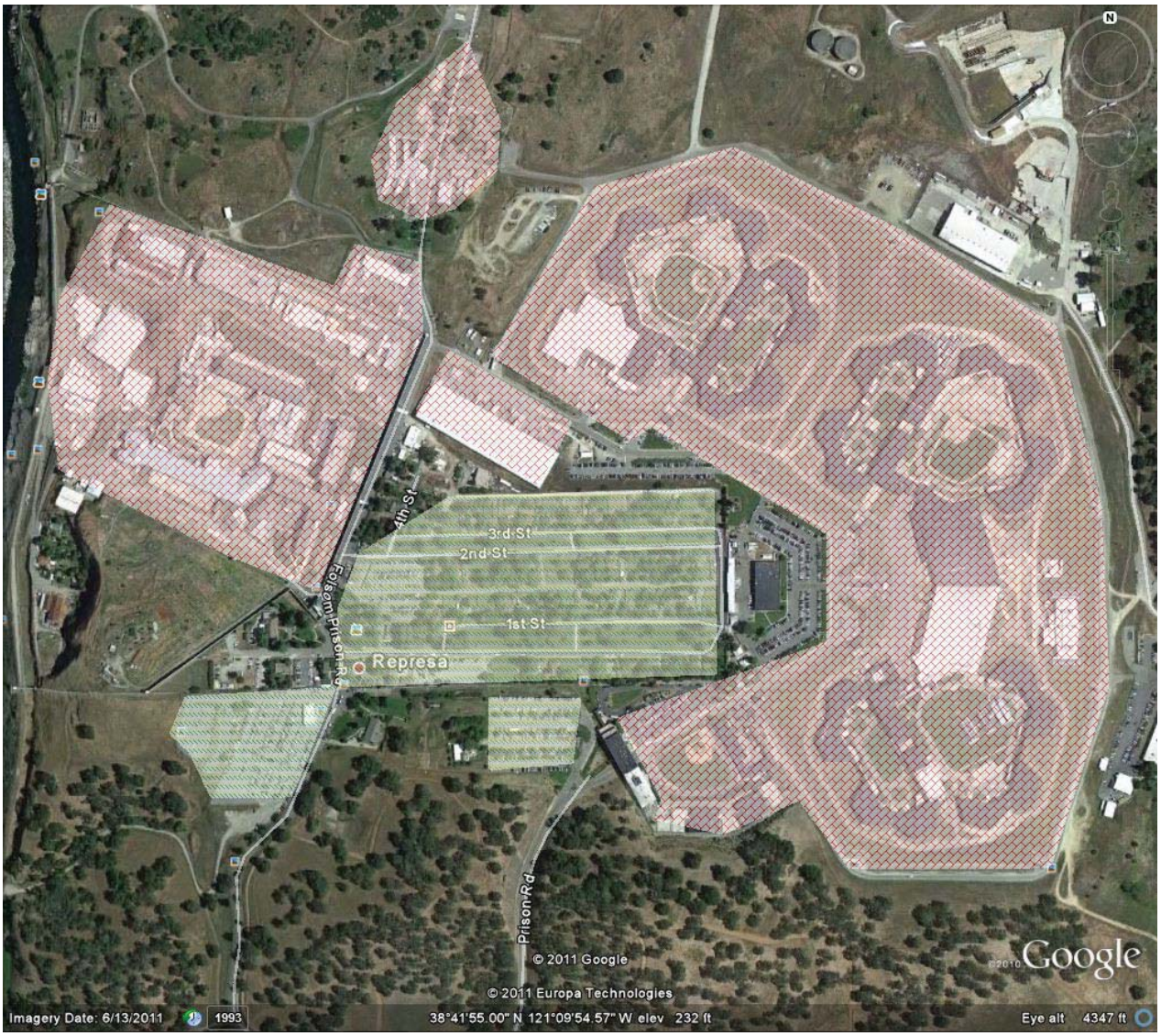
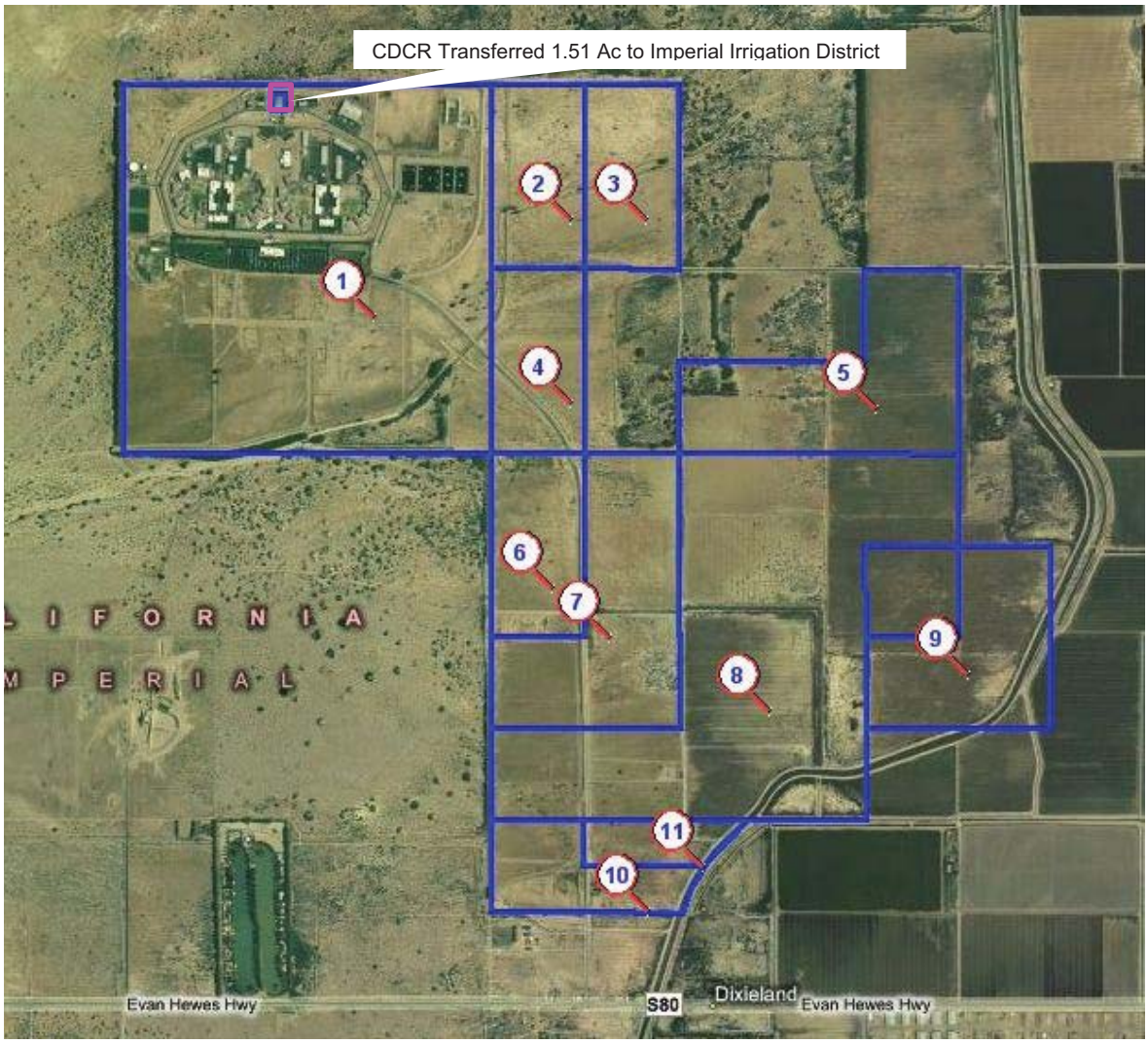


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CEN-Centinela State Prison Property Boundaries



Real Property Number 9734 – **CENTINELA STATE PRISON**

Label No.	Assessor Parcel No.
1	034-280-022
2	034-330-001
3	034-330-003
4	034-330-002
5	034-330-019
6	034-370-014
7	034-370-001
8	034-370-019
9	034-370-020
10	051-020-027
11	051-020-028

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CEN-Centinela State Prison Coverage Areas

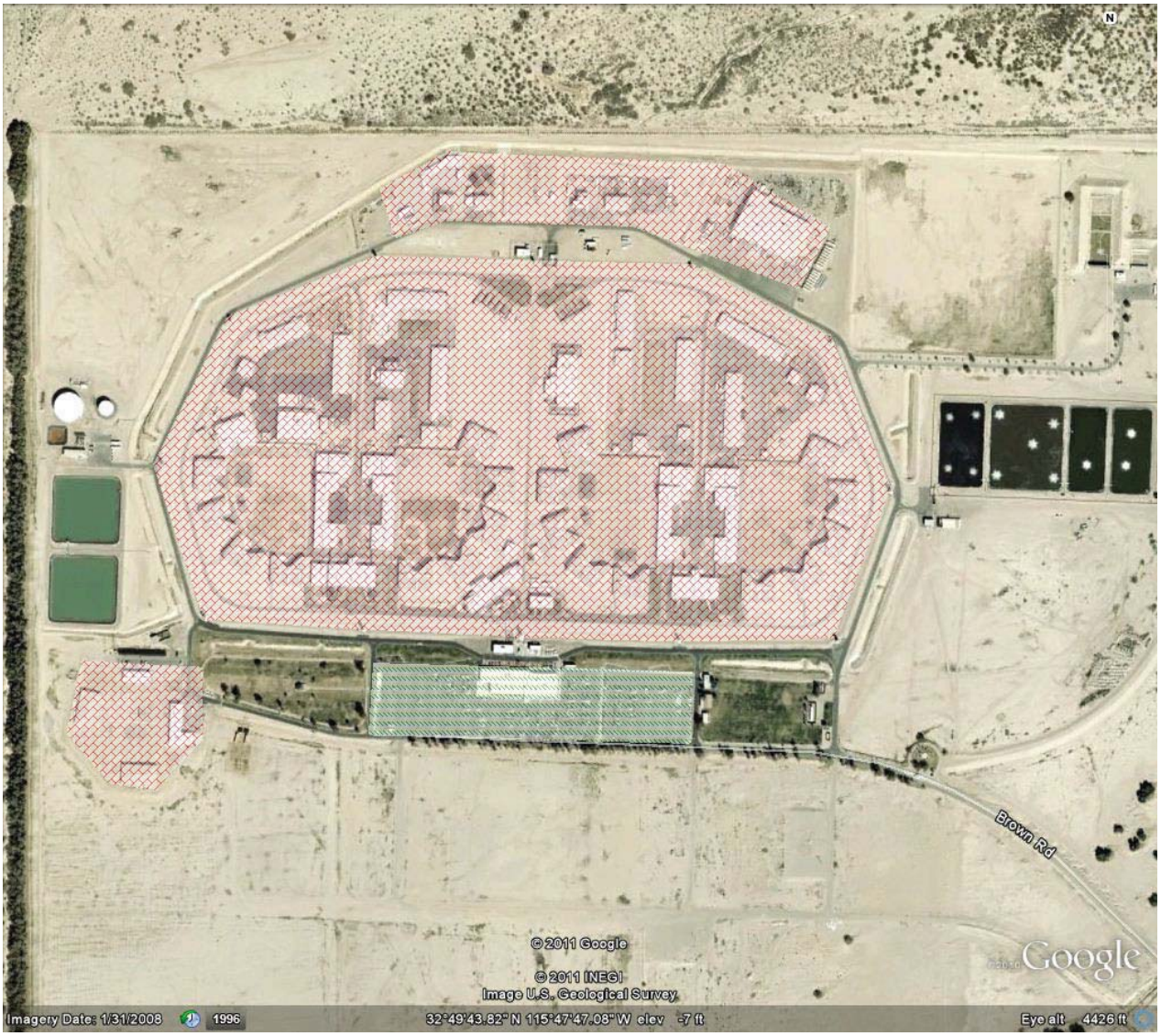
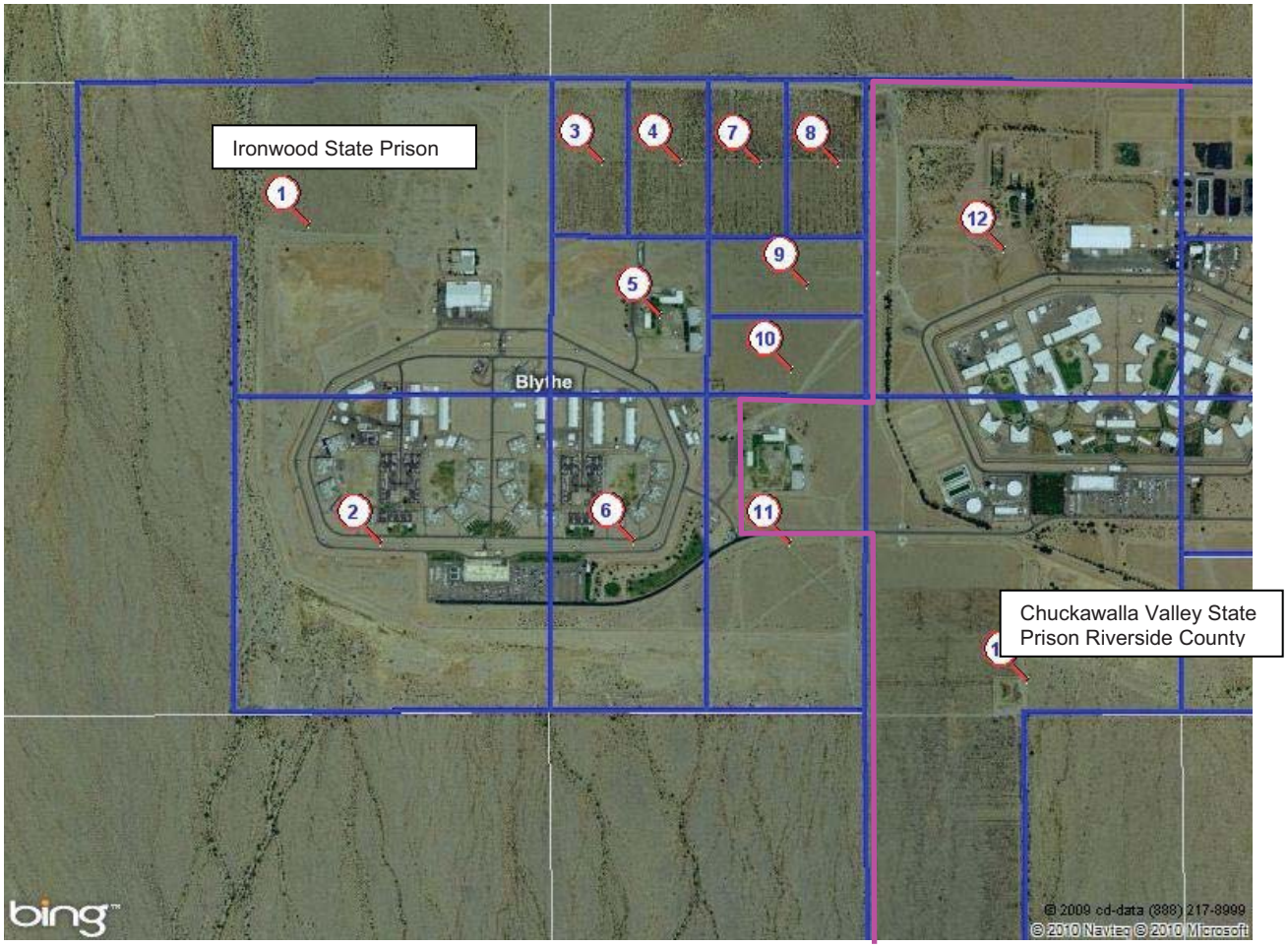


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

ISP-Ironwood State Prison (and CVSP-Chuckawalla Valley State Prison) Property Boundaries



Real Property Number 10102 – **IRONWOOD STATE PRISON**

Label No.	Assessor Parcel No.
1	879-040-001
2	879-040-009
3	879-040-016
4	879-040-015
5	879-040-004
6	879-040-010
7	879-040-020
8	879-040-017
9	879-040-019
10	879-040-018
11	Portion of 879-040-011

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

ISP-Ironwood State Prison Coverage Areas

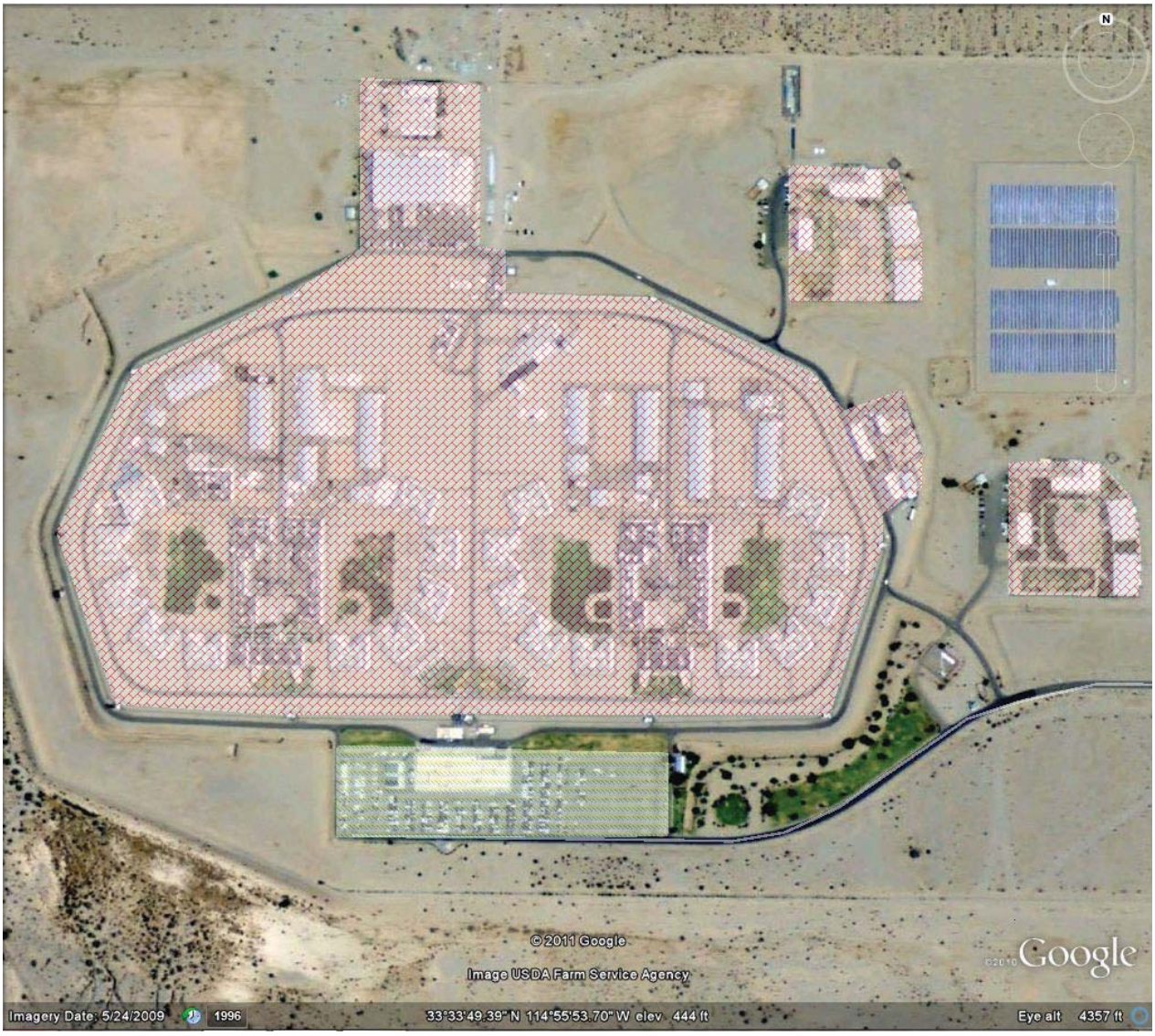


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CIM-California Institution for Men Property Boundaries

Real Property Number 50 – **CALIFORNIA INSTITUTION FOR MEN**

Label No.	Assessor Parcel No.
1	Portion of 1026-011-05
2	1026-021-01
3	Portion of 1026-041-02
4	Portion of 1026-031-01
5	1026-111-01
6	Portion of 1026-061-05
7	Herman G. Stark Correctional Facility - CYA
8	1026-101-01

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CIM-California Institution for Men (A) Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CIM-California Institution for Men (B) Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CIM-California Institution for Men (C) Coverage Areas

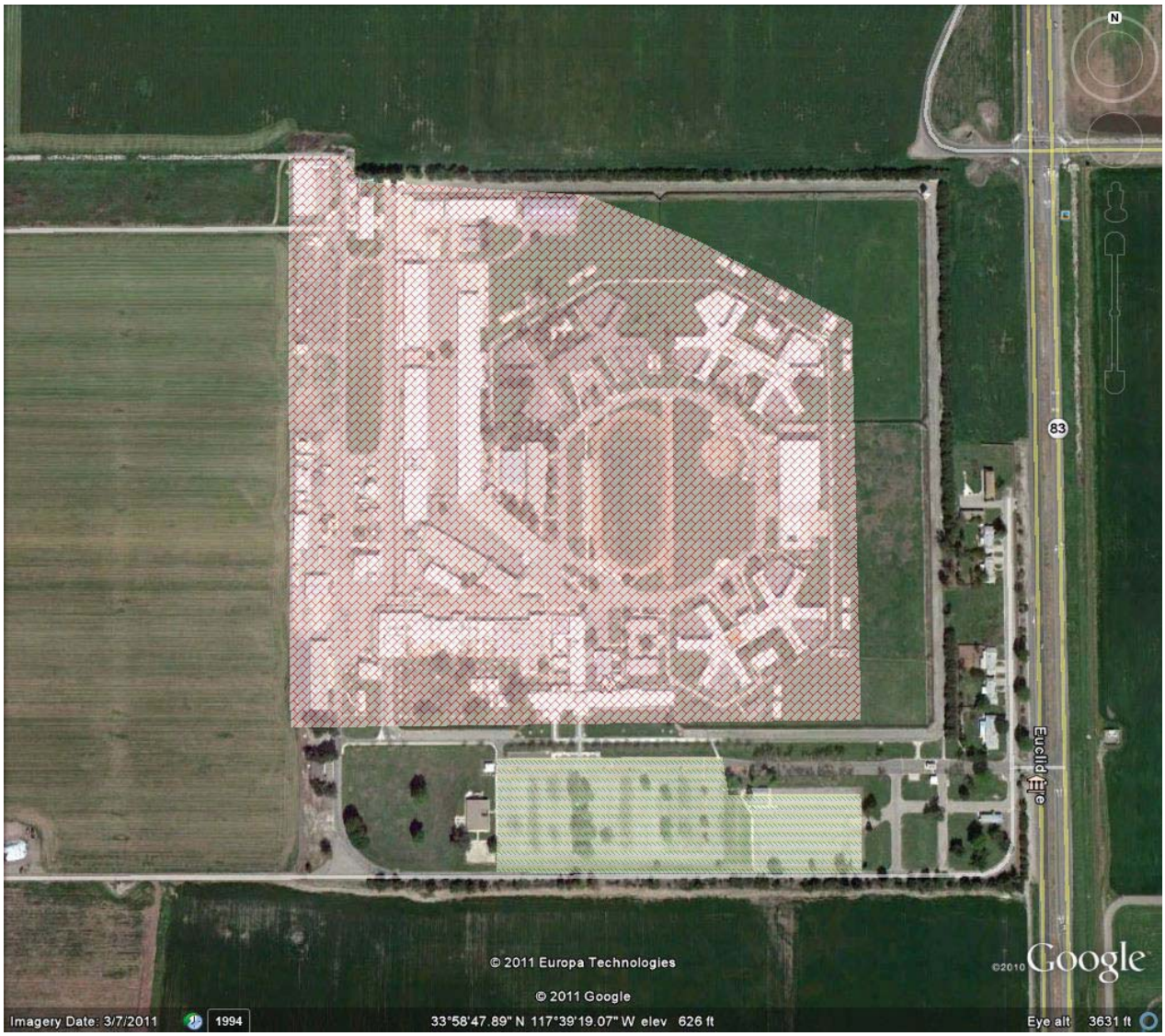
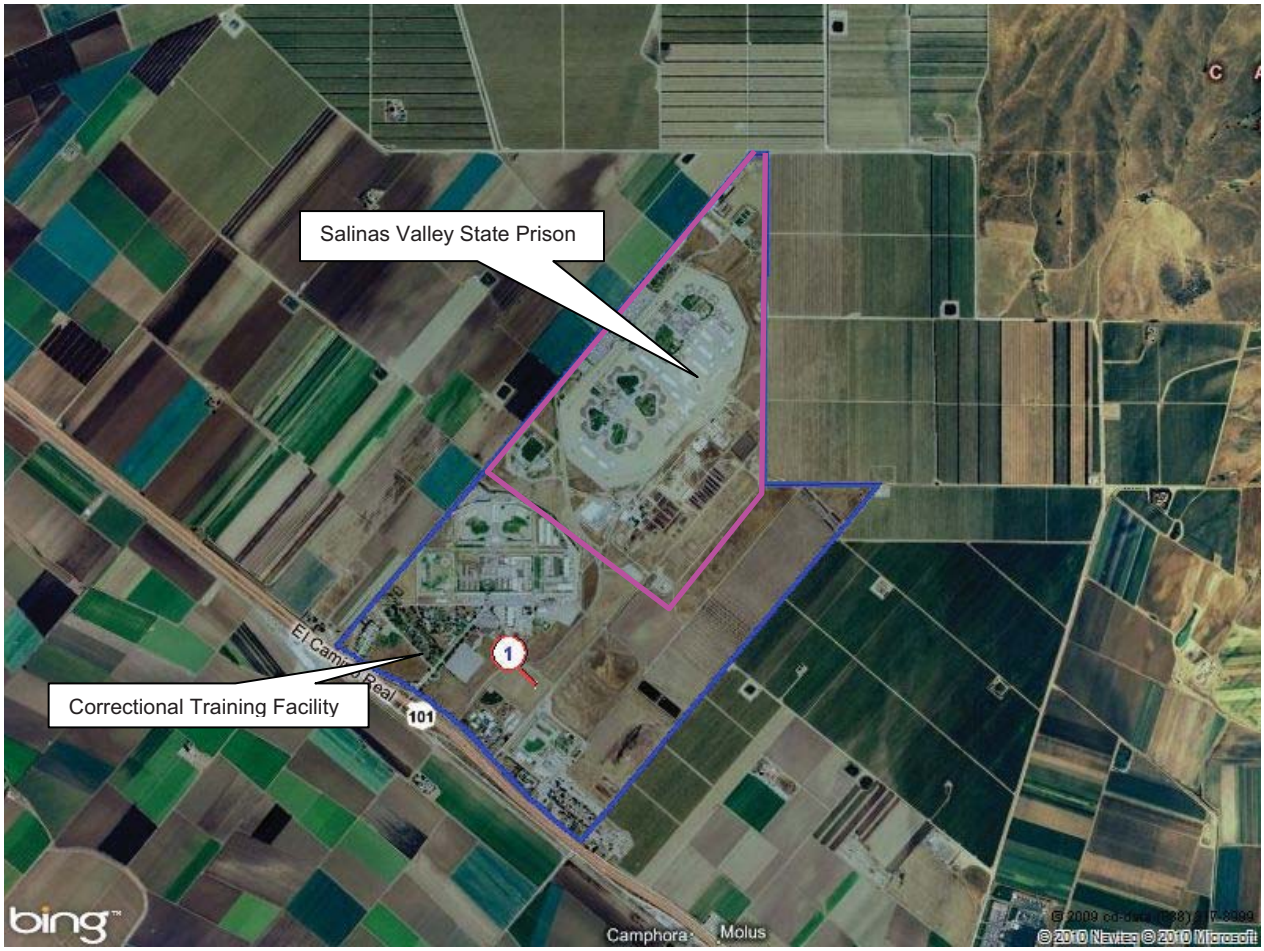


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CTF-Correctional Training Facility Property Boundaries



Real Property Number 51 – **CORRECTIONAL TRAINING FACILITY**

Label No.	Assessor Parcel No.
1	Portion of 257-021-012

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CTF-Correctional Training Facility Property Boundaries

Real Property Number 51 – **CORRECTIONAL TRAINING FACILITY (SEWAGE PONDS)**

Label No.	Assessor Parcel No.
2	257-041-020
3	257-041-021

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CTF-Correctional Training Facility Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CAL-Calipatria State Prison Property Boundaries

Real Property Number 9735 – **CALIPATRIA STATE PRISON**

Label No.	Assessor Parcel No.
1	022-140-005
2	022-150-001

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CAL-Calipatria State Prison Coverage Areas

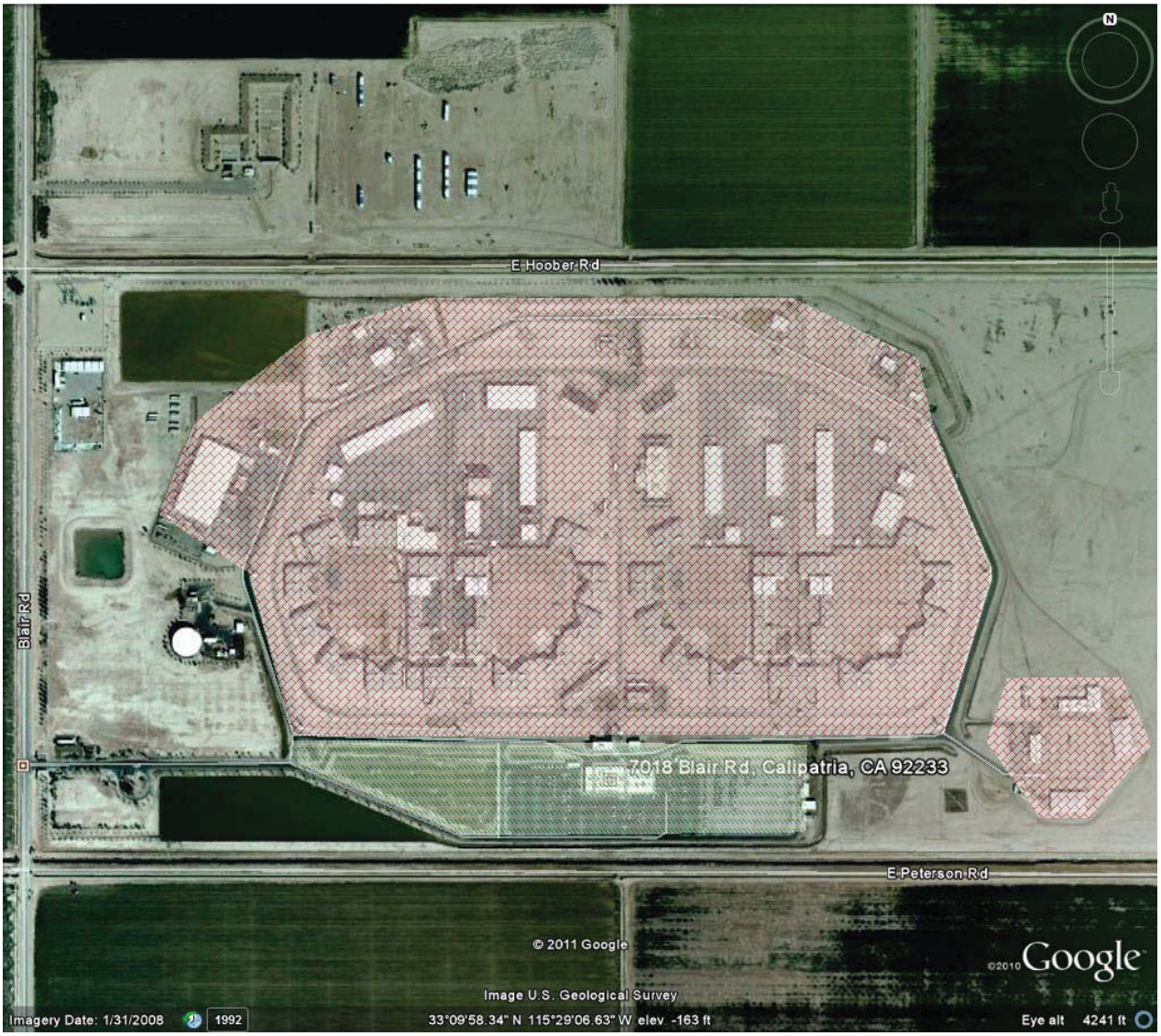
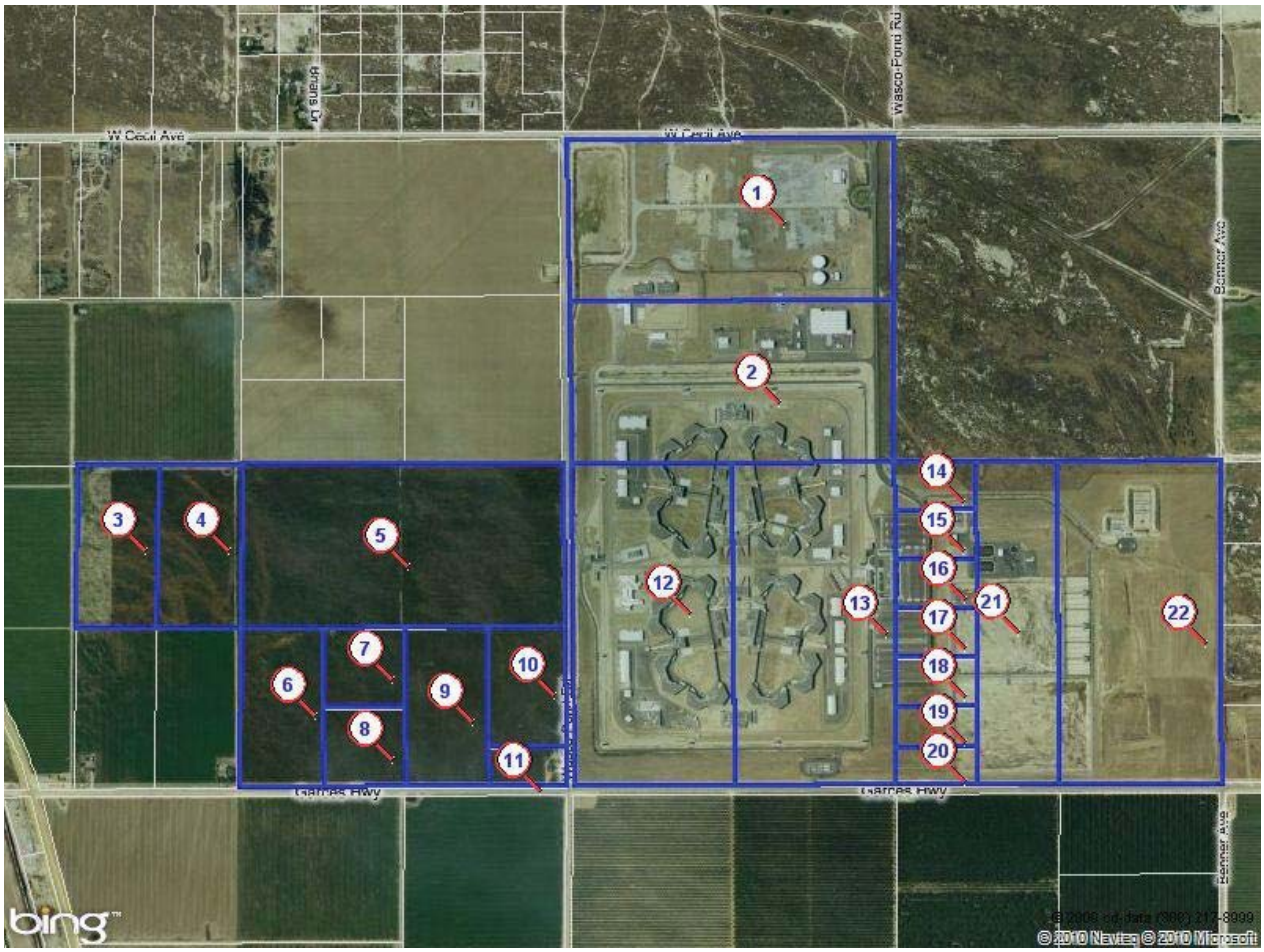


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

KVSP-Kern Valley State Prison Property Boundaries



Real Property Number 10424 – **KERN VALLEY STATE PRISON**

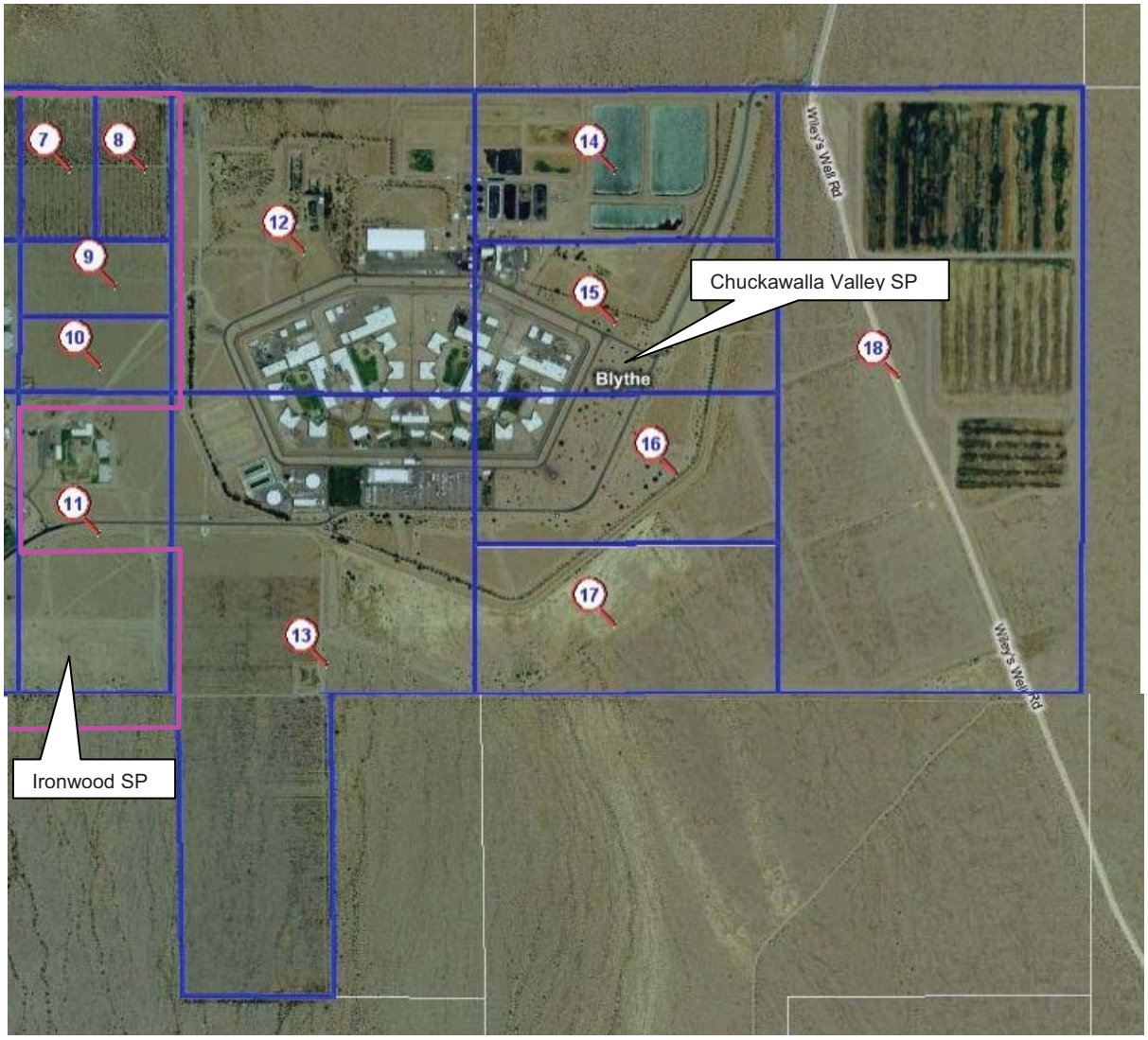
Label No.	Assessor Parcel No.	Label No.	Assessor Parcel No.	Label No.	Assessor Parcel No.
1	520-120-01	10	047-140-27	19	520-130-06
2	520-120-02	11	047-140-28	20	520-130-07
3	047-140-36	12	520-120-03	21	520-120-06
4	047-140-35	13	520-120-04	22	520-120-07
5	047-140-26	14	520-130-01		
6	047-140-32	15	520-130-02		
7	047-140-31	16	520-130-03		
8	047-140-30	17	520-130-04		
9	047-140-29	18	520-130-05		

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

KVSP-Kern Valley State Prison Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CVSP-Chuckawalla Valley State Prison Property Boundaries

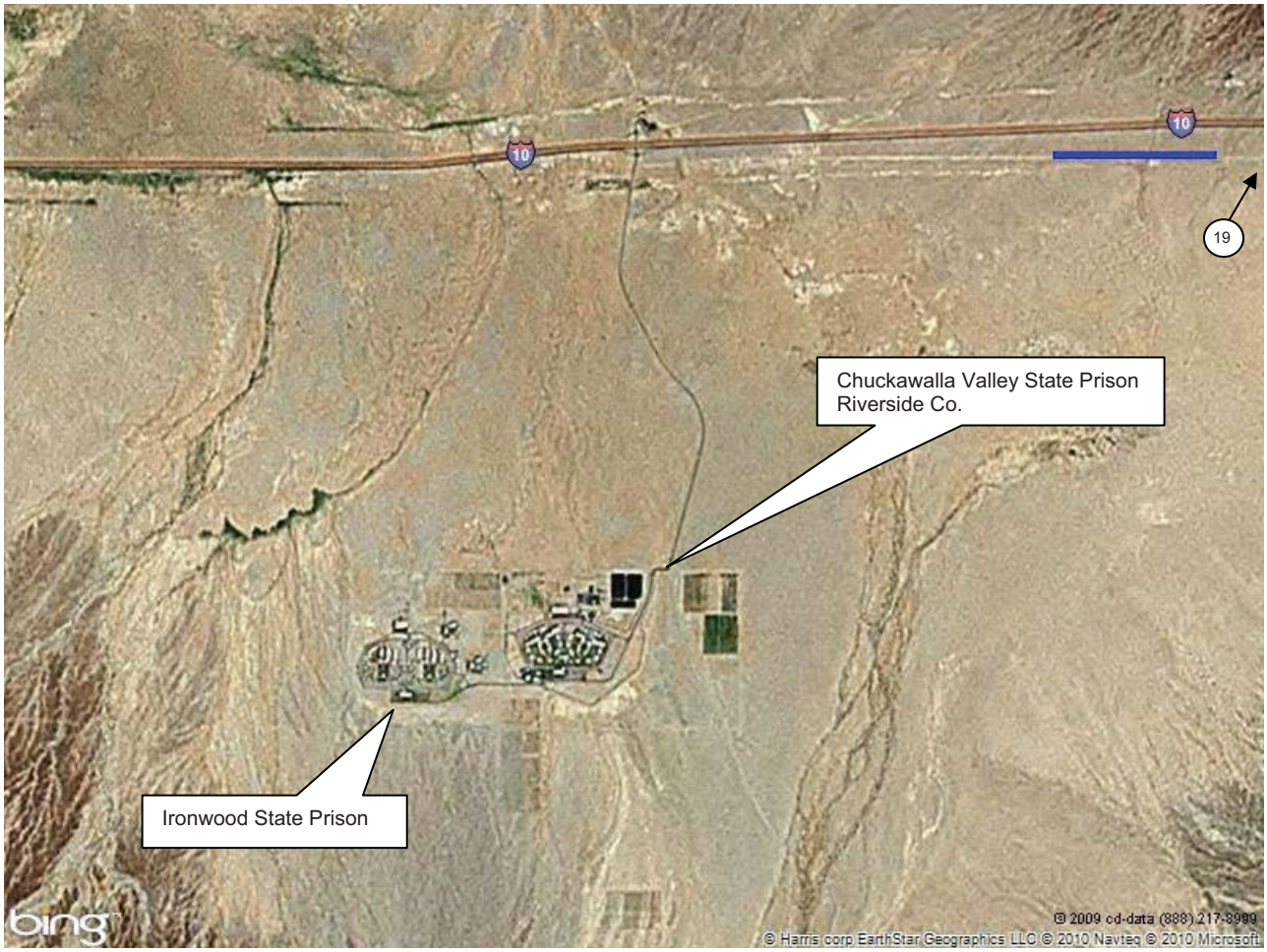


Real Property Number 9288 – **CHUCKAWALLA VALLEY STATE PRISON RIVERSIDE CO.**

Label No.	Assessor Parcel No.
11	Portion of 879-040-011
12	879-040-006
13	879-040-012
14	879-040-027
15	879-040-028
16	879-040-030
17	879-040-029
18	879-040-008

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CVSP-Chuckawalla Valley State Prison Property Boundaries (Continued)



Real Property Number 9288 – **CHUCKAWALLA VALLEY STATE PRISON RIVERSIDE CO.**

Label No.	Assessor Parcel No.
19	818-132-023

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CVSP-Chuckawalla Valley State Prison Coverage Areas

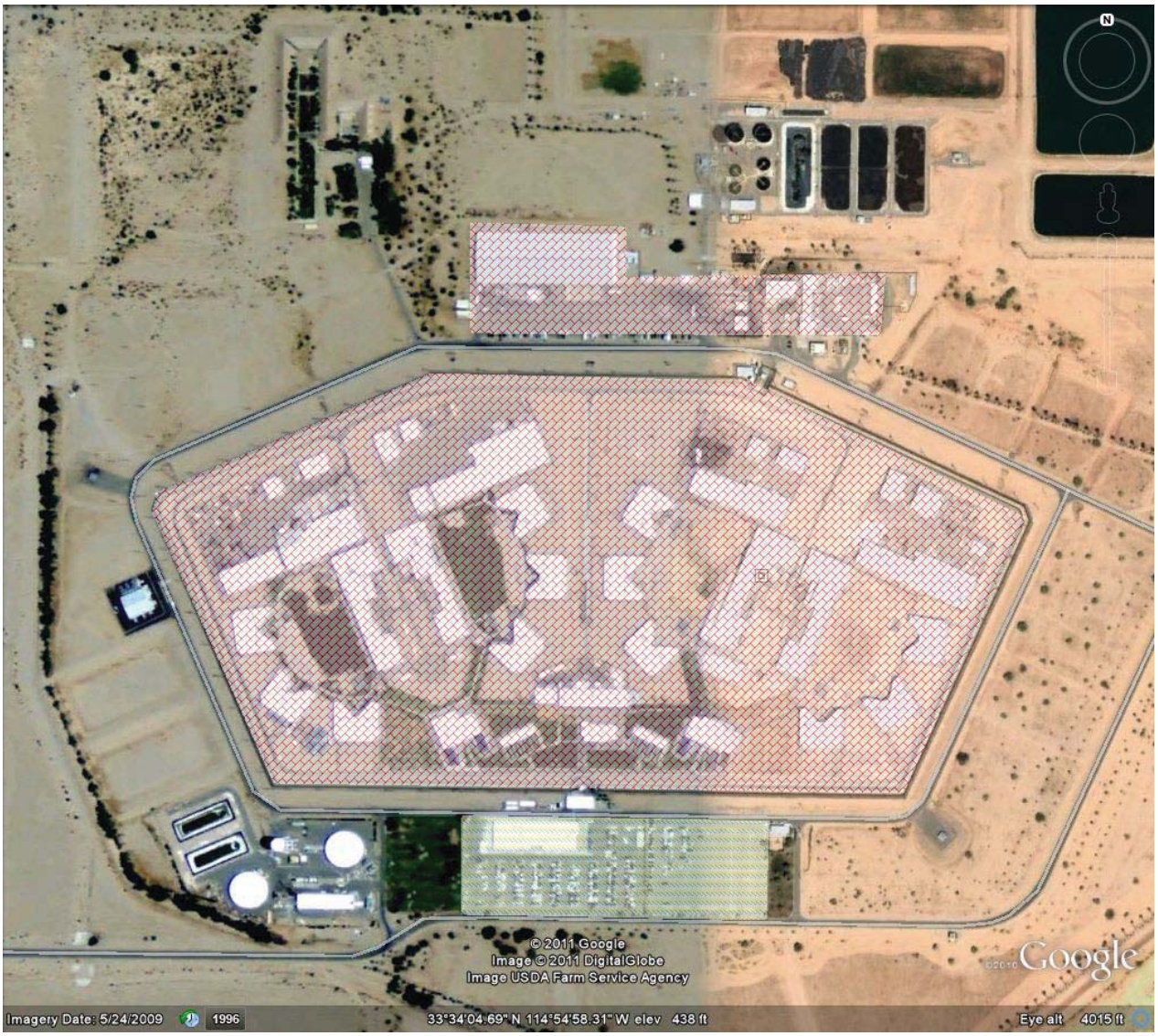
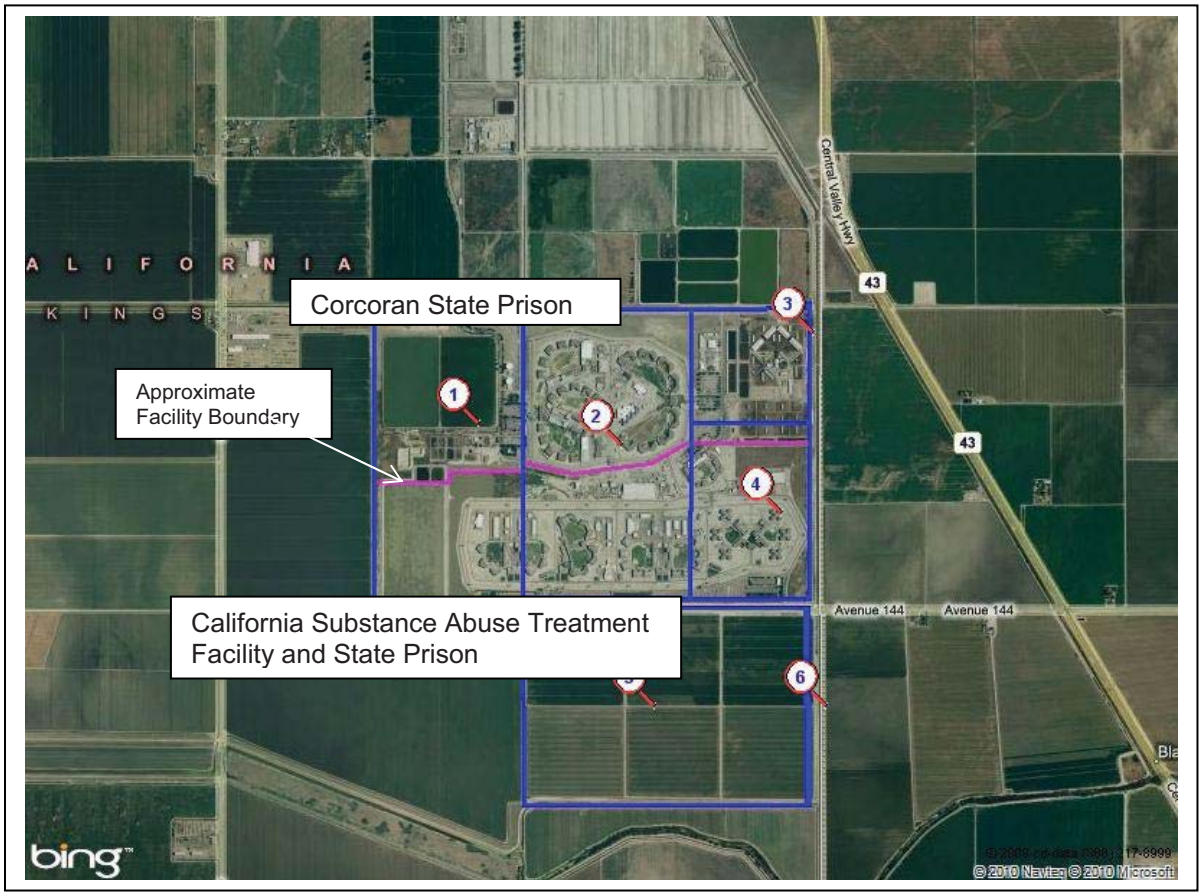


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

COR-California State Prison, Corcoran (and SATF-Substance Abuse Treatment Facility & State Prison)
Property Boundaries



Real Property Number 36 – **CORCORAN STATE PRISON**

Label No.	Assessor Parcel No.
1	Portion of 044-110-050
2	Portion of 044-110-052
3 & 4	044-110-026 & Portion of 044 -110-053
Blank	County did not assign parcel number and includes it as part of 044-110-026 & 053

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

COR-California State Prison Coverage Areas

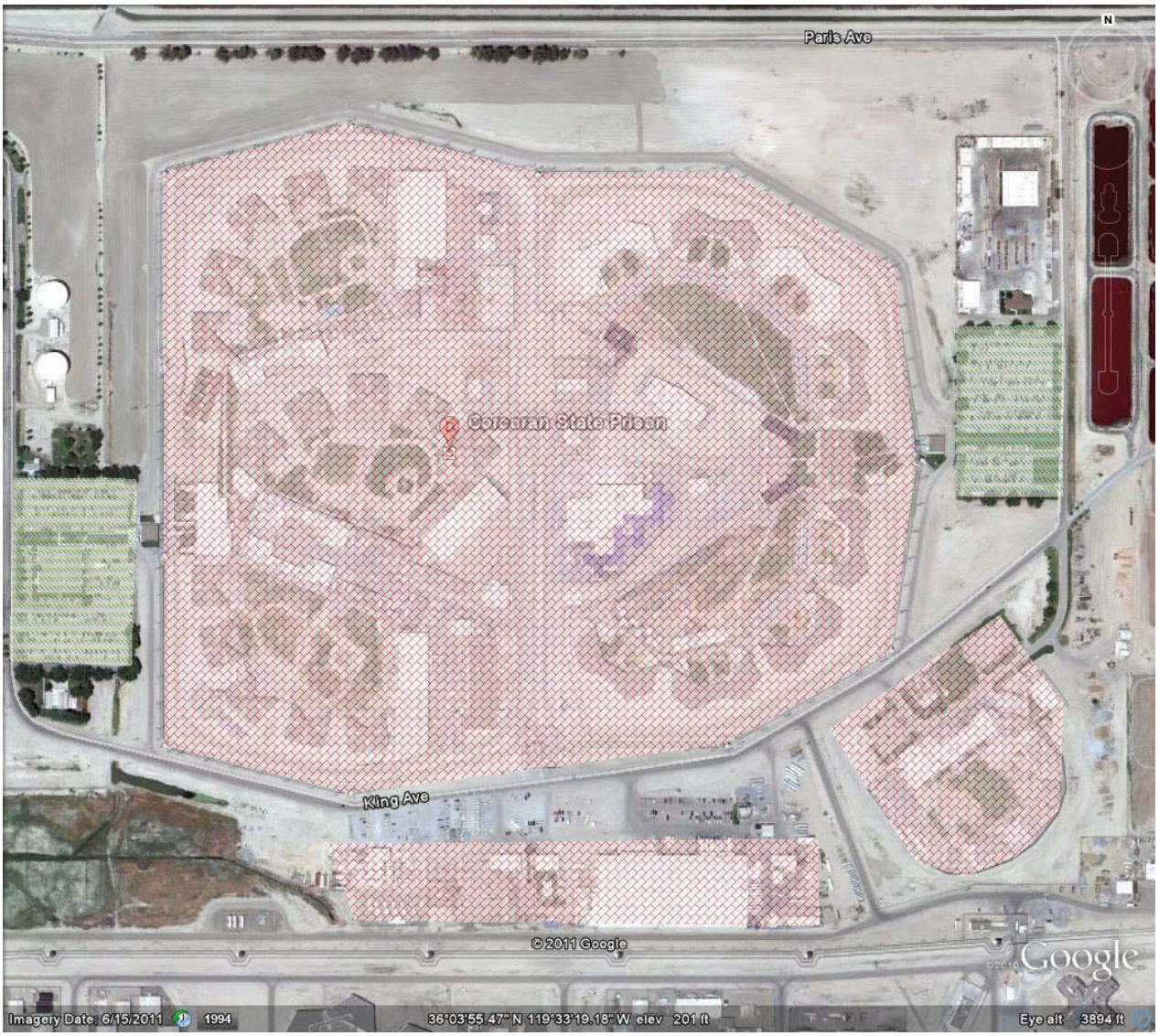
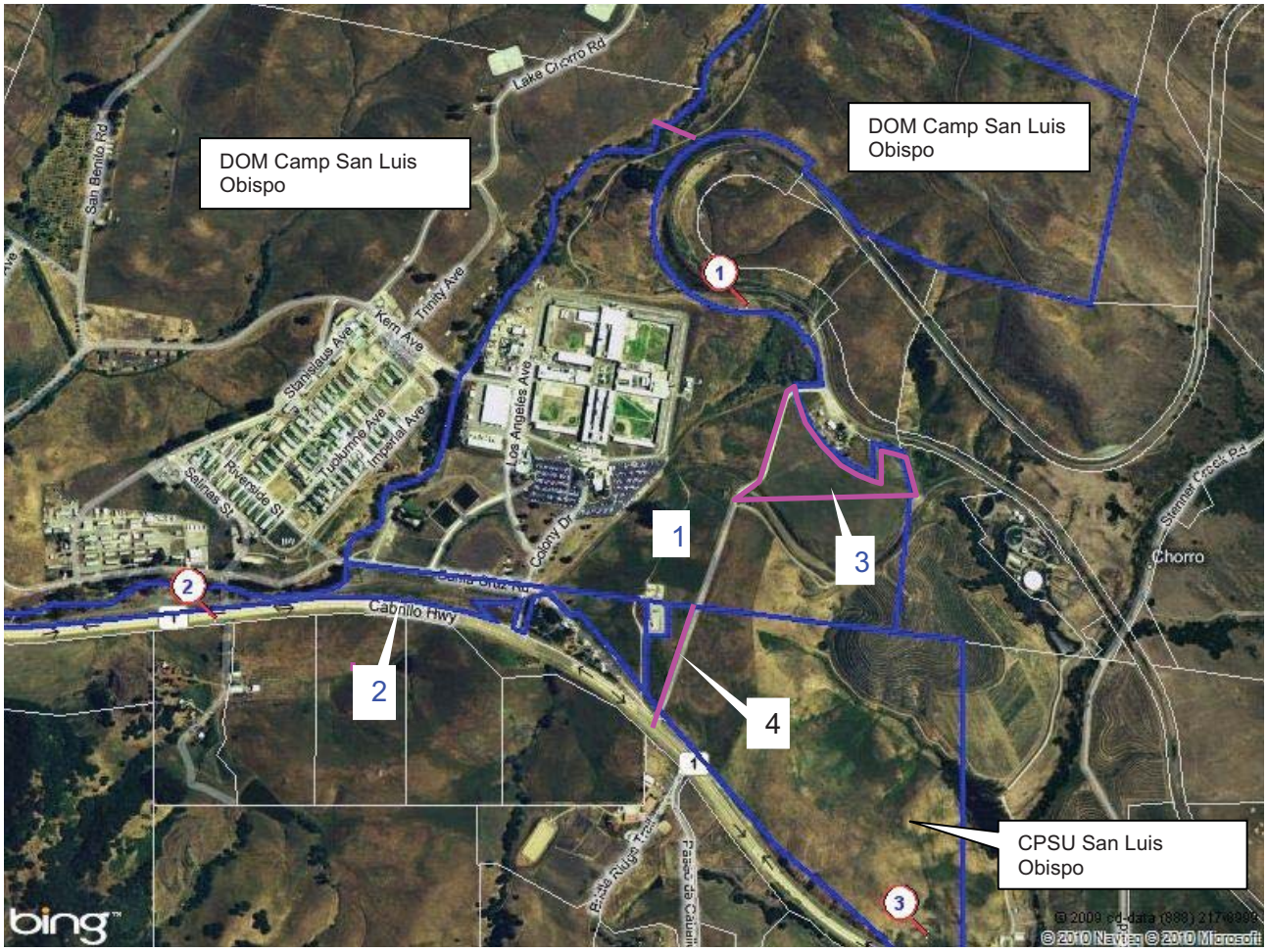


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CMC-California Men's Colony Property Boundaries



Real Property Number 46 – **CALIFORNIA MEN'S COLONY**

Label No.	Assessor Parcel No.
1	Portion of 073-251-001
2	Portion of 073-331-032
3	Portion of 073-251-001
4	Portion of 073-331-010

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CMC-California Men's Colony Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

PVSP-Pleasant Valley State Prison Property Boundaries

Real Property Number 9733 – **PLEASANT VALLEY STATE PRISON**

Label No.	Assessor Parcel No.
1	085-020-09
2	085-020-35
3	085-020-16
4	Department of Mental Health
5	Department of Mental Health
6	Department of Mental Health

Note: Parcels labeled 4, 5 & 6 were acquired by CDCR. The area outlined in pink was transferred to the Department of Mental Health on 5/7/2003.

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

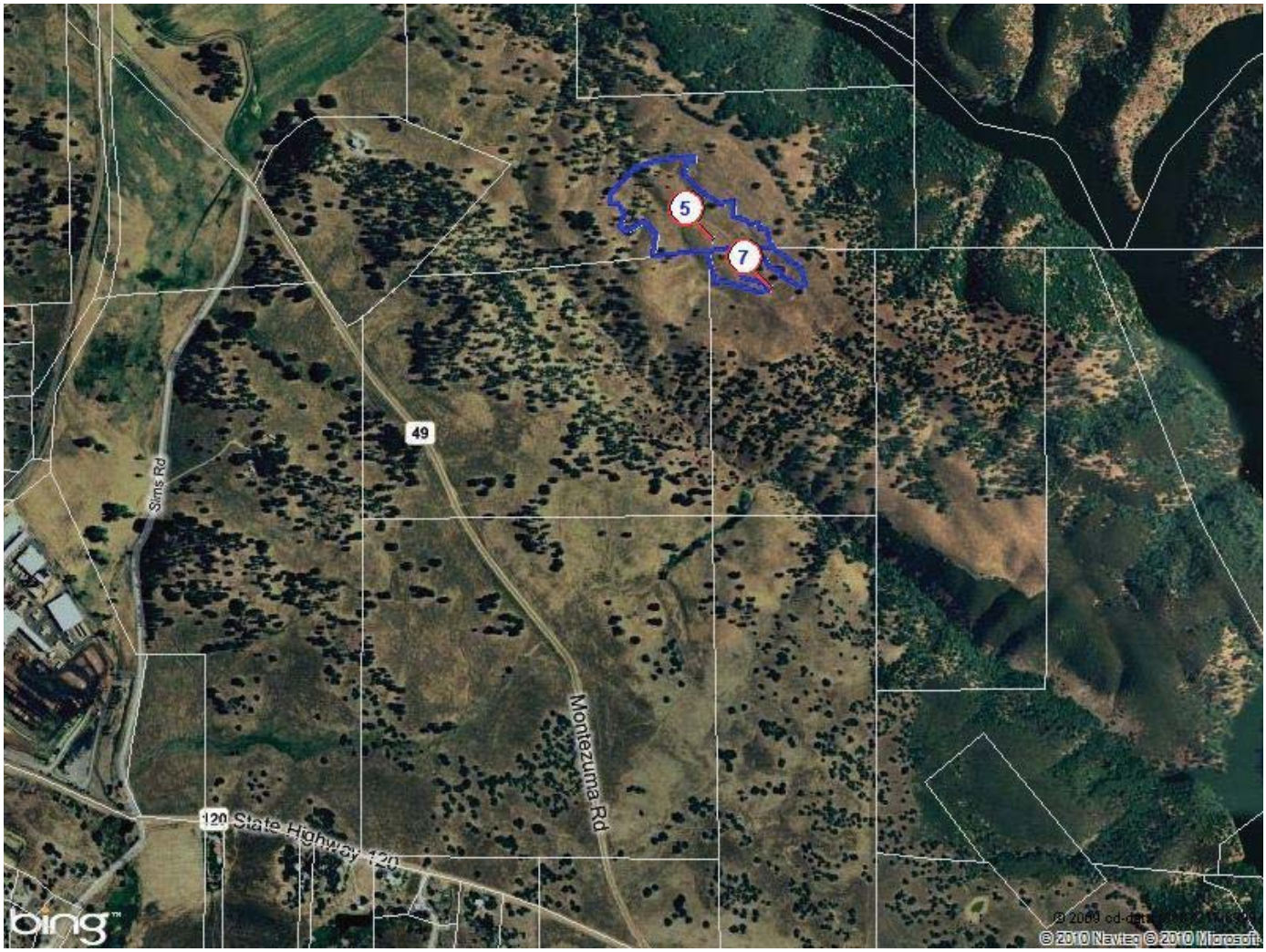
Sierra Conservation Center Boundaries

Real Property Number 35 – **SIERRA CONSERVATION CENTER**

Label No.	Assessor Parcel No.
1	063-070-20
2	063-090-14
3	063-070-63
4	063-070-61

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

Sierra Conservation Center Boundaries



Real Property Number 35 – **SIERRA CONSERVATION CENTER**

Label No.	Assessor Parcel No.
5	058-230-74
7	064-081-36

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

PVSP-Pleasant Valley State Prison Coverage Areas

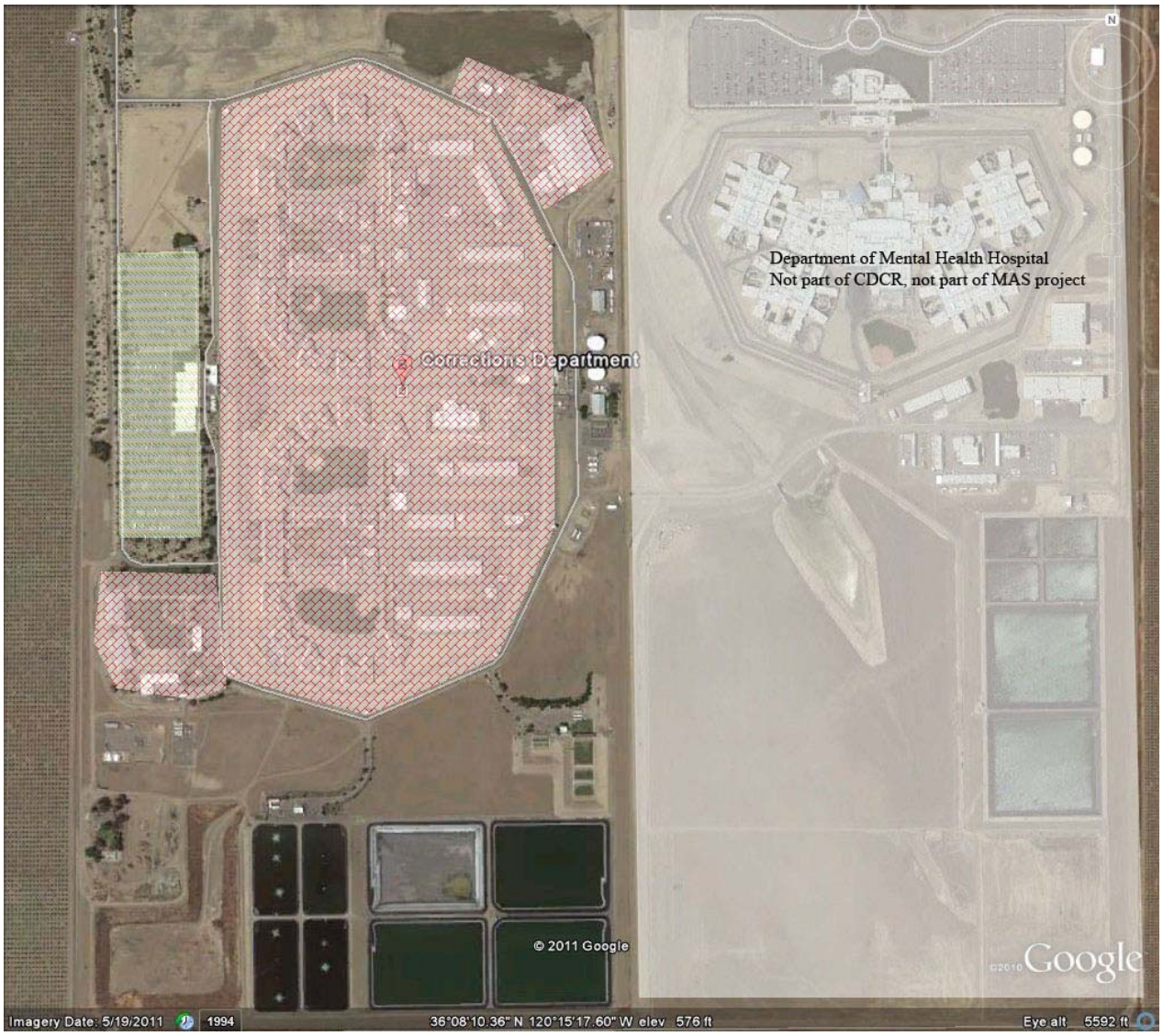


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

Sierra Conservation Center Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

LAC-California State Prison, Los Angeles County Property Boundaries

Real Property Number 9474 – **CALIFORNIA STATE PRISON LOS ANGELES**

Label No.	Assessor Parcel No.
1	3203-140-902

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

LAC-California State Prison, Los Angeles County Coverage Areas

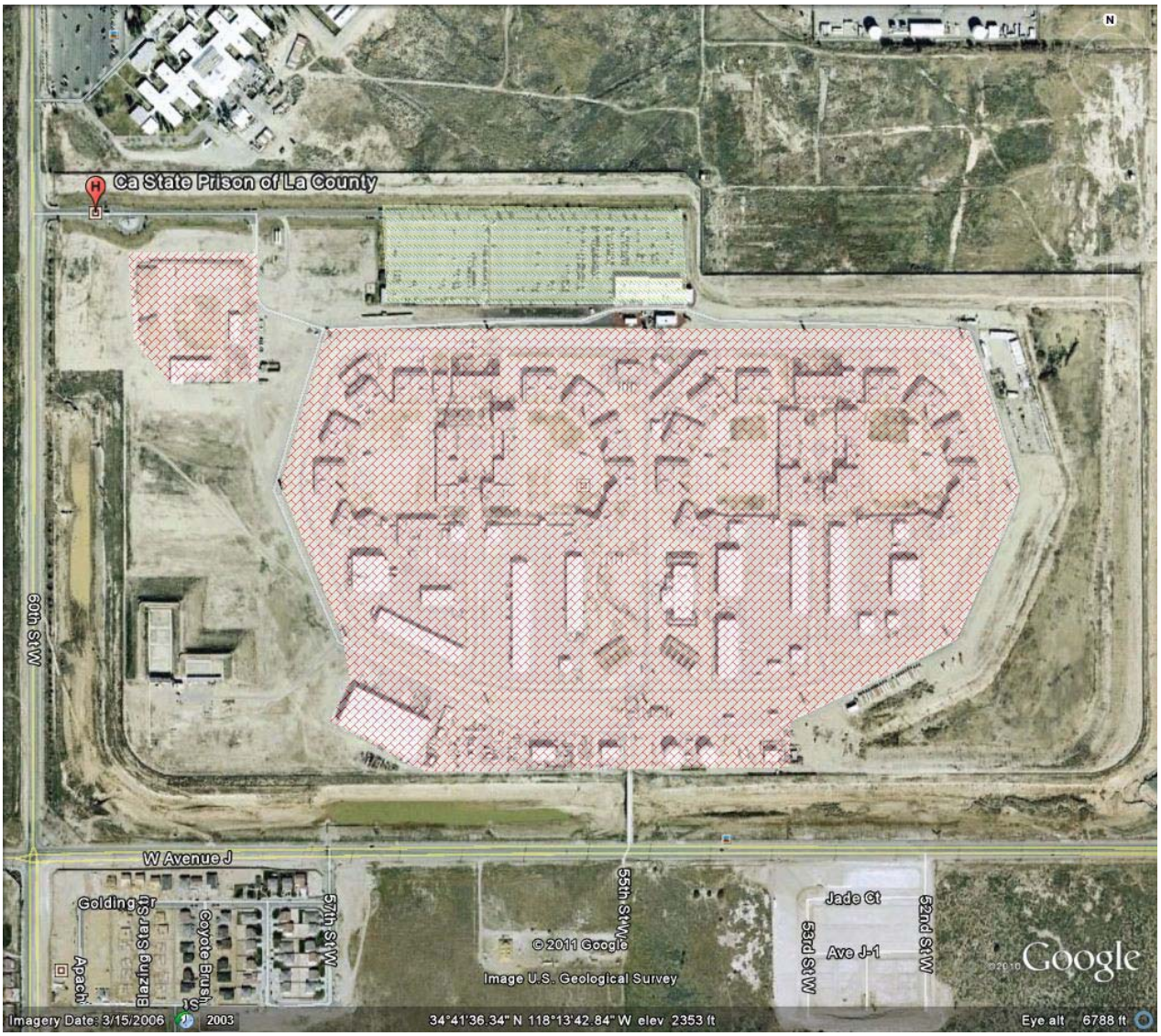
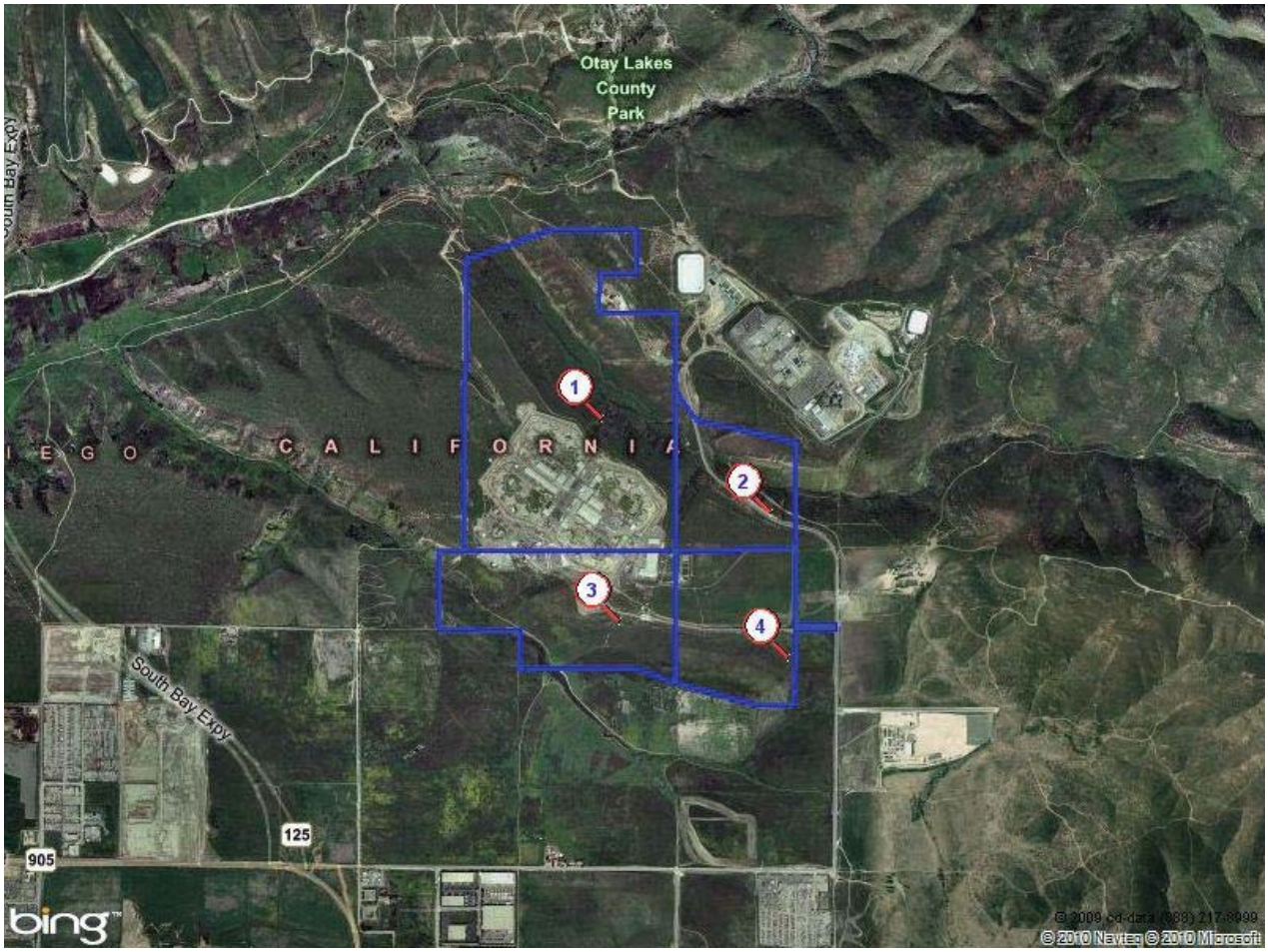


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

RJD-Richard J. Donovan Correctional Facility Property Boundaries



Real Property Number 49 – **R J DONOVAN CORRECTIONAL FACILITY AT ROCK MOUNTAIN**

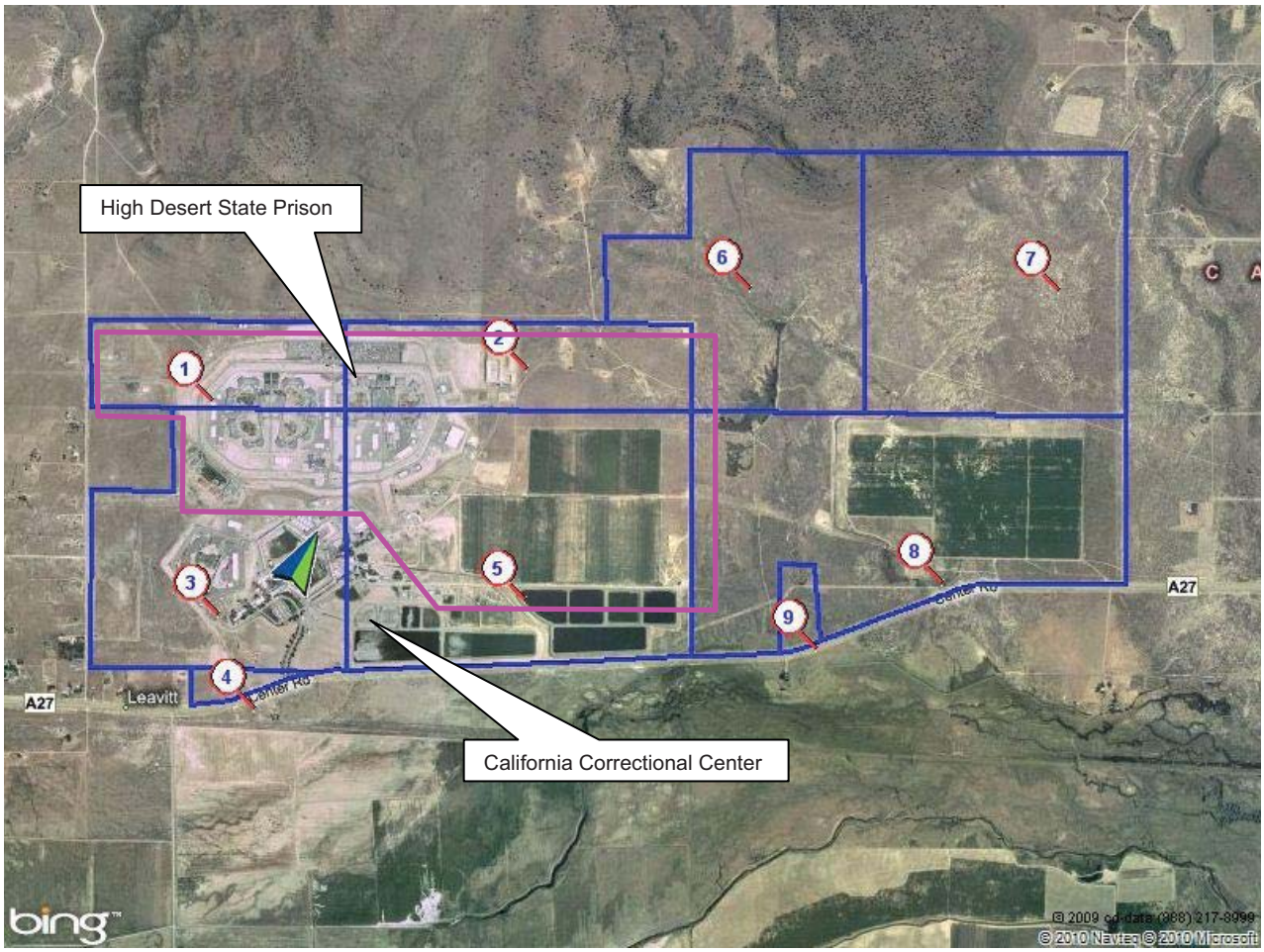
Label No.	Assessor Parcel No.
1	646-040-20
2	648-011-04
3	646-080-16
4	648-040-26

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

RJD-Richard J. Donovan Correctional Facility Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CCC-California Correctional Center (and HDSP-High Desert State Prison) Property Boundaries



Real Property Number 47 – **CALIFORNIA CORRECTIONAL CENTER**

Label No.	Assessor Parcel No.
1	High Desert SP
2	High Desert SP
3	Portion of 117-510-06
4	117-510-10
5	Portion of 117-150-01
6	101-130-07
7	101-130-06
8	117-150-23
9	117-150-24

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CCC-California Correctional Center (and HDSP-High Desert State Prison) Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CMF-California Medical Facility (and SOL-California State Prison, Solano) Property Boundaries

Real Property Number 45 – **CALIFORNIA MEDICAL FACILITY**

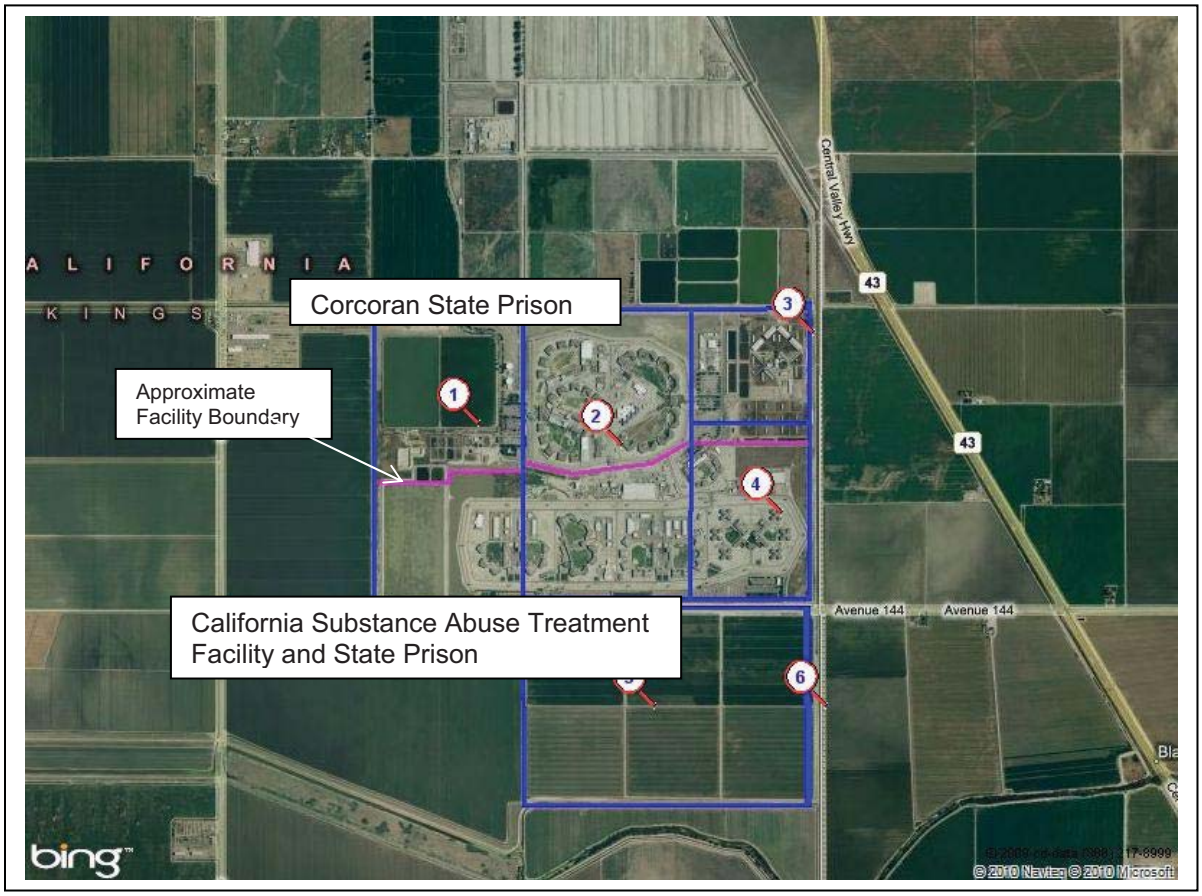
Label No.	Assessor Parcel No.
3	0128-070-100
4	0128-070-040
5	0132-030-020
6	0128-070-050
7	0128-070-110

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CMF-California Medical Facility Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SATF-Substance Abuse Treatment Facility & State Prison (and COR-California State Prison, Corcoran)
Property Boundaries



Real Property Number 10105 – **CALIFORNIA SUBSTANCE ABUSE TREATMENT FACILITY AND STATE PRISON**

Label No.	Assessor Parcel No.
1	Portion of 044-110-050
2	Portion of 044-110-052
4	Portion of 044 -110-053
5	044-130-005
6	044-130-024
Blank	County did not assign parcel number and includes it as part of 044-110-026 & 053

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SATF-Substance Abuse Treatment Facility & State Prison Coverage Areas

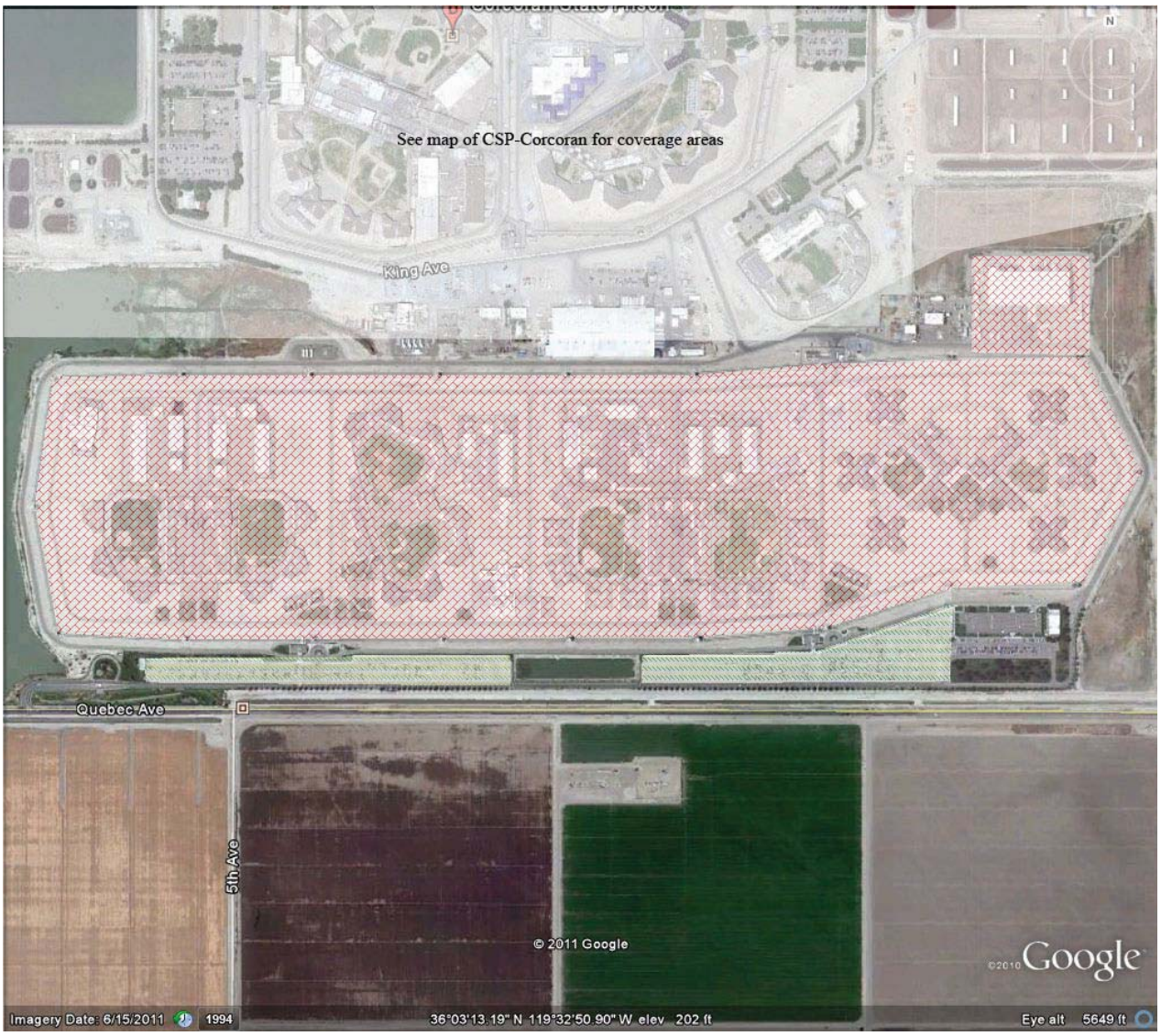


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SAC-California State Prison, Sacramento Property Boundaries

Real Property Number 10486 – **CALIFORNIA STATE PRISON – SACRAMENTO COUNTY**

Label No.	Assessor Parcel No.
1	Portion of 071-0010-021
2	Portion of 071-0010-021
3	Portion of 071-0010-021

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SAC-California State Prison, Sacramento (and FSP-Folsom State Prison) Coverage Areas

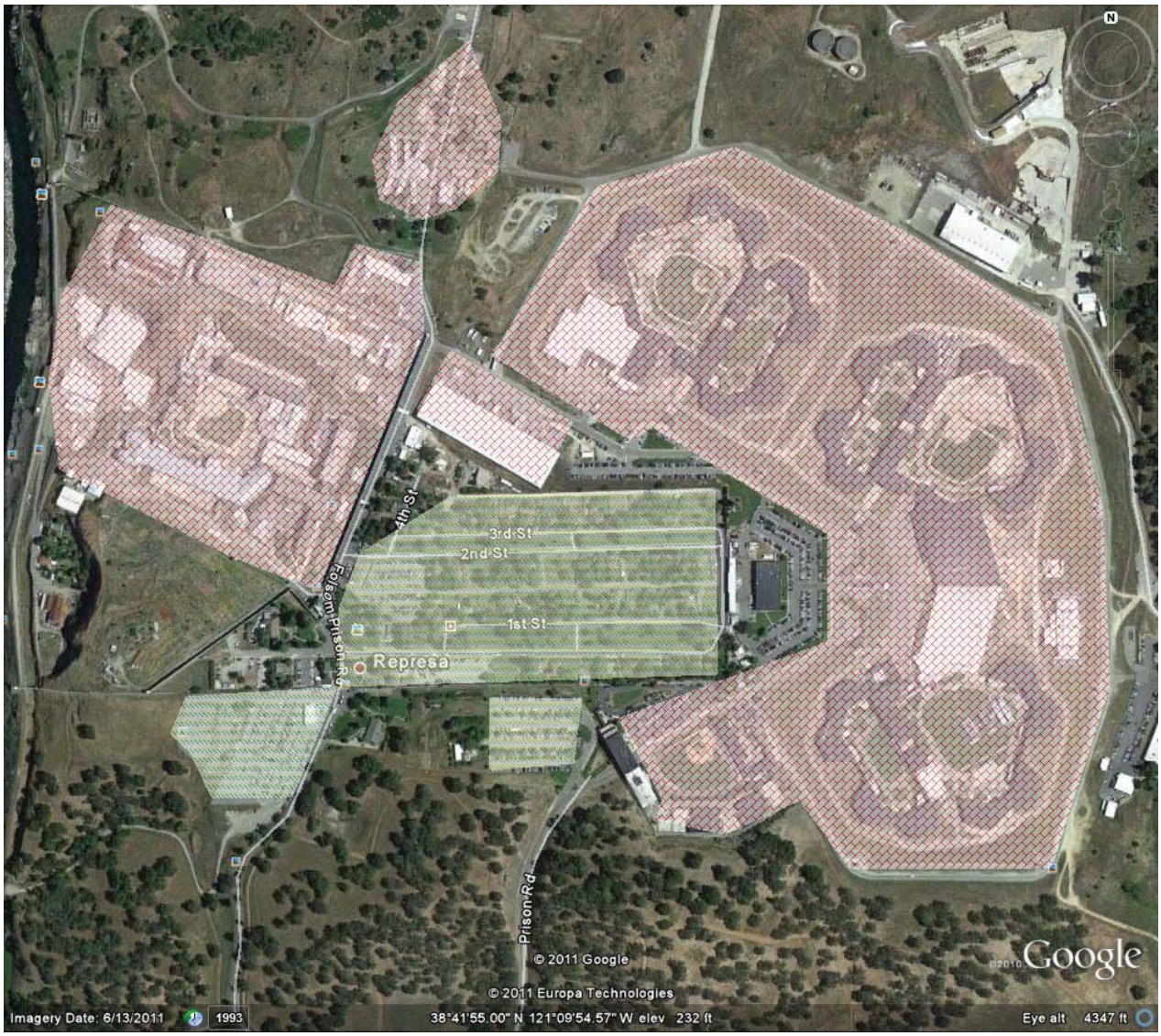


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

MCSP-Mule Creek State Prison Property Boundaries

Real Property Number 43 – **MULE CREEK STATE PRISON, IONE**

Label No.	Assessor Parcel No.
1	005-070-011
2	005-070-007
3	005-070-008
4	004-290-004
5	004-290-005

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

MCSP-Mule Creek State Prison Coverage Areas

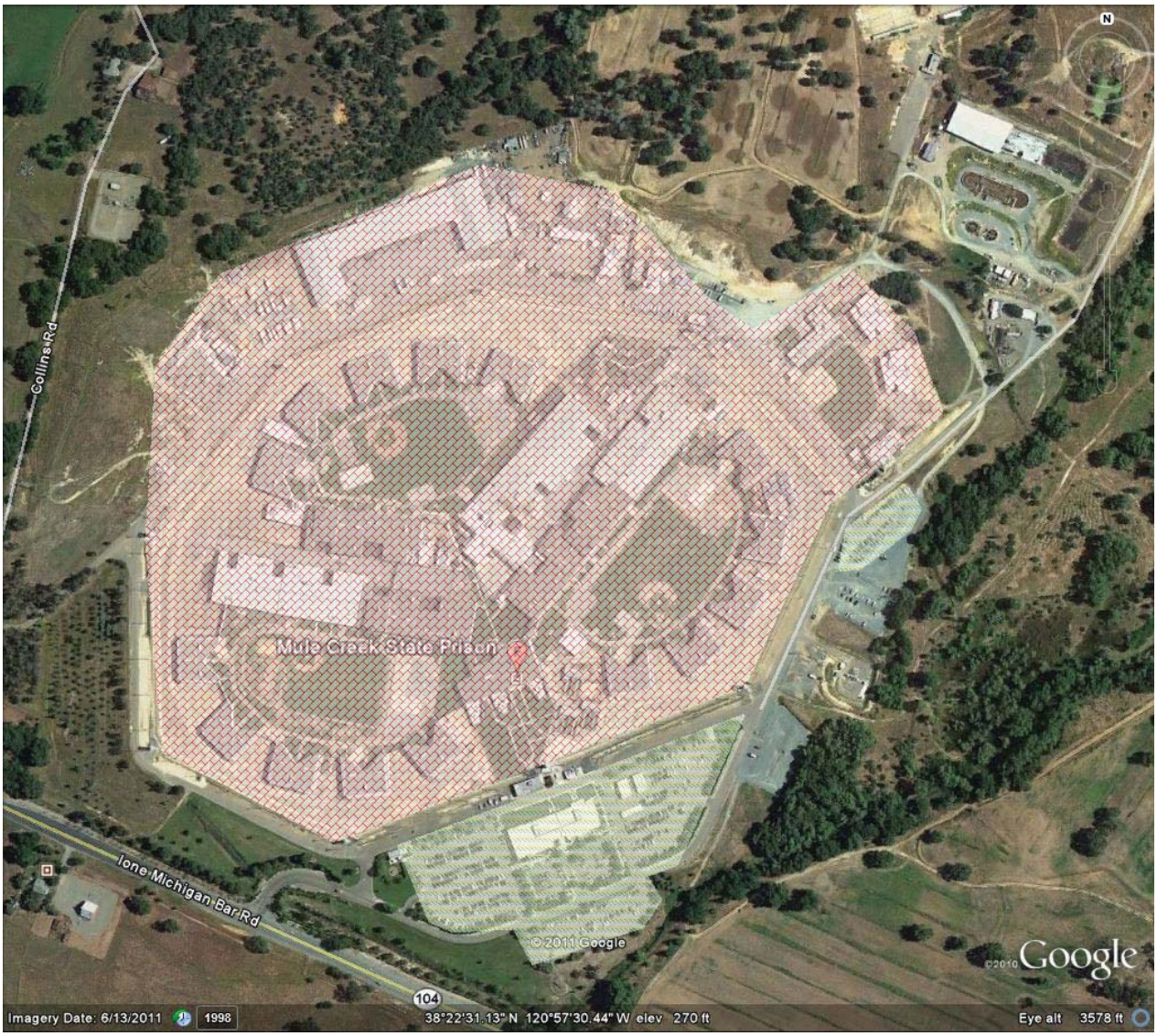


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

WSP-Wasco State Prison & Reception Center Property Boundaries

Real Property Number 9647 – **WASCO STATE PRISON RECEPTION CENTER**

Label No.	Assessor Parcel No.
1	487-080-009
2	487-080-011
3	487-080-014
4	487-080-015

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

WSP-Wasco State Prison & Reception Center Coverage Areas

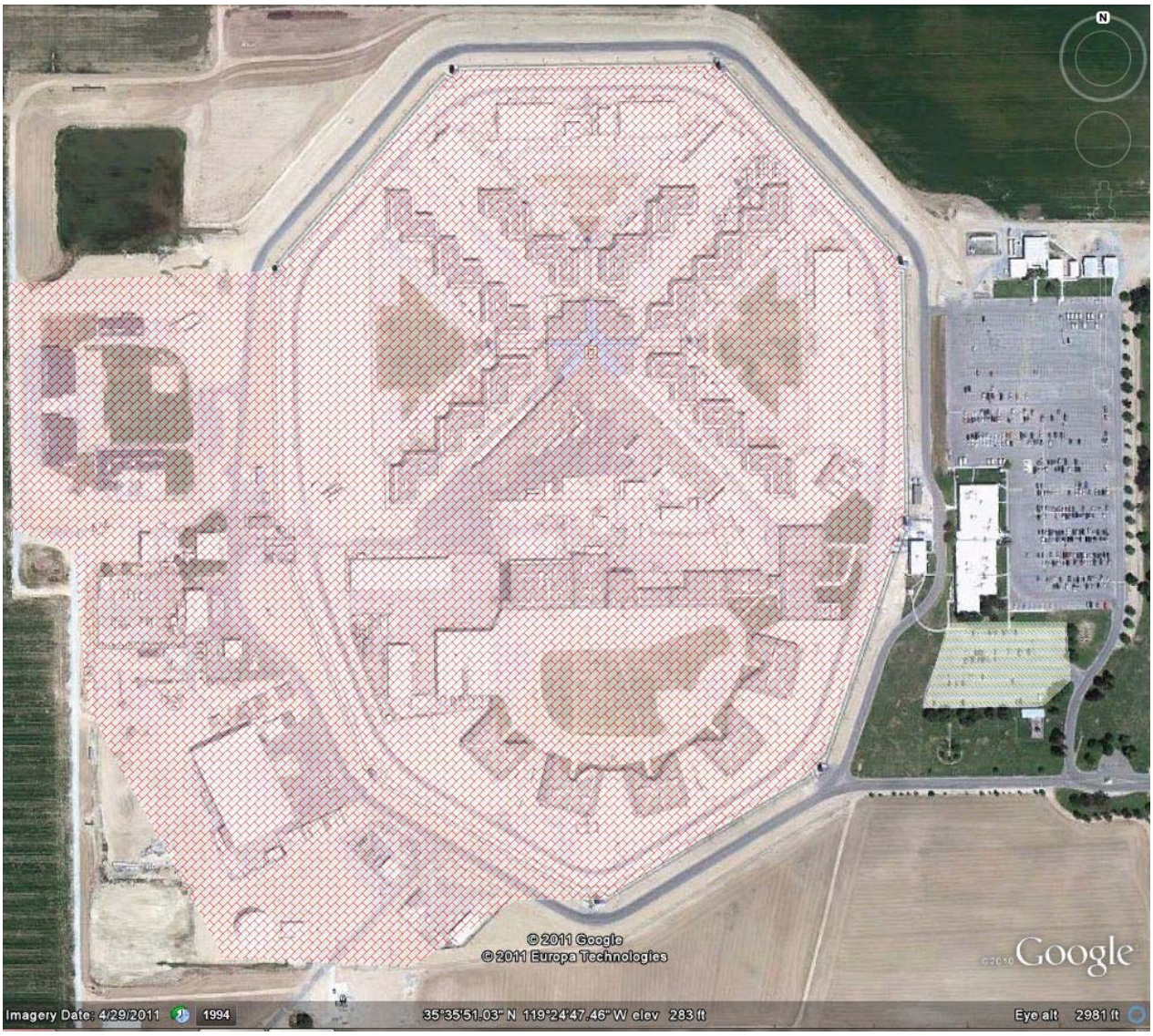


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

NKSP-North Kern State Prison Property Boundaries

Real Property Number 9648 – **NORTH KERN STATE PRISON**

Label No.	Assessor Parcel No.
1	520-020-03
2	520-020-04
3	520-020-06
4	520-020-07

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

NKSP-North Kern State Prison Coverage Areas

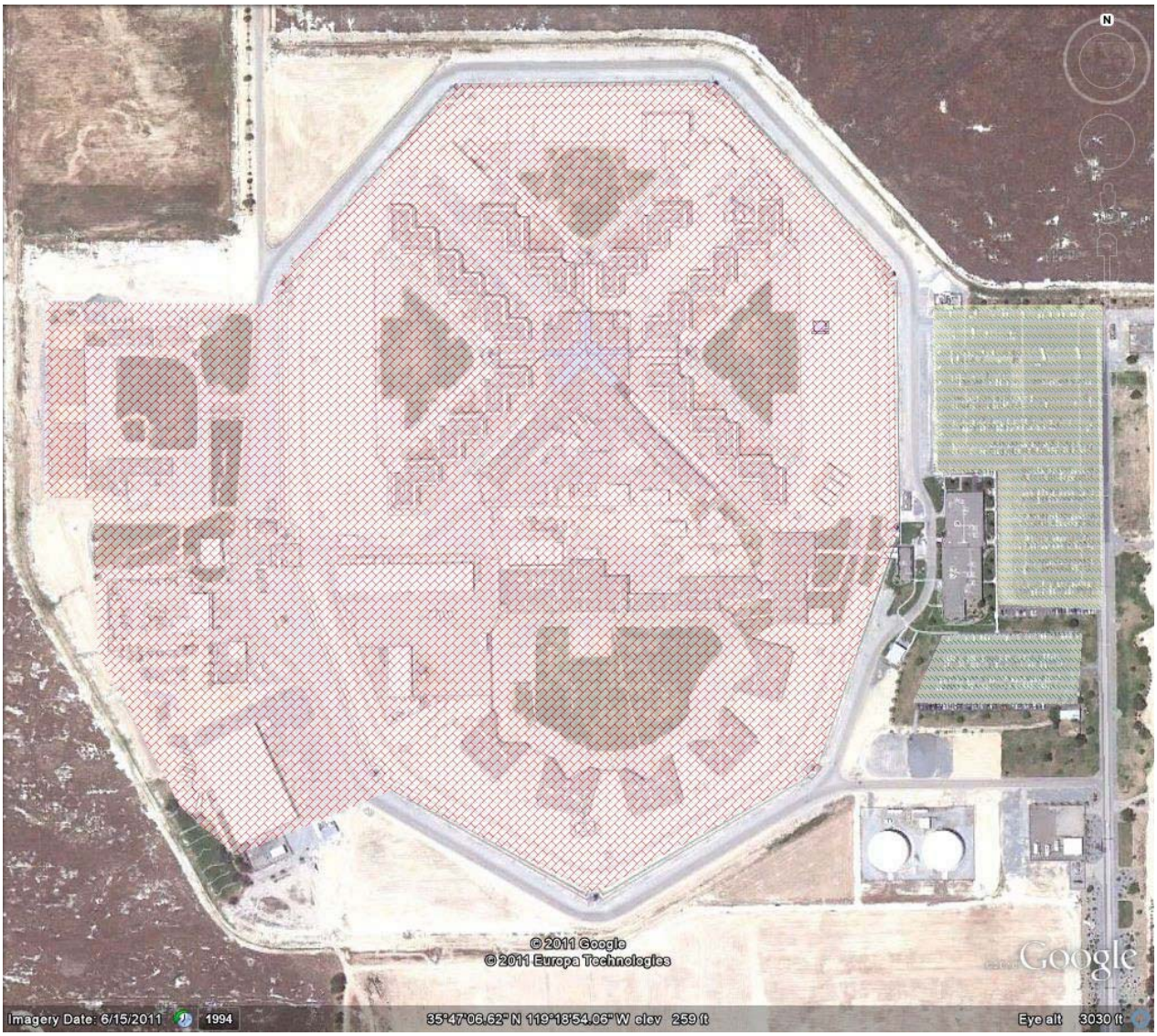
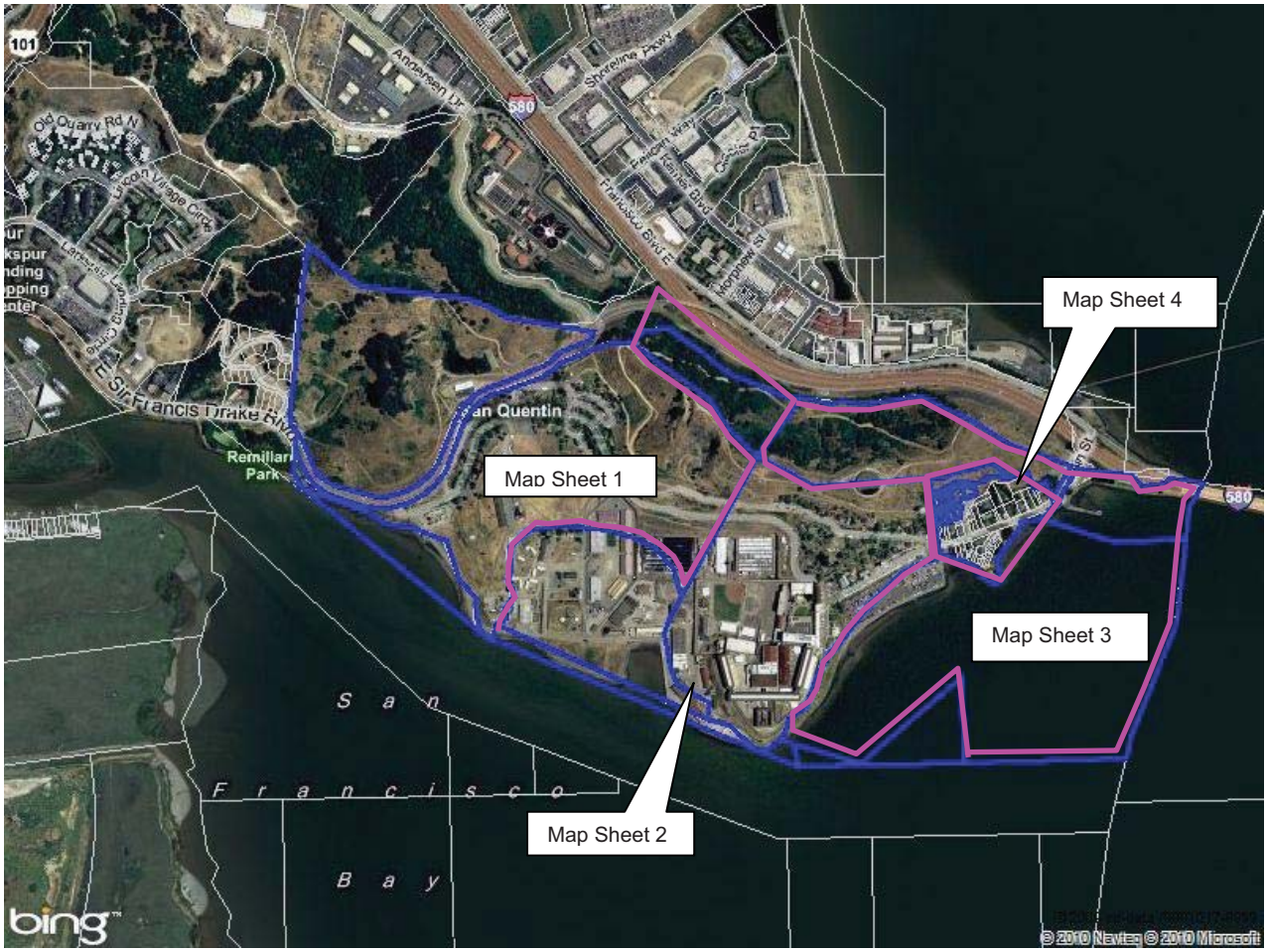


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SQP-California State Prison, San Quentin Property Boundaries



Real Property Number 52 – **CALIFORNIA STATE PRISON – SAN QUENTIN**

Note: The subsequent four (4) pages reflect the SQP parcels.

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SQP-California State Prison, San Quentin Property Boundaries (Continued)

Real Property Number 52 – **CALIFORNIA STATE PRISON – SAN QUENTIN**

Map Sheet 1

Label No.	Assessor Parcel No.
1	Portion of 018-154-15
21	018-154-05
22	018-152-12

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SQP-California State Prison, San Quentin Property Boundaries (Continued)

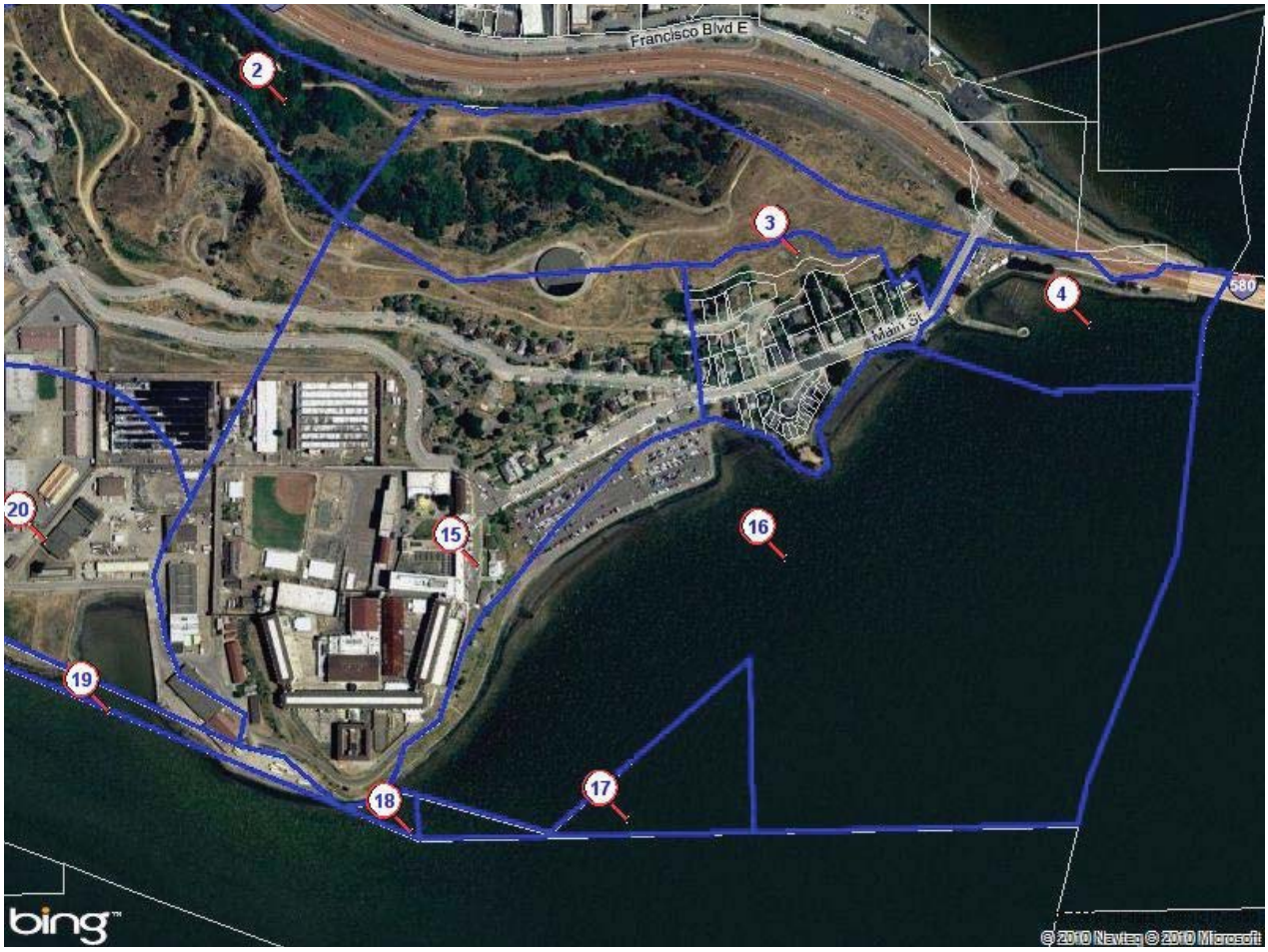
Real Property Number 52 – **CALIFORNIA STATE PRISON – SAN QUENTIN**

Map Sheet 2

Label No.	Assessor Parcel No.
2	018-154-17
15	Portion of 018-154-16
17	018-154-09
18	No reference to this parcel
19	018-154-06
20	018-154-07

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SQP-California State Prison, San Quentin Property Boundaries (Continued)



Real Property Number 52 – **CALIFORNIA STATE PRISON – SAN QUENTIN**

Map Sheet 3

Label No.	Assessor Parcel No.
3	018-154-18
4	018-154-11 (Did not find fee document. May belong to CDCR, Caltrans or SLC)
16	018-154-10

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SQP-California State Prison, San Quentin Property Boundaries (Continued)

Real Property Number 52 – **CALIFORNIA STATE PRISON – SAN QUENTIN**

Map Sheet 4

Label No.	Assessor Parcel No.
5	018-165-01
6	018-161-01
7	018-161-02
8	018-161-03
9	018-161-04
10	018-161-05
11	018-162-01
12	018-162-02
13	018-162-03
14	018-162-04
27	018-163-16

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SQP-California State Prison, San Quentin Coverage Areas

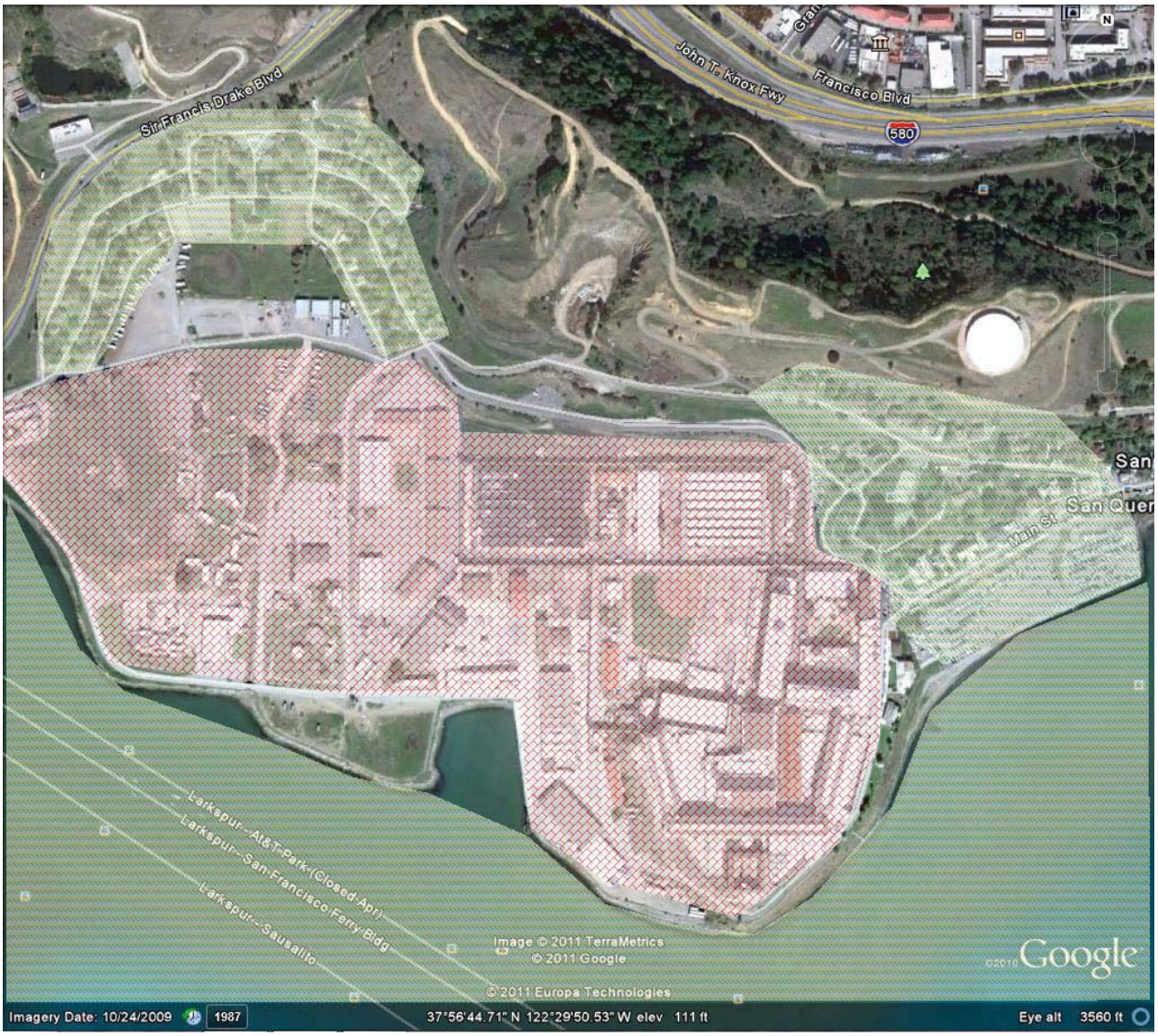


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CCI-California Correctional Institution Property Boundaries

Real Property Number 40 – **CALIFORNIA CORRECTIONAL INSTITUTION**

Label No.	Assessor Parcel No.
1	376-011-01
2	376-013-02
3	376-013-03
4	376-014-03

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CCI-California Correctional Institution Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CIW-California Institution for Women Property Boundaries

Real Property Number 41 – **CALIFORNIA INSTITUTION FOR WOMEN**

Label No.	Assessor Parcel No.
1	1057-191-04
2	1057-191-05

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CIW-California Institution for Women Coverage Areas

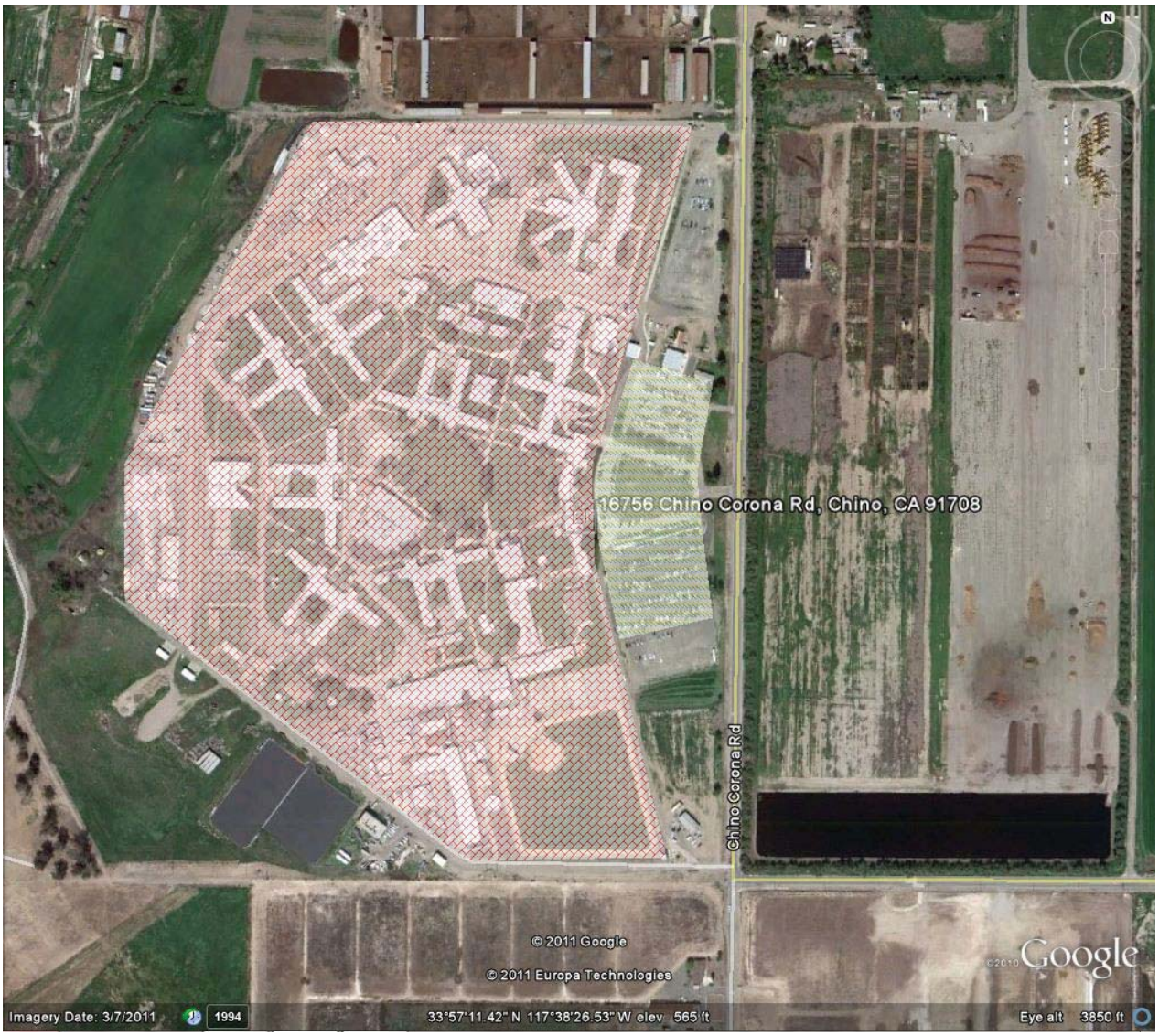
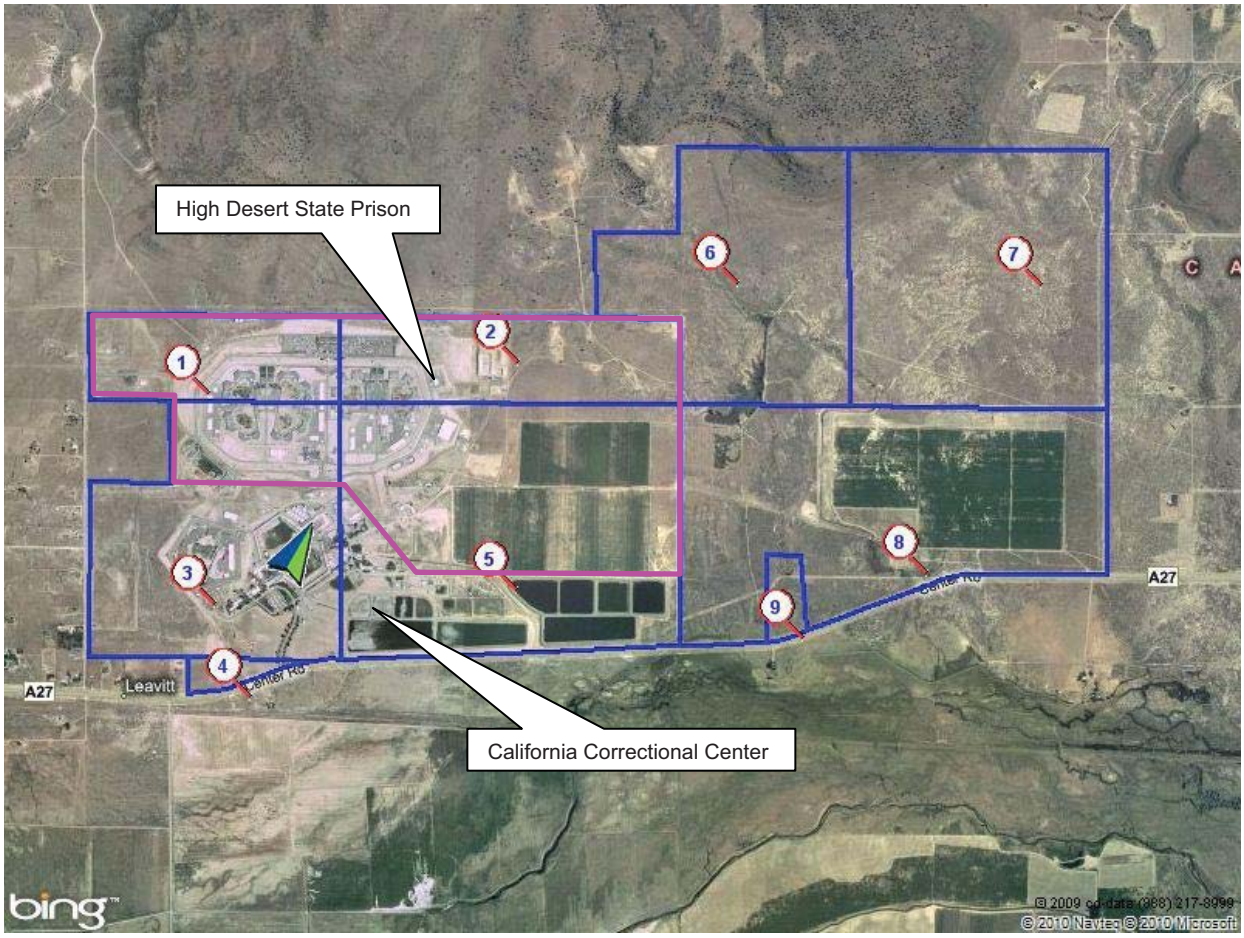


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

HDSP-High Desert State Prison (and CCC-California Correctional Center) Property Boundaries



Real Property Number 9982 – **HIGH DESERT STATE PRISON**

Label No.	Assessor Parcel No.
1	101-120-12
2	101-130-08
3	Portion of 117-510-06
4	California Correctional Center
5	Portion of 117-150-01
6	California Correctional Center
7	California Correctional Center
8	California Correctional Center
9	California Correctional Center

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

HDSP-High Desert State Prison (and CCC-California Correctional Center) Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

VSPW-Valley State Prison for Women Property Boundaries

Real Property Number 10103 – **VALLEY STATE PRISON FOR WOMEN**

Label No.	Assessor Parcel No.
1	030-211-003
2	030-211-002

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

VSPW-Valley State Prison for Women Coverage Areas

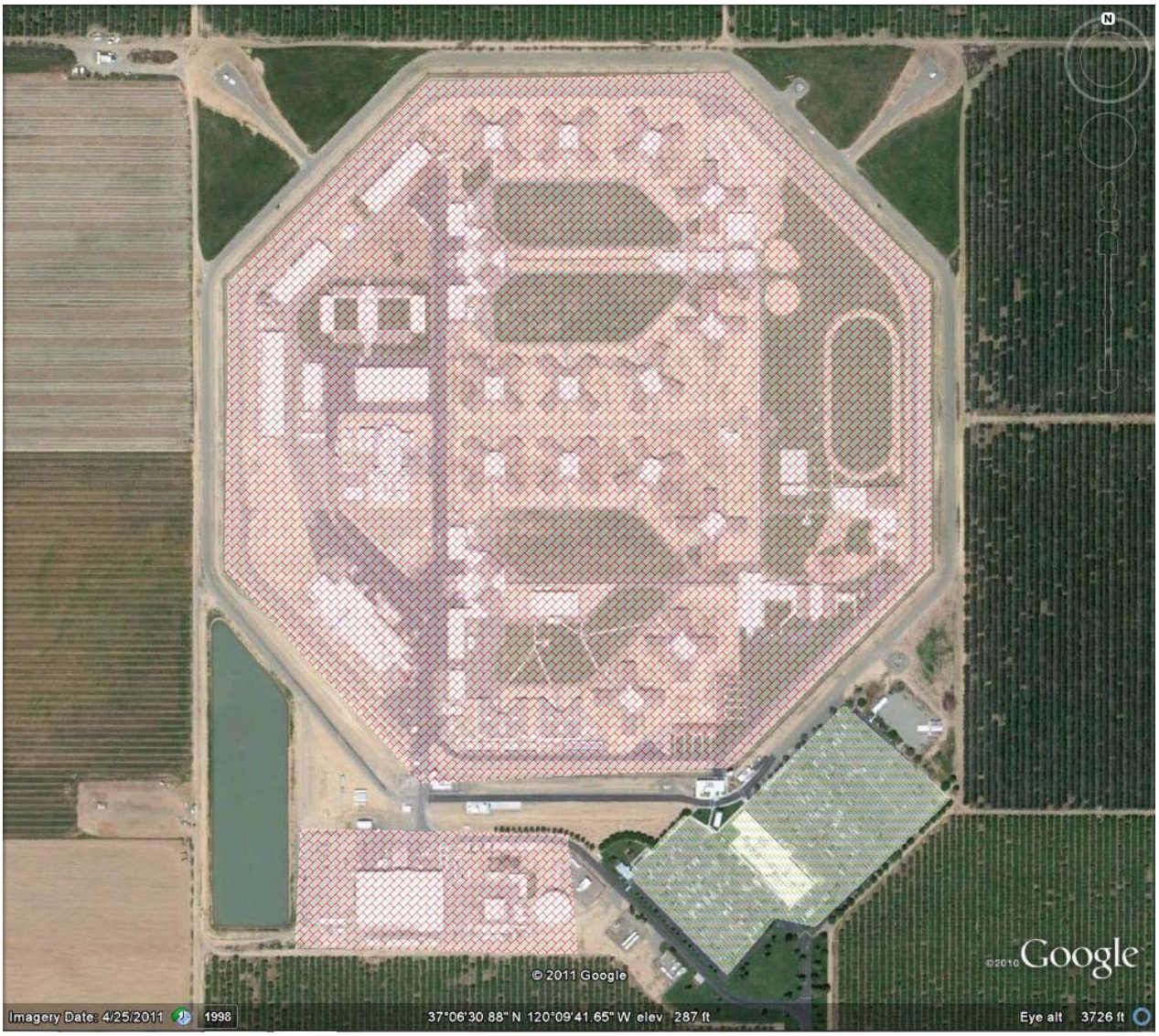


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

DVI-Deuel Vocational Institution Property Boundaries

Real Property Number 38 – **DEUEL VOCATIONAL INSTITUTION**

Label No.	Assessor Parcel No.
1	239-120-01

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

DVI-Deuel Vocational Institution Coverage Areas

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CCWF-Central California Women's Facility Property Boundaries

Real Property Number 9475 – **CENTRAL CALIFORNIA WOMEN'S FACILITY**

Label No.	Assessor Parcel No.
1	030-260-001

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

CCWF-Central California Women's Facility Coverage Areas

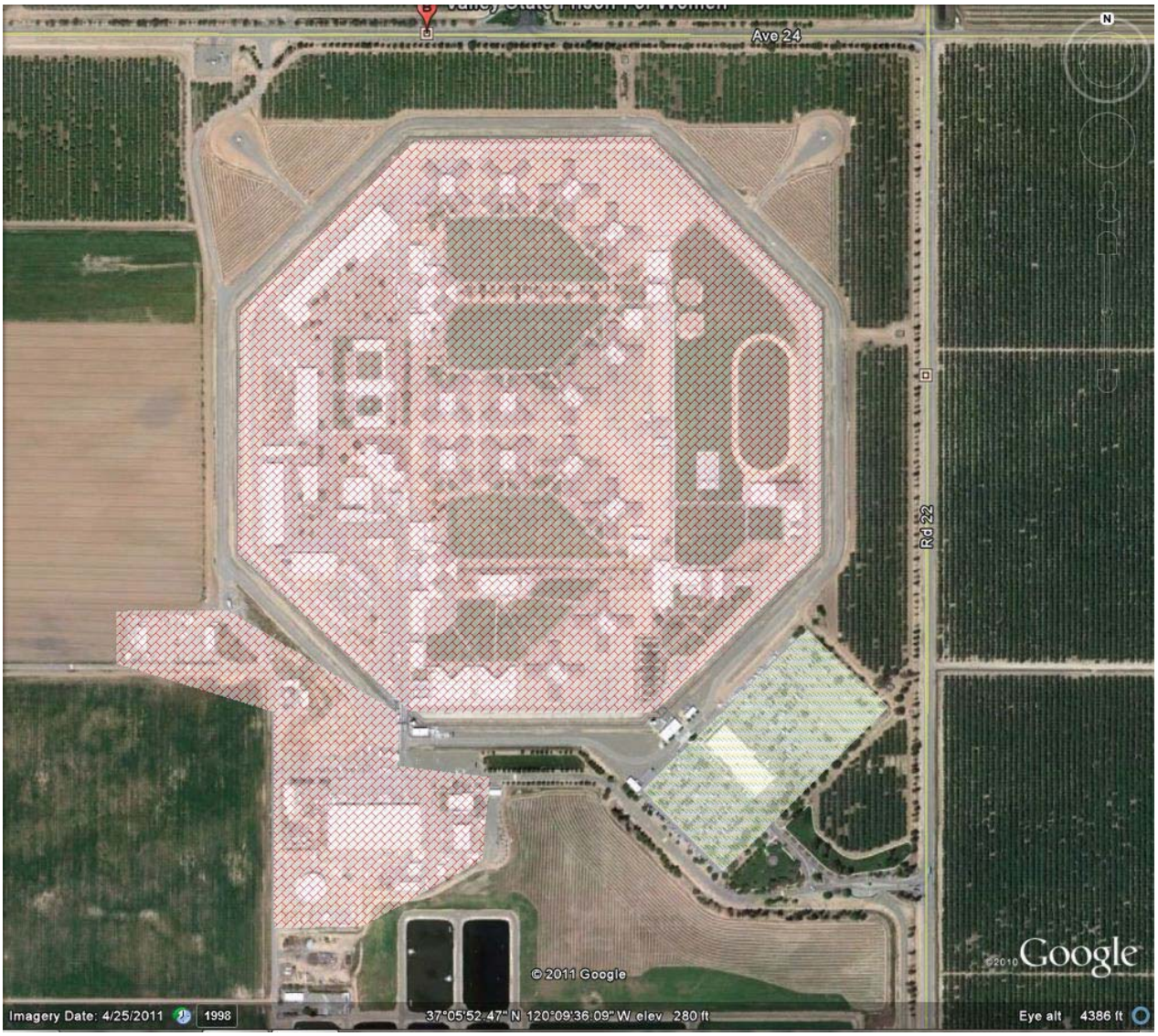
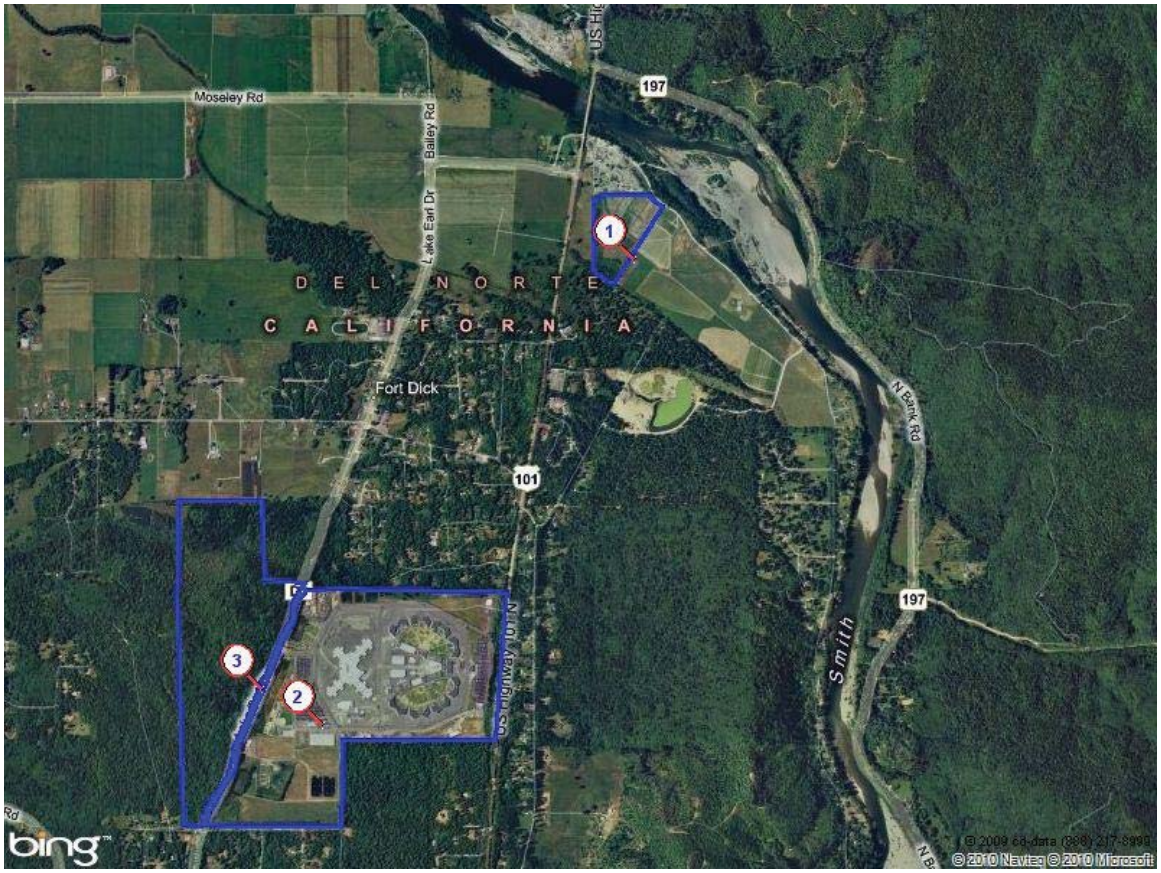


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

PBSP-Pelican Bay State Prison Property Boundaries



Real Property Number 37 – **PELICAN BAY STATE PRISON**

Label No.	Assessor Parcel No.
1	105-260-05
2	105-042-64A
3	105-042-63A

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

PBSP-Pelican Bay State Prison Coverage Areas

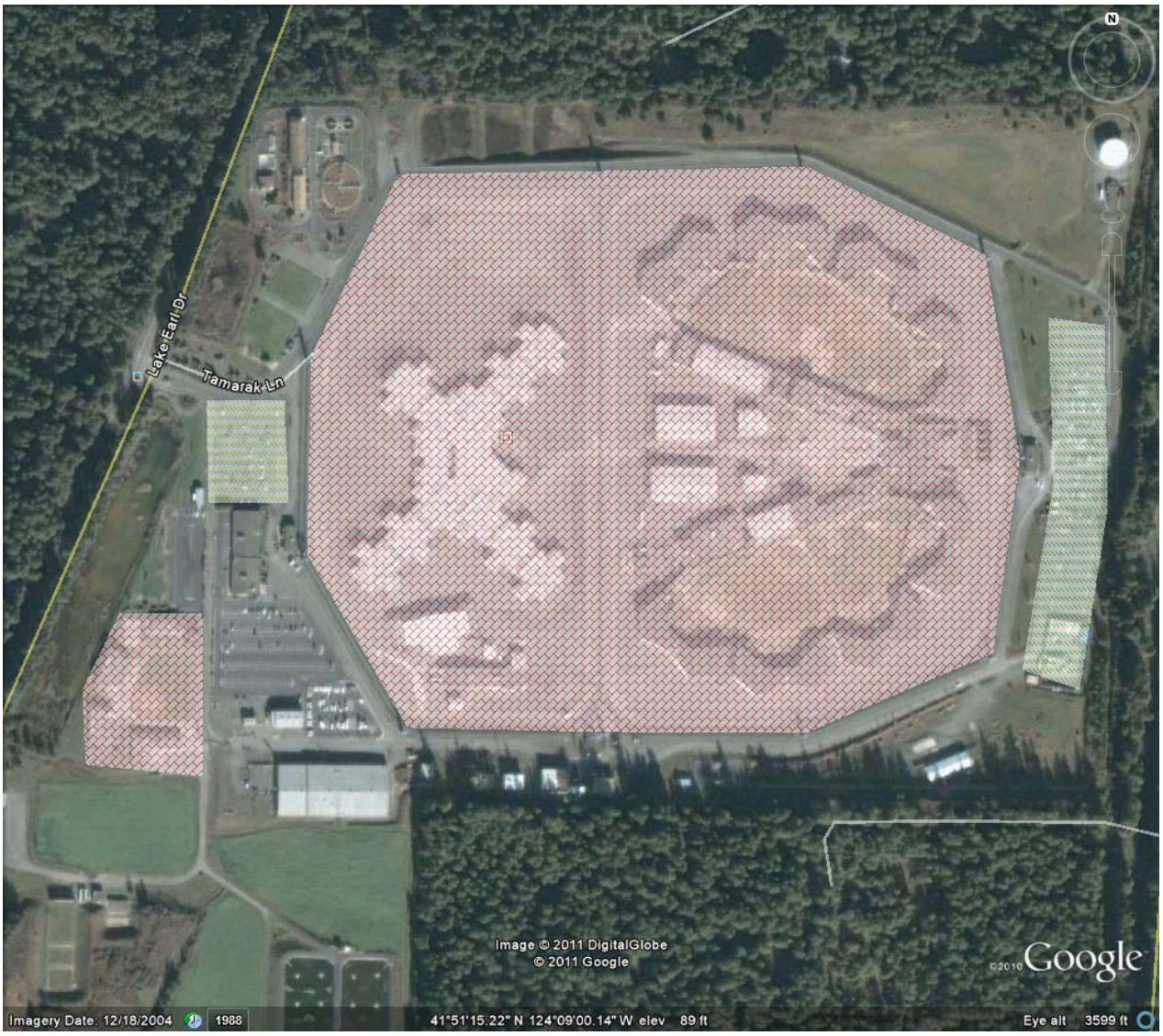


EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

OHCYCF-OH Close Youth Property Boundaries
(DELETED)

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

OHCYCF-OH Close Youth Coverage Areas
(DELETED)

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

NACYCF-N.A. Chanderjian Youth Property Boundaries
(DELETED)

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

NACYCF-N.A. Chanderjian Youth Coverage Areas
(DELETED)

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

VYCF-Ventura Youth Property Boundaries
(DELETED)

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

VYCF-Ventura Youth Coverage Areas
(DELETED)

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SYCRCC-Southern California Youth Boundaries
(DELETED)

EXHIBIT 6-T MAS COVERAGE BY FACILITY (CONTINUED)

SYCRCC-Southern California Youth Coverage Areas
(DELETED)