

OCTS Pre-Solicitation

Dates: 07/22/2020-07-27/2020 each vendor session not to exceed 3 hours | *Location* WebEx

Meeting called by	Various Vendors	Attendees :
Type of meeting	Confidential Discussion	CDCR: Sylvia Dumalig, Kelley Graham, Khasminder Singh
Participants	California Department of Technology (CDT) and California Department of Corrections and Rehabilitation (CDCR)	CDT: Emily Klahn, David Sanchez, Katie DeAngelis

Agenda Items

Topic	Presenter	Time allotted
<input type="checkbox"/> Introductions	CDT	5 mins
<input type="checkbox"/> Review Discussion Rules	CDT	5 mins
<input type="checkbox"/> Common bidding errors and how to avoid	CDT	5 mins
<input type="checkbox"/> Discuss Vendor Survey Responses	CDCR/Vendor	30 mins
<input type="checkbox"/> Pre-solicitation feedback	Vendor	125 mins
<input type="checkbox"/> Additional questions/discussion regarding pre-solicitation	All	10 mins

Other Information

DISCUSSION RULES

- Any written material provided to the State by the vendor will be subject to the Public Records Act, as described in the Pre-Solicitation Document.
- All participants must be declared by all parties.
- Neither party will have legal counsel present during the Discussion. If legal representation is desired, advance notice must be provided to the other party.
- No third-party consultants or lobbyists are permitted.
- Either party may add items to the agenda so long as the items are pertinent to the requirements of the draft RFP.
- Either party has the right to request a caucus that excludes the members of the other party.
- The State will not record nor issue meeting notes or minutes as a result of this Discussion.

- The State has the right to reopen discussions at a later time to discuss issues or seek additional clarifications.
- Bidder may not make sales presentations during this meeting.
- Oral statements made by either party during Discussions shall not be binding.
- No recording allowed.

TO: All Interested Parties
RE: Pre-Solicitation Feedback
DATE: June 15, 2020

The California Department of Technology (CDT) requests feedback and/or questions on the following Pre-Solicitation documents.

FOR: California Department of Corrections and Rehabilitation (CDCR): Offender Communications and Technology Solution (OCTS) Pre-Solicitation Review

Pre-Solicitation documents including*:

1. OCTS Pre-Solicitation Instructions
2. OCTS Feedback Template
3. OCTS Vendor Survey
4. RFP OCTS Part 1 and 2
5. OCTS Statement of Work (SOW)
6. OCTS Business Requirements
7. OCTS Technical Requirements
8. Call Volume 2018-2019
9. Enterprise Inmate Communication (EIC) Metrics 2019

Please note these documents are drafts and are subject to change.

INSTRUCTIONS FOR FEEDBACK AND QUESTIONS

All feedback and requests for confidential meetings must be sent to the Procurement Official by July 15, 2020.

This pre-solicitation allows for interested vendors to review a draft version of the RFP prior to its official release. The State is seeking vendor feedback on the draft RFP in the following areas:

- Identification of requirements that are too restrictive or would prohibit your company from bidding and the suggested modification
- Areas of ambiguity or inconsistencies within the RFP
- Assumptions your company will make when preparing an RFP response
- Items the State should consider that are not included in this RFP

- Requirements that are cost prohibitive

To provide feedback and participate in confidential discussions, Vendors must submit a written request via email to the Procurement Official identified below and provide feedback using the Feedback Form provided with the Pre-Solicitation Instructions. The email must include the following:

- RFP OCTS Pre-Solicitation
- Vendor name, contact, telephone number, and email address
- A statement indicating your company would like a confidential discussion to discuss feedback on the pre-solicitation
- List of proposed attendees (not more than 10 can participate on the WebEx) and titles that will participate on behalf of the vendor in the confidential discussion

Confidential discussions will be scheduled by the State to occur during the dates identified in RFP Part 1, Section 2.3 Key Action Dates. Vendors will be notified of their scheduled confidential discussion time by email. All confidential discussions will be held via WebEx. Each vendor's confidential discussions will be no more than three (3) hours in length.

Submitting feedback and/or questions with regard to this Pre-Solicitation is not required in order to participate in the anticipated RFP that may follow.

Although providing feedback is important and strongly encouraged, the State makes no commitment to make changes based on the feedback it receives. CDT Statewide Technology Procurement (STP) and CDCR are not required to respond to questions submitted.

Participants are admonished that any written responses to this Pre-Solicitation may be subject to the Public Records Act.

TEMPLATE FOR FEEDBACK AND/OR QUESTION SUBMITTAL

The CDT Procurement Official requests the use of the attached form when submitting questions and feedback. Instructions are listed as follows:

Vendor Name – Please provide your firm name.

Contact Person – Provide the name of the person to contact if the State needs clarification about the question or feedback.

Contact Phone Number and Email – Provide the email and phone number (including area code) for the listed contact person.

Subject Area – Provide the subject area in the RFP that your comment is related

SOW Section/Requirement # - provide Statement of Work section number or Requirement number.

Recommendations, Questions or Comments – Provide your comments, questions or recommendations/concerns related to the subject area of the RFP.

Expand or reduce the number of rows to accommodate the number of questions/feedback of each submission.

CONTACT

Emily Klahn, Procurement Official
California Department of Technology
Statewide Technology Procurement
Emily.Klahn@state.ca.gov
[916-628-5661](tel:916-628-5661)

DISCLAIMER

This Pre-Solicitation is issued for informational and planning purposes only and does not constitute a solicitation. A response to this Pre-Solicitation is not an offer and cannot be accepted by the CDT to form a binding contract. Interested Bidders are solely responsible for all expenses associated with responding to this Pre-Solicitation.

Feedback Form
Pre-Solicitation for Offender Communications Technology Solution

Vendor Name:					
Contact Person:					
Phone Number:					
Contact Email:					
#	Subject Area	SOW Section / Requirement #	Recommendations, Questions or Comments	Rationale (if applicable)	Vendor Name
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Please complete the following survey and submit your responses along with the feedback template to the Procurement Official no later than July 15th.

Survey questions:

1. If CDCR and CDT execute a contract for Communication services, would your company be interested in the State allowing the contract to be used as a statewide for other State and local entities in CA?
 - 1.1. If so, what are your recommendations for contract structure?

This pre-solicitation is currently written to prioritize Communication services and award to a single vendor. The State is seeking your feedback to the following items:

2. Would you prefer that the Optional requirements be broken out to a separate RFP?
 - 2.1. How do you see either consolidation or separation benefiting the State and the offender/offender friends and family community?
3. If you prefer a separate RFP, would you prefer that it be structured similar to CALNET with multiple service providers and categories of services offered to many public entities statewide?
4. If you prefer a separate RFP which categories of services would be interested in bidding? (Information Services, Education, Healthcare, Banking, Canteen, Appeals, Legal, Entertainment, other)
5. Are there any other related services for the offender/offender friends and family community that the State should consider adding as an Optional/Desirable requirement?

California Department of Corrections and Rehabilitation



REQUEST FOR PROPOSAL (RFP)

RFP CXXXXXXX-X

PART 1 – BIDDER INSTRUCTIONS

FOR

Offender Communications And Technology Solution (OCTS)

07/15/2020

Issued by:

STATE OF CALIFORNIA

California Department of Technology
10860 Gold Center Drive,
Suite 200 – Security Desk
Rancho Cordova, CA 95670

Part 1 of the solicitation contains the Bidder and bidding instructions, proposal form instructions, solution requirements and instructions, and all other instructional/compliance information that the Bidder must meet in order to be considered responsive and responsible to the solicitation.

Part 2 of the solicitation contains all forms a Bidder must complete and return with its Proposal Submission, including the California Department of Technology/Statewide Technology Procurement (CDT/STP) administrative forms, qualification forms, requirement responses, and all exhibits/attachments discussed in Part 1.

Disclaimer: The original version and any subsequent solicitation addenda released by the Procurement Official of this solicitation remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions (which constitute the Contract), the official State version of the solicitation in its entirety shall take precedence.

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RFP CXXXXXXXX-X

PART 1 – BIDDER INSTRUCTIONS

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1 INTRODUCTION

This solicitation is being conducted under the authority of California Department of Technology (CDT) pursuant to Public Contract Code (PCC) §6611 et seq. The format that bid information is to be submitted and the material to be included therein follows. This solicitation also addresses the requirements that Bidders must meet to be eligible for consideration, as well as addressing Bidders' responsibilities before and after award.

1.1 PURPOSE OF THIS REQUEST FOR PROPOSAL

The purpose of this Request for Proposal (hereafter referred to as "solicitation") is to obtain proposals from qualified bidders to provide California Department of Corrections and Rehabilitation (CDCR) and the State of California (hereafter referred to as "State") with enhanced offender communications, provide electronic access to new services and increase access to existing services for offenders through advancements in technology to increase rehabilitative opportunities. (Hereafter referred to as "Offender Communications and Technology Solution (OCTS)"). The bidder awarded the contract, will purchase and provide all equipment, infrastructure, hardware, and software. The bidder awarded the contract will provide all maintenance and operational support once equipment, infrastructure, software, and hardware is installed and implemented for the entire term of the Contract.

Responses to this solicitation will be evaluated based on the bidder's total proposal in response to the requirements of this solicitation. The Contract award, if made, will be to the single bidder awarded the highest points as calculated in accordance with the methodology defined in Section 7, Evaluation.

1.2 BACKGROUND

California Department of Corrections and Rehabilitation (CDCR) have various types of correctional facilities and field offices located throughout the State of California. This encompasses a population of approximately 120,000 inmates/wards in custody throughout these various institutions and facilities. In addition, CDCR has responsibility for approximately 46,000 parolees throughout the state. California Department of Technology (CDT) awarded and currently administers a contract with Global Tel*Link (GTL) to provide Inmate/Ward Telephone System (IWTS) services for CDCR. In addition to inmate/ward phone services, the contract provided a Managed Access System (MAS) technology that blocks unauthorized cellular communication within institution grounds. In addition, contract amendments included the deployment of contraband cellphone detection solutions in an effort to reduce the number of contraband devices entering the prisons, and Video Relay Service/American Sign Language-Video Calling System

(VRS/ASL-VCS) for hearing impaired inmates. The six-year contract was awarded on May 31, 2012, with four one-year options to extend.

At the time of bid solicitation and contract award, telephones were the primary means of communication in a correctional environment. Today in the United States (US), technology offerings in correctional settings have advanced greatly. Communications via secured inmate email, Video Calling and telephone calls are available via tablets and kiosks and are currently being used in many jails and prisons throughout the country. Allowing these additional means of communications has been proven to increase family and community unification for incarcerated individuals. Jails and prisons across the US are seeing the benefits of utilizing an electronic device (such as a tablet) as it provides offenders access to educational content, self-help, and cognitive behavioral therapy. In addition, music, movies, games, and leisure books are widely used as a means of entertainment for the incarcerated. This allows these services to be offered that allows for tracking and monitoring and minimizes the use of illegal cellphones.

CDCR is currently conducting a pilot effort, Enterprise Inmate Communications (EIC) at five (5) institutions. This is to evaluate and determine business process changes needed for CDCR to implement these additional forms of communications and services. The EIC project provides inmates additional forms of communication such as email, e-letters, e-Cards, and inbound video clips and photos via kiosks that are downloadable to a tablet. The pilot project also includes options of purchasing entertainment services such as music, e-books, and games with a scheduled end date of June 30, 2022. The bidder, awarded the contract will work with CDCR and EIC Contractor to seamlessly transition these services to the new OCTS prior to the scheduled end date of June 30, 2022.

1.3 TERM OF CONTRACT

Effective upon approval of CDT, Statewide Technology Procurement (STP); the term of the Contract is six (6) years with an estimated start date of February 2021.

The State, at its sole discretion, may exercise its option to execute four (4), one-year extensions to perform maintenance and operations, provide ongoing support, upgrade services, and perform equipment refresh for a maximum Contract term of ten (10) years.

1.4 CURRENT AND PROPOSED ENVIRONMENT

1.4.1 CURRENT ENVIRONMENT

The California Department of Corrections and Rehabilitation (CDCR) currently employ an Offender Telephone System, Managed Access System, Video Relay Service, and

Cellphone Interdiction Solutions maintained by the current contractor. This section will describe services in the current environment.

CDCR oversees the incarceration of adult and youth offenders, as well as providing parolee services. These responsibilities include:

- 1) State institutions and youth facilities' operations;
- 2) California Department of Forestry (CDF)/CDCR fire camps' custody and administrative services for offenders;
- 3) Publicly or privately owned Community Correctional Facilities (CCF) with disciplinary, release, and custody oversight of offenders;
- 4) Privately owned facilities Community Programs (CP's) with disciplinary, release and custody oversight for female offenders; and,
- 5) Adult parolee supervision.

CDCR has thirty-five (35) adult institutions, forty-three (43) adult CDF/CDCR fire camps, one (1) youth fire camp, seven (7) adult CCFs, five (5) CPs and three (3) youth facilities housing approximately 120,000 adult offenders and 600 youth offenders. A list of CDCR facilities and locations can be found in Attachment 6: Bidder's Library. . Additionally, CDCR supervises approximately 46,000 adult parolees throughout the State.

The recent California May-Revise Budget documents includes proposed closure of 2 Adult institutions, consolidation of fire camps and transition of youth to local entities. Actual number of sites will be discussed during confidential discussions. In addition, the anticipated number of facilities may increase or decrease within the term of the OCTS Contract based upon activation or deactivation of facilities to accommodate offender population changes and/or changes in CDCR operations and programs.

1.4.1.1 ADULT FACILITIES

There are 91 adult facilities using the IWTS for telephone services. All adult facilities have recording and monitoring equipment . The adult facilities and types of equipment are briefly described in this section.

1.4.1.1.1 INSTITUTIONS

CDCR has thirty-five (35) adult institutions that range from minimum to maximum security. The quantity of offender telephones is based upon the design of the facility, available infrastructure, and other CDCR policies. IWTS equipment includes: offender telephones

mounted on the wall or in various types of enclosures; IWTS Live Monitoring Terminals; portable Telecommunications Devices for the Deaf (TDD); and Video Relay System devices. The equipment and quantities can be found in Attachment 6, Bidder's Library.

1.4.1.1.2 CDF/CDCR FIRE CAMPS

CDF/CDCR has forty-three (43) Adult "non-walled", self-contained fire camps. Offender's assignments include: dispatch to wildland fires, response to emergencies, and assisting with a variety of community work projects.

The Offenders housed at these facilities are trained with firefighting skills. The quantity of offender telephones is based upon design of the camp, capacity of offenders, and available infrastructure (on-site and provided by the Local Exchange Carrier) to support offender phones. IWTS equipment includes wall-mounted offender telephones with various types of enclosures, and one (1) vendor provided IWTS Investigative Workstation to live monitor and perform investigative functions. The equipment and quantities can be found in Attachment 6, Bidder's Library,

1.4.1.1.3 CDCR ADDITIONAL ADULT FACILITIES

CDCR contracts with private companies to house CDCR offenders at their facilities. There are ten (10) additional adult facilities that include seven (5) private Community Correctional Facilities (CCFs) and five (5) Community Programs (CPs) that are primarily minimum security. The quantity of offender telephones is based upon the design of the CCF or CP, available infrastructure, and capacity of offender population. IWTS equipment includes: offender telephones mounted on walls or various types of enclosures, and vendor provided IWTS Investigative Workstation to live monitor and perform investigative functions. The equipment and quantities can be found in Attachment 6, Bidder's Library.

1.4.1.2 YOUTH FACILITIES

There are three (3) youth facilities and one (1) youth "non-walled", self-contained fire camp that use the IWTS for telephone services. The quantity of offender telephones is based upon design and capacity of the facility/camp, available infrastructure, and offender population. IWTS equipment includes: offender telephones mounted on walls or various types of enclosures, and vendor provided IWTS Investigative Workstation to live monitor as well as perform investigative functions. The three (3) youth facilities and one (1) camp do not record offender calls. The equipment and quantities can be found in Attachment 6, Bidder's Library.

1.4.1.3 OCTS CDCR FIELD OFFICES

There are twelve (12) CDCR field offices that include the CDCR Office of Peace Officer Selection (OPOS), Office of Correctional Safety (OCS) and Office of Internal Affairs (OIA) that use the vendor provided web-based administrative and investigative application.

1.4.1.4 OFFENDER TELEPHONE SYSTEM

IWTS network, equipment, and services were installed and are repaired and maintained by the current IWTS contractor at no cost to the State. The IWTS network and platform is provided by the IWTS contractor. IWTS equipment includes telephones, cut-off switches, various types of telephone enclosures/pedestals/carts, live monitoring equipment with speakerphones, and IWTS Investigative Workstations. The IWTS contractor currently provides portable Telecommunications Device for the Deaf (TDD) to each CDCR facility.

The IWTS equipment is located at CDCR adult and youth facilities in the Private Branch Exchange (PBX) buildings, the Remote Peripheral Exchange (RPE) buildings, Telephone Rooms/Closets, Offenders Housing Units, Observation Towers, Gyms, Offices, Control Booths, Hospitals, Firehouses and Investigator's Offices, among other locations. The IWTS equipment at CDCR Field Offices is typically located in telephone rooms and offices.

The IWTS contractor provides approximately four-thousand, nine hundred and ninety four (4994) offender (adult) telephones and sixty eight (68) offender (youth) telephones designed to accommodate offender originated, non-confidential personal calls. Coinless, tamper-resistant telephones are designated exclusively for Offenders.

The IWTS contract includes requirements that meet security standards and employs special computer-based security features intended to protect the public. These features include:

- 1) Ability for offenders to make domestic calls and international calls prepaid by the called party or collect where available to Offender friend and family.
- 2) Call monitoring and recording;
- 3) Call "branding" recorded announcement that indicates a call is being originated from a CDCR facility (site specific) and informs the called party that the call will be monitored and recorded;
- 4) A random "overlay" recorded announcement is randomly played throughout the duration of the call to inform the called party that the call is from an Offender at a California Correctional Facility;

- 5) Automated Operator Service that processes calls and informs the called party of their options to accept or decline the call by pressing a designated number in addition to having the ability to block Offender calls;
- 6) Ability to block calls to specific telephone numbers upon request; and,
- 7) Programming features allowing centralized investigations.

1.4.1.4.1 OFFENDERS COINLESS TELEPHONES

Offender telephones have special tamper resistant steel housings with break-resistant handsets attached by armor-shielded cords and steel lanyards. All offender telephones have push button keypads that include a volume control button. Attachment 6, Bidder's Library provides the quantities. Exceptions to this type of phone and standard connectivity are:

- 1) Phone booths installed at some adult facilities where offender phones are located outside. Currently CDCR has authorized phone booths to be installed outside as an alternative for reliability during inclement weather conditions.
- 2) Offender telephones on mobile carts are currently used at California State Prison, San Quentin (CSP-SQ), and California City Correctional Facility (CAC) for condemned offenders who cannot leave their cells. There are fifty-five (55) telephones on mobile carts at CSP-SQ and eight (8) at CAC. The telephone wiring is different from all other CDCR facilities. These offender phones are installed on a mobile cart and rolled to the front of the offender's cell. The handset cord is long enough to go through cell bars and allow the offender to sit on the end of the bottom bed. The telephone line cord is plugged into the back of the offender phone and the long cord is wrapped around the back of the mobile cart. A marine plug is connected to the end of the telephone line cord and is plugged into designated wall jacks on each tier of the facility when an Offender makes a call.

1.4.1.4.2 OFFENDERS CUT-OFF SWITCHES

All offender telephones are capable of being shut off manually by CDCR staff. Some locations utilize physical cut-off switches that are hardwired to offender telephones. Others utilize a computer application located in officers' stations and control booths where calls are monitored. The approximate quantities of physical cut-off switches installed at adult and youth facilities are identified in Attachment 6, Bidder's Library.

1.4.1.4.3 OFFENDERS TELEPHONE ENCLOSURES, PEDESTALS AND CARTS

Although the majority of offender telephones are wall-mounted inside offender housing units, a number of telephones are installed outside, in recreation yards, and other areas located inside and outside the secured perimeter of CDCR facilities. Shelters or

appropriate telephone booth enclosures protect telephones installed outside. The IWTS contractor provides these enclosures, shelters and pedestals.

The current types of telephone enclosures, pedestals, and mobile carts:

- 1) Telephone booths and pedestals are currently located inside and outside of offenders housing units. They are provided by the vendor and must meet CDCR Design Standards.
- 2) Mobile carts are located inside the housing units at California State Prison, San Quentin (CSP-SQ), and California City Correctional Facility (CAC). The mobile metal carts are fabricated by CSP-SQ with a metal frame that is mounted on four (4) wheels. The Offender phone is installed on the face of the metal frame.

1.4.1.4.4 LINE OF SIGHT AND RELATED EQUIPMENT

The CDCR adult institutions have Line of Sight (LOS) monitoring stations and equipment installed in multiple locations within the institution that include control booths in buildings such as housing units, observation towers, gyms and hospitals. LOS allows custody staff to listen in real-time to offender telephone conversations and scan, interrupt and terminate calls. This equipment has the capability of turning on and off designated offender phones.

Most LOS locations have a limited space where the equipment is located and some locations have long cable runs from the monitoring location to the PBX or RPE buildings that require Local Area Network (LAN) extenders.

Currently there are two (2) types of LOS monitoring stations:

- 1) Monitoring equipment that includes a laptop, and a speakerphone or speaker box;
- 2) A speaker and a hard-wired toggle cut-off switch (to terminate calls) in place of the LOS Monitor described above.

1.4.1.4.5 INVESTIGATIVE TOOLS, APPLICATIONS, AND HARDWARE

Investigative functions include generating reports, playback of offender recordings, and ability to save offender recordings to media like a compact disc (CD).

In addition, in some locations, the Vendor has provided an Investigative Workstation which includes a CPU, flat screen monitor, keyboard, mouse, and external speakers. One (1) printer is provided to each CDCR facility that has a vendor provided Investigative Workstation.

The numbers of Vendor Provided Investigative Workstations are found in Attachment 6, Bidder's Library.

1.4.1.4.6 TELECOMMUNICATIONS DEVICES FOR THE DEAF (TDD)

CDCR has one hundred and seventy-seven (177) contractor provided TDD deployed at the CDCR facilities. There is one (1) portable TDD with a printer function provided to each CDCR facility. The institutions are responsible for procuring additional TDDs, as needed. Currently the offender TDD calls are not processed on the IWTS network; however, the current contractor maintains and services the TDDs.

Offenders with hearing disabilities are not sent to fire camps. However, portable TDDs are provided, as needed, in the event an offender has a family member who is hearing impaired and requires a TDD to maintain telephonic communication.

1.4.1.4.7 BRANDING, OVERLAY, AND TIME LIMIT RECORDED MESSAGES

The CDCR California Code of Regulations, Title 15 and Department Operations Manual (DOM) contain branding and random overlay requirements for all IWTS offender calls. The requirements were established to notify the offenders and called parties of the monitoring and recording activities as well as for safety and security reasons to protect the public.

- 1) Signage is posted at all adult institutions and at Pine Grove Youth Camp to ensure the offenders are aware of the recording and/or monitoring.
- 2) Branding is the initial recorded message the offenders and called parties hear during the call process. The branding is different for adult and youth offenders. The offender and called party cannot talk to each other when the branding is played.
 - a) The Offender and called party hear "...this call and your telephone number will be recorded and monitored. you have a collect call from <Offender's name> an Offender at <facility name> in <City>, in California. To accept, dial or say five (5) and hold. To refuse, hang up..." The IWTS will not allow the call between the Offender and called party to be connected until this required branding announcement ends.
 - b) The Offender and called party hear "...you have a collect call from <Offender state's their name> an Offender at <name of the youth facility>, in <City>, in California. Press five (5) during this message to accept the call..." The IWTS is configured to not allow the call between the Offender and called party to be connected until this required branding announcement ends.

- c) All calls from Youth Facilities, with the exception of the Pine Grove Camp, are not recorded or monitored.
- 3) A random overlay recorded message is played throughout the duration of the call that informs the offender and called party, “This recorded call is from an Offender at a California Correctional Facility.” The random overlay is played in the background of the call and does not block the conversation between the offender and called party. The random overlay is a tool to protect the public from receiving calls from offenders by way of a third-party call. In this instance the called party may not have heard the initial branding announcement; however, the random overlay would alert the called party the call is from an offender at a California correctional facility.
- 4) Call Termination recorded messages are played for the offender and called party at two (2) separate times towards the end of the call. The offender and called party hear “you have 60 seconds remaining” and “you have 30 seconds remaining.”

1.4.1.4.8 IWTS RECORDINGS

The offender’s recordings are stored at the IWTS contractor’s database storage facility for the life of the current IWTS contract.

1.4.1.4.9 ABILITY TO CALL DESIGNATED HOT LINES

IWTS provides the ability for offenders to place calls to Sexual Abuse Hot Lines, or any other confidential line designated by CDCR at no cost to CDCR or the offender. These calls may or may not be recorded as designated by the CDCR Operations Manager.

1.4.1.5 DOMESTIC AND INTERNATIONAL CALL VOLUMES AND CALL RATES

IWTS domestic and international annual call volumes for 2018 and 2019 in terms of completed call minutes are shown in Attachment 6, Bidder’s Library. IWTS Adult and Youth domestic call charge rate, pre-paid and advanced pay transaction fees are found in the Attachment 6, Bidder’s Library. The IWTS International calls are prepaid only and the call rates can be found in the Attachment 6, Bidder’s Library. Youth calls are free and were established to allow youth offenders and their family and friends to maintain telephonic communication during incarceration.

1.4.1.6 SPACE AND SPACE CONDITIONING

Several of the State’s older facilities predate the widespread use of telephony. As a result, these facilities do not have dedicated switch rooms for IWTS components. All systems

currently installed have adequate space, conditioned power, and HVAC support plants to provide for sustained operation within design parameters.

1.4.1.7 FACILITY CABLE PLANT AND INFRASTRUCTURE

All CDCR institutions have a minimum of CAT3 cabling for the IWTS. For the VRS and EIC pilot project, the current IWTS contractor installed all associated wiring, using CAT6 as a minimum, and infrastructure to support their solution at no cost to the State. All cabling is either buried or located in institutional walls. If exposed, cabling must be installed in hardened conduit and fasten with security screws.

1.4.1.8 MANAGED ACCESS SYSTEMS (MAS)

Managed Access Systems (MAS) was implemented to help eradicate the contraband cell phones in the prisons. The MAS technology deploys a secure cellular umbrella over a specified area, within the boundaries of the institution's property, to prevent the transmission of unauthorized mobile wireless devices. The MAS is deployed at the following eighteen (18) adult institutions:

- Avenal State Prison (ASP)
- Calipatria State Prison (CAL)
- California Correctional Center (CCC)
- Central California Women's Facility (CCWF)
- Centinella State Prison (CEN)
- Corcoran State Prison (COR)
- Chuckawalla Valley State Prison (CVSP)
- High Desert State Prison (HDSP)
- Ironwood State Prison (ISP)
- Kern Valley State Prison (KVSP)
- Mule Creek State Prison (MCSP)
- North Kern State Prison (NKSP)
- Pelican Bay State Prison (PBSP)

- Pleasant Valley State Prison (PVSP)
- Substance Abuse Treatment Facility (SATF)
- Sierra Conservation Center (SCC)
- Valley State Prison (VSP)
- Wasco State Prison (WSP)

The MAS equipment and software is currently vendor maintained under the current contract to ensure proper functionality and can be found in the Attachment 6, Bidder's Library.

1.4.1.9 CELLPHONE INTERDICTION SOLUTIONS (CIS)

Cellphone Interdiction Solutions (CIS) were implemented to help eradicate the contraband cell phones in the prisons and camps by preventing them from entering the prison and discovering existing contraband cellphone through inspection. The CIS equipment and software, found in Attachment 6, Bidder's Library is currently vendor maintained and supported under the current contract to ensure proper functionality of the CIS.

1.4.1.10 VIDEO RELAY SERVICE (VRS)

Video Relay Service is a form of Telecommunications that enables hearing impaired offenders that use American Sign Language (ASL) as their primary language to communicate with voice telephone users through video equipment. Video equipment links the VRS user with a Telecommunications Relay Service (TRS) operator – called a Sign Language Interpreter (SLI) – so that the VRS user and the SLI can see and communicate with each other in signed conversation.

There are currently twelve (12) institutions and one (1) youth facility that have VRS installed. VRS calls may be made between ASL users and hearing impaired speaking either English or Spanish.

VRS equipment and software, found in Attachment 6, Bidder's Library is vendor maintained under the current contract to ensure proper functionality of the VRS.

1. VRS Branding: The VRS shall play recorded messages after the called party answers the telephone or video phone call, randomly throughout the telephone or video phone call, and before the call is terminated. The system shall provide these recorded messages via a SLI video, text, and audible.

2. VRS Overlay Message: The Overlay Message uses a SLI, text and audible means to communicate. The VRS provides Overlay messages at periodic intervals throughout the course of the call. The Overlay message advises the caller and the called party that the call is originated by an offender at a California correctional facility and that the call is being recorded and monitored. Overlay Branding is played in a manner that allows both parties to continue a conversation.
3. VRS Recording: All VRS calls have the ability to be live monitored from a designated location. In addition, all calls are recorded and stored by the vendor for the duration of the contract. CDCR Authorized Users may access recordings at designated Sign Language Interpreter (SLI) Workstations.

1.4.1.11 ENTERPRISE INMATE COMMUNICATIONS (EIC) PILOT

The Enterprise Inmate Communications (EIC) Pilot Program is implemented at five (5) adult institutions:

- Central California Women’s Facility (CCWF)
- California Institution for Women (CIW)
- Substance Abuse Treatment Facility (SATF)
- High Desert State Prison (HDSP) – One Housing Facility
- Kern Valley State Prison (KVSP) – One Housing Facility

The EIC Pilot Project uses Inmate Kiosks and Tablets that allows the opportunity for inmates to correspond electronically with Family/Friends via a secure, self-contained network. The inmates can send and receive emails and e-Cards. The Family/Friends can send and receive emails, send photo attachments, send e-Cards, and send VideoGrams to the inmate. Additionally, offenders have the ability to download media entertainment such as music, eBooks and games onto correctional grade Tablets. EIC equipment and software, found in Attachment 6, Bidder’s Library, is vendor maintained.

1.4.1.11.1 EIC PILOT RATES

The EIC pilot rates for electronic mail, e-Cards, photos, video clips, and entertainment are found in Attachment 6, Bidder’s Library. The EIC provides indigent inmates, as

defined in the CDCR DOM 54010.5, with five (5) free stamps per week to be applied toward email communication.

1.4.1.12 CURRENT CDCR NETWORK TOPOLOGY

CDCR's data communications Local Area Network (LAN) is composed of a pair of Hewlett-Packard (HP) 5412zl switches located in the sites' main distribution frame (MDF). These switches function as the LAN's 'core'.

All LAN-connected buildings have at least one (1) intermediate distribution frame (IDF) with an HP switch (typically a 2610-24 or 2610-48, non-Power Over Ethernet) which is connected back to each of the core 5400s by single mode (SM) fiber (active/passive via spanning tree). All fiber is 'home-run' from the IDF to the MDF, with no intermediate IDFs.

This LAN supports user connectivity to local file/print services, as well as WAN access to remote services (e.g., e-mail, enterprise applications, and internet). Institutions are connected to CDCR's WAN via carrier provided Ethernet handoff of 150Mbps. See Figure 1-1: Typical CDCR Institution Topology; Figure 1-2: Inmate Data Flow; and Figure 1-3: Simplified Inmate Data Flow for a visual representation.

(Old Equipment Standard)

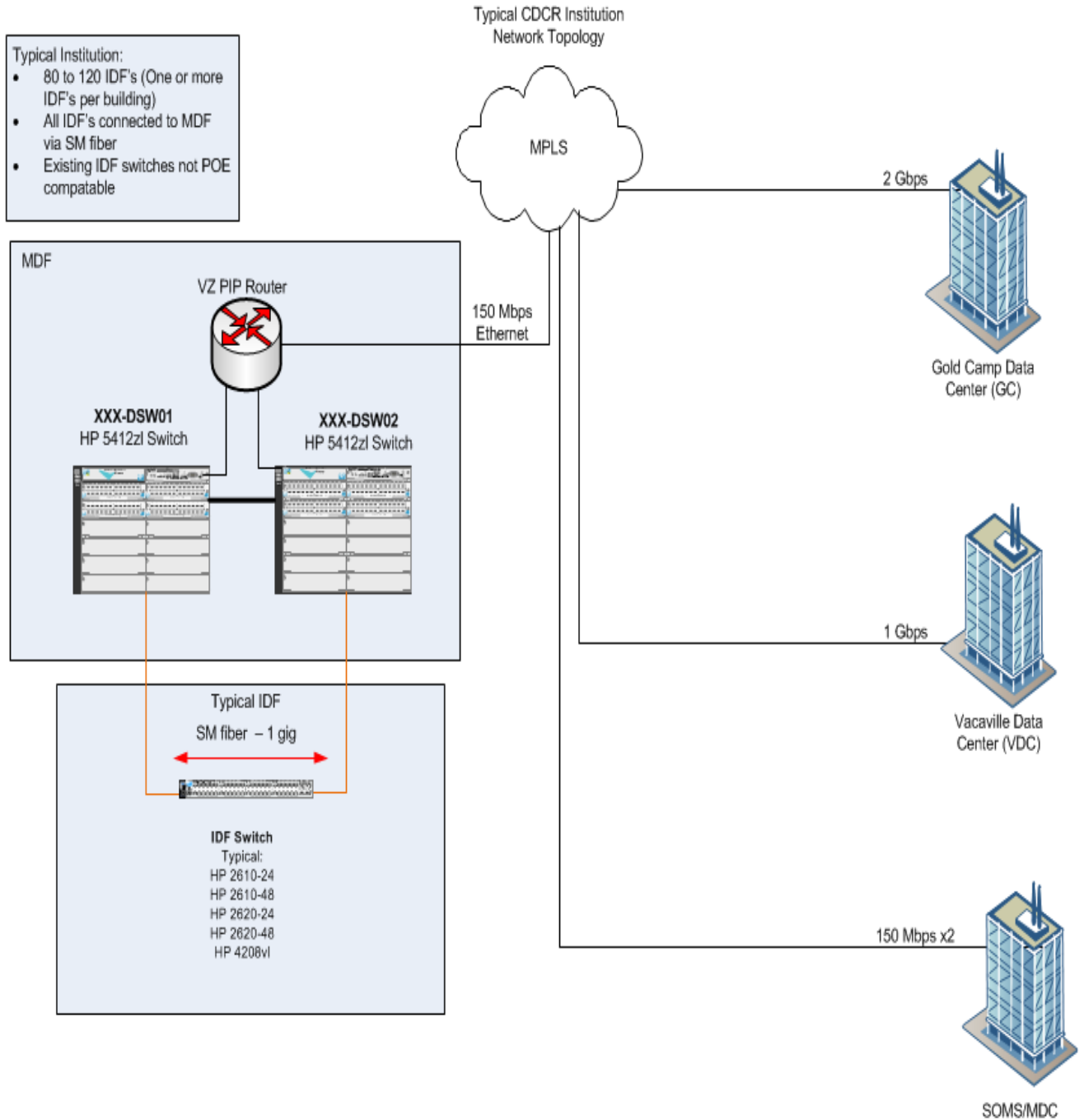


Figure 1-1 Typical CDCR Institution Topology

July 15, 2020

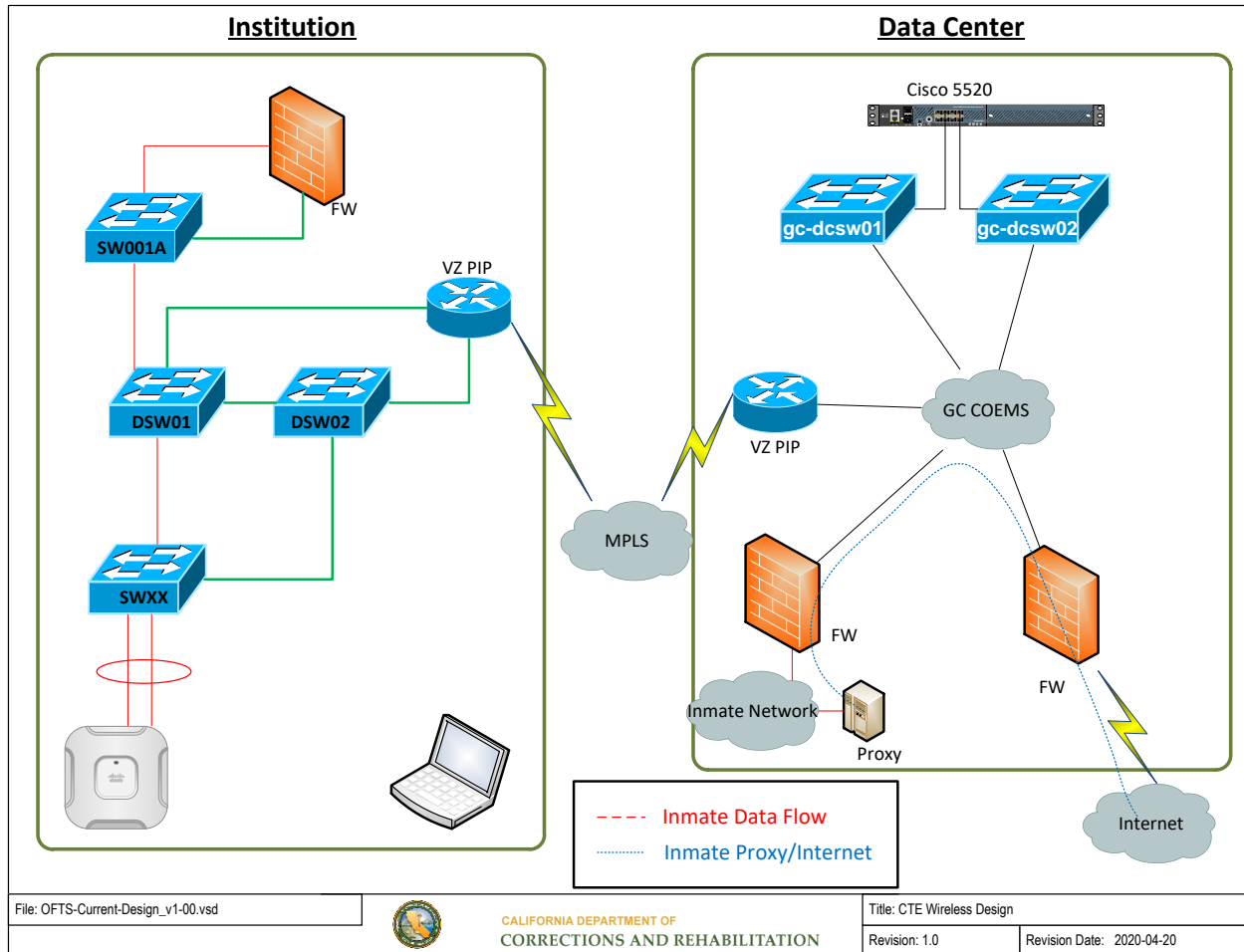


Figure 1-2: Inmate Data Flow

July 15, 2020

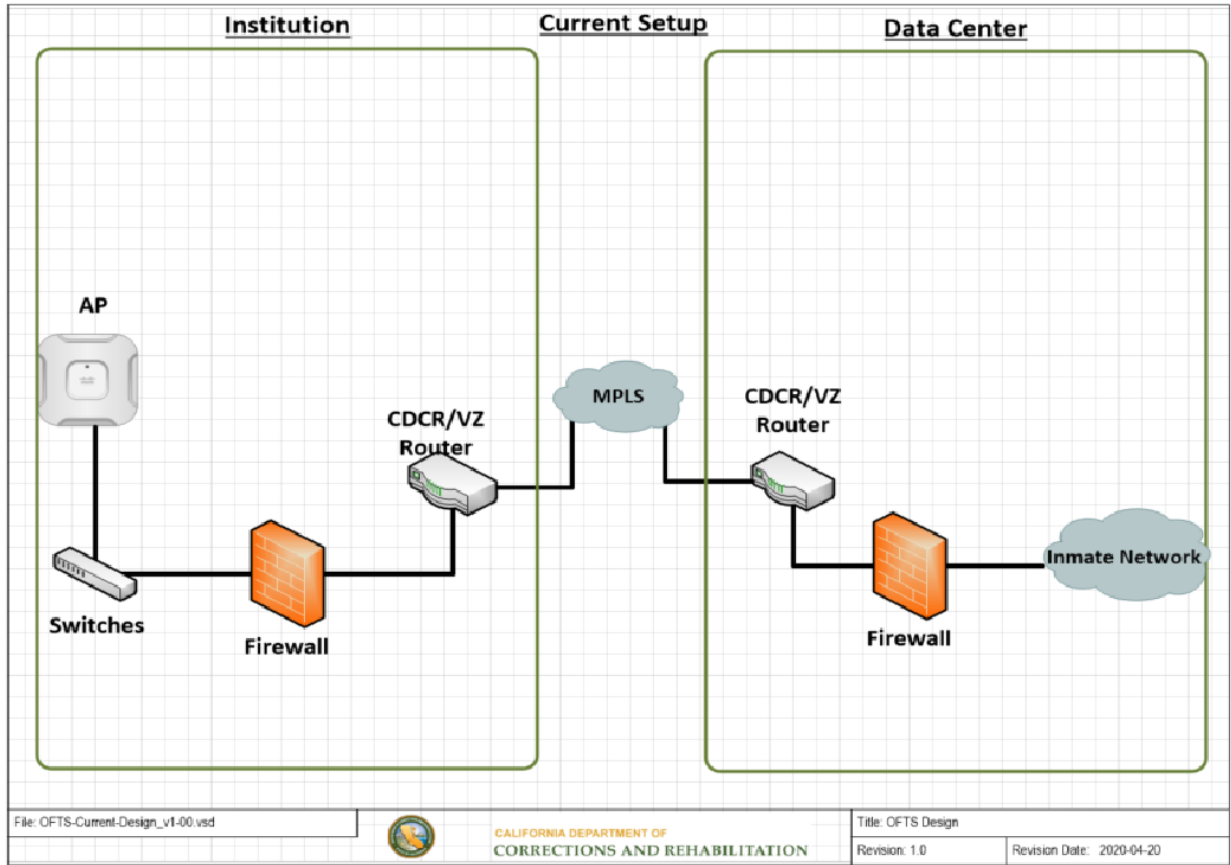


Figure 1-3: Simplified Inmate Data Flow

CDCR has recently adopted a new network equipment standard for replacing/refreshing currently deployed equipment. The current core HP 5412s standard has been replaced by the HPE/Aruba 8400s as the new standard. All IDF switching is being standardized to the Aruba 3810 with POE+. Refer to Section 1.4.4.13 Proposed Network for more details of the proposed new network.

1.4.2 PROPOSED ENVIRONMENT

This section is intended to present an overview of the proposed system and as such will not specify any detailed technical requirements. The bidder requirements and solution requirements supporting this overview are to be included in Section 4, Bid Requirements.

In the event a discrepancy or ambiguity between the requirements described in this section, and the requirements set forth in Section 4, Bid Requirements is detected after the opening of proposals, Section 4, Bid Requirements and the bidder's response thereto shall have priority over this section.

The OCTS Project will provide and issue every offender a Tablet at no cost as part of the project to allow each offender to retain the Tablet in their possession and ensure access to the OCTS services being provided. The one-to-one ratio of Tablets to offenders will provide all offenders with authorized services and reduce the issues of offenders having to check out the Tablets and being able to afford them. The contractor shall retain the ownership, management, and service responsibilities for the Tablets.

The OCTS Project is not strictly technological in nature. A significant portion of the effort involves business process optimization. OCTS improves offender rehabilitation through the innovative use of technology and streamlined processes. The proposed new environment will deliver the Offender Communications and Technology Solution to all offenders and will continue to evolve over a period of years. The software components of OCTS and use of technology will enable new corrections processes not possible in today's CDCR correctional environment. The CDCR understands that they will undergo culture, process, and capability changes to implement the new technology and services.

The OCTS Program together with every part of CDCR will reengineer the State of California's offender service delivery methods to help CDCR realize its next step of progress. CDCR is one of the largest correctional systems in America providing custody for a diverse population. CDCR envisions this new capability will be a significant change in the way offender services are offered. Many operational processes that touch an offender will be impacted in some way.

1.4.3 SOLUTION OBJECTIVES

The CDCR is seeking implementation of an Offender Communications and Technology Solution that includes the offender services in the following areas:

- Communication
- Information Services
- Access to Third Party and CDCR-provided Application and Content
 - Education (Optional)
 - Health Care (Optional)
 - Banking (Optional)
 - Canteen (Optional)
 - Appeals/Grievance (Optional)
 - Legal (Optional)
- Entertainment (Optional)

In addition to the offender services, the OCTS will include Investigative Tools/Support, a Management System for Staff, and network infrastructure to support the OCTS implementation.

The solution is intended to improve communication with family/friends, dissemination of information, and optionally access to Third Party and CDCR application and content such as education and rehabilitative programs, health care requests, scheduling, and patient information, managing finances, Canteen orders, access to Law Library, and appeals/grievance process by taking advantage of existing technologies. The business objectives of this procurement are to:

- Ensure offender access to communication
- Ensure equal access and reasonable accommodation of services provided.
- Ensure access to approved educational content and rehabilitative programs.
- Ensure the efficient and effective use of resources.
- Ensure safety and security of institutional staff and offenders.

- Ensure offender access to quality health care services within mandated time frames and treatment guidelines based upon specific business rules.

1.4.4 BUSINESS MODEL OBJECTIVES

The solution envisioned by the State will fully integrate the major business functions, providing seamless access to and management of the different types of offender services information collected for each of the business functions. The Divisions of Adult Institutions, Juvenile Justice, and Rehabilitation Programs are the business programs that will be most impacted by the opportunities of using technology to enhance the offender communication, provide new services, and increase access to existing services. This is an integral part of the day-to-day operations for these business program areas.

1.4.4.1 COMMUNICATION SERVICES

Communication business objectives are to:

- Provide offenders communication services consisting of voice, email, e-letters, and video calling to communicate with family, friends, and other authorized individuals.
- Provide communication services to hearing and visually impaired offenders in compliance with ADA, FCC, and California PSC.
- Ensure wheelchair access for physically disabled offenders to communication service devices in compliance with ADA.
- Provide authorized hot lines for offenders to use that are not monitored.
- Provide authorized CDCR staff the capability to monitor, record, and store all offender communications.
- Ensure that all communications, attachments, photos, and video are screened per CDCR guidelines.
- Provide authorized CDCR staff the ability to flag and censor email, e-letters, photos, and video clips.

As with the current environment, CDCR envisions that the initial primary method for voice communication will be the offender telephones that are placed in designated housing units, Correctional Treatment Centers, Firehouses, and in some yards. At some future date, CDCR may look to Tablets as a means to place voice calls. The processes and

procedures governing the offender voice communications are not expected to have any major changes. The expectation is that the phone rates will be lowered or remain at the current rate, but not be increased. Contractors will be allowed to use the existing equipment and infrastructure supporting the existing phone system with the understanding that an equipment refresh 2 years after contract award or as agreed to by CDCR will be required.

In terms of offender communication services, the most significant change is the implementation of live video calling and electronic messaging . In the proposed environment, offenders will have the ability to schedule and make video calls to pre-approved contacts. This operates much like a correctional-grade Skype call that is monitored and recorded. In addition, the solution will include the ability to send and receive emails and e-Cards. Offenders will not have the ability to send but only receive e-letters, photos and video clips. The offenders will have the ability to receive, send, view, and save authorized correspondence via a Tablet, Kiosk, or both. As with the voice communication, the primary locations to use these services will be in designated housing units, Correctional Treatment Centers, Firehouses, and other areas designated by CDCR.

All correspondence will be screened to ensure that it does not violate provisions established in CDCR Title 15 or other regulatory guidelines. Any correspondence suspected of violating these regulations or guidelines will be flagged and reviewed by authorized CDCR staff for censorship. The offender and individuals corresponding with the offender are expected to pay for these services and a set price list would be established by the contractor for each service cost. The cost must be fair and reasonable and emphasis placed on providing the lowest cost to allow for more communication and minimize the financial burden to family and friends. The contractor will service and maintain the OCTS providing these services. There will be little to no CDCR involvement in the service or maintenance.

As part of the essential communications, Video Relay Service/American Sign Language-Video Calling Services (VRS/ASL-VCS) will be provided to accommodate hearing impaired offenders in compliance with ADA, FCC, and California PSC regulations and guideline at designated institutions. In addition, communication services must be provided to accommodate visually impaired offenders to comply with ADA, FCC, and California PSC regulations and guidelines. Assistive Technology should be used to ensure visually impaired offenders are afforded reasonable accommodation to the communication services being provided.

Authorized CDCR staff will have the ability to suspend and/or disable any of the communication services at the offender level, device level, building level, and the facility level. The ability to perform this function must be readily available and performed quickly.

1.4.4.2 INFORMATION SERVICES

The Information Services business objectives are:

- Improve the offender access to general information regarding policies, regulations, procedures, manuals, and other essential information.
- Establish an electronic repository where offenders could access and search for information.
- Reduce number of hard copy documents requested or required to provide offenders.

The OCTS will provide the capability for CDCR to download and update CDCR Policies, Rules, Regulations, Operating Procedures, Manuals, and Information for the offenders to access electronically via the offender Tablet/Kiosk. A variety of various formats will be used such as, PDFs, videos, sound clips, slide shows, etc. The storage and distribution for the offender information documents will be provided by the OCTS contractor. The following are some samples of the documents and files that will be available to the offender and included the repository:

- Title 15
- Departmental Operations Manual (DOM)
- Institutional Orientation Manual
- Inmate Advisory Committee Minutes
- Prison Rape Elimination Act (PREA) Information and Policy
- Court Compliance Information
- Departmental Regulations
- Institution Handbook
- DJJ Orientation Material

- Youth Rights
- Behavior Management System Information
- Approved Contractor Catalogs
- Restitution Guide for Offenders
- Restitution Responsibility Information for Adult Offenders
- Office of Victim & Survivor Rights & Services Information

In addition to the documents mentioned above, FAQ's for new and forthcoming changes (i.e. PROP releases, etc.) will be included for the offenders to access and view through the Tablet/Kiosk. Another feature that will be available is the capability to distribute information and important announcements directly to offenders as a pop-up when they log on to the Tablet/Kiosk or as a notification on the display. This provides an active versus passive way of getting important information and changes to the offender directly.

1.4.4.3 THIRD PARTY AND CDCR APPLICATION AND CONTENT

1.4.4.3.1 EDUCATION AND REHABILITATIVE (OPTIONAL)

Education business objectives are to:

- A. Provide offender access to CDCR content such as literacy, academic, vocational, self-help, and cognitive behavior education/instruction.
- B. Provide offender electronic access to CDCR content and instructional materials to enhance basic reading, mathematics, writing, and other basic academic skills.
- C. Improve the offender's accessibility to educational content through the use of technology.
- D. Provide the offender electronic access to various aids, guides, and applications to educate, assist, and prepare the offender prior to release.
- E. Provide offenders access to planning resources and community re-entry services to assist in the re-entry process back into the community.
- F. Provide offenders access to financial literacy information and material.

CDCR seeks to utilize technology to provide offenders improved access to supplemental educational content. Through delivery of CDCR-provided content

via offender Tablets/Kiosks, access to educational content will be expanded from the classroom to the housing units and other authorized locations.

1.4.4.3.2 HEALTH CARE SERVICES (OPTIONAL)

Health Care Services business objectives are to:

- Provide an effective and efficient way for offenders to electronically request health care services.
- Improve the ability for offender patients to request and access health care information.
- Improve communications between offender patients and health care staff through electronic correspondence and notifications
- Provide HIPAA compliant timely and secure communication between healthcare staff and patient.
- Improve the ability for offenders to access Integrated Behavioral Treatment Model Treatment Materials and increase offender's participation in these programs.
- Increase the capability for offenders to access healthcare related educational materials and self-management tools for patients with health care conditions (medical, mental health, and dental).
- Record and transmit e-signatures for healthcare documents (e.g. POLST/DNR, and consent to/refusal of treatment)
- Provide source data for measuring and demonstrating performance and compliance with court-ordered expectations and healthcare industry standards.
- Timely and efficient processing of health care grievances.
- Reduce existing time consuming and inefficient paper-based processes.

The proposed environment will allow the offender patients to use CDCR-provided Third Party application to perform several functions and gain access to health care services in an electronic format. Currently offender patients complete and submit a paper form, CDC 7362 Health Care Services Request Form, to request healthcare services. The proposed

environment will allow the offender to access the Third Party application to submit the request.

Offender access to informative materials via the solution will make it easier to further educate and provide useful information on preventative measures and post-treatment care the offender patient can take. The OCTS will provide the capability for offender patient to access to health care content that provide health care education materials or patient education/Self-management materials. Provide the capability for offender patients to access downloadable healthcare content (both CCHCS specific content and approved external content). Examples of content are:

- 1) CCHCS Care Guides Patient Education/Self-Management Materials
- 2) Educational/Instructional videos - how to use DME, how a recommended procedure/surgery is performed, how to care for a wound, what to expect when starting a new medication, home care instructions.
- 3) Mental Health self-study materials and various self-assessment/monitoring tools (e.g. clinical workbooks, emotion log, etc.)
- 4) Health education videos (diabetes, dietary, TB, Flu, etc.)
- 5) Hygiene Information (broken into two categories, Female and Male Offenders)

The OCTS will provide the ability for offenders to access mental and physical health education material and resources (text-based, videos, etc.) with all content of course needing to be CBT-based, evidence-based, and in both English and Spanish:

- CBT principles review
- Sleep hygiene information and tips
- Healthy eating and dieting
- Exercise (workouts))
- Relaxation skills
- Stress management skills
- Healthy relationships

- CDCR approved mental health related applications and workbook materials such as, Mental Health Suicide Prevention ASU Activity Workbook.
- Sleep apps, such as Sleepo-Free or Nature Sounds Relax Sleep.
- Positive affirmation apps, such as Unique Daily Affirmations, ThinkUp, Shine Text, and many, many others.
- Relaxation apps, such as guided imagery-based or progress muscle relaxation.
- Deep breathing apps, such as Breathe2Relax, Universal Breathing, Paced Breathing, Relax Stress and Anxiety Relief, Breathing Zone, etc.
- Anxiety management apps, such as a large number available on Healthline (<http://www.healthline.com/health/anxiety/top-iphone-android-apps#1>).

Currently the offenders complete and submit a paper form (602 HC Health Care Grievance) to file a grievance for any complaints about health care or the health care staff. The proposed environment will provide the offender the ability to complete and submit health care grievance/appeal electronically via the solution. Contractor's solution will integrate with the electronic interface that is used to submit, input information, and log in the grievances/appeals into the existing CCHCS Health Care Appeals and Risk Tracking System (HCARTS).

1.4.4.3.3 BANKING SERVICES (OPTIONAL)

The Banking business objectives are:

- Automate current manual processes to provide better services to the inmates while saving CDCR staff time.
- Improve the offender access to their Trust account information and managing their finances.
- Increase the ability to provide offenders fiscal information, instructions, and changes to fiscal procedures.
- Improve communication between the offender and CDCR staff to resolve simple issues or respond to inquiries.

The management of the offender's finances involves several manual processes and produces a great deal of paper products that could be replaced or minimized by

implementing electronic processes. The banking services provided through the offender Tablet/Kiosk electronically will help to provide better services to the offenders while reducing the manual workload for CDCR staff at the institutions. Due to the nature of the information being accessed and functions being performed, a two-factor authentication level of security will be used in order for an offender to access their Trust Account Information or make any transactions.

The OCTS will provide the capability for the offender to electronically view their Trust Account Balance on the Tablet/Kiosk or request a copy of their trust balance. Providing the capability for an offender to view accounting information will greatly minimize the numerous requests for this information that is currently provided in a hard copy. Also the ability for the offender to receive or view a Quarterly Statement would reduce or eliminate for CDCR staff to print, fold and send these out to the inmates each quarter.

Ability to access/view accounting information would include the following:

- 1) Available Trust account balance.
- 2) Outstanding Restitution balance(s) for all active cases.
- 3) Trust account activity (credits/debits) at least three (3) months back from the present date.
- 4) Quarterly Trust Account Statements
- 5) Outstanding obligations, including Artificial Appliances (DME) and holds on trust account (due to RVRs, etc.).

The OCTS will provide the offender the capability to use the Tablet/Kiosk to electronically make authorized purchases and initiate or complete authorized fund transfers from their Trust Account. Currently the offender must complete and submit a hard copy CDCR 193 Trust Withdrawal Order (TWO) to make a withdrawal or transfer of funds from their Trust account. This manual process would be replaced by allowing the capability for the offender to electronically initiate and submit a Trust Withdrawal Order (TWO) CDCR-193 on the Tablet/Kiosk. The OCTS would apply business rules to ensure the TWO meets all the policy and regulatory requires governing the offender's ability to make withdrawals and transfers based on the offender's status and limitations prior to the offender submitting the TWO.

The OCTS will provide the capability to distribute information to offenders electronically through the Tablet/Kiosk regarding items such as changes in contractors to send money

and the Inmate Welfare Fund (IWF) audit. Currently it requires preparing documentation for inmate television and/or posting in the library and this could be replaced. In addition, the offender would be provide bulletins and information regarding important deadlines and timeframes including but not limited to, dates of when free quarterly statements are sent, inmate pay deposit dates, indigent envelope sign-up dates, and when Electronic Funds Transfer receipts are sent to the facilities. FAQs and information guides would be made available for the inmate to access through the Tablet/Kiosk. This should reduce the number of common questions submitted to staff. For example this would include instructions of how family/friends can send money electronically or Access and timeframe of when funds become available in Trust account. Provide a list of instructions and criteria needed for how checks and money orders are to be completed before being sent to institution to eliminate funds being deemed “contraband”.

The OCTS is envisioned to provide electronic correspondence capability (email) between offender and Trust staff to discuss Trust account issues; this would be similar to how issues are now being currently handled via CDCR-22 and are only being requested to resolve simple, less complicated issues such as confirmation of a deposit, clarification of a charge, receipt of paperwork, etc.

1.4.4.3.4 CANTEEN SERVICES (OPTIONAL)

The Canteen business objectives are:

- Automate current manual process for placing and submitting Canteen orders to provide better services to the offenders.
- Improve and simplify the ability for offenders to place Canteen orders and make it more efficient
- Reduce the amount of paper to produce hard copy order forms, product list, and Canteen draw schedules.

Currently each institution generates a paper order form with a list of the Canteen products that are available for the offender to order. These order form list are unique to each institution and are updated and produced monthly. The offender fills out the order form and provides it to the Canteen Manager during his scheduled Canteen draw dates and times. The order is checked to ensure the offender is authorized the items, quantities, and does not exceed his dollar limits based on their status. The order is either filled or modified due to items out of stock, offender containing unauthorized items on the list, or exceeding their dollar limits.

The OCTS will provide the ability for each institution's current list(s) of canteen products and prices to be displayed and available on the Tablet/Kiosk for the offender to order.

The OCTS will receive electronically an updated list(s) of canteen items provided weekly or monthly by each institution. The OCTS will provide authorized CDCR staff the ability to edit this information as needed. In addition, the offender will have the ability to access the Institution's Canteen Schedule(s) on the Tablet/Kiosk.

The OCTS will provide the capability for offenders to place and submit orders for Canteen items electronically on the Kiosk/Tablet. As with the banking services, a two-factor authentication level of security will be used in order for an offender to access or place any Canteen orders. Offenders can see what items are available and preorder items prior to their scheduled canteen draw date/time. This will allow canteen staff the ability to prepackage offender's orders ahead of time if they so desire, thus speeding up the draw process. Also this would allow the offender to know if a product is in stock or out of stock. The offender will be able to edit and/or cancel their order as needed but prior to their scheduled canteen draw date.

The OCTS will apply business rules that will check and verify that the offender has sufficient funds in their Trust Account prior to submitting the order. Also provide the ability for offenders to review the funds available in their Trust Account prior to placing orders to the Canteen. This will eliminate offenders who do not have sufficient funds available to place a Canteen order. The OCTS will apply business rules that checks and verifies that the offender has appropriate privilege, does not exceed their dollar amount limits, quantity limits, and has not exceeded the frequency of orders prior to allowing the order to be processed based on their current privilege group at the time of the order. In addition, the offender will have access to their canteen available balance and date of their last canteen draw. Offender status/privilege group and other information required will be provided via an interface with the existing CDCR Trust Restitution and Canteen System (TRACS) to the OCTS to use as part of the Canteen Services features.

Once a Canteen order is submitted, the offender will receive a notification on their Tablet/Kiosk that the order was successfully submitted and accepted to the Canteen. The Canteen manager or designee will have the capability to monitor purchases to ensure the inmate does not shop an amount over their privilege group. Authorized Canteen staff could pull up the Offender's Trust Account in TRACS by using his Identification Card and utilizing a PIN for security.

1.4.4.3.5 APPEALS/GRIEVANCE SERVICES (OPTIONAL)

Appeals/Grievance business objectives are:

- Allow the offender to electronically fill out and submit an Appeal/Grievance via the Tablet or the Kiosk.

- Allow the offender to receive an electronic confirmation immediately upon successful submission of the Appeal/Grievance via the Tablet or Kiosk.
- Allow CDCR staff to electronically notify the offenders if the Appeal/Grievance is accepted or rejected.
- Allow CDCR staff to electronically notify the offenders of the outcome of the Appeal/Grievance

CDCR seeks to utilize the Appeals/Grievance services to allow the offender to submit the Appeals/Grievances electronically via the Tablet or Kiosk with no cost to the offender or the family and friends. The services shall allow the CDCR staff to screen, review, accept or reject the Appeal/Grievance without having to print the Appeals/Grievances form. The offender shall be able to view the response from the CDCR staff on the Tablet or the Kiosk and submit the Appeals/Grievance for second or third level review without having to recreate the request.

1.4.4.3.6 LEGAL SERVICES (OPTIONAL)

Legal Services business objectives are:

- Provide greater access to the Law Library repository for the offenders.
- Reduce the custody requirement to escort offenders to the Law Library

Contractor shall provide the Offender the ability to access the Law Library via the Tablet/Kiosk. CDCR currently uses LexisNexis legal services to provide access to legal and journalistic documents. Contractor shall allow the legal research provider (currently, LexisNexis) to place its legal research services on a contractor repository where offenders can access through the Tablet/Kiosk (through and APP or URL) at no cost to the CDCR, and at no cost to offenders, or the legal research provider.

Contractor shall provide the ability for the offender to receive legal notices, such as Notice of Electronic Filing (NEF) from courts. Currently the court sends legal notices to the Litigation Coordinator who then sends it to the Library. The librarian then sets up an appointment for the offender to pick up a paper copy of the legal notice.

The ability to access the legal notices from the Tablet/Kiosk would reduce the time and effort required to provide the offender the legal notice. The court could send the legal notice to the Litigation Coordinator who could then send it to the offender directly via an

internal communication service or have it placed in an area where the offender could access it electronically.

The OCTS would provide the ability for the offender to electronically receive and respond to communications from Office of the Attorney General (OAG) via the Tablet/Kiosk. Often the OAG sends an attorney to the institution to communicate/meet with the offender. The ability for the offender to receive and respond electronically to communications from the OAG will minimize the requirement for the OAG to send someone out every time thus reducing travel.

As part of improving communication and notification, the OCTS will provide the capability for CDCR to send mass legal notices (e.g. Regulation and Policy Management Branch (RPMB) notices, class action notices/ posters, etc.) to all offenders via the tablet/kiosk.

1.4.4.4 ENTERTAINMENT SERVICES (OPTIONAL)

The Entertainment business objectives are:

- Provide access to music, videos/movies, and games appropriate in a correctional setting
- Provide access AM/FM radio at no cost to the offender.
- Provide access to eBooks appropriate in a correctional setting.
- The catalog of eBooks, games, music, and videos/movies being offered to the offenders shall be pre-approved by CDCR.
- The contractor shall describe the contents offered to the offenders for free and the content that are offered at a cost to the offender.

As with the current environment, CDCR would utilize the services to provide the offenders engaging entertainment contents via the tablets. The content may be downloaded to the tablets or streamed on demand. The contractor shall offer limited free entertainment contents to the offenders who choose not to purchase any additional contents in addition to the paid content. CDCR staff shall preapprove the contents prior to publishing it on the contractor catalog for offender consumption. Authorized CDCR staff shall have access to monitor the entertainment content the offender is downloading or streaming on demand and may suspend or disable content at the offender level. The cost set by the contractor for the paid entertainment content shall be fair and reasonable and should be at the lowest cost to the offenders and their friends or families.

1.4.4.5 MANAGEMENT TOOLS AND SUPPORT

Management Tools and Support business objectives are:

- Provide CDCR Staff the ability manage, monitor, record, and track offender and family/friends communications, activities, and service utilization.
- Reduce manual processes and hard copy forms through the use of electronic technology.
- Improve the efficiency to manage and monitor the services provided to the offenders.
- Improve reporting and metrics to measure and demonstrate compliance and quality improvement.

As a result of new and improved services being provided to the offenders, a robust overall management system to be used by authorized CDCR Staff needs to be in place. Management tools to manage, monitor, record, and track the existing and new services being provided will be needed to oversee all offender and family/friends communication, activities, and services. Authorized CDCR staff will need the capability to grant access to services based on the offender's privilege group, status, and restrictions. Access to the management tool should be Web based and have easy access. CDCR would have the ability to create, maintain and change electronic forms used in CDCR facilities, and forms used and completed by offenders electronically to request services and information. Contractor is expected to provide resources and support for converting such forms for use in the tablet/kiosk at no cost to CDCR. While CDCR does not intend for every CDCR form in use to be utilized, which may number in the hundreds, it would require the capability to convert future forms to be used on the Tablet/Kiosk should it be required.

The management system would provide the ability for CDCR staff to perform data analytics and create reports to collect metrics and create standard and ad-hoc reports. The reports would be used to measure and monitor the effectiveness, efficiencies, quality, and usage of the communications and offender services being provided by the OCTS.

1.4.4.6 INVESTIGATIVE TOOLS AND SUPPORT

A critical portion of the OCTS is the ability to provide investigative tools and support for CDCR to be able to gather information to support investigations. In addition to telephone conversations, the electronic email correspondence and Tablet capability provided to the offenders will require more investigative tools and support to process the additional information that will now be available and processed. The contractor shall provide Digital Forensic Team (DFT) basic and advanced training support for CDCR and contract

examiners to maintain knowledge/skills/abilities to maintain compatibility with technological advances in electronic and communication devices.

To help process the increase volume of information, OCTS will require a link analysis program, such as Palantir which is currently used by CDCR that can be linked to CDCR datasets for comparison analysis with data extracted from DFT examinations at no additional cost to CDCR. This would include contract support to cover updates/licensing costs at no cost to CDCR. Fulltime Contractor support would be required to perform Digital Forensic Examiner/ Analytical support to CDCR.

Investigative staff would need the capability to have forensic/analytical access to data activity on approved inmate tablets, kiosks or other related digital devices, to include real-time/ historical activity, to include telephone and video calls, financial transactions, etc. Search tools such the ability to conduct keyword searching analytics on live/ recorded offender phone calls would be part of the investigative tools. Investigative tools would also include Digital Software/Hardware necessary for a central data repository and the ability to upload/transfer of digital data extracted by forensic examination to the central data repository used for data analysis/comparison. CDCR would have the ability to link the analytical database with other allied agencies for link analysis in support of investigations.

Investigative staff will have the ability to identify and access the IP address associated with any activity related to the approved electronic devices and/ or related databases. In addition, investigative tools including voice biometrics/voice identification of all calling parties (inmates/ outside callers and recipients) to identify and verify callers for analysis of criminal activity would be provided by OCTS.

Other capabilities would be desirable that provide location based services to identify the location of information related to cellphones and calls and identify cellphone calls to or from a geographic location that is related to criminal activity or a threat to the institution.

- Overview of the Proposed System
- Changes to Current Operations
- Technical Architecture
- Hardware and Software
- System Interfaces

- Application Interactions
- Database Information
- System Security
- Performance Criteria
- System Support
- Reports
- Business Process, Application, and Data Flow Diagrams
- Workload and Expected Growth
- Help Desk
- Implementation Approach
- Contractor Transition-In
- Maintenance and Operations
- Maintenance and Technical Refresh Schedules

1.4.4.7 PROPOSED NETWORK

CDCR has recently adopted a new network equipment standard for replacing/refreshing currently deployed equipment. The current core HP 5412s standard has been replaced by the HPE/Aruba 8400s as the new standard. All IDF switching is being standardized to the Aruba 3810 with POE+. A complete list of the Network Equipment and Specifications that the Contractor must purchase and use to adhere to CDCR's standards is shown in Attachment 6, Bidder's Library. The general network topology is not changing as is shown below in Figure 1-4: New Equipment Standard.

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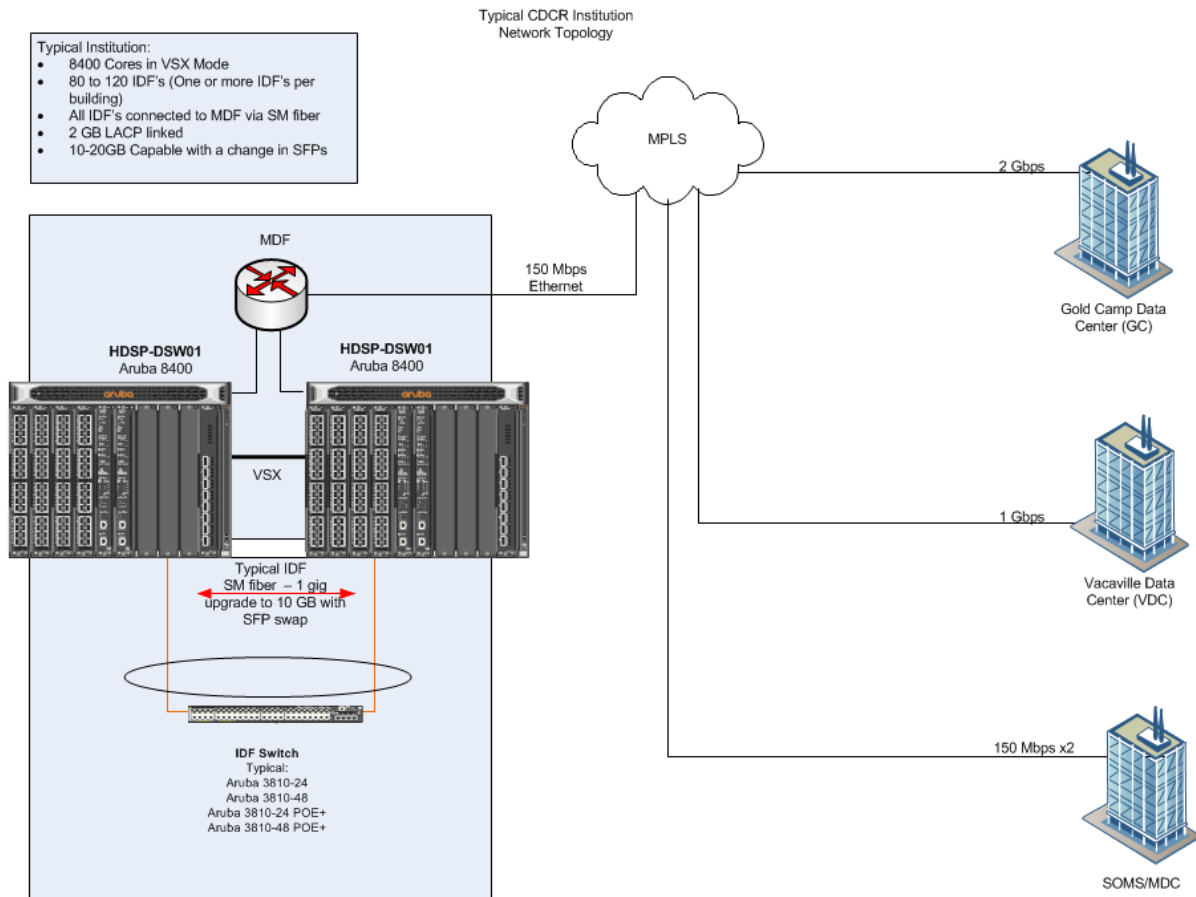


Figure 1-4: New Equipment Standard

CDCR has architected an Inmate Network utilizing VLANs assigned on their IDF network switches to isolate the offender traffic from the CDCR network. The Contractor shall incorporate the OCTS network connectivity through the use of VLANs that are assigned by CDCR on the IDF switches and allow the OCTS traffic to utilize the CDCR pathway to the MDF where it will then be handed off to the OCTS Contractor’s router/switch/firewall and access the OCTS Contractor’s ISP. This allows the Contractor to use the existing fiber pathway from each of the IDFs that are home run back to the MDF distribution switches. This is depicted at a high level in Figure 1-5: OCTS Proposed Network.

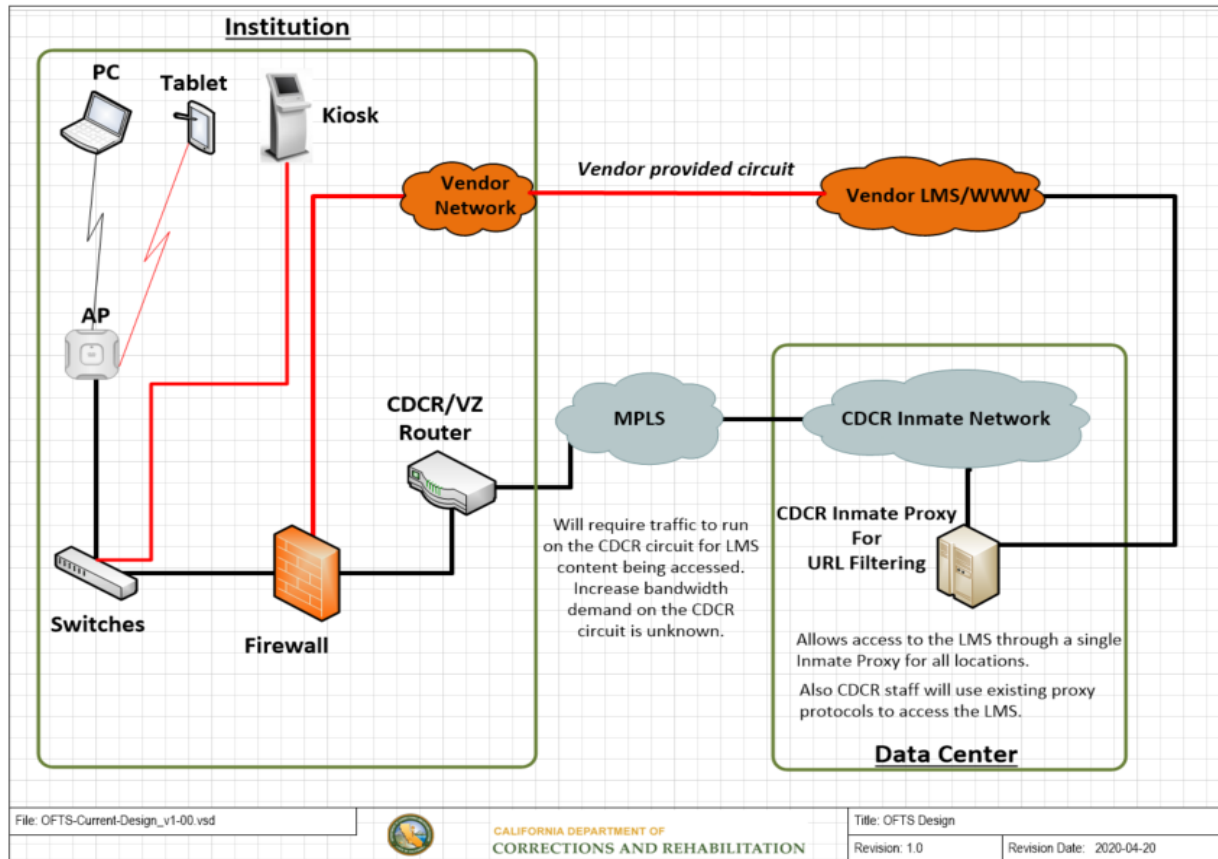


Figure 1-5: OCTS Proposed Network

1.5 AMERICANS WITH DISABILITIES ACT (ADA)

To comply with the nondiscrimination requirements of ADA, it is the policy of the State of California to make every effort to ensure that its programs, activities, and services are available to all persons, including persons with disabilities.

For persons with a disability needing a reasonable accommodation to participate in the procurement process or for persons having questions regarding reasonable accommodations of the procurement process, you may contact the Procurement Official identified in Section 2.2.1, Procurement Official. You may also contact the State of California at the numbers listed below.

Important: To ensure that we can meet your need, it is best that we receive your request for reasonable accommodations at least 10 working days before the scheduled event,

e.g., meeting, conference, workshop, etc., or deadline due-date for procurement documents.

The California Relay Service Telephone Numbers are:

Voice: 1-800-735-2922 or 1-888-877-5379

TTY: 1-800-735-2929 or 1-888-877-5378

Speech to Speech: 1-800-854-7784

2 BIDDING INSTRUCTIONS

2.1 BIDDER ADMONISHMENT

This procurement will follow a phased approach designed to increase the likelihood that Final Proposals will be received without disqualifying defects. The additional steps:

- Ensure that the bidder clearly understand the State's requirements before attempting to develop its Final Proposal
- Ensure that the State clearly understands what each bidder intends to propose before those proposals are finalized
- Provide an opportunity for the State and each bidder to discuss weaknesses or potentially unacceptable elements of a bidder's proposal and gives the bidder an opportunity to modify its proposal to correct such problems

Specific information regarding such steps is found in Section 2.5, Bidding Steps, Section 2.7 Negotiations, and Section 7, Evaluation, of the solicitation.

The bidder should refer to Section 2.5, Bidding Steps, to understand the phases applicable to this solicitation. It is the bidder's responsibility to:

1. Carefully read the entire solicitation.
2. Ask appropriate questions in a timely manner, if clarification is necessary.
3. Submit all required responses by the required dates and times.
4. Make sure that all procedures and requirements of the solicitation are accurately followed and appropriately addressed.
5. Carefully re-read the entire solicitation before submitting a Draft and Final Proposal.

2.2 COMMUNICATIONS AND CONTACTS

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The State uses an online procurement system known as *Cal eProcure* to communicate with prospective bidders and suppliers. Information and ongoing communications for this solicitation will be posted by the State on the *Cal eProcure* website, www.caleprocure.com.

Only questions submitted in writing and answered in writing by the Procurement Official shall be binding and official. Written questions must be submitted by email to the Procurement Official identified in Section 2.2.1, Procurement Official, using Attachment 1, Template for Question Submittal. All written questions submitted by the deadline specified in Section 2.3, Key Action Dates, will be responded to at the same time with all questions and answers posted to *Cal eProcure* in the form of a question and answer set.

Oral communications by Agency/state entity officers and employees concerning this solicitation shall not be binding on the State and shall in no way excuse the bidder of any obligations set forth in this solicitation.

2.2.1 PROCUREMENT OFFICIAL

The Procurement Official is the State's designated authorized representative regarding this procurement.

Bidders are directed to communicate, submit questions, deliver proposals, and submit all other correspondence regarding this procurement to the Procurement Official at the address below in Table 2-1: Procurement Official.

Table 2-1: Procurement Official

Department Name:	California Department of Technology, Statewide Technology Procurement
Procurement Official:	Emily Klahn
Email:	Emily.Klahn@state.ca.gov
Phone:	916-628-5661
Secondary Procurement Official:	David Sanchez
Email:	David.Sanchez@state.ca.gov
Phone:	916-224-4417

2.2.2 QUESTIONS REGARDING THE SOLICITATION DOCUMENT

Bidders requiring clarification of the intent, terms and conditions, content of this solicitation, or on procedural matters regarding the competitive proposal process may request clarification by submitting questions using Attachment 1, TEMPLATE FOR QUESTION SUBMITTAL, in an email (using the solicitation identification information from the solicitation title page) to the Procurement Official listed in Section 2.2.1. To ensure a response, questions must be received in writing by the scheduled date(s) specified in Section 2.3, KEY ACTION DATES. Question and answer sets will be provided to all bidders without identifying the submitters. At the sole discretion of the State, questions may be paraphrased by the State for clarity.

If a Bidder who desires clarification or further information on the content of the solicitation, but whose questions relate to the proprietary aspect of its proposal and disclosure exposes its proposal to other Bidders, the question may be submitted using the same criteria above with the notation, "CONFIDENTIAL." The Bidder must explain why the question is sensitive in nature. If the State concurs that the disclosure of the question or answer would expose the proprietary nature of the proposal, the question will be answered and both the question and answer will be confidentially maintained. If the State does not concur with the proprietary aspect of the question, the question and answer will not be confidentially maintained and the Bidder will be so notified.

2.2.3 INTENT TO BID

Bidders that want to participate in the solicitation should submit a completed Exhibit 2: Intent to Bid by the date specified in Section 2.3, Key Action Dates. This document shall be emailed to the Procurement Official identified in Section 2.2.1, Procurement Official. Only those bidders acknowledging interest in this solicitation will receive correspondence applicable to the solicitation (e.g., scheduling dates for confidential discussions, Office of Technology services (OTech) meetings, etc.) throughout this procurement. Correspondence to a bidder regarding this solicitation will only be given to the bidder's designated contact person.

It shall be the bidder's responsibility to immediately notify the Procurement Official identified in Section 2.2.1, Procurement Official, in writing, regarding any revision to the contact person information. The State shall not be responsible for proposal correspondence not received by the bidder if the bidder fails to notify the State, in writing, about any change pertaining to the designated contact person.

A bidder must notify the Procurement Official whenever its intent to bid changes or whenever there is a change in the bidder's designated contact information.

2.2.4 BIDDERS' LIBRARY

The Bidder's Library will be available upon RFP release. It will not be available during this pre-solicitation process. The bidder is encouraged to review the information in the Bidders' Library to gain a thorough understanding of the OCTS Project. It is each bidder's responsibility to check for updates to the Bidders' Library.

It is the bidder's responsibility to contact the Procurement Official for a User ID, password and URL. Bidders should check frequently for updates to the Bidders' Library. Bidders are not allowed to share or provide this information to anyone.

To obtain Bidders' Library access, bidders must sign and submit the Exhibit 3: Confidentiality Statement, to the Procurement Official. It is the bidder's responsibility to provide the Procurement Official the required documentation to obtain the User ID, password and URL for access to the Bidders' Library. The bidder must identify a Bidders' Library single point of contact, email, street address, and phone number. A User ID, password and URL will be emailed back to the bidder's single point of contact within three (3) days after receipt of the Exhibit 2: Intent to Bid and Exhibit 3: Confidential Statement. Bidders are encouraged to review the information in the Bidders' Library to gain a thorough understanding of OCTS Project and the project solution requirements in which it operates.

The Table of Contents for the Bidder's Library can be found in Attachment 6, Bidder's Library. The Table of Contents list the documents that are included in the Bidder's Library and a secure link is provided that bidders can gain access once they complete and submit the Exhibit 2: Intent to Bid and Exhibit 3: Confidential Statement. The State will provide updated information as it becomes available during the course of the solicitation. The State will ensure the latest documents are provided in the Bidders' Library.

2.2.5 CONCEPTUAL DISCUSSIONS (M)

Following the Bidder's participation in the Site Vists listed below, the State will be conducting Conceptual Discussions individually with Bidder's in lieu of a Bidder's Conference. The State's agenda topics for discussion will be sent to each Bidder in advance of the meeting. Each Bidder should be prepared to discuss their approach to implementing their solution, the projected timeline and phasing of implementation, challenges they foresee, and any other detailed or proprietary questions they wish to discuss with the State.

2.2.6 SITE VISIT (M)

Visits to the physical installation site will be conducted for the purpose of familiarization with the current system(s), environment, housing units, and infrastructure.

Conditions appropriate for examination include, but are not limited to any of the following:

- Visit three (3) Adult Sites and one (1) Camp determined by CDCR
- Conduct walkthrough of the housing units and examine existing system installations and potential OCTS equipment installations
- Bidder is only allowed three (3) individuals to participate in the site visits and must be the same individuals for all site visits
- Site visit participants must submit a Gate Clearance Request at least two (2) weeks prior to scheduled visit
- All participants must pass the CDCR clearance and be approved for entry to the site.
- All participants must sign and agree to the CDCR Primary Laws, Rules, and Regulations Regarding Conduct and Association with State Prison Inmates.

2.2.7 CLOUD COMPUTING SERVICES

Per the State's Cloud Computing Policy, whenever feasible, Agencies/state entities will utilize the CalCloud services provided by OTech. These service options include Software-as-a-Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). For this RFP, CalCloud services provided by CDT are not a viable option due to various requirements identified in the Business and Technical Requirements.

2.3 KEY ACTION DATES

Table 2-3: KEY ACTION DATES provides the key action dates and times by which actions must be taken or completed. If the State finds it necessary to change these dates or times, it will be accomplished via an addendum to this solicitation with the exception of dates listed after the Bidder's submission of Proposal Submission. Dates listed after the Bidder's submission of Proposal Submission are estimated and may be adjusted without addendum to this solicitation. All

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times listed are for California Pacific Time/Pacific Standard Time. Table 2-2: Key Action Dates (KADs)

Key Action Dates		
Item	Action	Date and Time
1.	Release Pre-Solicitation	June 15, 2020
2.	Pre-Solicitation Feedback due to State	July 15, 2020
3.	Confidential meetings with potential bidders to discuss pre-solicitation feedback	July 22-27, 2020
4.	Release Solicitation	August 11, 2020
5.	Last Day to submit (a) Exhibit 2 , Intent to Bid and Exhibit 3, Confidential Statement. (b) Last day to submit written questions using Attachment 1	September 1, 2020, 5:00 PM PT
6.	State's response to Bidder's questions, Bidder's request for changes to the requirements and release of potential addendum ¹	September 10, 2020
7.	Site Visit	September 16-22, 2020
8.	Conceptual Discussions	October 5-9, 2020
9.	Last day to submit Proposal ²	October 28, 2020, 5:00 PM PT
10.	Evaluation Period ³	October 29-November 13, 2020
11.	Negotiation, includes Demo	November 30-December 9, 2020
12.	Contract Award(s)	December 31, 2020
¹ All dates approximate and may be adjusted as conditions indicate. ² All dates after submission of proposal are approximate and may be adjusted as conditions indicate without addendum to this solicitation. ³ Based on the number of proposals received.		



2.4 RULES GOVERNING COMPETITION

This solicitation, the evaluation of responses, and the award of any resultant Contract shall be made in conformance with current competitive bidding procedures as they relate to the procurement of IT goods and services by public bodies in the State of California.

2.4.1 IDENTIFICATION AND CLASSIFICATION OF SOLICITATION REQUIREMENTS

The State has established certain requirements with respect to proposals to be submitted by prospective Contractors. The use of “shall,” “must,” or “will” (except to indicate simple futurity) in the solicitation indicates a requirement or condition which is mandatory.

A deviation of any non-negotiable requirement identified in Section 2.7, Negotiations, will disqualify a vendor from participating in Negotiations and Contract Award.

A deviation of any mandatory requirement (other than the non-negotiable requirements identified in Section 2.7, Negotiations) must be resolved to the State’s satisfaction during negotiations and corrected in the bidder’s BAFO.

The words “should” or “may” in the solicitation indicate desirable attributes or conditions, but are non-mandatory in nature.

2.4.2 SOLICITATION DOCUMENTS

This solicitation document includes, in addition to an explanation of the State’s requirements which must be met, instructions which prescribe the format and content of proposals to be submitted and the model of the Contract to be executed between the State and the successful bidder.

If a bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in this solicitation document, the bidder shall immediately notify the Procurement Official identified in Section 2.2.1, Procurement Official, of such error in writing and request clarification or modification of the document.

Modifications will be made by addenda issued pursuant to Section 2.4.6, Addenda. Such modifications shall be given by written notice to all parties who have identified themselves

as bidders to the Procurement Official without divulging the source of the request. Insofar as practicable, the State will give such notices to other interested parties, but the State shall not be responsible therefore.

If the solicitation document contains an error known to the bidder, or an error that reasonably should have been known, the bidder shall bid at its own risk. If the bidder fails to notify the State of the error prior to the date fixed for submission of proposals, and is awarded the Contract, the bidder shall not be entitled to additional compensation or time by reason of the error or its later correction.

2.4.3 EXAMINATION OF THE WORK

The bidder should carefully examine the entire solicitation document and any addenda thereto, and all related materials and data referenced in the solicitation document or otherwise available to the bidder, and should become fully aware of the nature and location of the work, the quantities of the work, and the conditions to be encountered in performing the work. Specific conditions to be examined may be listed in Section 3, Administrative Requirements and/or Section 4, Bid Requirements.

2.4.4 EXCLUSION FOR CONFLICT OF INTEREST

No consultant shall be paid out of State funds for developing recommendations on the acquisition of information technology (IT) products or services or assisting in the preparation of the project approval lifecycle documents (stages 2, 3, or 4) or feasibility study, while in effect, if that consultant is to be a source of such acquisition or could otherwise directly and/or materially benefit from State adoption of such recommendations or the course of action recommended in the project approval lifecycle documents (stages 2, 3, or 4) or feasibility study. Further, no consultant shall be paid out of State funds for developing recommendations on the disposal of State surplus IT products if that consultant would directly and/or materially benefit from State adoption of such recommendations.

A consultant shall not be eligible to serve as the Prime Contractor or subcontractor pursuant to this solicitation if the Contractor/subcontractor is currently working on the solicitation in an Independent Verification and Validation (IV & V) role.

2.4.5 CONFIDENTIALITY

Bidder material becomes public only after the notice of Intent to Award is released. If material marked “confidential,” “proprietary,” or “trade secret” is requested pursuant to the Public Records Act, the State will make an independent assessment whether it is exempt from disclosure. If the State disagrees with the bidder, the State will notify the bidder and

give them a reasonable opportunity to justify their position or obtain a court order protecting the material from disclosure.

The bidder should be aware that marking a document “confidential” or “proprietary” in a Final Proposal may exclude it from consideration for award and will not keep that document from being released after notice of award as part of the public record, unless a court has ordered the State not to release the document. The content of all working papers and discussions relating to the bidder’s proposal shall be held in confidence indefinitely, unless the public interest is best served by an item’s disclosure because of its direct pertinence to a decision, agreement or the evaluation of the proposal.

Any disclosure of confidential information by the bidder is a basis for rejecting the bidder’s proposal and ruling the bidder ineligible to further participate. Any disclosure of confidential information by a State employee is a basis for disciplinary action, including dismissal from State employment, as provided by Government Code §19570 et seq. Total confidentiality is paramount; it cannot be over emphasized.

2.4.6 ADDENDA

The State may modify the solicitation at any time prior to submission of Proposal Submission by issuing an addendum. Addenda will be numbered consecutively.

2.4.7 BIDDER’S COST

Costs for developing proposals are the responsibility entirely of the bidder and shall not be chargeable to the State.

2.4.8 DISCOUNTS

In connection with any discount offered, except when a provision is made for a testing period preceding acceptance by the State, time will be computed from the date of delivery of the supplies or equipment as specified, or from date correct invoices are received in the office specified by the State if the latter date is later than the date of delivery. When a provision is made for a testing period preceding acceptance by the State, the date of delivery shall mean the date the supplies or equipment are accepted by the State during the specified testing period. Payment is deemed made, for the purpose of earning the discount, on the date of mailing the State warrant or check.

Cash discounts offered by bidders for the prompt payment of invoices will not be considered in evaluating offers for award purposes; however, all offered discounts will be taken if the payment is made within the discount period, even though not considered in the evaluation of offers.

2.4.9 SIGNATURE OF PROPOSAL

A cover letter shall be considered an integral part of the Proposal and any proposal form requiring signature, must be signed by an individual who is authorized to bind the bidding firm contractually. The signature block must indicate the title or position that the individual holds in the firm. An unsigned Proposal may be rejected. The draft proposal, if applicable, must also contain the cover letter, including the title of the person who will sign, but need not contain the signature.

2.4.10 IRREVOCABLE OFFER

A Bidder's Proposal Submission is an irrevocable offer 180 days following the scheduled date of Contract award date specified in Section 2.3, KEY ACTION DATES. A Bidder may elect to extend the offer in the event of a delay of Contract award.

2.4.11 FALSE OR MISLEADING STATEMENTS

Proposals which contain false or misleading statements, or which provide references that do not support an attribute or condition claimed by the bidder, may be rejected. If, in the opinion of the State, such information was intended to mislead the State in its evaluation of the proposal, and the attribute, condition, or capability is a requirement of this solicitation document, it will be the basis for rejection of the bidder's proposal.

2.4.12 JOINT BIDS (NOT APPLICABLE)

2.4.13 BONDS

The State reserves the right to require a performance bond or other security document as specified in the solicitation from the bidder in an amount not to exceed the amount of the Contract. In the event the State requires a surety bond that has not been expressly required by the solicitation, the State will reimburse the bidder as an addition to the purchase price in an amount not exceeding the standard premium on such bond.

2.4.14 UNFAIR PRACTICES ACT AND OTHER LAWS

Bidder warrants that its proposal complies with the Unfair Practices Act (Business and Professions Code §17000 et seq.) and all applicable state and federal laws and regulations.

2.4.15 FAIR EMPLOYMENT AND HOUSING COMMISSION REGULATIONS

The California Government Code §12990 requires all state Contractors to have implemented a Nondiscrimination Program before entering into any Contract with the state. The Department of Fair Employment and Housing (DFEH) randomly selects and

reviews state contractors to ensure their compliance with the law. DFEH periodically disseminates a list of contractors who have not complied. Any contractor so identified is ineligible to enter into any state contract.

2.4.16 PLASTIC TRASH BAG CERTIFICATION VIOLATIONS

Public Resources Code §42290 et seq. prohibits the state from contracting with any supplier, manufacturer, or wholesaler, and any of its divisions, subsidiaries, or successors that have been determined to be noncompliant to the recycled content plastic trash bag certification requirements. This includes award of a state contract or subcontract or renewal, extension, or modification of an existing contract or subcontract. Prior to award, the State shall ascertain if the intended awardee or proposed subcontractor is a business identified on the current California Department of Resources Recycling and Recovery (CalRecycle) noncompliant list(s). In the event of any doubt of the status or identity of the business in violation, the State will notify the CalRecycle of the proposed award and afford the CalRecycle the opportunity to advise the State. No award will be made when either the bidder or a subcontractor has been identified either by published list or by advice from the CalRecycle, to be in violation of certification requirements.

2.4.17 AIR OR WATER POLLUTION VIOLATIONS

Unless the Contract is less than \$25,000 or with a non-competitively bid contractor, Government Code §4477 prohibits the State from entering into any contract for the purchase of supplies, equipment, or services from any person, including a corporation or other business association who is in violation of any order or resolution not subject to review promulgated by the State Air Resources Board or an air pollution control district, or is subject to a cease and desist order not subject to review issued pursuant to Water Code §13301 for violation of waste discharge requirements or discharge prohibitions, or is finally determined to be in violation of provisions of federal law relating to air or water pollution.

2.5 BIDDING STEPS

The procurement process may require multiple types of steps or compliance phases, as specified in the RFP that may include: Conceptual Proposal, Detailed Technical Proposal, Draft Proposal, and/or Preliminary proposal (draft submission of only State identified parts or sections of the Proposal Submission phase). The procurement process requires a mandatory final phase consisting of a proposal submission.

At any point during the procurement phase, the State reserves the right to add a compliance phase to the solicitation.

2.5.1 COMPLIANCE PHASE

The State reserves the right to hold a compliance phase prior to award. The compliance phase is an iterative, conversational mode of proposal and Contract development. It requires the State, working together in confidence with each Bidder, to assess and discuss the viability and effectiveness of the Bidder's proposed methods of meeting the State's needs as reflected in the solicitation. It is a departure from the rigid "either accept or reject" philosophy of traditional competitive bidding, yet it is highly competitive in nature. It provides the flexibility needed for the Bidder to present a preliminary proposal prior to formal submittal of the Proposal Submission, and it facilitates the correction of defects before they become detrimental to the proposal. The compliance phase proposals or preliminary proposals may include the submission of a conceptual proposal and/or a detailed technical proposal and/or a draft proposal by the Bidder and/or confidential discussions of the Bidder's proposal(s), and revised draft proposals to address the correction of defects.

The additional compliance phase step(s) will (1) ensure that the Bidders clearly understand the State's requirements before attempting to develop its Proposal Submission; (2) ensure that the State clearly understands what each Bidder intends to propose before those proposals are finalized; and (3) give the State and each Bidder the opportunity to discuss weaknesses or potentially unacceptable elements of a Bidder's proposal and give the Bidder the opportunity to modify their proposal to correct such problems.

The Bidder is strongly encouraged to follow the scheduled steps of this procurement document in order to increase the chance of submitting a compliant Proposal Submission.

Conceptual Proposal (Not Applicable)

Detailed Technical Proposal (Not Applicable)

Draft Proposal (Not Applicable)

2.5.2 PROPOSAL SUBMISSION PHASE (M)

The purpose of the final phase is to obtain proposals that are responsive in every respect. The Proposal Submission is a mandatory step for all Bidders; all other steps are optional unless otherwise stated in Section 2.3, KEY ACTION DATES.

The Proposal Submission must be complete and include all required signatures, Contract changes issued by the State via an addendum, if any. Cost as identified in Section 6,

Proposal Format and Submission Requirements must be submitted under a separate, sealed cover.

2.5.3 WITHDRAWAL AND RESUBMISSION/MODIFICATION OF PROPOSALS

A Bidder may withdraw their Proposal Submission at any time prior to the Proposal Submission date and time specified in Section 2.3, KEY ACTION DATES, by submitting a written notification of withdrawal signed by an authorized representative of the Bidder in accordance with Section 2.4.9, SIGNATURE OF PROPOSAL. The Bidder may thereafter submit a new or modified proposal prior to the respective proposal submission date and time specified in Section 2.3, KEY ACTION DATES. Modification offered in any other manner, oral or written, will not be considered. Other than as allowed by law, Proposal Submissions cannot be changed or withdrawn after the deadline date and time designated for receipt, except as provided in the solicitation.

2.5.4 DISPOSITION OF PROPOSALS

All materials submitted in response to this solicitation will become the property of the State of California and will be returned only at the State's option and at the Bidder's expense. At a minimum, the master copy of the Proposal Submission shall be retained for official files and will become a public record after the Notification of Award is posted. However, materials the State considers as confidential information (such as confidential financial information submitted to show Bidder responsibility) will be returned upon request of the Bidder.

2.6 PROTESTS (NOT APPLICABLE)

This solicitation is being conducted under (PCC) §6611 et seq, protests are not applicable to this solicitation.

2.7 NEGOTIATIONS

The State will conduct negotiations under PCC §6611. The purpose of the negotiation process is to maximize the State's ability to obtain value effective solution. At the discretion of the State, up to three (3) of the highest scoring bidders may be determined eligible to participate in the negotiation process.

The State will invite and proceed with negotiations with up to the top three (3) highest scoring compliant bidders.

Negotiated items will be determined by the State after final proposals are evaluated. If a bidder's Final Proposal deviates from any of the non-negotiable requirements above, the proposal will be rejected and not considered for negotiation or Contract Award. Any

deviation of any requirement other than the non-negotiable items above, must be resolved to the State's satisfaction during negotiations and corrected in the bidder's BAFO, if requested.

2.8 PRIMARY BIDDER

An award, if made, will be to a primary bidder. The awarded primary bidder will be responsible for successful performance of all subcontractors and support services offered in response to this solicitation. All State policies, guidelines, and requirements that apply to the primary bidder also apply to subcontractors, as applicable to the products and services they provide and to their role as a subcontractor. 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.

3 ADMINISTRATIVE REQUIREMENTS

Section 3 contains the mandatory administrative requirements that must be met in order to be considered responsive to this solicitation.

Unless designated otherwise, all of the requirements in this section are mandatory. The documents that must be submitted with the Bidder's Proposal Submission are noted as "Mandatory" or "(M)" in this section.

The administrative requirements listed in this section are denoted as follows:

(M) – All sections labeled as "Mandatory" or "M" are not negotiable. To be considered responsive and responsible to these requirements, all requirements identified as (M) must be responded to. The responses will be evaluated in accordance with Section 7, Evaluation.

(O) - All sections labeled as "Optional" or "O" are not required to be offered by the Bidder in order to be compliant to the solicitation requirements. A Bidder may choose whether to meet administrative requirements labeled as (O) such as those relating to preference points. However, if a Bidder offers any of these (O) requirements, the Bidder must meet the minimum requirements as stated in the section. The State will review responses to optional requirements and apply points, if applicable, per criteria stated in Section 7, Evaluation.

3.1 ABILITY TO PERFORM

Prior to award of the Contract, the State must be assured that the bidder selected has all of the resources to successfully perform under the Contract. This includes, but is not limited to, personnel in the numbers and with the skills required; equipment of appropriate type and in sufficient quantity; financial resources sufficient to complete performance under the Contract; and experience in similar endeavors. If, during the evaluation process, the State is unable to assure itself of the bidder's ability to perform under the Contract if awarded, the State has the option of requesting from the bidder any information that the State deems necessary to determine the bidder's responsibility. If such information is required, the bidder will be so notified and will be permitted five (5) state business days to submit the information requested in writing. Examples of the type of financial responsibility information requested may include annual reports and current audited balance sheets for the bidder's firm.

3.2 SUBCONTRACTORS

The Bidder shall identify its subcontractors using the Bidder Declaration form included as an Exhibit.

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 them.

The Contractor shall not change subcontractor(s) and/or Disabled Veteran Business Enterprise (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 more than five (5) 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 Proposal Submission and actual start of the Contract.

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.

The Bidder's obligation to pay its subcontractors is an independent obligation from the State's obligation to pay or to enforce the payment of any money to any subcontractor. Contractor is solely responsible for any payments to or claims made by subcontractors.

3.2.1 BIDDER DECLARATION FORM (M)

The Bidder must complete and submit Exhibit 5: BIDDER DECLARATION GSPD-05-105, with its Proposal Submission. When completing the declaration, the Bidder must identify all subcontractors proposed for participation in the Contract. The Bidder awarded the Contract is contractually obligated to use the subcontractors for the corresponding work identified, unless the Agency/state entity agrees to a substitution and it is incorporated, in writing. If the Bidder is not using subcontractors, the Bidder must still complete Exhibit 5, BIDDER DECLARATION GSPD-05-105, answering the applicable questions on the form, and submit it with its Proposal Submission. The form is available at:

<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>

3.3 AMENDMENT

Any Contract executed as a result of this solicitation may be amended consistent with the terms and conditions of the Contract and by mutual consent of both parties, subject to approval by the Statewide Technology Procurement.

3.3.1 AVAILABILITY OF TECHNOLOGY AND ADDITIONAL SERVICE ITEMS (M)

Contractor shall evolve, supplement, and enhance the goods and services provided in the normal course of business and that which is in scope of the contract during the Term, both to keep pace with and utilize technological advancements and improvements in the method of delivering telecommunications related services and the pricing thereof. Contractor also acknowledges that the telecommunications environment is critical to the State's business success, and that the State's needs and requirements with regard to the telecommunications environment may also evolve and change over time, and that the need for enhanced or modified functionality may arise. Therefore, during the Term and within contract scope, either party may suggest enhancements or additional required goods or services, modifications, cost saving items, or items that might be considered to keep pace with and/or to take advantage of the latest and most useful technological advancements and improvements in Contractor's performance.

If enhancements do not substitute, replace, modify or improve goods or services already being received by the State under this Contract, but instead add to additional material functionality and features, Contractor will make such enhancements available to the State under the existing Contract through a written proposal. Each proposal for enhancements

must provide a 1) business case that includes potential users and technical requirements, if any, and 2) competitive pricing that includes market analysis that illustrates cost benefits and cost justification.

Should it be determined that new, replacement, and/or refurbished parts/equipment are no longer available (End-of-New-Sales), the Contractor, upon mutual agreement with the CDCR, shall not be obligated to provide the discontinued parts/equipment. However, the Contractor shall work with the CDCR to determine suitable alternatives.

The State, in its sole discretion, shall determine whether to approve of the proposal enhancements and its inclusion in the Contract. If the State chooses to proceed hereunder, the State and Contractor will negotiate in good faith to agree on any additional terms and conditions, if any, under which the enhancement will be added to this Contract through the amendment process. The Contractor shall update any applicable marketing plans used in connection with the goods or services hereunder. Contractor understands that the State is solely responsible for approval of proposal and agrees, absent an approved amendment from the contracts authorized State agency or/States designated authority; enhancements must not be added to this Contract. Nothing in this Section shall prohibit the State from pursuing or obtaining the same or similar enhancements with or from other providers or requiring that certain enhancements may only be obtained from certain providers.

3.4 FINANCIAL RESPONSIBILITY INFORMATION

3.4.1 FINANCIAL STABILITY

In order to minimize the potential risk of default due to financial issues, the State reserves the right to request additional documentation throughout the life of the awarded Contract.

The State must be assured that the bidder continues to have the financial resources to sustain its operations during system development and implementation phases including the time required for the State to pay the Contractor after system acceptance.

3.4.2 FINANCIAL STATEMENTS (NOT APPLICABLE)

3.4.3 RESPONSIBILITY CERTIFICATION (M)

The bidder must certify in writing, to the best of its knowledge and belief that the bidder, the bidder's subcontractor(s) or any personnel related to the Contract to be awarded are not presently debarred, suspended, proposed for debarment or declared ineligible for the award of Contracts by any state or federal agency. The bidder must submit its certification as Exhibit 26: Responsibility Certification with its Proposal Submission.

3.5 GENERAL PROVISIONS

The bidder is advised that deviations from the State approved Terms and Conditions may be the basis for rejection of the bidder's proposal.

3.5.1 GENERAL PROVISIONS – INFORMATION TECHNOLOGY (GSPD-401IT-09/05/2014)

The Contract awarded as a result of this solicitation shall automatically incorporate by reference the *GSPD – 401IT, General Provisions – Information Technology*, which can be found at the following URL:

https://www.documents.dgs.ca.gov/dgs/fmc/gsp/pd/pd_401IT.pdf

3.5.2 CLOUD COMPUTING SERVICES SPECIAL PROVISIONS

If the bidder's solution includes commercial Software as a Service (SaaS) as part of the solution, the Contract awarded as a result of this solicitation shall automatically incorporate by reference the Cloud Computing – Software as a Service (SaaS) General Provisions, which can be found at the following URL: [Cloud Computing – Software as a Service \(SaaS\) General Provisions](#) as well as the the "Cloud Computing Special Provisions for SaaS," which can be found at the following URL: [Cloud Computing Special Provisions for Software as a Service \(SaaS\)](#)

3.6 INSURANCE AND LIABILITY GENERAL REQUIREMENTS

3.6.1 ACCEPTANCE

Insurance companies must be acceptable to the Department of General Services. If self-insured, review of financial information may be required.

3.6.2 COVERAGE TERM

Coverage needs to be in force for complete term of contract. If insurance expires during the term of the contract, a new certificate must be received by the State at least ten (10) days prior to the expiration of this insurance. This new insurance must still meet the terms of the original contract.

3.6.3 CANCELLATION

Contractor is responsible to notify the State within 5 business days of any cancellation, non-renewal or material change that affects required insurance coverage. In the event Contractor fails to keep in effect at all times the specified insurance coverage, the State

may, in addition to any other remedies it may have, terminate this Contract upon the occurrence of such event, subject to the provisions of this Contract.

3.6.4 DEDUCTIBLES

Contractor is responsible for any deductible or self-insured retention contained within the insurance program.

3.6.5 CONTRACT TERMINATION

In the event contractor fails to keep in effect at all times the specified insurance coverage, the State may, in addition to any other remedies it may have, terminate the contract upon the occurrence of such event, subject to the provisions of the contract.

3.6.6 PRIMARY INSURANCE

Any insurance required to be carried shall be primary, and not excess, to any other insurance carried by the State.

3.7 COMMERCIAL GENERAL LIABILITY

The 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 Contract. This insurance shall apply separately to each insured against whom a claim is made or suit is brought subject to the Contractor's limit of liability.

The policy must include the State of California, its officers, agents, employees and servants as an additional insured, but only insofar as the operations under the Contract are concerned.

In accordance to GSPD-401IT 09/05/2014, Provision 20, Insurance, the Contractor must furnish insurance certificate(s) evidencing required insurance coverage acceptable to the State, including endorsements showing the State as an "additional insured" if required under the Contract. Any required endorsements requested by the State must be separately provided; merely referring to such coverage on the certificates(s) is insufficient for this purpose. When performing work on state owned or controlled property, Contractor shall provide a waiver of subrogation in favor of the State for its workers' compensation policy.

The prime Contractor shall agree to furnish the State satisfactory evidence of insurance within ten (10) calendar days of Contract award.

3.8 WORKERS' COMPENSATION/EMPLOYER'S LIABILITY (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, including special coverage extensions where applicable. Employer's liability limits of \$1,000,000 shall be required. The bidder is required to sign Exhibit 7: Workers' Compensation Certification and submit it with its Final Proposal.

3.9 AUTOMOBILE LIABILITY (M)

Contractor shall maintain motor vehicle liability with limits of not less than \$1,000,000 per accident. Such insurance shall cover liability arising out of a motor vehicle including owned, hired, and non-owned motor vehicles.

3.10 ADMINISTRATIVE REQUIREMENTS DOCUMENT (M)

The Bidder must indicate its willingness and ability to satisfy these requirements by marking "Yes" on the "Bidder Agrees Yes/No" column on Exhibit 4: RESPONSE TO ADMINISTRATIVE REQUIREMENTS. Answering "No" to any of the mandatory administrative requirements or not submitting the required documents with its Proposal Submission may result in the proposal being deemed non-responsive.

3.11 COVER LETTER (M)

The bidder must submit a cover letter containing the following:

1. On company letterhead.
2. Include the legal name of the bidder's company.
3. Include the address of the bidder's company.
4. Include a statement that the proposal response is the bidder's binding offer, good for 120 calendar days from scheduled Contract award date, as noted in Section 2.3, Key Action Dates.
5. Include a statement indicating that the bidder agrees to the terms and conditions of this solicitation and accepts responsibility as the prime Contractor if awarded the Contract resulting from this solicitation.

6. Include a statement indicating that the bidder has available staff with the appropriate skills to complete the Contract for all services and provide all deliverables as described in this solicitation and SOW.
7. Be signed by an individual who is authorized to bind the bidding firm contractually. The individual's name must also be typed, and include the title or position that the individual holds in the firm. An unsigned cover letter in the bidder's Final Proposal may deem a bidder non-responsive and may be the basis for rejection of the bidder's Final Proposal.
8. Include the email and phone number of the person signing the letter.
9. Include the date signed.

3.12 STD 213, STANDARD AGREEMENT (M)

Exhibit 1, STD 213, STANDARD AGREEMENT form, is included as a sample. Once Contract award is complete, the State will enter all required information prior to moving forward to the signature process step. The Bidder, will be contacted to designate the name and title of the party authorized to bind the Bidder contractually. The State will send the completed finalized Exhibit 1, STD 213, STANDARD AGREEMENT, to the Bidder for signing and return to the State for signature and approval.

3.13 STATEMENT OF WORK (M)

Exhibit A, STATEMENT OF WORK (SOW) identifies and describes the tasks and responsibilities of the Contractor and the responsibilities of the State during the term of the Contract.

The Bidder must document its agreement with the State's SOW in its entirety by indicating, "Yes" on Exhibit 4, RESPONSE TO THE ADMINISTRATIVE REQUIREMENT.

3.14 CONFIDENTIALITY STATEMENT (M)

The bidder must agree to the State's confidentiality requirements by submitting a signed Exhibit 3: Confidentiality Statement, for the bidder's company. The completed

confidentiality statement must be submitted with Exhibit 2: Intent to Bid, as indicated in Section 2.3, Key Action Dates.¹

The bidder engaging in services pertaining to this solicitation, requiring contact with confidential State information or State customer information will be required to exercise security precautions for all such data that is made available and must accept full legal responsibility for the protection of this confidential information. This includes all statistical, personal, technical, and/or other confidential personal data and information relating to the State's operations that are designated confidential by the State.

The bidder will also be required, upon Contract award, to submit a signed confidentiality statement from all personnel, agents, and subcontractors assigned to the awarded Contract.

3.15 SECRETARY OF STATE CERTIFICATION (M)

If required by law, the Prime Contractor must submit a certificate of status from the California Secretary of State, showing that the Prime Contractor is certified with the California Secretary of State to do business in the State of California. If the Bidder does not currently have this certification, the firm must be certified before a Contract award can be made, and must provide information in the Proposal Submission to support the status of its application to be certified to do business in the State of California.

Domestic and foreign corporations, Limited Liability Companies (LLCs), Limited Liability Partnerships (LLPs) and Limited Partnerships (LPs) must be registered with the California Secretary of State to be awarded the Contract. The California Secretary of State Certificate of Status must be included with the proposal. The required document(s) may be obtained through the California Secretary of State, Certification and Records Unit at (916) 657-5448 or through the following website: <https://businesssearch.sos.ca.gov/>. The Bidder must complete and submit the required documentation as Exhibit 6: Secretary of State Certification, with its Proposal Submission.

3.16 SELLER'S PERMIT (M)

¹ Exhibit 3: Confidentiality Statement must be included in the Final proposal and/or prior to Bidder's access to the Bidders' Library.

The Contractor must meet requirements set forth in §6452, §6487, §7101 and §18510 of the Revenue and Taxation Code §10295 of the Public Contract Code, requiring the Bidder to provide a copy of its retailer's seller's permit or certification of registration and, if applicable, the permit or certification of all participating affiliates issued by the California Department of Tax and Fee Administration. The Bidder must complete and submit its documentation as Exhibit 25: SELLER'S PERMIT CERTIFICATION, with their Proposal Submission. For more information on

seller's permit or certification of registration, refer to the following links:
<https://www.cdtfa.ca.gov/taxes-and-fees/sutprograms.htm>

3.17 PAYEE DATA RECORD (STD 204) (M)

The Payee Data Record (STD.204) indicates the bidder is subject to state income tax withholdings pursuant to California Revenue and Taxation Code §18662.

The bidder must complete and submit the Payee Data Record (STD 204) with its Final Proposal as Exhibit 9: Payee Data Record. The bidder must provide the company's Federal Employer Identification Number (Business IRS Number) on this form. The form can be searched for and located at the following website:

<http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std204.pdf>

3.18 IRAN CONTRACTING ACT OF 2010 (M)

Division 2, Part 1, Chapter 2.7 of the PCC is the Iran Contracting Act of 2010. This Act §2203 requires that no one shall submit a proposal for a Contract, or enter into or renew a contract, with a public entity for goods or services valued at \$1,000,000 or more if that person (i.e., bidder or contractor) engages in investment activities of \$20,000,000 or more as described in PCC §2202.5 pursuant to all provisions of the Iran Contracting Act of 2010. The Iran Contracting Act of 2010, at §2204 requires bidders to certify at the time the proposal is submitted or the contract is renewed, that the person is not identified on a list created pursuant to subdivision (b) of PCC §2203 as a person engaging in investment activities in Iran described in subdivision (a) of PCC §2202.5, or as a person described in subdivision (b) of PCC §2202.5, as applicable.

The bidder must complete and submit Exhibit 10: Iran Contracting Act of 2010, with its Final Proposal, and, if the bidder is selected, again each time their awarded contract is renewed.

3.19 CALIFORNIA CIVIL RIGHTS LAWS (M)

For contracts over \$100,000 executed or renewed after January 1, 2017, the contractor certifies compliance with the Unruh Civil Rights Act (Section 51 of the Civil Code) and the Fair Employment and Housing Act (Section 12960 of the Government Code); and

For contracts over \$100,000 executed or renewed after January 1, 2017, if a Contractor has an internal policy against a sovereign nation or peoples recognized by the United States government, the Contractor certifies that such policies are not used in violation of the Unruh Civil Rights Act (Section 51 of the Civil Code) or the Fair Employment and Housing Act (Section 12960 of the Government Code).

The bidder must complete and submit Exhibit 11: California Civil Rights Laws Certification, with its Final Proposal, and, if the bidder is selected, again each time their awarded contract is renewed.

3.20 BONDS AND OTHER SECURITY DOCUMENTS (M)

The bidder must submit as Exhibit 12: Bond and Other Security Documents, with its Final Proposal as described below in Table 3-1 1a. A Final Proposal submitted without the required documents will be considered non-responsive and will be the basis for rejection of the bidder’s proposal. For this requirement, the length of time for surety consideration shall be ten (10) years.

Table 3-1: Bond Requirements

Item	Financial Protection for Guarantee of Performance (Bid process) Required at Final Proposal Submittal	Item	Surety Bond and Letter of Credit and Other Forms of Guarantee (at Intent to Award stage) Required within 21 days after Contract Award and Aligns with Performance Start Date
1a	Letter of Bondability	1b	Performance Bond

Definitions:

1a Letter of Bondability (Required at Final Proposal Submittal)

The Letter of Bondability shall be from an admitted surety insurer which states the surety unconditionally offers to guarantee to the extent of \$25,000,000 the bidder’s performance in all respects of the terms and conditions and provisions of the agreement, and that within

60 calendar days of contract award, the surety will execute the Performance Bond or Bidder's Bond requirement.

1b Performance Bond (Required within 60 Calendar Days of Contract Award)

The Bidder shall furnish to the State, at no cost to the State, a Performance Bond in the amount of \$25,000,000. The bond shall be on a form from an admitted surety insurer and must guarantee contractor's compliance with the terms of this Contract.

Within 60 days of Contract award (unless submitted with the proposal), the successful Bidder MUST submit the instrument satisfying the bond requirement in the form of a Performance Bond. Failure to submit the required document within 60 calendar days may be cause for termination of the Contract.

Because of the potential consequences that might result if the successful Bidder is unable to furnish any of the specified documents, the Bidder should take the necessary steps, prior to submittal of Final Proposal, to ensure that, if awarded, they can meet these requirements.

3.21 SOCIOECONOMIC PROGRAMS

3.21.1 BIDDER'S PREFERENCE AND INCENTIVE DECLARATION (M)

The Bidder must complete and submit Exhibit 14: Bidding Preference and Incentives, with its proposal. The Bidder must indicate on Exhibit 14: Bidding Preference and Incentives whether it is or is not claiming each preference and/or incentive. Refer to Section 7, Evaluation, for details on the amount and application of preference and incentive points during proposal evaluation.

3.21.2 DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) PROGRAM

The Disabled Veteran Business Enterprise (DVBE) Participation Goal Program for State Contracts are established in Public Contract Code (PCC), §10115 et seq., Military and Veterans Code (MVC), §999 et seq., and California Code of Regulations (CCR), Title 2, §1896.60 et seq.

Information regarding the DVBE Program Requirements may be viewed at:

<https://www.dgs.ca.gov/-/media/Divisions/PD/OSDS/Certification/CUF/DVBEIncentiveRequireGoodIT.pdf?la=en&hash=5E7B71A0CE2A4A10243755859C6EB87C44898E94>

The Bidder who has been certified by California as a DVBE (or who has obtained the participation of subcontractors certified by California as a DVBE) must submit a completed form(s) STD.843 DISABLED VETERAN BUSINESS DECLARATIONS for each DVBE. All disabled veteran owners and disabled veteran managers of the DVBE(s) must sign a form for each DVBE and submit as Exhibit 13: BIDDING PREFERENCE AND INCENTIVES. The form is available at:

https://www.documents.dgs.ca.gov/dgs/fmc/gs/pd/pd_843.pdf

The Office of Small Business and DVBE Services offer program information and may be reached at:

Office of Small Business and DVBE Services
707 Third Street, 1st Floor, Room 400
West Sacramento, CA 95606

<https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/Certify-or-Re-apply-as-Small-Business-Disabled-Veteran-Business-Enterprise#@ViewBag.JumpTo>

Receptionist: (916) 375-4940 Fax (916) 375-4650

3.21.2.1 DVBE PARTICIPATION REQUIREMENT (NOT APPLICABLE)

For the purposes of this solicitation, the DVBE Participation Requirement has been waived.

3.21.2.2 DVBE INCENTIVE (O)

In accordance with Military and Veterans Code §999.5(a), an incentive will be given to all Bidders who exceed three percent (3%) DVBE participation. For Contract award evaluation purposes only, the State shall apply the incentive amount based on the amount of DVBE participation obtained above three percent (3%). The incentive is only given to those Bidders who are responsive to the DVBE program requirement and propose DVBE participation in the resulting Contract that exceeds three percent (3%) . If the Bidder is claiming a DVBE incentive, the Bidder must complete the Exhibit 5: Bidder Declaration GSPD-05-105 form, the Exhibit 13: DVBE Declaration (STD 843) for each DVBE, and Exhibit 14: Bidding Preferences and Incentives, and submit with its Final Proposal. If the Bidder is not using subcontractors, the Bidder is still required to complete Exhibit 5: Bidder Declaration GSPD-05-105 form, answering the applicable questions on the form and submit with Final Proposal. See Section 7, Evaluation, for details on the amount and application of the incentive during proposal evaluation.

The GSPD-05-105 form and its completion instructions can be found online. The following link takes you to the website where you can search for the Bidder's Declaration form and download it:

<http://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>

3.21.3 SMALL BUSINESS PREFERENCE (O)

§14835 et seq. of the California Government Code requires that a five percent (5%) preference be given to Bidders who qualify as a small business. The rules and regulations of this law, including the definition of a small business, or qualifying non-small business, are contained in Title 2, California Code of Regulations, §1896 et seq. The definition of nonprofit veteran service agencies qualifying as a small business is contained in §999.50 et seq. of the Military and Veterans Code. The Bidder must complete and submit Exhibit 14: Bidding Preferences and Incentives, and the Bidder Declaration GSPD-05-105 form and submit as Exhibit 5: Bidder Declaration GSPD-05-105, with Final Proposal. If the Bidder is not using subcontractors, the Bidder must complete the Bidder Declaration GSPD-05-105 form answering the applicable questions on the form and submit it as Exhibit 5: Bidder Declaration GSPD-05-105, with Final Proposal. More information regarding the Small Business Preference may be found at:

<https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/Certify-or-Re-apply-as-Small-Business-Disabled-Veteran-Business-Enterprise#@ViewBag.JumpTo>

3.21.4 NON-SMALL BUSINESS SUBCONTRACTOR PREFERENCE (O)

A five percent (5%) proposal preference is available to Bidders who qualify as a non-small business claiming at least 25 percent (25%) California-certified small business subcontractor participation. If claiming the non-small business subcontractor preference, the Bidder's response must include a list of the small businesses with which the firm commits to subcontract in an amount of at least 25 percent (25%) of the net proposal price with one (1) or more California-certified small businesses. Each listed certified small business must perform a "commercially useful function" in the performance of the Contract as defined in Government Code §14838(b)(1)(2).

Bidders claiming the five percent (5%) preference must commit to subcontract at least 25 percent (25%) of the net proposal price with one (1) or more California-certified small businesses. Completed certification applications and required support documents must be submitted to the Office of Small Business and DVBE Services (OSDS) no later than 5

p.m. of the proposal due date, and the OSDS must be able to approve the application as submitted. Questions regarding certification should be directed to the OSDS at (916) 375-4940.

The preference to a non-small business firm that commits to small business or microbusiness subcontractor participation of 25 percent (25%) of its net proposal price shall be given five percent (5%) of the highest responsive, responsible firm's total score. A non-small business that qualifies for this preference, may not take an award away from a certified small business.

If claiming a small business preference or using small business subcontractors, the Bidder must complete the Bidder Declaration GSPD-05-105 form and submit as Exhibit 5: Bidder Declaration GSPD-05-105, and Exhibit 14: Bidding Preferences and Incentives and submit with Final Proposal. If the Bidder is not using subcontractors, the Bidder must complete the Bidder Declaration GSPD-05-105 answering the applicable questions on the form and submit as Exhibit 5: Bidder Declaration GSPD-05-105 with Final Proposal.

3.21.5 COMMERCIALY USEFUL FUNCTION (M) IF APPLICABLE

All certified small business, micro business, and/or DVBE Contractors, subcontractors or suppliers must meet the commercially useful function requirements under Government Code Section 14837 (for SB), Military and Veterans Code Section 999 (for DVBE), and Title II California Code of Regulations, Section 1896.4 and 1896.62.

A Contractor, subcontractor, or supplier will not be considered to perform a commercially useful function if the Contractor's, subcontractor(s), or supplier's role is limited to that of an extra participant in the transaction, the awarded Contract, or project through which funds are passed to obtain the appearance of small business or micro business participation.

The Bidder must complete Exhibit 15: Commercially Useful Function (CUF) Certification for each Small Business and/or DVBE (prime and/or subcontractor(s)). All Bidders and subcontractors identified in the proposal response to fulfill the requirements for one (1) or more of the socio-economic programs (DVBE and small business) must perform a commercially useful function (CUF) in the resulting Contract. CUF is defined pursuant to Military and Veterans Code §999(b)(5)(B) and Government Code §14837(d)(4)(A) for the DVBE and small business programs, respectively.

Bidders claiming one (1) or more of the socio-economic programs must complete the Bidder Declaration GSPD-05-105 form and submit as Exhibit 5: Bidder Declaration GSPD-05-105, with its Final Proposal. If the Bidder is not using subcontractors, the Bidder

must complete the Bidder Declaration GSPD-05-105 form answering the applicable questions on the form, and submit it as Exhibit 5: Bidder Declaration GSPD-05-105 and submit with Final Proposal. The Bidder The following link takes you to the website where you can search for the Bidder’s Declaration GSPD-05-105 form and download it:

<https://www.dgsapps.dgs.ca.gov/osp/StatewideFormsWeb/Forms.aspx>:

Bidder(s) may be required to submit additional written clarifying information regarding CUF on Exhibit 15: Commercially Useful Function Certification. Failure to submit the requested written information as specified may be the basis for rejection of the bidder’s Final Proposal.

3.21.6 TARGET AREA CONTRACT PREFERENCE ACT (TACPA)

Target Area Contract Preference Act (TACPA) will be granted to California-based firms in accordance with Government Code §4530 whenever contracts for goods or services are in excess of \$100,000 and the Bidder meets certain requirements as defined in the California Administrative Code (Title 2, §1896.30 et seq.) regarding labor needed to produce the goods or provide the services being procured. The TACPA is optional on the part of the Bidder (not mandatory), is for proposal evaluation purposes only, and does not alter the amount of the awarded Contract.

Bidders wishing to take advantage of this preference will need to review the website below and submit the appropriate response forms as Exhibit 16: TACPA Preference Request Forms, with its Final Proposal.

The required applications/forms are as follows:

- TACPA (Std. 830)
- Bidder’s Summary of Contract Activities and Labor Hours (DGS/PD 525)
- Manufacturer Summary of Contract Activities and Labor Hours (DGS/PD 526).

<https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/Request-a-Target-Area-Contract-Preference>

3.22 PRODUCTIVE USE REQUIREMENTS

The productive use requirements protect the State from being an experimentalist for new equipment and software having no record of proven consistent performance. The State will only accept proven technology products.

The proposed solution must include only equipment and off-the-shelf software that is currently supported by its manufacturer for at least the time specified in Table 3-2, Productive Use Timeframes. No equipment and/or software may be proposed, specified, or employed if the manufacturer has announced an end to support. The productive use requirements defined in this section do not apply to any portion of the custom software developed for the State or to modifications to custom software that was developed for the State under this Contract prior to proposed submittal and throughout Contract duration.

3.22.1 CUSTOMER IN-USE

The State requires each equipment and software component proposed as part of an automated system adhere to the following:

1. Must have been installed and in productive use, in substantially the conformation bid;
2. For a paying customer external to the Bidder’s organization; and
3. For at least the number of months shown in Table 3-2 below and prior to the Final Proposal submission.

Table 3-2: Productive Use Timeframes

Product	Project Cost	Final Proposal Submission
Category 1 - Critical Software Software that is required to control the overall operation of a computer system or peripheral equipment. Included in this category are operating systems, data base management systems, language interpreters, assemblers and compilers, communications software, mobile applications, and other essential system software.	Less than \$10,000	1 month
	\$10,000 up to \$100,000	3 months
	More than \$100,000	6 months
Category 2 - All Information Technology Equipment and Non-critical Software. Information technology equipment is defined in SAM §4819.2.	Less than \$10,000	1 month
	\$10,000 up to \$100,000	3 months
	More than \$100,000	4 months

Design changes in required system control modules or in components critical to the processing requirements of the State's workload are also subject to the In-Use Requirement. Increases or decreases in numbers of components or minor alteration in equipment or minor modifications or updates to software to provide improvements or

features, to correct errors, or to accommodate hardware changes may be exempt from the In-use requirement by CDT STP, if no changes in logic, architecture or design are involved.

3.22.2 CUSTOMER REFERENCES FOR PRODUCTIVE USE REQUIREMENTS (M)

The purpose of the customer reference requirement is to provide the State the ability to verify the claims made in the proposal by the Bidder.

The Bidder must provide a list of customers who presently have the bid equipment and/or software installed and operating. If Section 3.23.1, Customer In-Use, is used, the list must include at least one (1) customer meeting that requirement. However, at least one customer reference must be included for each type of machine and feature bid that is subject to the requirements of that section (i.e., one customer having the specific CPU).

The State has the option to request from the Bidder supporting evidence of compliance to the customer in-use requirements. Supporting evidence could include, but is not necessarily limited to, one or more of the following:

- Customer purchase order or Contract showing installation dates for subject equipment or software;
- Acceptance document containing verification of installation by a paying customer;
- Customer invoice for subject equipment or software;
- Shipping invoice or bill of lading;
- Dated maintenance records;
- Sworn notarized statement from an officer of the bidding firm and/or a paying customer;
- State visit to the site of a paying customer.

The State will not consider exceptions to productive use requirements for this solicitation.

3.22.3 HARDWARE/EQUIPMENT

All equipment offered and provided must be new and the latest model in current production. Used, shopworn, refurbished, demonstrator, prototype, or discontinued models are not acceptable.

Existing equipment owned by CDCR may be used with the formal authorization and approval by the CDCR Operations Manager. The existing equipment must be in workable order, provide the same functionality as new and latest model in current production.

The Bidder's shall provide and install all OCTS equipment required to provide the services specified in the SOW. Refer to Attachment 1, SOW, Section 21.1 Hardware Requirements for the specific equipment and supportability the Bidder must provide and the ownership responsibility.

3.22.4 HARDWARE WARRANTY

All hardware shall be provided with warranties whether ownership is retained by the contractor or transferred to CDCR. Refer to Attachment 1, SOW, Section 21.1 Hardware Requirements and Section 32 Warranty for additional information on the warranties for the OCTS equipment.

Unless otherwise specified, the warranty requirements in this contract prevail the GSPD – 401IT-09/05/2014 language.

3.23 PUBLIC WORKS REQUIREMENTS (M)

Proposals that require the Contractor to perform site modifications, wire or cable installation, alteration or improvement to building, modification to fire wall to complete wiring requirements, etc. must include the following Public Works Requirements (applicable to installation) language and corresponding exhibits in the solicitation document.

In accordance with the provisions of §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 §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 §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, to be as listed in the Department of Transportation booklet entitled General Prevailing Wage Rates. The booklet is required to be posted at the job site. Contact the Department of Industrial Relations, Prevailing Wage Unit at (415) 972-8628.

Prior to the commencement of performance, the Contractor must obtain and provide to the State, a payment bond, on STD 807 when the Contract involves public works expenditure (labor/installation costs) in excess of \$5,000.00. Such bond shall be in a sum

not less than one-half the Contract price for the public works portion of the labor/installation costs. Forms will be made available to the Contractor. See following link to search the form and to download it:

<https://www.dgsapps.dgs.ca.gov/osp/StatewideFormsWeb/Forms.aspx>

The Bidder must submit with Final Proposal a list of proposed subcontractors or indicate that none are to be used on Exhibit 17: List of Proposed Subcontractors (Public Works). The State reserves the right to approve or object to the use of proposed subcontractors on the list.

The Bidder must certify that it is aware of the provisions of §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 that it will comply with such provisions before commencing with the performance of work of this Contract. Exhibit 7: Workers' Compensation Certification, must be completed and submitted with an original signature with the Bidder's Final Proposal.

3.23.1 LAWS TO BE OBSERVED

3.23.1.1 LABOR

Pursuant to §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 two hundred dollars (\$200) 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 §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 forty (40) hours a week and the Contractor shall forfeit, as a penalty to the State, twenty-five dollars (\$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 forty (40) hours in any calendar week, in violation of §1810-§1815 of the California Labor Code, inclusive.

3.23.1.2 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 §1773.8.

3.23.1.3 APPRENTICES

Special attention is directed to §1777.5, §1777.6, and §1777.7 of the California Labor Code and Title 8, California Code of Regulations §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 thereunder. Responsibility for compliance with this section lies with the Prime Contractor.

3.23.1.4 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 §1776 of the California Labor Code.

3.24 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 proposal, as well as any subcontractors performing the work must have the appropriate license(s). The license must be in the name of the company or the name of the "qualifying individual" of the company. Complete and submit Exhibit 18: Contractor's License Information, with Final Proposal submittal.

The Bidder certifies under penalty of perjury, the accuracy of the representations made with regard to the Contractor's license number, class, and expiration date.

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 Final Proposal that does not contain the information, or if the information is later proven false, may be rejected by the State.

4 BID REQUIREMENTS

The State has determined that it is best to define its own needs, desired operating objectives, and desired operating environment. The Bidder shall propose to meet the State's needs as defined in this solicitation.

The Bidder qualifications and solution requirements listed in this section are denoted as follows:

1. (M) Sections labeled as "Mandatory" or "M" require a bidder response. To be considered responsive and responsible to these qualifications/requirements, all requirements identified as (M) must be responded to.
2. (MS) Sections labeled as "Mandatory Scored" or "MS" require bidder response. To be considered responsive and responsible to these qualifications/requirements, all requirements identified as (MS) must be responded to. The State's evaluation team will review responses to (MS) requirements and apply points, if applicable, per criteria stated in Section 7, EVALUATION.
3. (DS) Sections labeled as "Desirable Scored" are not required to be offered by the Bidder in order to be compliant with the solicitation requirements. The Bidder may choose whether to meet requirements labeled as (DS). However, if a Bidder offers any of these (DS) requirements, the Bidder must meet the minimum requirements as stated in the section. The State will review responses to (DS) requirements and apply points, if applicable, per criteria stated in Section 7, Evaluation.

4.1 QUALIFICATION REQUIREMENTS

The Bidder is expected to have a proven record of success and be responsible for all aspects of the installation, implementation, maintenance and operation, and service, including any subcontractors and the project team/staff proposed.

The Bidder must meet the minimum Bidder Qualification and Staff Qualification Requirements. Failure to meet any of the minimum requirements may result in a proposal being deemed non-responsive and therefore disqualified.

4.1.1 BIDDER QUALIFICATIONS (MS)

The Bidder must complete and submit as part of the proposal response, Exhibit 19.1: Bidder Qualification Form, to confirm that the Bidder's experience meets all the minimum requirements identified in Exhibit 19.1: Bidder Qualification Form. It is incumbent upon the Bidder to provide enough detail in Final Proposal for the state to evaluate the Bidder's ability to meet the requirements and perform the services as described in this solicitation.

The Bidder must provide information for a minimum of two (2) projects. A separate Exhibit 19.1: Bidder Qualification Form must be submitted for every project used to meet the minimum required experience. Any given project may meet multiple requirements, but at least two (2) projects and not more than four (4) projects must be provided to meet the requirements in Exhibit 19.1: Bidder Qualification Form. If more than four (4) Bidder Qualification Forms are submitted, only the first four (4) in the order presented in the proposal will be evaluated.

Experience must have occurred within eight (8) years prior to the solicitation release date for all projects, and must have been completed in the United States of America and in a correctional environment. Points will be awarded based on desirable experience in accordance with Section 7, Evaluation.

4.1.2 BIDDER REFERENCES (MS)

The bidder must complete and submit as part of Final Proposal, Exhibit 19.2: Bidder Reference Form, for each of the projects cited on the corresponding Exhibit 19.1: Bidder Qualification Form.

The purpose of the bidder reference requirement is to provide the State the ability to assess the bidder's experience in providing similar or relevant services to other organizations through a satisfaction rating provided by the bidder's previous project clients. The description of their projects must be detailed and comprehensive enough to permit the State to assess the similarity of those projects to the work anticipated for the Contract resulting from this solicitation. The CDCR cannot be used as a reference to satisfy this requirement.

Exhibit 19.2: Bidder Reference Form, must be completed in its entirety, signed, and dated by a reference that performed a management or supervisory role on the reference project to be considered responsive. The Exhibit 19.2: Bidder Reference Form must be returned to the Bidder for submission with Final Proposal. Photocopies may be accepted as long as the form, response, and signature are legible. No information corrections or changes may be made on the reference form by the Bidder. Forms with alterations or changes to the entered information may deem the Bidder non-responsive and may be the basis for rejecting the Bidder's proposal.

References may be contacted to validate submitted responses based on customer satisfaction in accordance with Section 7, Evaluation. References must be external to a Bidder's organization and corporate structure. Failure to provide verifiable references may cause the proposal to be rejected.

If the reference is not allowed either legally or by company/organization policy to sign the reference form, the reference must type in its full name with a brief statement on the form outlining the reason they are not permitted to sign the States reference form. If needed, the State may contact either the Bidder and/or staff references to validate the reference submitted. The evaluation team will make two (2) attempts via phone and/or email to validate Bidder and/or staff experience using the information provided in the Bidder and/or staff reference forms, as applicable.

4.1.3 STAFF QUALIFICATIONS (MS)

The Bidder is fully responsible for all necessary staffing resources to successfully implement the OCTS system within the agreed upon schedule and meet the performance standards set forth in the SOW Service Level Agreement (SLA). A minimum of six (6) Contractor key staff are required to fill the roles required in the SOW.

The bidder must complete and submit as part of Final Proposal Exhibits 20.1 through 20.6: Staff Qualifications Forms. The Bidder must provide complete information to confirm that each of the six (6) proposed staff possess the experience and qualifications as specified for their project role described in Exhibits 20.1 through 20.6: Staff Qualification Forms. The Bidder can cite up to three (3) projects per proposed staff to meet the requirements. Each cited project for each staff must be submitted separately on Exhibits 20.1 through 20.6: Staff Qualification Forms. It is incumbent upon the Bidder to provide enough detail in the response for the State to evaluate the Bidder's proposed staff's ability to meet the requirements and perform the services as described in this solicitation.

The Bidder's proposed staff must meet all of the mandatory minimum qualification requirements. All experience used to meet the minimum requirements must have occurred within the last eight (8) years prior to the solicitation release date. The same resource may not be assigned to meet multiple roles. Points will be awarded to Bidders that meet the criteria set forth in the desirable experience qualifications as specified in Section 7, Evaluation.

The following key staff are required to perform the services as described in Appendix A, SOW. Additional Contractor staff may also be necessary, at no additional cost to the State, for adherence to the implementation schedule and SLA:

- Project Manager
- On-Site Installation Manager

- Implementation Manager
- Trainers
- Maintenance and Operations Manager
- Customer Services Manager

The following describes the high level core responsibilities for each of the key staff positions.

Project Manager: Responsible for the overall management of the installation, implementation, operational support, and maintenance activities performed by the Prime Contractor and the subcontractors. The Project Manager will coordinate and directly work with the CDCR Project Manager to ensure the successful implementation of the OCTS. Responsibilities also include developing, managing, and monitoring the Contractor's project schedule, and providing updates to the CDCR Project Manager.

On-Site Installation Manager: Responsible for managing the Contractor's staff and activities on-site during installation of equipment, infrastructure, software, and hardware. Responsible for coordinating all activities conducted at CDCR facilities with the CDCR Project Manager and acquiring approval prior to arriving at the facilities.

Implementation Manager: Responsible for managing the implementation activities performed and required by the Contractor and the subcontractors. Responsible for overseeing the On-Site Installation Manager and coordinating with the Project Coordinator to ensure that schedule remains on track and identify any risk/issues that may impact the project schedule. The Implementation Manager will work and coordinate with the CDCR Project Manager to ensure the required documentation and approvals are obtained to meet the project schedule during implementation.

Trainers: Responsible for providing on-site training to CDCR staff and offenders on the OCTS functions, features, and services provided. Responsible for providing classroom and hands-on instruction at all the CDCR institutions and facilities where OCTS is being implemented.

Maintenance and Operations Manager: Responsible for the maintenance and operational support for the OCTS equipment, infrastructure, software, and hardware once it is installed and operational. Responsible for managing the Contractor's maintenance and support technicians, and ensuring that they adhere to CDCR policies while on facility and institution property.

Customer Service Manager: Responsible for managing all the activities related to customer support. Responsible to ensure that the customer issues, inquiries, and assistance is responded and resolved in a timely manager. Responsible for managing, tracking, monitoring, and reporting on customer tickets, complaints, and open issues.

The mandatory minimum qualification requirements and the desirable scored requirements for each key staff is identified in the following table:

Key Staff Position	Minimum Mandatory Requirements	Desirable Requirements
Project Manager	<ul style="list-style-type: none"> • At least six (6) years of project management experience on large, complex projects • Must possess an active Project Management Professional (PMP) certification from the Project Management Institute (PMI). • At least six (6) years project management experience in deploying projects in a Correctional environment at a county, state or federal level • At least three (3) years' experience in telecommunications and offender communications. • Demonstrated experience in working with at least two (2) network implementation projects, including wide area network, local area network, and emerging network technologies in a correctional environment. 	<ul style="list-style-type: none"> • Experience in managing projects installing, testing, and implementing wireless network technology. • Experience managing projects in a correctional facility in the State of California.

Key Staff Position	Minimum Mandatory Requirements	Desirable Requirements
On-Site Installation Manager(s)	<ul style="list-style-type: none"> • At least six (6) years coordinating and supervising the installation of projects on-site. • At least three (3) years managing the on-site installation of telecommunication, network, wiring/cabling, and equipment. • At least three (3) years as on-site installation manager in a correctional institution/facility. • At least three (3) years' experience managing multiple, concurrent work crews at the installation site. • Demonstrated ability to develop and manage work plans reflecting daily work over several weeks. 	<ul style="list-style-type: none"> • Experience as an on-site manager at a California State prison. • Experience as the on-site manager at a State Department of Corrections prison. • Demonstrated experience applying and adhering to California Building Codes.
Implementation Manager	<ul style="list-style-type: none"> • At least six (6) years of experience implementing offender communications system projects. • At least four (4) years of experience implementing network, wiring/cabling, and equipment in a correctional environment. • At least three (3) years of experience implementing communication, network, wiring/cable, and equipment at a State Department of Corrections prison system. 	<ul style="list-style-type: none"> • Experience implementing a wireless network in a correctional environment. • Successfully completed the implementation of statewide offender communication projects

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Key Staff Position	Minimum Mandatory Requirements	Desirable Requirements
Trainer(s)	<ul style="list-style-type: none"> • At least four (4) years of experience providing and conducting training to correctional staff and offenders. • At least three (3) years of experience providing train-the-trainer training to correctional staff. • Experience providing web-based training and one-on-one training to management and executive staff. • Conducted training for at least two (2) State level Department of Corrections staff and offender population. 	<ul style="list-style-type: none"> • Greater than four (4) years of experience providing and conducting training to correctional staff and offenders. • At least three (3) years of experience providing Web-based training and instruction to customers • Possess a training certification.
Maintenance and Operations Manager	<ul style="list-style-type: none"> • At least six (6) years of experience managing and overseeing State Department of Corrections field support and service operations to maintain offender communication systems. • At least four (4) years of experience and knowledge of telecommunications and network systems. • At least four (4) years of experience and knowledge with the Bidder's products and services being provided as part of this procurement. 	<ul style="list-style-type: none"> • At least three (3) years of experience maintaining and servicing wireless networks. • Greater than six (6) years of experience managing and overseeing telecommunication, network, and equipment in a correctional environment. • Experiencing managing five (5) or more correctional institutions and facilities concurrently to provide maintenance and operational support.

Key Staff Position	Minimum Mandatory Requirements	Desirable Requirements
Customer Service Manager	<ul style="list-style-type: none"> • At least eight (8) years of customer service experience • At least five (5) years of providing customer service to offender family and friends involving services provided in a correctional environment. • At least five (5) years of experience and knowledge with the Bidder's products and services being provided as part of this procurement. • At least three (3) correctional systems in which knowledge and familiarity with correctional policies and procedures were demonstrated. 	<ul style="list-style-type: none"> • Greater than five (5) years providing customer service to offender family and friends involving services provided in a correctional environment. • Knowledgeable in California Department of Corrections and Rehabilitation policies and procedures. • Providing customer services to a Department of Corrections statewide communication system.

4.1.4 STAFF REFERENCES (MS)

The bidder must complete and submit as part Final Proposal, Exhibits 21.1 through 21.6: Staff Reference Forms. The Bidder must submit a completed staff reference form for each project cited in Exhibits 20.1 through 20.6.

The purpose of the staff reference requirement is to provide the State the ability to assess the staff's experience in providing similar or relevant services to other organizations through a satisfaction rating provided by the staff's previous clients. The description of their projects must be detailed and comprehensive enough to permit the State to assess the similarity of those projects to the work anticipated for the Contract resulting from this solicitation. The CDCR will not be used as a reference to satisfy this requirement.

References must complete all required information on the staff reference forms. Exhibits must be completed in its entirety, signed, and dated by the staff's reference contact that performed a management or supervisory role on the referenced project to be considered responsive. Photocopies may be accepted as long as the form, response, and signature are legible. No information corrections or changes may be made on the staff reference forms. Forms with alterations or changes to the entered information may be rejected.

References may be contacted to verify staff's experience qualification information submitted. References must be external to a Bidder's organization and corporate structure. Failure to provide verifiable references may deem the Bidder non-responsive and may be the basis for rejection of the Bidder's proposal.

If the reference is not allowed either legally or by company/organization policy to sign the reference form, the reference must type in its full name with a brief statement on the form outlining the reason they are not permitted to sign the States reference form. If needed, the State may contact either the Bidder and/or staff references to validate the reference submitted. The evaluation team will make two (2) attempts via phone and/or email to validate Bidder and/or staff experience using the information provided in the Bidder and/or staff reference forms, as applicable.

4.2 SOLUTION REQUIREMENTS

This section contains the detailed functional and non-functional requirements pertaining to the proposed system that must be met in order to be considered responsive and responsible to this solicitation. In addition to meeting these requirements, the Bidder must adhere to the SOW as described in Appendix A of the solicitation.

4.2.1 BUSINESS AND TECHNICAL REQUIREMENTS (M)

The Bidder must complete the following exhibits and include each exhibit in its draft proposal and Final Proposal in accordance with Section 4, Bid Requirements and Section 6, Proposal/Bid Format and Submission Requirements.

1. Exhibit 22: Business and Technical Requirements (M)

The Bidder must complete and submit as part of its Final Proposal, Exhibit 22: Business and Technical Requirements. The Bidder must indicate compliance and confirmation to each of the requirements by marking "Yes" or "No" in the column labeled "Contractor Agrees to provide the Requirement Yes/No". A blank or "NO" answer in either of these two (2) columns will be deemed non-responsive and will be the basis for rejection of the Bidder's proposal. In addition to the compliance of each requirement, the Bidder must submit a narrative response, where indicated, describing how the Bidder will meet the requirement and identify the location of the narrative response to each requirement in the "Bid document and page number" column provided. It is incumbent on the Bidder to provide enough detail in the response for the State to evaluate the Bidder's ability to meet the requirement.

The following is a representation of the Exhibit 22: Business and Technical Requirements:

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CATEGORY: Staff Tools and Services					
				Bidder's Response	
Req #	Function	Requirement Description	Type	Bidder Agrees to Meet Requirement (Y/N)	Describe the Proposed Solution to Meet or Exceed Requirement. If the Proposed Solution is in the Proposal, provide the Reference Location.
MTS-101	Management System	Provide an overall management system to be used by authorized CDCR Staff to Manage, Monitor, Track, and Investigate all Offender and Customer usage, privileges, communication, and activities.	M		

The following is a description of each cell/column and the instructions for completing Exhibit 22: Business and Technical Requirements spreadsheet.

The following cells and columns are provided by the State and are not to be changed:

CATEGORY - Identifies the high level organization of the Requirements.

Req # - The unique ID number associated with each Requirement.

Function - The functional goal category for the Requirements.

Requirement Description - The description of the actual Requirement.

Type - The requirement type, as follows:

M - Mandatory, all responsive Bids must meet these requirements.

MS - Mandatory Scored; fulfillment of requirement must be included in a responsive Bid. Score is based upon the ability of the Bidder to demonstrate functionality identified in the requirement, method to achieve the requirement, and other factors/features.

DS - Desirable Scored; Bidder may optionally include in their Bid. If it is included, points are awarded.

The following columns will be filled out and provided by the Bidder.

Bidder Response

In order for their proposal to be considered responsive, the Bidder must complete all sections below, for the Business and Technical worksheets, for every requirement listed.

Bidder Agrees to Meet Requirement (Y/N)

Record either “Y” or “N” in this column, indicating that the Bid includes satisfaction of the requirement. Note: any Bid which does not include a "Y" after every Mandatory requirement will be considered non-responsive and not eligible for evaluation/consideration.

Describe the Proposed Solution to Meet or Exceed Requirement. If the Proposed Solution is in the Proposal, provide the Reference Location.

Bidders must provide a description of the proposed solution to meet or exceed the requirement. If the proposed solution is described in sufficient detail elsewhere in the Bidder's proposal, the Bidder must identify the page number and starting line number within the Business Proposal, Technical Proposal or Solution Proposal narrative that describes how the Bidder will perform the requirement. A description or reference must be provided for (M) Mandatory and (MS) Mandatory Scored type requirements. Requirement type specified as (DS) Desirable Scored are optional; however, no points will be awarded if this column is left blank. References to Marketing Materials or Literature are NOT acceptable.

The Bidder is reminded that in order to be considered responsive and responsible to the requirement, the Bidder must provide enough detail in Final Proposal in order for the State to evaluate the Bidder's ability to meet the requirement. Refer to Section 7, Evaluation for details on how the requirement will be scored as part of the overall evaluation.

2. Exhibit 23: Deliverables Table (M)

The Bidder must complete and submit as part of Final Proposal, Exhibit 23: Deliverables Table. The Bidder must indicate compliance and confirmation with each of the deliverables and must agree to the deliverable due date indicated in the column labeled, “Contractor's Deliverable Due Date” by marking “Yes” or “No” in the column labeled “Contractor Agrees to provide the Deliverable Yes/No”. A blank or “NO” answer in this column will be deemed non-responsive and will be the basis for rejection of the Bidder's proposal.

4.2.2 NARRATIVE RESPONSE REQUIREMENTS (MS)

This section identifies the requirements for submitting the Bidder's approach to a specific business need or requirement. This is intended to provide the State an opportunity to evaluate the Bidder's understanding of the State's business objectives. Section 7, Evaluation, outlines the scoring for the narrative responses.

The Bidder must provide narratives for the following areas by completing Exhibits 24.1 through 24.9 and include with its Final Proposal in accordance with Section 6, Proposal/Bid Format and Submission Requirements.

The narrative responses are organized into the following Exhibits:

- Exhibit 24.1: Communications
- Exhibit 24.2: Legal Services
- Exhibit 24.3: Offender Services – Banking Services
- Exhibit 24.4: Offender Services – Canteen Ordering Services
- Exhibit 24.5: Offender Entertainment
- Exhibit 24.6: Tablets
- Exhibit 24.7: Kiosks
- Exhibit 24.8: Network
- Exhibit 24.9: Security

The Bidder should refer to, Appendix A: Statement of Work (SOW) to understand the business needs or requirements requiring a narrative response. The Narrative Response Exhibits with a corresponding SOW reference is provided in Table 4-1.

Table 4-1: Narrative Response Exhibits

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.1: Communications	Section 2.2.2.1	<p>Describe in detail the features and services that will be provided for voice, email, attachments, sending photos, video clips, e-Cards, and video calling. The description must include any limitations in terms of number of emails, number of characters, page limits, number of attachments allowed per email, etc. Also how photo or video clip can be sent, any phone features beyond the mandatory requirements, and use of personal identification numbers (PINs).</p> <ul style="list-style-type: none"> • <i>Describe how the OCTS will prohibit outbound calls from being placed to another CDCR facility.</i> • <i>Contractor shall indicate which of the following types of Three Way Calls the system is capable of detecting and describe how the system provides these capabilities:</i> <ul style="list-style-type: none"> • <i>Calls to telephone numbers, which "hook flash," dial another number and complete the Three-Way Call;</i> • <i>Conference calls facilitated through customer provided switching equipment: and/or;</i> • <i>Any additional types not listed above.</i> <p><i>Describe how the Contractor will ensure data integrity while allowing multiple accesses to the same CDCR recording.</i></p>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.2: Legal Services	Section 2.2.2.10	<p>Describe in detail the proposed solution to provide, implement, and support the offender Legal Services. The description will address and include the following:</p> <ul style="list-style-type: none"> • Offender’s ability to access and view legal case documents related to their case • Provide a repository to store offender documents, legal media, and case files • Capability for offender to request or print copies of legal documents free-of-charge or at a minimal cost • Capability for offender to call into court to participate in court hearings using the OCTS • Capability for offender to electronically receive and respond to communications from the OAG. • Capability for CDCR to send mass legal notices electronically to all offenders and receive verification that offender read the notice. • Any features in addition to the mandatory requirements already identified in the RFP.
Exhibit 24.3: Offender Services – Banking Services	Section 2.2.2.6	<p>Describe in detail the proposed Offender Banking Services and how the service will be implemented and supported. The description will include the following:</p> <ul style="list-style-type: none"> • Format in which the offender will view Trust Account information. • How electronic purchases will be initiated and managed. • How information will be distributed to offenders electronically. • Identify any features in addition to the mandatory requirements already identified in the RFP.

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Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.4: Offender Services – Canteen Ordering Services	Section 2.2.2.7	<p>Describe in detail the proposed Offender Canteen Ordering Services and how the service will be implemented and supported. The description will include the following:</p> <ul style="list-style-type: none"> • Format in which the offender will view and order from the institutions canteen list. • How the business rules will be applied and validated. • How the offenders will be electronically notified to confirm a Canteen order was processed and accepted. • How will Canteen Purchases be monitored and any reports generated for staff. • Identify any features in addition to the mandatory requirements already identified in the RFP.
Exhibit 24.5: Offender Entertainment	Section 2.2.2.8	<p>Describe in detail the proposed Offender Entertainment items being offered and how the service will be implemented and supported. The description will include the following:</p> <ul style="list-style-type: none"> • Quantity and type of available e-Books and games provided at no cost. • Periodic promotional offers for discounted entertainment items if offered. • Contemporary list of e-Books offered in addition to the Gutenberg list if offered. • Music Catalog containing large quantity and numerous genres to choose from. • How music, e-Books, games, and videos are screened prior to being offered to offenders. • Procedures to remove items that are deemed inappropriate or restricted for the offenders. • Identify any features in addition to the mandatory requirements already identified in the RFP.

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Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.6: Tablets	Section 21.1.3	<p>Describe in detail the proposed Tablets, and the features and applications provided with the Tablets. The description will address and include the following:</p> <ul style="list-style-type: none"> • Variations of screen sizes offered. (Minimum is 7”). • Method used to track Tablet location and precision of location • Security features to prevent unauthorized use of a missing tablet or sharing of tablet. • Storage capability • Screen resolution • Brightness adjustments, color options for screen contrast, fonts, and highlighting. • Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.) • Any features in addition to the mandatory requirements already identified in the RFP.
Exhibit 24.7: Kiosk	21.1.4	<p><i>Describe in detail the proposed Kiosk, and the features and applications provided with the Kiosk. The description will address and include the following:</i></p> <ul style="list-style-type: none"> • <i>Variations of screen sizes offered. (Minimum is 17”).</i> • <i>Security features to prevent tampering and vandalism.</i> • <i>Privacy capabilities without jeopardizing security.</i> • <i>Screen resolution</i> • <i>Accessibility</i> • <i>Brightness adjustments, color options for screen contrast, fonts, and highlighting.</i> • <i>Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</i> • <i>Any features in addition to the mandatory requirements already identified in the RFP.</i>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.8: Network	Section 2.2.2.13	<p>Describe in detail the proposed Network and integration with CDCR's network. The description will address and include the following:</p> <ul style="list-style-type: none"> • Vendor owned equipment space and power requirements • Bandwidth required and additional available bandwidth for growth and ensure performance. • Number of concurrent users supported. • Network performance, availability, and response time for downloading and access. • Feasibility of wireless network coverage in housing units, within offender cells, and dorms and associated cost increase. • Server location for the proposed network. • Any features in addition to the mandatory requirements already identified in the RFP.
Exhibit 24.9: Security	Section 18	<p>Describe in detail the proposed Network and integration with CDCR's network. The description will address and include the following:</p> <ul style="list-style-type: none"> • How proposed network meets security requirements for a correctional environment prevents potential hacking or unauthorized use. • Method of Intrusion Detection and Prevention, notifications for potential breaches • Method for offender's to log on to tablets and access services • Compliance with industry Security standards • Any features in addition to the mandatory requirements already identified in the RFP.

5 COST

Cost is a primary evaluation criterion weighted at XX% of the total XXXX points. Evaluation in this category will be based on the lowest total estimated net cost as calculated according to the methodology in this section and Section 7, Evaluation.

All proposed costs for all line items must be all inclusive, thereby including the cost of any and all services required in this solicitation.

The intent is to structure the pricing format in order to facilitate a straightforward comparison among all Bidders and foster competition to obtain the best market pricing to ensure the lowest possible rates, fees, and product cost for offenders, family, and friends.

Since no commissions are paid to the State, the pricing for OCTS services are expected to be lower than other State DOCs and shall not exceed the current rates/pricing for these services. Consequently, the CDCR requires that each Bidder's cost be in the format outlined in this section. Therefore, the Bidder is advised that failure to comply with the instructions listed in this section, such as submission of an incomplete proposal, use of alternative pricing structures or different formats than the one requested, may be the basis for rejection of the Bidder's proposal.

Important Note: It is imperative that no cost information is included in the body of the proposal. Cost information must only be submitted in the Bidder's Response, Volume 2, Cost in accordance with Section 6, Proposal/Bid Format and Submission Requirements.

5.1 COST WORKBOOK (M)

Services, features, and costs included in the Exhibit 25: Cost Worksheets are those that the Bidder must provide for the term of the Contract as identified in the SOW, which includes all optional years. All Bidders must provide individual costs as indicated in the cost worksheets and submit with the bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

The Cost Workbook is made up of the following Tabs and associated worksheets:

- Tab 1, Instruction Worksheet
- Tab 2, Cost Worksheet #1: Summary of Cost Worksheets #2 and #3 Evaluation Grand Total, – Automatically calculated.
- Tab 3, Cost Worksheet #2: Offender Communications
- Tab 4, Cost Worksheet #3: Offender Services and Entertainment
- Tab 5, Cost Worksheet #4 Tablet Accessories
- Tab 6, Cost Worksheet #5: Other Additional Items

5.2 COST WORKBOOK INSTRUCTIONS

The cost workbook includes multiple cost worksheets that must be completed by the Bidder and submitted with its Final Cost Proposal to be considered responsive. The cost worksheets list all cost elements for services and products provided under this contract. The Bidder must include the completed cost worksheets sealed in Volume 2 Final Proposal.

The Bidder is required to enter all cost data in the format prescribed by the cost workbook, even if there are no costs for the item indicated on the worksheet(s). In these instances the Bidder must indicate the cost as a zero (\$0). In addition, if any character other than a numeral is used (e.g., a dash), the State will assume the cost of the item to be zero (\$0). All other fields must not be modified. If the cost worksheet is modified or cells are left blank, the State may reject the Bidder's proposal. The cost worksheets must be filled out completely or the State may reject the Bidder's proposal.

The State has populated some of the cells with formulas, however it is the responsibility of the Bidder to ensure worksheets and calculations are correct and accurate. The State will not assume responsibility for any cost figures that do not calculate properly. Cells highlighted in yellow, indicate the cells in which the Bidders must enter its cost.

The State requires a solution that is revenue generating or cost neutral. Therefore, the response to this cost proposal shall yield no cost to the state. Additionally, the vendor must complete the Cost Worksheets for all proposed services in which fees will be charged to offenders and their family and friends.

In general, the Bidder must populate ALL cells shaded in Yellow within the Cost Worksheets in Tabs 3-5. The Cost Worksheet in Tab 6 provides a place where the Bidder can provide cost or fees for other additional items that were not already identified in the previous cost worksheets. To complete the Cost Worksheets, the following step-by-step instructions are provided to aid the Bidder complete the Cost Worksheets. Instructions are also provide in Tab 1 of the Cost Workbook.

Step1: The Bidder needs to enter the company's name in the Respondent cell in Tab 2.

Step 2: Proceed to Tab 3 and populate ALL cells shaded in YELLOW within the Cost Worksheet. In order to be deemed responsive, the respondent must populate all YELLOW cells. Please do NOT alter the formatting of the cells or add caveats to your pricing or to the cells -- this may potentially put your cost proposal at risk of disqualification. The Anticipated Annual Call Volume and Anticipated Annual Transactions are in no way binding, an indication of what can be expected, or a guarantee expectation of revenue. The amounts are only for the purposes of evaluating the Cost Proposals for scoring in this RFP.

Step 3: After completing Tab 3, open Tab 4 to populate ALL the appropriate cells shaded in YELLOW with the Cost Worksheet. Bidders are to take special note of two (2) Options that are described in regards to purchasing or acquiring music and movie rentals. When completing the Cost sheet for Offender Services and Entertainment, there are two (2) options for providing cost for Music and Movie Rentals. One Option allows you to enter

a per transaction fee for each song, album, and movie rental. The Second Option allows you to enter a monthly subscription price for music and movies. The Bidder will only enter the cost in one or the other option and shall not enter cost in both. The Bidder must select only one of these options that reflect their offering and how fees are applied.

The Anticipated Annual Transactions are in no way an indication of what can be expected or guarantee of revenue to be produced. The amounts provided in the spreadsheet are only for the purposes of evaluating the Cost Proposals for scoring in the RFP.

The items list as “No Charge” will not change and are required to be provided at no charge to the State or Offender.

Step 4: For completing Tab 5, the Bidder is required to provide a price list for any Tablet accessories offered by the Bidder. The Tablet Accessory price list will not be scored as part of the Cost Proposal in the RFP but will become part of the contract.

Step 5: For completing Tab 6, the Bidder can provide cost or fees for any additional items that were not already identified in the previous cost worksheets. The Other Additional Items cost or fees will not be scored as part of the Cost Proposal in the RFP but may become part of the contract. The Bidder is encouraged to identify any additional items.

Step 6: The Bidder should review all entries and ensure that they are entered correctly. The Bidder should also review any of the calculations to ensure that they properly calculate the costs correctly.

5.3 PROJECT PAYMENT TERMS (NOT APPLICABLE)

6 PROPOSAL/BID FORMAT AND SUBMISSION REQUIREMENTS

These instructions identify the mandatory proposal format and the approach for the development and presentation of proposals. The format instructions must be followed, all requirements and questions in the solicitation must be completed and all requested data must be supplied. The Bidder shall carefully examine the solicitation and be satisfied with the compliance conditions prior to submitting a proposal.

The State will not be liable for any costs incurred by any Bidder in responding to this solicitation, regardless of whether the State awards the Contract through this process, decides not to move forward with the project, cancels this solicitation for any reason, or Contracts for the project through other processes or by issuing another solicitation.

6.1 PREPARATION

Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this solicitation document. Emphasis should be concentrated on conformance to the solicitation document instructions, responsiveness to the solicitation document requirements, and completeness and clarity of content.

6.2 COMPLETION OF PROPOSALS

Proposals must be complete in all respects as required by this section. A Proposal Submission may be rejected if it is conditional or incomplete, or if it contains any alterations of form or other irregularities of any kind. The Proposal Submission must contain all requirement as stated in the RFP.

6.3 DATE, TIME, AND ADDRESS OF SUBMITTALS

Submit all proposals to the Procurement Official listed in Section 2.2.1: PROCUREMENT OFFICIAL. No hard copy submittals will be required for this bid. The Bidder must email the procurement official no more than 2 contacts for proposal upload. An invitation for a file sharing site will be sent to these individuals approximately 2 weeks prior to Proposal Submission Key Action Date. It is the bidder's responsibility to confirm receipt with the Procurement Official.

Proposals must be received no later than the date and time specified in Section 2.3, KEY ACTION DATES. A proposal not received by the date and time specified in Section 2.3, KEY ACTION DATES, shall be rejected.

6.4 UPLOAD AND NAMING

Once the bidder has emailed the Procurement Official for file sharing site access, the Procurement Official will send the bidder instructions for folder structure and upload requirements. Bidders must follow the instructions provided by the Procurement Official for bid upload.

6.5 FORMATTING

It is the Bidder's responsibility to ensure its proposal is submitted in a manner that enables the State to easily locate all response descriptions and exhibits for each requirement of this solicitation. Page numbers should be located in the same page position throughout the proposal. Figures, tables, charts, etc., should be assigned index numbers and should be referenced by these numbers in the text and in the Table of Contents. Figures, tables, charts, etc., should be placed as close to text references as possible. The proposal should be organized to identify the volume and section.

Proposals should be submitted in the native file format.

- 1) The following must be shown on each page of the Proposal:
 - a) RFP 6104-2019;
 - b) Name of Bidder;
 - c) Volume number;
 - d) Exhibit Number;
 - e) Page number (Page # of ##).
- 2) Submittals should be organized into appropriate files and folders designed for easy access.

As stated in Section 2.5.5, CONFIDENTIALITY, the Bidder should be aware that marking the Proposal Submission “confidential” or “proprietary” may exclude it from consideration for award.

6.6 FINAL PROPOSAL FORMAT AND CONTENT

Each volume of the proposal must be submitted in its own folder, labeled by Volume #, and must be structured in the following manner:

6.6.1 VOLUME 1: RESPONSE TO ADMINISTRATIVE AND PROPOSAL REQUIREMENTS

Required solicitation exhibits, in the following order: (to be inserted upon RFP release)

6.6.2 VOLUME 2: COST

This volume must be in a separate folder containing:

Exhibit 25: Cost Worksheets #1 - #5

7 EVALUATION

This section presents the evaluation process and scoring procedures the State will follow when evaluating proposals submitted in response to this solicitation. The evaluation process is multi-step, comprised of a thorough review of each Bidder’s proposal response

to determine that it is responsive and responsible, and provides a value effective solution to the State. The value effective proposal is the proposal that meets all requirements set forth in this solicitation and any State identified negotiated items.

After the State has evaluated Final Proposals and determined which bidders are eligible for an invitation to negotiate, the State will enter into negotiations with those invited bidders. Negotiated items will be determined by the State and will be included in the invitation to negotiate with each bidder. During negotiations all deviations from RFP requirements must be resolved to the State's satisfaction, in addition to agreement on any other negotiated items.

Upon conclusion of negotiations, the State may request a bidder provide a BAFO to revise any negotiated items or deviations from their Final Proposal.

The State will evaluate all BAFO submissions for compliance with RFP requirements and negotiated items, and to determine which BAFO provides a value effective solution to the State. The contract resulting from this solicitation will be awarded to the value effective BAFO.

The State reserves the right to modify or cancel this procurement in its entirety or in part at any time.

The Bidder is required to thoroughly review the solicitation to ensure that its proposal and its proposal responses are fully compliant with the solicitation requirements.

A deviation of any mandatory must be resolved to the State's satisfaction during negotiations and corrected in the bidder's BAFO.

7.1 EVALUATION TEAM

This procurement is being conducted under the guidance of a Procurement Official from CDT STP (refer to Section 2.2.1, Procurement Official). The Procurement Official will serve as the Bidder's point of contact for questions and clarification, and will identify the rules governing this procurement.

The State will establish an evaluation team consisting of California Department of Corrections and Rehabilitation management and technical staff to review and evaluate proposals. The State Procurement Official will provide guidance to the evaluation team and provide oversight of the evaluation process. The State may engage additional qualified individuals or subject matter experts (SME) during the evaluation process to assist the State in gaining a better understanding of technical, financial, legal, contractual,

or program issues. These other individuals do not have voting privileges or responsibility for the evaluation process and will serve solely in an advisory capacity.

7.2 EVALUATION STEPS

7.2.1 EVALUATION OF REQUIRED INFORMATION AND REQUIREMENTS

Proposals must be complete and meet all format and submission requirements as identified in Section 6, PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS. A Proposal Submission may be rejected if it is conditional or incomplete, contradicts the requirements, contains any alterations of form, or contains other irregularities of any kind, including alterations to any terms and conditions.

A deviation of any mandatory requirement must be resolved to the State's satisfaction during negotiations and corrected in the bidder's BAFO.

7.2.2 RECEIPT AND PRELIMINARY REVIEW

All proposals received by the time and date specified in Section 2.3, KEY ACTION DATES, will be acknowledged as having been received on time.

The Procurement Official will check all proposals for the proper identification and to ensure that required information conforms to the proposal format and submission requirements of Section 6, PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS..

7.2.3 MANDATORY REQUIREMENTS EVALUATION

The State will review each proposal to determine its compliance with all of the requirements set forth in Section 3, Administrative Requirements, and Section 4, Bid Requirements.

The evaluation team will evaluate and score each submitted proposal by consensus for compliance with the requirements designated in Section 3 and Section 4.

7.2.4 VALIDATION AGAINST REQUIREMENTS

The State will check each proposal in detail to determine its compliance with the solicitation requirements. The State reserves the right to use multiple means to validate and determine the Bidder's response to a requirement. This may be through details in its description and/or supporting documentation provided or material that is publicly available, that may either support or contradict the Bidder's claim of intended compliance.

During the proposal evaluation, the State may request that the Bidder clarify any area of the proposal that the State determines to be unclear. This request for clarification will not be an opportunity for the Bidder to substantially change its proposal; however, the clarification provided by the bidder will replace the proposal section identified in the State’s request for clarification.

7.3 FINAL PROPOSAL EVALUATION

This section outlines how the State will evaluate a Proposal Submission and award points in a manner that preserves the integrity of the competitive procurement process

Proposals will be evaluated according to the procedures contained in this solicitation section..

The maximum points available for this solicitation are 2200 points. All point calculations will be rounded to two (2) decimal places (the nearest hundredth). The Bidder’s cost will only be opened if it complies with Section 3, Administrative Requirements and Section 4, Bid Requirements. Bidders that have a deviation will be required to resolve the deviation in negotiations. The distribution and allocation of maximum points possible for each proposal element is provided in Table 7-1: Scoring and Point Distribution, which identifies each evaluation component, the scoring methodology, and the maximum points available for scored components.

Table 7-1: Scoring and Point Distribution

Maximum possible Scores for each Evaluation Area	
Section 3, Administrative Requirements	Pass/Fail
Section 4, Bid Requirements (Qualification and Solution Requirements)	Maximum Points XXXX
Bidder Qualification Forms	Pass/Fail
Bidder Qualification Forms - Desirables	XX
Bidder Reference Forms	XX
Staff Qualification Forms	Pass/Fail
Staff Qualification Forms - Desirables	XX

Staff Reference Forms	XX
Exhibit 22: Business and Technical Requirements	XXXX
Exhibit 23: Deliverables Table	Pass/Fail
Section 5, Cost	Maximum Points XXX
Cost Worksheets	XXX
Maximum Total Score (Points)	XXXX
Incentive Points	Maximum Points XXX
Maximum Small Business Preference Points	XXX
DVBE Incentive	XXX
Maximum Total Score with preference points applied	XXXX

7.3.1 ERRORS IN THE FINAL PROPOSAL

An error in the Final Proposal may cause the rejection of that proposal; however, the State may at its sole option retain the proposal and make certain corrections. In determining if a correction will be made, the State will consider the conformance of the proposal to the format and content required by the solicitation, and any unusual complexity of the format and content required by the solicitation.

1. If the Bidder's intent is clearly established based on review of the complete Final Proposal submittal, the State may at its sole option correct an error based on that established intent.
2. The State may, at its sole option, correct obvious clerical errors.
3. The State may, at its sole option, correct discrepancy and arithmetic errors on the basis that, if intent is not clearly established by the complete proposal submittal, the master copy shall have priority over additional copies, the proposal narrative shall have priority over the Contract, and the Contract shall have priority over the cost sheets.

Within each of these, the lowest level of detail will prevail. If necessary, the extensions and summary costs will be recomputed accordingly, even if the lowest level of detail is obviously misstated. The total price of unit-price items will be the product of the unit

price and the quantity of the item. If the unit price is ambiguous, unintelligible, uncertain for any cause, or omitted, it shall be the amount obtained by dividing the total price by the quantity of the item.

4. The State may, at its sole option, correct errors of omission. In the following four situations, the State will take the indicated actions if the Bidder's intent is not clearly established by the complete proposal submittal:
 - a. If an item is described in the narrative but omitted from the Contract and cost data provided in the proposal for evaluation purposes, it will be interpreted to mean that the item will be provided by the Bidder at no cost.
 - b. If a minor item is not mentioned at all in the Final Proposal and is essential to satisfactory performance, the proposal will be interpreted to mean that the item will be provided at no cost.
 - c. If a major item is not mentioned at all in the Final Proposal, the proposal will be interpreted to mean that the Bidder does not intend to supply that item.
 - d. If a major item is omitted, and the omission is not discovered until after Contract award, the Bidder shall be required to supply that item at no cost. The determination of whether an item is minor or major is the responsibility of the State.
5. If a Bidder does not follow the instructions for computing costs not related to the Contract, if any, (e.g., State personnel costs), the State may reject the proposal, or at its sole option, re-compute such costs based on instructions contained in the solicitation.
6. If the re-computations or interpretations, as applied in accordance with this section, result in significant changes in the amount of money to be paid to the Bidder (if awarded the Contract) or in a requirement of the Bidder to supply a major item at no cost, the Bidder will be given the opportunity to promptly establish the grounds legally justifying relief from its proposal.
7. It is absolutely essential that the Bidder carefully review the cost elements in Final Proposal, since they will not have the option to correct errors after the time for submittal of the Final Proposals.
8. The State may request clarification of items in the Bidder's proposal if the meaning is not clear to the State. Responses to requests for clarification must be confirmed in writing by the Bidder as instructed by the State's Procurement Official at the time of the request.

9. At the State's sole discretion, it may declare all Final Proposals to be Draft Proposals. Bidders may not protest the State's determination of all Final Proposals being declared Draft Proposals. If all proposals are declared to be Draft Proposals, the State may issue an addendum to this RFP. Should this occur, confidential discussions may be held with Bidders who are interested in continuing to be considered. Each Bidder will be notified of the due date for the submission of a new Final Proposal to the State. This submission must conform to the requirements of the original RFP as modified by any addenda. The new Final Proposals will be evaluated as required by Section 7.
- 10.

7.3.2 REJECTION OF PROPOSALS

The State may reject any or all proposals and may waive any deviation or defect in a proposal. The State's waiver of any deviation or defect shall in no way modify the solicitation documents or excuse the Bidder from full compliance with the solicitation specifications if awarded the Contract.

7.3.3 ADMINISTRATIVE REQUIREMENTS EVALUATION

All Section 3, Administrative Requirements labeled with (M) are mandatory, with the exception of those Administrative Requirements in Section 3, labeled with (O) which are optional and Bidders are not required to respond. Review of the proposals will begin with ensuring that the Bidder has responded to all administrative requirements, in Section 3, Administrative Requirements, that require proposal submittal documents.

Only proposals that pass the evaluation of the mandatory Section 3, Administrative Requirements and Section 4, Bid Requirements will proceed to cost opening.

7.3.4 QUALIFICATION REQUIREMENTS EVALUATION

The evaluation team will consider all information in the Bidder's proposal to evaluate the Bidder and Staff Qualifications. Narrative descriptions on the Bidder and Staff Qualification forms must be clear and apply directly to the solicitation requirements. Narrative descriptions may be used to validate other information provided on any form. Any conflicting information will be noted as a deviation and must be resolved to the State's satisfaction in negotiations and corrected in the Bidder's BAFO.

The State will evaluate Bidder and staff qualifications using the information contained in the completed Exhibit 19.1: Bidder Qualification Form, Exhibit 19.2: Bidder Reference Form, Exhibits 20.1 through 20.6: Staff Qualification Forms, and Exhibits 21.1 through

21.6: Staff Reference Forms that the Bidder submits with Final Proposal. Reference contacts may be contracted to verify Bidder and Staff information and claimed experience.

To aid the State in evaluating Bidder and staff qualifications, the Bidder should use a MM/DD/YYYY format when indicating project start and end dates. If a Bidder submits a proposal in any other date format, the State will count only the whole months or years between the start and end dates. For example, Bidder “A” cites start and end dates for a project as 6/2017 to 12/2017. The Bidder or staff member would only be credited with five (5) months of experience.

If a project end date is ongoing or exceeds the Final Proposal due date, then the Bidder or staff member will receive credit for only the experience acquired up to the Final Proposal due date. Concurrent project timeframes (overlapping dates) will only count once for calculating the number of years and months of qualification experience for the staff.

7.3.4.1 BIDDER QUALIFICATIONS

The evaluation team will evaluate the completed Exhibit 19.1: Bidder Qualification Form and all Exhibit 19.2 Bidder Reference Forms for compliance with the mandatory requirements specified in Section 4.1.1, Bidder Qualifications. The evaluation team will validate claimed experience on the associated Bidder Reference Form for each project Bidder identifies to meet the requirements. If the completed Bidder Qualification and Reference Forms fails to document the Bidder experience sufficiently for the evaluation team to determine the Bidder experience sufficiently for the evaluation team to determine if the Bidder meets a requirement, the State will note the deviation and the Bidder must correct the deviation through Request for Clarification process or to the State’s satisfaction in negotiations..

The Bidder must submit one (1) completed Bidder and staff qualification form for each of the projects cited.

The evaluation team will also evaluate the Bidder qualifications and reference forms to ascertain whether the Bidder qualifies for any of the Desirable Scored (DS) experience points, in accordance with the criteria specified in Exhibit 19.1: Bidder’s Qualification Form.

If the State is unable to validate that the information supplied by the Bidder qualifies for (DS) experience points, no points will be awarded for such experience. Any desirable scored experience points awarded will be added to the Bidder’s qualification score.

Reference contacts listed on attachments may be contacted to verify information provided by the Bidder.

7.3.4.2 BIDDER REFERENCES

The State will evaluate the Bidder's references using the information provided in each Exhibit 19.2: Bidder Reference Forms. The Bidder must submit one (1) Exhibit 19.2 form for each project cited on Exhibit 19.1: Bidder Qualification Form.

A minimum of one (1) reference for each project cited is required. Each Bidder Reference Form must be signed by a reference contact that performed a management or supervisory role on the referenced project.

All reference forms must be returned with the proposal in order to meet the Bidder minimum experience requirements.

If the reference is not allowed either legally or by company/organization policy to sign the reference form(s), the reference must type in its full name with a brief statement on the form outlining the reason they are not permitted to sign the States reference form. If needed, the State may contact either the Bidder and/or staff references to validate the reference submitted. The State will make two (2) attempts via phone and/or email to validate Bidder and/or staff experience using the information provided in the Bidder and/or staff reference forms, as applicable.

Reference scores will be calculated by totaling the ratings from each reference form submitted. Each total rating for all the reference forms submitted will then be summed and divided (averaged) by the number of reference forms submitted to determine the Bidder's final evaluated total rating score. For example, if there are three (3) total rating scores of 30, 27, and 24, from three (3) projects, they will be summed together to equal 81 out of a total possible score of 90. The resulting number (81) will then be divided by three (3) (the number of reference forms submitted) to equal the final total rating of 27.00.

If any of the reference questions contain a final total rating of 0=Unsatisfactory, the proposal may be deemed non-responsive and the Bidder may be disqualified.

7.3.4.3 KEY STAFF QUALIFICATIONS

For each key staff, the evaluation team will first evaluate the completed Staff Qualification Form for compliance with the mandatory requirements specified in Section 4.1.3, Staff Qualifications. The State will evaluate the Bidder's key staff experience using the information provided in Exhibits 20.1 through 20.6: Staff Qualifications Forms. The evaluation team will validate claimed experience on the associated Staff Reference Form

for each requirement. If the completed Staff Qualifications and Reference forms fail to document the staff member's experience sufficiently for the evaluation team to determine if the Bidder meets a requirement, State will note the deviation and the Bidder must correct the deviation through Request for Clarification process or to the State's satisfaction in negotiations.

The evaluation team will next evaluate the completed Staff Qualification forms to ascertain whether any proposed staff qualifies for any of the desirable scored (DS) experience points for the specific staff member. If the State is unable to validate that the information supplied qualifies for any (DS) experience points, no points will be awarded for such experience. Any desirable scored experience points awarded will be added to the staff's qualification score. Reference contacts listed on attachments may be contacted to verify information provided by the Bidder.

7.3.4.4 KEY STAFF REFERENCES

The State will evaluate the Bidder's key staff references using the information provided on each key staff member's submitted in Exhibits 21.1 through 21.6: Staff Reference Forms. The Bidder must submit one (1) reference form for every project cited on the staff member's Exhibits 20.1 through 20.6: Staff Qualification Form.

Each staff reference form must be signed by a reference contact who performed a management or supervisory role on the referenced project.

All reference forms must be returned with the proposal submittal in order to meet the staff reference requirements.

The State may contact the reference to validate its response in accordance with the process in Section 7.4.4.5, Bidder and Staff Reference Checks.

If the reference is not allowed either legally or by company/organization policy to sign the reference form, the reference must type in its full name with a brief statement on the form outlining the reason they are not permitted to sign the States reference form. If needed, the State may contact either the Bidder and/or staff references to validate the reference submitted. The State will make two (2) attempts via phone and/or email to validate Bidder and/or staff experience using the information provided in the Bidder and/or staff reference forms, as applicable.

Reference scores will be calculated by totaling the ratings from each reference form submitted. The total from each reference form will be summed and divided (averaged) by the number of reference forms submitted for each key staff. For example, if there are three (3) rating scores of 18, 22, and 24, from three (3) different projects for the "Project

Manager”, they will be summed together to equal 64 out of a possible score of 72 (24x3). The resulting number will then be divided by three (3) (for the three (3) projects, $64/3=21$) to equal a score of 21 for the “Project Manager”. This calculation will be performed for each of the required key staff. Each of the staff scores will be summed to produce the Bidder’s final evaluated total rating score. The total possible points for the staff Qualification reference forms are 36.

If any of the reference questions contain a total rating of 0=Unsatisfactory, the proposal may be deemed non-responsive and the Bidder may be disqualified.

7.3.4.5 BIDDER AND STAFF REFERENCE CHECKS

If needed to verify either the Bidder or key staff’s qualifications, the State will make two (2) attempts via phone or email to the reference contact identified on the Bidder or Staff Reference Form, to validate the claimed information and experience. The Bidder should ensure that its reference contacts are available for validation during the evaluation period identified in Section 2.3, Key Action Dates.

If the State has not received a response from the reference contact after the first attempt, a second attempt will be made. If no response is received after the second attempt, the State will contact the Bidder and request that the Bidder assist the State by having the reference respond to the State within a 48-hour period from the second attempted contact. If the evaluators are still unable to contact the reference, the Bidder’s proposal may be deemed non-responsive for failure to provide verifiable references, and the Bidder may be disqualified.

7.3.5 SOLUTION REQUIREMENTS EVALUATION

7.3.5.1 BUSINESS AND TECHNICAL REQUIREMENTS

The functional and non-functional requirements identified in Exhibit 22: Business and Technical Requirements, consist of (M), (MS), and (DS) requirements. The Bidder must provide complete responses to each (M) and (MS) requirements, as described in Section 4.2.1, Business and Technical Requirements.

The State will evaluate each Business and Technical Requirement, including any reference materials to which the State is specifically directed for additional information to determine whether the response fully addresses the (M) Mandatory requirements and will determine points awarded for (MS) Mandatory Scored and (DS) Desirable Scored based on the Bidder’s responses.

7.3.5.2 DELIVERABLE EVALUATION (PASS/FAIL)

Bidders must respond “Yes” that it agrees to produce each deliverable identified in Exhibit 23: Deliverables. The evaluation team will evaluate Bidder’s responses to every deliverable listed in Exhibit 23 to confirm compliance.

7.3.5.3 NARRATIVE RESPONSE(S) REQUIREMENTS

Bidders must respond to the Narrative response requirements in Exhibit 24.1 through 24.9. A Narrative Response form is provided for each Business Need or Requirement identified in Section 4.2.2, Narrative Response Requirements.

7.3.6 CALCULATE BIDDER PROPOSAL NON-COST SCORE

The Bidder’s non-cost score is the sum of the Bidder’s qualification requirements score plus the bidder’s solution requirements score from the bidder’s Final Proposal. The table below is an illustration of this process.

Table 7-2

Bidder Proposal Non-Cost Score Calculation			
Bidder	Hypothetical Bidder & Staff Qualification Requirements Score	Hypothetical Bidder Solution Requirements Score	Hypothetical Bidder Proposal Score Summation
A	150 points	750 points	900 points
B	175 points	775 points	950 points
C	100 points	650 points	750 points

NOTE: Point values in the example explain the calculations and have no other significance.

7.3.7 COST EVALUATION

After Section 3, Administrative Requirements and Section 4, Bid Requirements have been evaluated; the evaluation team will review cost (Bidder’s response to Volume 2) for those Bidders whose proposals have been deemed responsive and responsible.

All cost worksheets will be validated to verify completeness and mathematical accuracy. If appropriate, errors will be corrected in accordance with Section 7.4.1, Errors in the Final Proposal. After costs worksheets have been verified for accuracy, the Bidder with the lowest proposed total cost will receive the maximum score of 600 points. All other Bidders will receive a proportionally lower score using the ratio of the lowest proposed total cost to the Bidder’s proposed total cost applied to the maximum points of 600, as shown in the Bidder cost score formula Table 7-3 below:

Table 7-3

Bidder Cost Score Formula	
(Lowest proposed total cost)	X 600 points = Bidder cost score
(Bidder’s proposed total cost)	

The cost score calculation example in Table 7-4, Bidder Cost Score Calculation example illustrates that Bidder C proposed the lowest cost and received the maximum points possible.

Table 7-4

Bidder Cost Score Calculation			
Bidder	Bidder’s Proposed Total Cost	Calculation	Bidder Cost Score
A	\$500,000	$\frac{\$300,000}{\$500,000} \times 1,000 \text{ points}$	600 points
B	\$400,000	$\frac{\$300,000}{\$400,000} \times 1,000 \text{ points}$	750 points
C	\$300,000	$\frac{\$300,000}{\$300,000} \times 1,000 \text{ points}$	1,000 points

NOTE: Point values in this example explain the calculations and have no other significance.

7.3.8 SOCIOECONOMIC PROGRAMS

Bidders who claim preference points will be evaluated to determine whether they submitted the required forms, documents, exhibits, and/or the responses necessary to validate their qualification and eligibility for the claimed preference(s). If the State determines that the submitted information is insufficient or that the required documents do not otherwise validate the eligibility for points in any of the claimed programs, then the points for that program will not be added to the Bidder's final overall proposal score. If the State is able to validate the Bidder's claim, the qualified preference points will be applied to the Bidder's final overall proposal score as illustrated in Table 7-8, Final Score and Rank Determination, provided that the Bidder's proposal is not otherwise determined to be non-responsive to any mandatory requirements.

7.3.8.1 TACPA PREFERENCE

The State will give preferences in accordance with the GC 4530-4535.3, for bidders who are California home based and who qualify for claimed preferences under the Target Area Contract Preference Act (TACPA) by computing and returning the appropriate forms described in the RFP. Where multiple preferences are claimed, the State will verify eligibility for the preferences and evaluate and apply preferences in accordance with the law.

The maximum preference allowed for TACPA may not exceed \$50,000.00 for any bid. Available evaluation preferences under TACPA are limited to nine percent (9%), five percent (5%) worksite, and one percent (1%) up to four percent (4%) workforce of the lowest total proposal price or a maximum of \$50,000.00, whichever is less. The TACPA preference is a dollar preference, applied against the Bidder's proposed cost, before cost is evaluated and converted to points.

The State will verify Target Area Contract Preference Act (TACPA) preference and apply the TACPA Preference accordingly. The TACPA preference does not apply when the worksite is fixed by the terms of the Contract.

7.3.8.2 SMALL BUSINESS PREFERENCE

The State will verify Small Business/Non-Small Business preference claim and apply the five percent (5%) preference accordingly.

In accordance with Government Code §14835 et seq., bidders who qualify as a small business will be given a five percent (5%) preference for evaluation purposes only. The five percent (5%) preference is calculated on the total number of points awarded to the highest scoring non-small business that is responsible and responsive to the proposal

requirements. The rules and regulations of this law, including the definition of a small business for the delivery of goods and services, are contained in the California Code of Regulations, Title 2, § 1896 et seq.

This five percent (5%) small business preference is also available to a non-small business claiming 25% California certified small business subcontractor participation. The five percent (5%) preference is calculated on the total number of points awarded to the highest scoring non-small business that is responsible and responsive to the proposal requirements and that is not subcontracting a minimum of 25% to a small business. Non-small business bidders claiming the five percent (5%) small business preference must commit to subcontract at least 25% of the net proposal price with one (1) or more California certified small businesses.

Completed certification applications and required support documents must be submitted to the Department of General Services Office of Small Business and DVBE Services (OSDS) no later than 5:00 p.m. on the Final Proposal due date, and the OSDS must be able to approve the application as submitted. Questions regarding certification should be directed to the OSDS at (916) 375-4940.

For an illustration of this process, refer to the example in Table 7-5, Small Business Preference Points Calculation. Points in this example explain the calculations and have no other significance.

The preference points for bidders A and B are based on five percent (5%) of the Bidder proposal score of Bidder C, the highest scorer of a non-small business, which is (1750.00 points) x (.05) = 87.5 points (rounded). Bidder C, which is neither a small business nor a non-small business subcontracting a minimum of 25 percent (25%) to a small business, receives no small business preference points.

Table 7-5

Small Business Preference Points Calculation				
Bidder	Bidder Total Proposal Score	Small Business Preference Claim?	Non-Small Business Preference Claim?	Small Business Preference Points Awarded
A	1,500.00 pts	Yes	No	87.50 pts
B	1,700.00 pts	No	Yes	87.50 pts

C	1,750.00 pts	No	No	0.00 pts
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NOTE: Calculation is based on 5% of the Bidder with the highest “Bidder proposal score” that is a non-small business. In the example Table 7-5, Bidder C has the highest non-small business score.

7.3.8.3 DVBE INCENTIVE

In accordance with §999.5(a) of the Military and Veterans Code, for evaluation purposes only, the State shall provide an incentive to bidders who provide California-certified DVBE participation that exceeds the mandatory California-certified DVBE participation goal in the amounts shown in Table 7-6: DVBE Participation Incentive Points.

The State will verify DVBE and apply the incentive accordingly. The DVBE Incentive points are a percentage of the total possible points. The maximum incentive for this procurement is five percent (5%) of the total points available, and is based on the amount of DVBE participation confirmed. The below table is an illustration of this calculation:

Table 7-6: DVBE Participation Incentive Points

DVBE Participation Incentive Formula			
Confirmed Participation	DVBE	DVBE Incentive Percentage	DVBE Incentive Points*
≥ 5%		5%	100.00 (2,000 x .05)
4% - 4.99%		4%	80.00 (2,000 x .04)
3.1% - 3.99%		3%	60.00 (2,000 x .03)
<3%		0%	0.00

7.3.9 BIDDER FINAL SCORE CALCULATION AND RANK DETERMINATION

The evaluation team will calculate the Bidder’s final score. Table 7-7, Bidder Final Score Calculation example illustrates the Bidder’s final score that incorporates both preference and incentive points:

Table 7-7: Bidder Final Score Calculation

Bidder Final Score Calculation					
Bidder	Bidder Total Proposal Score	Small Business Preference Points Awarded	Verified DVBE %	DVBE Incentive Points Awarded	Bidder Final Score
A	1500.00 pts	87.50 pts	3%	60.00 pts	1647.5.00 pts
B	1700.00 pts	87.50 pts	4%	80.00 pts	1867.50 pts
C	1750.00 pts	0.00 pts	5%	100.00 pts	1850.00 pts

NOTE: Bidder final score calculation in Table 7-7 is an example that explains the calculations and has no other significance.

7.4 NEGOTIATIONS

The State of California intends to enter into negotiations as set forth in Section 2.7, Negotiations under PCC §6611.

Negotiations allow the State and Bidder an opportunity to discuss items that could, in the State’s opinion, enhance the Bidder’s proposal and potential for award. Negotiations are not intended to allow a Bidder to completely rewrite their proposal. The negotiations are exchanges between the State and the Bidder, which are undertaken with the intent of allowing the Bidder to revise their Proposal only in areas determined by the State during the negotiation process. Negotiations will be conducted either orally or in writing. These negotiations may include bargaining, such as persuasion, and alteration of assumptions and positions.

The State may discuss any aspect of the Bidder’s proposal that could, in the opinion of the State, be altered or explained to materially enhance the proposal’s potential for award. However, the State is not required to discuss every area where the Bidder’s proposal could be improved. The scope and extent of negotiation exchanges are the matter of the State’s judgment.

The state reserves the right to determine the topics for negotiation and revise the scoring criteria to the State’s discretion to obtain a value effective solution.

All aspects of the Bidder's proposal are confidential until after the issuance of the notification of award.

7.4.1 NEGOTIATION INVITATION

Once eligible Bidders are determined, based on the criteria set forth in Section 2.7, Negotiations, the State will notify those bidders in writing: (1) that the State is initiating negotiations pursuant to Public Contract Code 6611(a); (2) the general purpose and scope of the negotiations; (3) the anticipated schedule for the negotiations; and (4) the procedures to be followed for negotiations. Bidder(s) who have been invited to participate in negotiations must confirm attendance, in accordance with the invitation instructions, within two (2) State business days of invitation.

7.4.2 DEMONSTRATIONS (MANDATORY)

Demonstrations will be included as part of the negotiation process. The demonstration is intended to afford the State the ability to verify the claims made by the Bidder in response to the requirements, corroborate the evaluation of the proposal, and/or confirm that the hardware and/or software proposed are actually in operation.

Costs for developing and providing the demonstration, including travel if necessary, is entirely the responsibility of the Bidder and shall not be chargeable to the State. Failure of the Bidder to demonstrate that the claims made by the proposal in response to the solicitation requirements, if in fact true, may be sufficient to cause the proposal to be deemed non-responsive. The State reserves the right to determine whether or not the demonstration has been successfully passed.

The qualified Bidders will be notified and receive a letter specifying the requirements and guidelines for the demonstrations at least 7 days prior to the scheduled dates for the demonstrations.

7.4.3 BEST AND FINAL OFFER SUBMISSION (BAFO)

At the conclusion of negotiations, the State may request a BAFO submission. The intent of the BAFO is to clarify and document understandings reached during negotiations. The State will establish a date and time for receipt of the BAFOs based on when the Bidder's BAFO negotiations occur. A Bidder's BAFO is an irrevocable offer for 120 calendar days following the scheduled date for submission of a final accepted BAFO. A Bidder may extend the offer in the event of a delay in Contract award.

BAFOs must be submitted to the location identified in Section 2.2.1, Procurement Official, by the specific date and time that will be communicated to each Bidder individually in writing.

The BAFO submission must address the following:

1. A supplemental proposal containing all negotiated/revised section(s) of the Bidder’s original Final Proposal, any other revised area specifically required by the State to be included in the BAFO, and revisions made necessary in accordance therewith.
2. The supplemental proposal must include all changes made to negotiated section(s) of the Bidder’s original Final Proposal in tracked changes. Changes to the Bidder’s original Final Proposal that are not tracked in the supplemental proposal or otherwise identified may result in rejection of the proposal or cause for termination of the Contract.
3. An executive summary must accompany the supplemental proposal, identifying a list of all changes (other than non-substantive changes to formatting, punctuation and grammar) that have been made to the Bidder’s original Final Proposal. The Bidder must include and attest to the following statement within the Executive Summary:

“This Best and Final Offer (BAFO) is in response to RFP XXXX and the changes identified in this executive summary represent all changes made to {Bidder’s name} Final Proposal previously submitted to the State. Any substantive change not included in this list is non-operative, non-binding, and will not be considered a part of the {Bidder’s name} BAFO.”

7.4.4 EVALUATION OF BAFO SUBMISSION

The State will evaluate the BAFO submissions, based on topics negotiated and obtaining the value effective solution for the State. The State will document the evaluation process and selection criteria in its final selection documents.

7.5 SELECTING THE PROPOSED AWARDEE

The contract resulting from this solicitation will be awarded to the value effective BAFO following negotiations.

Table 7-8: Final Score and Rank Determination

Final Score and Rank Determination				
Scoring Element	Max Points Available	Bidder A	Bidder B	Bidder C
Meets all Administrative, Mandatory and Mandatory Optional Requirements.		Yes	Yes	Yes

July 15, 2020

Qualification Requirements (Bidder/Staff Qualifications/References)	140.00	120.00	130.00	100.00
Solution Requirements (Functional and Non- Functional, Narrative Response Requirements)	1260.00	1005.00	1115.00	1000.00
Total Non-Cost Score	1,400.00	1125.00	1245.00	1100.00
Cost (Before Preference/Incentives)		\$62,500,000.00	\$52,632,000.00	\$50,000,000.00
TACPA Claimed		No	Yes	No
TACPA Preference Amount	\$50,000	\$0.00	\$50,000.00	\$0.00
Cost after TACPA Preference		\$62,500,000.00	\$52,682,000.00	\$50,000,000.00
Total Evaluated Cost Score (points awarded)	600	480.00	570.00	600.00
Evaluated Score (points) non-cost and cost scores (before preferences/Incentives)	2000	1605	1815	1700
Initial Rank (Before preferences and incentives)		3	1	2
DVBE Participation claimed		5%	3%	4%
DVBE Incentive Points	100.00	100.00	60.00	80.00
Small Business Preference Points	100.00	85.00	85.00	0.00
Bidder Final Score	2,200.00	1790.00	1960.00	1780.00
Final Rank		2	1	3

7.6 DEBRIEFING

A debriefing may be held within three (3) months after Contract award at the request of any Bidder for the purpose of receiving specific information concerning the evaluation. The discussion will be based primarily on the qualifications, solution requirements and cost evaluations of the Bidder's Proposal Submission. A debriefing is not the forum to challenge the solicitation specifications or requirements.

8 INFORMATIONAL ATTACHMENTS

The following attachments to this solicitation are informational for use in the solicitation process and do not need to be submitted with the Bidder's proposal response. They can be found in Part 2 – Bidder Response:

1. Attachment 1: Template for Question Submittal. This attachment provides the format for a Bidder to submit questions regarding this solicitation.
2. Attachment 2: Template for Request for Changes Submittal. This attachment provides the format for a Bidder to submit requests for changes to this solicitation.
3. Attachment 3: Procedures for conducting protests under the Alternative Protest Process.
4. Attachment 4: Proposal Submission Checklist. This attachment references items to be submitted as part of the Final Proposal submission, but is not guaranteed to include all necessary items.
5. Attachment 5: Glossary of Terms. This attachment includes definitions, acronyms and abbreviations for terms used in the solicitation and in the SOW.
6. Attachment 6: Bidders' Library.

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California Department of Corrections and Rehabilitation



REQUEST FOR PROPOSAL (RFP)

RFP CXXXXXXX-X

PART 2 – BIDDER RESPONSE

FOR

Offender Communication and Technology Solution OCTS

07/15/2020

Issued by:

STATE OF CALIFORNIA

California Department of Technology

10860 Gold Center Drive,
Suite 200 – Security Desk
Rancho Cordova, CA 95670

Part 1 of the solicitation template contains the Bidder and bidding instructions, proposal form instructions, solution requirements and instructions, and all other instructional/compliance information that the Bidder must meet in order to be considered responsive and responsible to the solicitation.

Part 2 of the solicitation template contains all forms a Bidder must complete and return with its Final Proposal, including the STD 213, SOW, administrative forms, qualification forms, requirement responses and all exhibits/attachments discussed in Part 1.

Disclaimer: The original PDF version and any subsequent solicitation addendums released by the Procurement Official of this solicitation remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions (which constitute the Contract), the official State version of the solicitation in its entirety shall take precedence.

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RFP CXXXXXXX-X

PART 2 – BIDDER RESPONSE

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APPENDIX A, STATEMENT OF WORK



California Department of Corrections and Rehabilitation

OFFENDER COMMUNICATIONS AND TECHNOLOGY SOLUTION (OCTS)

Statement of Work

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SOLICITATION FORMS

The following exhibits and attachments, of Part 2 of the solicitation template are the forms the Bidder must complete and return with Final Proposal, including the STD 213, SOW, administrative forms, qualification forms, bid requirement responses and all exhibits/attachments discussed in Part 1.

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SAMPLE STD 213 STANDARD AGREEMENT FOR TELECOMMUNICATIONS

STATE OF CALIFORNIA
STANDARD AGREEMENT
STD. 213 (REVISED 07/12)

PURCHASING AUTHORITY NUMBER

REGISTRATION NUMBER

AGREEMENT NUMBER

1. This Agreement is entered into between the State Agency and Contractor named below

STATE AGENCY'S NAME

California Department of Corrections and Rehabilitation

CONTRACTOR'S NAME

2. The term of this Agreement is: **11/30/2018 through 11/29/2024 or upon CDT approval, whichever is later, six (6) Years. (with four (4) one-year optional extension year)**

3. **The maximum amount of this Agreement is:** \$ _____

4. The parties agree to comply with the terms and conditions of the following attachments which are by this reference made a part of the Agreement:

(* General Provisions – Information Technology (GSPD – 401IT-09/05/2014)

Exhibit A, Scope of Work

Exhibit B, Cost Worksheet


(* RFP CXXXXXXX-X in its entirety

(* Contractor's Final Proposal to RFP CXXXXXXX-X in its entirety

This agreement is effective upon the start date or upon STP approval, whichever is later.

Items shown with an Asterisk (*), are hereby incorporated by reference and made part of this agreement as if attached hereto.

IN WITNESS WHEREOF, this agreement has been executed by the parties hereto.

CONTRACTOR		Statewide Technology Procurement (STP) Use Only
CONTRACTOR'S NAME <i>(If other than an individual, state whether a corporation, partnership, etc.)</i>		<input type="checkbox"/> Exempt Per
BY <i>(Authorized Signature)</i> 	DATE SIGNED	
PRINTED NAME AND TITLE OF PERSON SIGNING		
ADDRESS		
STATE OF CALIFORNIA		
AGENCY NAME		
BY <i>(Authorized Signature)</i> 	DATE SIGNED	
PRINTED NAME AND TITLE OF PERSON SIGNING		
ADDRESS		

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EXHIBIT 2: INTENT TO BID

Submit to: Department of Technology, Statewide Technology Procurement

Procurement Official: Emily Klahn Emily.Klahn@state.ca.gov

We (the Bidder) (select all appropriate responses below):

1. Intend to submit a bid; OR Do not intend to submit a bid, for the following reason:
2. Have completed and are submitting the appropriate forms to participate in Site Visits
3. Have reviewed the Business and Technical Requirements and are requesting a Conceptual Discussion with the State
4. By checking the box below, Bidder agrees to comply without exceptions to the general provisions below:

Agree to the GSPD-401IT (revised and effective 9/5/2014) located at:
https://www.dgs.ca.gov/-/media/Divisions/PD/PTCS/OPPL/Model-Language/Non-IT/GSPD401IT14_0905.pdf

The individual to whom all information regarding this solicitation shall be transmitted is:

Name:

Title:

Address:

Phone Number:

Email:

Sincerely,

Apply signature

Name and Title

Bidder Name

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EXHIBIT 3: CONFIDENTIALITY STATEMENT

As an authorized representative or corporate officer of the company name below, I have the authority to bind the company contractually, and I agree that all persons employed by this company will adhere to the following policy:

All information belonging to the California Department of Technology (CDT).California Department of Corrections and Rehabilitation (CDCR), or its affiliated agencies is considered sensitive and confidential and cannot be disclosed to any person or entity that is not directly approved to participate in the work required to execute this Agreement.

I certify that I will keep all project information including (but not limited to) information concerning the planning, processes, development or procedures of the project, and all communication with CDT, CDCR, or its affiliates related to any procurement process, confidential and secure. I will not copy, give or otherwise disclose such information to any other person unless CDT or CDCR has on file a Confidentiality Statement signed by the other person(s), and the disclosure is authorized and necessary for the project. I understand that the information to be kept confidential includes, but is not limited to, specifications, administrative requirements, terms and conditions, concepts and discussions, as well as written and electronic materials. I further understand that if I leave this project before it ends, I must still keep all project information confidential. I agree to follow any instructions provided by the project relating to the confidentiality of project information.

I fully understand that any unauthorized disclosure I make may be basis for civil and/or criminal penalties. I agree to advise the Contract Manager immediately in the event of an unauthorized disclosure, inappropriate access, misuse, theft or loss of data.

I warrant that if my company is awarded the Contract, it will not enter into any agreements or discussions with a third party concerning such materials prior to receiving written confirmation from the State that such third party has an agreement with the State similar in nature to this one.

All materials provided for this Project, except where explicitly stated will be promptly returned or destroyed, as instructed by an authorized CDT or CDCR representative. If the materials are destroyed and not returned, a letter attesting to their complete destruction, which documents the destruction procedures, must be sent to the Contract Manager before payment can be made for services rendered. In addition, all copies or derivations, including any working or archival backups of the information, will be physically and/or electronically destroyed within five (5) calendar days immediately following either the end of the Contract period or the final payment, as determined by the contracting Agency/state entity.

All personnel assigned to this project shall be provided a Confidentiality Statement and will be expected to sign and return it to the State's project manager before beginning work on this project.

Representative Name:		Title:		Phone Number:	
Company Name:					
Address:					

City/State/Zip Code:	
Signature:	
Date:	

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EXHIBIT 4: RESPONSE TO ADMINISTRATIVE REQUIREMENTS

The Bidder must indicate agreement to each of the Administrative Requirements in the table below as described in Section 3.9. By indicating “Yes,” the Bidder affirms that it understands the requirement and agrees to comply with the requirement. Answering “No” to any of the mandatory administrative requirements in the Final Proposal will deem the Bidder non-responsive and will be the basis for rejecting the Bidder’s proposal. **This form and the items listed below will be updated upon RFP release.**

RFP Section*	Administrative Requirement – RFP Section 3	Bidder Agrees Yes / No
2.9	Primary Bidder	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.1	Ability to Perform	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.2	Subcontractors	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.3	Amendment	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.4.1	Financial Stability	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.5.1	General Provisions – Information Technology	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.5.2	Cloud Computing Services Special Provisions	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.7	Commercial General Liability	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.21	Socioeconomic Programs	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.22	Productive Use Requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.22.1	Customer In-Use	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.22.3	Hardware/Equipment	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.23	Public Works Requirement	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.23.1	Laws to be Observed	<input type="checkbox"/> Yes <input type="checkbox"/> No

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Exhibit 4.1: Cover Letter Form

Bidder's Company Legal Name:

Bidder's Company Address:

Indicate Yes or No for Agreement with each of the following items:

The proposal response is the bidder's binding offer, good for 180 calendar days from scheduled contract award date, as noted in section 2.3, KEY ACTION DATES. **Choose an item.**

The bidder agrees to the terms and conditions of this solicitation and accepting responsibility as the prime contractor if awarded the contract resulting from this solicitation. **Choose an item.**

The bidder agrees that the bidder has available staff with the appropriate skills to complete the contract for all services as described in this solicitation and SOW. **Choose an item.**

This form is signed by an individual who is authorized to bind the bidding firm contractually. The individual's name must also be typed, and include the title or position that the individual holds in the firm. An unsigned proposal may be rejected. **Choose an item.**

Provide email and phone number of the person signing the letter:

Apply signature of authorized individual of the Bidder:

Name:

Title:

Date signed:

EXHIBIT 5: BIDDER DECLARATION GSPD 05-105

ATTACH THE BIDDER DECLARATION GSPD-05-105 AS EXHIBIT 5.

The following link takes you to the website where you can search for the *Bidder Declaration GSPD-05-105* and its instructions as a fill and print PDF to download it:

<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>

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EXHIBIT 6: SECRETARY OF STATE CERTIFICATION

Attach the SOS Certifications as Exhibit 6.

The required document(s) may be obtained through the California Secretary of State, Certification and Records Unit at (916) 657-5448 or through the following website:
<https://businesssearch.sos.ca.gov/>.

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EXHIBIT 7: WORKERS' COMPENSATION CERTIFICATION

The undersigned in submitting this document hereby certifies the following:

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 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 code

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EXHIBIT 8: SELLER'S PERMIT CERTIFICATION

ATTACH A COPY OF THE CALIFORNIA SELLER'S PERMIT AS EXHIBIT 8.

For more information on a seller's permit or certification of registration, refer to the following links:

<https://www.cdtfa.ca.gov/taxes-and-fees/fagseller.htm>

<http://www.cdtfa.ca.gov/formspubs/pub73.pdf>.

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EXHIBIT 9: PAYEE DATA RECORD

ATTACH A COPY OF STD. 204, PAYEE DATA RECORD TO THIS EXHIBIT.

Refer to the following website link to obtain the appropriate form. Payee Data Record (STD 204) for information: <http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std204.pdf>

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EXHIBIT 10: IRAN CONTRACTING ACT OF 2010

IRAN CONTRACTING ACT

(Public Contract Code § 2202-2208)

Prior to bidding on, submitting a proposal or executing a Contract or renewal for a State of California Contract for goods or services of \$1,000,000 or more, a vendor must either: a) certify it is **not** on the current list of persons engaged in investment activities in Iran created by the California Department of General Services (“DGS”) pursuant to Public Contract Code § 2203(b) and is not a financial institution extending twenty million dollars (\$20,000,000) or more in credit to another person, for 45 days or more, if that other person will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS; or b) demonstrate it has been exempted from the certification requirement for that solicitation or Contract pursuant to Public Contract Code § 2203(c) or (d).

To comply with this requirement, please insert your vendor or financial institution name and Federal ID Number (if available) and complete **one** of the options below. Please note: California law (Public Contract Code § 2205) establishes penalties for providing false certifications, including civil penalties equal to the greater of \$250,000 or twice the amount of the Contract for which the false certification was made; Contract termination; and three-year ineligibility to bid on Contracts.

OPTION #1 - CERTIFICATION

I, the official named below, certify I am duly authorized to execute this certification on behalf of the vendor/financial institution identified below, and the vendor/financial institution identified below is **not** on the current list of persons engaged in investment activities in Iran created by DGS and is not a financial institution extending twenty million dollars (\$20,000,000) or more in credit to another person/vendor, for 45 days or more, if that other person/vendor will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS.

Vendor Name/Financial Institution (Printed):	Federal ID Number (or n/a):
--	-----------------------------

By (Authorized Signature):	
Printed Name and Title of Person Signing:	
Date Executed:	Executed in:

EXHIBIT 10: IRAN CONTRACTING ACT OF 2010, continued.

OPTION #2 – EXEMPTION

Pursuant to Public Contract Code Sections 2203(c) and (d), a public entity may permit a vendor/financial institution engaged in investment activities in Iran, on a case-by-case basis, to be eligible for, or to bid on, submit a proposal for, or enter into or renew a contract for goods and services.

If you have obtained an exemption from the certification requirement under the Iran Contracting Act, please fill out the information below, and attach documentation demonstrating the exemption approval.

Vendor Name/Financial Institution (Printed):	Federal ID Number (or n/a)
By (Authorized Signature):	
Printed Name and Title of Person Signing:	Date Executed:

EXHIBIT 11: CALIFORNIA CIVIL RIGHTS LAWS CERTIFICATION

Pursuant to Public Contract Code Section 2010, if a bidder or proposer executes or renews a contract over \$100,000 on or after January 1, 2017, the bidder or proposer hereby certifies compliance with the following:

1. CALIFORNIA CIVIL RIGHTS LAWS: For contracts over \$100,000 executed or renewed after January 1, 2017, the contractor certifies compliance with the Unruh Civil Rights Act (Section 51 of the Civil Code) and the Fair Employment and Housing Act (Section 12960 of the Government Code); and
2. EMPLOYER DISCRIMINATORY POLICIES: For contracts over \$100,000 executed or renewed after January 1, 2017, if a Contractor has an internal policy against a sovereign nation or peoples recognized by the United States government, the Contractor certifies that such policies are not used in violation of the Unruh Civil Rights Act (Section 51 of the Civil Code) or the Fair Employment and Housing Act (Section 12960 of the Government Code).

CERTIFICATION

I, the official named below, certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

<i>Proposer/Bidder Firm Name (Printed)</i>		<i>Federal ID Number</i>
<i>By (Authorized Signature)</i>		
<i>Printed Name and Title of Person Signing</i>		
<i>Date Executed</i>	<i>Executed in the County and State of</i>	

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EXHIBIT 12: BOND AND OTHER SECURITY DOCUMENTS

ATTACH A COPY OF THE BOND DOCUMENT REQUIRED WITH FINAL PROPOSAL SUBMITTAL PER RFP SECTION 3.19 AS EXHIBIT 12.

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EXHIBIT 13: DVBE DECLARATIONS

A copy of the STD. 843, Disabled Veteran Business Enterprise Declarations and its instructions is available as a fill and print PDF at:
https://www.documents.dgs.ca.gov/dgs/fmc/gp/pd/pd_843.pdf

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EXHIBIT 14: BIDDING PREFERENCES AND INCENTIVES

ALL BIDDERS: COMPLETE ALL SECTIONS BELOW AND SUBMIT WITH YOUR PROPOSAL.

1. SMALL BUSINESS PREFERENCE:

Bidder must check the appropriate box from the choices below.

- I am a DGS certified Small Business and claim the Small Business Preference. My DGS Small Business certification number is: _____
- I have recently filed for DGS Small Business preference but have not yet received certification, but I am claiming the Small Business preference.
- I am not a DGS certified Small Business, but 25% or more of the revenue from the award will go to DGS certified Small Business Subcontractors performing a Commercially Useful Function and therefore I am claiming the preference. Bidder must complete and submit Exhibit 5: GSPD-05-105 Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business Subcontractor. The form can also be found at the following link:
<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>
- I am not claiming the DGS Small Business preference.

2. DVBE INCENTIVE:

Bidder must check the appropriate box from the choices below.

- I am a DGS certified DVBE. A copy of my STD. 843 form is attached.
- I have recently filed for DGS DVBE certification, but have not yet received certification.
- I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive.

Bidder must submit a complete Exhibit 5: GSPD-05-105, Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified DVBE Subcontractor. Bidder must also submit an Exhibit 12, STD 843 DVBE Declarations, for each DVBE Subcontractor, signed by the DVBE owner/manager. The form can be found on the following link:
https://www.documents.dgs.ca.gov/dgs/fmc/gspd/pd/pd_843.pdf
- I am not claiming the DVBE incentive.

EXHIBIT 13: BIDDING PREFERENCES AND INCENTIVES, continued

3. ADDITIONAL BIDDING PREFERENCES:

The Bidder shall check the appropriate box or boxes from the choices below.

- I am not claiming the TACPA preference.

- I am claiming the TACPA bidding preference.
Bidder must submit Exhibit 15: STD 830 TACPA Preference Request.

Name of Bidder:

Signature and
Date:

EXHIBIT 15: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION

THE BIDDER MUST COMPLETE AND SUBMIT WITH ITS PROPOSAL.

Bidder Name: _____

Subcontractor Name (submit one form for each SB/DVBE): _____

Mark all that apply: DVBE: Small Business: Micro Business: N/A:

All certified small business, micro business, and/or DVBE Contractors, subcontractors or suppliers must meet the commercially useful function requirements under Government Code Section 14837 (for SB), Military and Veterans Code Section 999 (for DVBE), and Title II California Code of Regulations, Section 1896.4 and 1896.62.

Answer questions 1-5 below, as they apply to your company for the goods and/or services being acquired in this solicitation. A California certified SB, MB, or DVBE business must be deemed to perform a Commercially Useful Function (CUF) by meeting **ALL** of the following CUF requirements for Contract/Purchase Order (PO) award consideration.

1.	Is responsible for the execution of a distinct element of the resulting Contract.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.	Carries out its obligation by actually performing, managing, or supervising the work involved.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.	Performs work that is normal for its business services and functions.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.	Is responsible, with respect to products, inventories, materials, and supplies required for the Contract, for negotiating price, determining quality and quantity, ordering, installing, if applicable, and making payment. If this is a SERVICE with NO goods involved, check N/A and go to #5.	Yes <input type="checkbox"/>	No <input type="checkbox"/> or N/A <input type="checkbox"/>
5.	Is not further subcontracting a portion of the work that is greater than that expected to be subcontracted by normal industry practices.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If the answer to any of the five (5) questions is "NO" except for #4 when marked with "N/A", may result in your proposal being deemed non-responsive.

The bidder must provide a written statement below detailing the role, services and goods the subcontractor(s) will provide to meet the commercially useful function requirement. If the bidder is not claiming a Small Business or DVBE, indicate "Not claiming a preference" in the box below.

At the State's option prior to award, bidders may be required to submit additional written clarifying information.

By signing this form, the undersigned bidder certifies that the Certified Small Business or DVBE satisfies the Commercially Useful Function requirement, and will provide the role, services, and/or goods stated above.

Bidder Signature: _____

**Bidder Printed/Typed Name and
Title:**

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EXHIBIT 16: TACPA PREFERENCE REQUEST FORMS

A copy of the *STD 830 TACPA Preference Request* and its instructions is available as a fill and print PDF at:

<https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/Request-a-Target-Area-Contract-Preference>

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EXHIBIT 17: LIST OF PROPOSED SUBCONTRACTORS (PUBLIC WORKS)

(APPLICABLE FOR INSTALLATIONS ONLY)

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 aforesigned. 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 proposal 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.

IF MORE THAN ONE SUBCONTRACTOR IS LISTED FOR THE SAME TYPE OF WORK, SPECIFY THE PORTION OF THAT TYPE OF WORK THAT THE INDIVIDUAL SUBCONTRACTOR WILL BE PERFORMING. LIST THE SUBCONTRACTORS' APPLICABLE CONTRACTOR'S 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 proposal.

SUBCONTRACTOR NAME AND ADDRESS	TYPE OF WORK	LICENSE NO.	EXPIRATION DATE

NOTE: The above listing requirement will for purposes of this proposal 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 proposal 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 18: 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 for Class C-7 - Low Voltage Systems Contractor, C-10 - Electrical Contractor, and B - General Building Contractor are required before any Bidder can contract business (e.g. submit a proposal) 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 19: BIDDER QUALIFICATION FORM – INSTRUCTIONS

The Bidder must complete Exhibit 19.1 with the qualifying project information being used to meet the minimum experience required for this project. A separate exhibit must be completed for each project used to meet the minimum mandatory requirements.

Exhibits 19.1 will be used by California Department of Corrections and Rehabilitation (CDCR) to evaluate Bidder's qualifications. The Bidder must specify the required experience in the pertinent row for each requirement in Exhibit 19.1. Use additional forms as needed to complete each response. CDCR may contact references listed on Exhibit 19.2 to verify the information provided by the Bidder. Any conflicting information may result in the bid being deemed non-responsive.

All experience must have occurred within eight (8) years prior to the solicitation release date, unless stated otherwise.

The Bidder must complete Exhibit 19.1, Bidder Qualifications Form in accordance with the instructions provided below. One attachment must be completed for each separate project used to meet the minimum mandatory experience requirements.

All dates must be in MM/DD/YYYY format.

Contact person for Bidder's references must not be an employee of the California Department of Corrections and Rehabilitation (CDCR). The reference and contact name(s) must be from the end user of the development project. References from another contractor or contracting company are not acceptable.

Bidder's references may be contacted to verify information provided by the Bidder.

Box 1, Bidder: Provide the company name of the Bidder submitting the proposal.

Box 2, Project Name: Provide the name of the project.

Box 3, Company Name of the Bidder's reference. Identify the company for whom the project was completed.

Box 4, Contact name and contact information of the Bidder's reference. Identify the contact information from whom the project was completed. Enter the name, title, e-mail address, and phone number for the reference contact for the project. By submitting a

proposal, the Bidder declares that the reference person identified is/was employed by the company identified in box 3. This reference must be the same person identified in the Bidder Reference Form (Exhibit 19.2).

Boxes 5 and 6, Start Date and End Date: Provide the start and end date that the Bidder worked on the cited project using MM/DD/YYYY format.

Box 7, Project Description: Provide a brief description of the nature of the Bidder's cited project. The description should include those elements that are similar to the State's project as described in the solicitation.

Box 8, Check the appropriate response, "Yes" or "No". If the "No" box is checked, time spent on that project will not count towards Bidder experience.

Box 9, Check the appropriate response, "Yes" or "No" or "On-going" [INSTRUCTIONS: Agency/state entity to determine if only completed projects can be used for experience.]

Box 10, Project Contract Amount: Provide the dollar amount in currency format of the project contract value.

Box 11, Instructions for documenting the years of experience gained from the project cited.

EXHIBIT 19: BIDDER QUALIFICATION FORM – INSTRUCTIONS, continued

Note: It is the Bidder's responsibility to ensure that each minimum experience requirement is met in full and is addressed in the Bidder qualification forms in order for the State to determine compliance to the requirements. If the State cannot determine that the years of experience for each of the minimum experience requirements have been met, Bidder's proposal may be deemed non-responsive.

EXHIBIT 19.1: BIDDER QUALIFICATIONS FORM

The Bidder may use multiple projects to meet the total experience required for each mandatory experience and desirable experience. A separate form must be completed for each project cited.

BIDDER QUALIFICATIONS FORM - Mandatory

1	Bidder:
2	Project Name:
3	Name of Bidder's reference:
4	Contact Name and Title, Email Address and Telephone Number of Bidder's reference:
5	Start Date (MM/DD/YYYY):
6	End Date (MM/DD/YYYY):
7	Project Description:
8	Was the Bidder that performed the work the Prime Contractor? Yes ___ No ___
9	Was the project completed? Yes <input type="checkbox"/> No <input type="checkbox"/> On-going <input type="checkbox"/> (see line #6 for Contract completion date)
10	For each mandatory experience listed below, check "Yes" if the total years of experience was met on this referenced project; check "No" if none of the experience was met on this referenced project; or check "Partial" if fewer than the total years of the experience was met on this referenced project. If partial or total experience was met (checked), enter the years and/or months of "Experience gained on this referenced project" and describe the Bidder's role and responsibilities performed on the project in the "Description of services provided" field.

Number	Classification	Mandatory Experience	Total Experience Required	Experience gained on this cited Project
11	M	Five (5) years of experience providing offender communications services with similar complexity to that outlined in this Statement for Work (SOW). Experience must be within the last eight (8) years.	5 Years	Yes <input type="checkbox"/>
				No <input type="checkbox"/>
				Partial <input type="checkbox"/>
				Yr.____ Mo.____
Description of services provided:				

BIDDER QUALIFICATIONS FORM – Desirable Scored

Number	Classification	Desirable Qualifications	Qualification
12	DS	Experience working with correctional and law enforcement entities located in the State of California. Provide the number of Correctional facilities where you have installed and implemented the services described in the SOW to a population of over 10,000 offenders. Also provide a list of the facilities and agency contact information.	
		Name of facility and description of services provided at each facility:	
13	DS	Number of years company has provided and performed the services described in the SOW.	
14	DS	Quantity and Type of Offender Services that are actively being provided to correctional institutions.	
15		Name of facility and description of services provided at each facility:	

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EXHIBIT 19.2: BIDDER REFERENCE FORM

Bidder Instructions: Complete items 1-6 of this Exhibit 19.2, Bidder Reference Form. One (1) form must be used for each corresponding Exhibit 19.1 submitted. The Bidder's reference contact must complete the remainder of this form. The reference information below must be consistent with the corresponding Exhibit 19.1. Bidder must submit a copy of the completed Exhibit 19.1 and the corresponding Exhibit 19.2, to references for completion.

Instructions to the Bidder's Reference: Using the rating scale in the "Reference Satisfaction Rating" field, rate your satisfaction with the Bidder who performed the services described on Exhibit 19.1. Sign and date this Exhibit 19.2 and return the form(s) to the Bidder.

1	Bidder:	
2	Project Name:	
3	Company Name of Bidder's reference:	
4	Contact Name and title, Email Address, and Telephone Number of Bidder's reference:	
5	Bidder's involvement in this project (role and responsibilities):	
6	Project Description:	
	Satisfaction Rating to be completed by the Bidder's reference: Using the following scale: 0 = Unsatisfactory, 1 = Marginal, 2 = Satisfactory, 3 = Excellent Circle only one number for each question below.	
7	How would you rate the Bidder's Knowledge and expertise?	0 1 2 3
8	How would you rate your level of satisfaction with electronic and hard copy materials produced by the Bidder?	0 1 2 3
9	How would you rate your satisfaction with the products and services provided by the Bidder?	0 1 2 3
10	How would you rate the Bidder's interaction with your staff and compliance with your policies?	0 1 2 3
11	How would you rate the Bidder's effectiveness at providing skilled staff?	0 1 2 3
12	How would you rate the Bidder's effectiveness at providing quality and timely responses to customer's questions and concerns?	0 1 2 3

13	How would you rate the quality and professionalism of the Bidder's staff?	0 1 2 3
14	How would you rate the Bidder's effectiveness at managing project resources?	0 1 2 3
15	How would rate the Bidder's ability to manage project milestones, deliverables, and timelines?	0 1 2 3
16	How would you rate the Bidder's flexibility in meeting business requirements?	0 1 2 3
17	How would rate the Bidder's ability to quickly and thoroughly resolve problems related to the services provided?	0 1 2 3
18	How would you rate the Bidder's overall performance?	0 1 2 3
	Total Possible Points	36

By signing below, I declare that I have reviewed the information contained in Exhibit 19.1 and that the information is true and correct.

Reference Signature:

Date:

Printed Name:

Reference Title or role on the project:

Reference Email:

Reference Phone:

EXHIBIT 20: KEY STAFF QUALIFICATIONS FORM – INSTRUCTIONS

The Bidder must complete Exhibit 20.1 through Exhibit 20.6 with the qualifying project information for each key staff used to meet the minimum experience required for this project. A separate Exhibit must be completed for each project used to meet the minimum mandatory requirements for each key staff.

Exhibits 20.1 through 20.6 will be used by the State to evaluate key staff's qualifications. The Bidder must specify the required experience in the pertinent row for each requirement in Exhibit 20.1 – 20.6. Use additional forms as needed to complete each response. CDCR may contact references listed on Exhibit 21.1 – 21.6 to verify the information provided by the Bidder. Any conflicting information may result in the bid being deemed non-responsive.

All dates must be in MM/DD/YYYY format.

All experience must have occurred within the last eight (8) years prior to the IFB release date.

Contact person for staff's references must not be an employee of CDCR. The reference contact name(s) must be a representative of the company for which the project was developed. References from another contractor or contracting company are not acceptable.

Box 1, Bidder: Provide the company name of the Bidder submitting the proposal.

Box 2, Key Staff Name: Provide the name of the Bidder's proposed key staff for the OCTS project.

Box 3, Staff's Referenced Project Name: Provide the project name for key staff's referenced project.

Box 4, Company Name of key staff's reference: Provide the company name of the key staff's reference.

Box 5, Contact Information of staff's reference: Identify the contact information for whom the project was completed. Enter the name, title, e-mail address, and phone number for the reference contact for the project. By submitting a proposal, the Bidder declares that the reference person identified is/was employed by the company identified in box 4. This reference must be the same person identified in the Bidder's Key Staff Reference Forms (Exhibits 21.1 through 21.6).

Provide the name of the individual from the company that received services from the key staff. Employee references are not acceptable.

Boxes 6 and 7, Staff Start Date and End Date: Provide the start and end dates the key staff worked on the cited project using MM/DD/YYYY format.

Box 8, Project Description: Provide a brief description of the nature of the Bidder's cited project. The description should include those elements that are similar to the State's project as described in the solicitation.

Box 9, Project Contract Amount: Provide the dollar amount in currency format of the project contract value.

Box 10, Instructions for documenting the years of experience gained from the project cited.

Note: It is the Bidder's responsibility to ensure that each minimum experience requirement is met in full and addressed in the staff qualification forms in order for the State to determine compliance to the requirements. If the State cannot determine that the years of experience for each of the minimum experience requirements has been met, the Bidder's proposal may be deemed non-response.

EXHIBIT 20.1: STAFF - QUALIFICATIONS FORM – PROJECT MANAGER

The Bidder may use multiple projects to meet the total experience required for each mandatory experience and, if applicable, desirable experience. A separate form must be completed for each project cited.

Staff Qualification Form – Project Manager	
1	Bidder:
2	Key Staff Name:
3	Staff's Referenced Project Name:
4	Company Name (of staff's reference):
5	Contact Name, Email Address and Telephone Number (of Staff's Reference):
6	Staff Start Date (MM/DD/YYYY):
7	Staff End Date (MM/DD/YYYY):
8	Project Description:
9	For each mandatory experience and desirable experience listed below, indicate the amount of experience in the "Amount of Experience" column that was gained on this referenced project and describe how the Staff's role and responsibilities performed on the project met the requirement.

Number	Classification	Experience	Amount of Experience	Describe how requirement was met on this Project
10	Mandatory	At least six (6) years of project management experience on large, complex projects		
11	Mandatory	At least six (6) years project management experience in deploying projects in a Correctional environment at a county, state or federal level		
12	Mandatory	At least three (3) years' experience in telecommunications and offender communications.		
13	Mandatory	Demonstrated experience in working with at least two (2) network implementation projects, including wide area network, local area network, and emerging network technologies in a correctional environment.		
14	Mandatory	Project Management Institution (PMI) Project Management Professional (PMP) certification.		Attach PMP Certificate

15	Desirable Scored	Experience in managing projects installing, testing, and implementing wireless network technology. Points: 0 = None 1 = 4 years 2 = Greater than 4 years		
16	Desirable Scored	Experience managing projects in a correctional facility in the State of California. Points: 0 = None 1 = 4 years 2 = Greater than 4 years		
Total Maximum Points Possible:			4	

EXHIBIT 20.2: STAFF - QUALIFICATIONS FORM – ON-SITE INSTALLATION MANAGER

Staff Qualification Form – On-Site Installation Manager				
1	Bidder:			
2	Key Staff Name:			
3	Staff's Referenced Project Name:			
4	Company Name (of staff's reference):			
5	Contact Name, Email Address and Telephone Number (of Staff's Reference):			
6	Staff Start Date (MM/DD/YYYY):			
7	Staff End Date (MM/DD/YYYY):			
8	Project Description:			
9	For each mandatory experience and desirable experience listed below, indicate the amount of experience in the "Amount of Experience" column that was gained on this referenced project and describe how the Staff's role and responsibilities performed on the project met the requirement.			
Number	Classification	Experience	Amount of Experience	Describe how requirement was met on this Project
10	Mandatory	At least six (6) years coordinating and supervising the installation of projects on-site.		

11	Mandatory	At least three (3) years managing the on-site installation of telecommunication, network, wiring/cabling, and equipment.		
12	Mandatory	At least three (3) years as on-site installation manager in a correctional institution/facility.		
13	Mandatory	At least three (3) years' experience managing multiple, concurrent work crews at the installation site.		
14	Mandatory	Demonstrated ability to develop and manage work plans reflecting daily work over several weeks.		
15	Desirable Scored	Experience as an on-site manager at a California State prison. Points: 0 = None 1 = 2 years 2 = Greater than 2 years		

16	Desirable Scored	Experience as the on-site manager at a State Department of Corrections prison. Points: 0 = None 1 = 3 years 2 = Greater than 3 years		
17	Desirable Scored	Demonstrated experience applying and adhering to California Building Codes. Points: 0 = None 1 = 2 years 2 = Greater than 2 years		
Total Maximum Points Possible:			6	

EXHIBIT 20.3: STAFF - QUALIFICATIONS FORM – IMPLEMENTATION MANAGER

Staff Qualification Form – Implementation Manager				
1	Bidder:			
2	Key Staff Name:			
3	Staff's Referenced Project Name:			
4	Company Name (of staff's reference):			
5	Contact Name, Email Address and Telephone Number (of Staff's Reference):			
6	Staff Start Date (MM/DD/YYYY):			
7	Staff End Date (MM/DD/YYYY):			
8	Project Description:			
9	For each mandatory experience and desirable experience listed below, indicate the amount of experience in the "Amount of Experience" column that was gained on this referenced project and describe how the Staff's role and responsibilities performed on the project met the requirement.			
Number	Classification	Experience	Amount of Experience	Describe how requirement was met on this Project
10	Mandatory	At least six (6) years of experience implementing offender communications system projects.		

11	Mandatory	At least four (4) years of experience implementing network, wiring/cabling, and equipment in a correctional environment.		
12	Mandatory	At least three (3) years of experience implementing communication, network, wiring/cable, and equipment at a State Department of Corrections prison system.		
13	Desirable Scored	Experience implementing a wireless network in a correctional environment. Points: 0 = None 1 = 3 years 2 = Greater than 2 years		
14	Desirable Scored	Successfully completed the implementation of statewide offender communication projects. Points: 0 = None 1 = 3 years 2 = Greater than 3 years		
Total Maximum Points Possible:			4	

EXHIBIT 20.4: STAFF - QUALIFICATIONS FORM – TRAINER(S)

Staff Qualification Form – Trainer(s)				
1	Bidder:			
2	Key Staff Name:			
3	Staff’s Referenced Project Name:			
4	Company Name (of staff’s reference):			
5	Contact Name, Email Address and Telephone Number (of Staff’s Reference):			
6	Staff Start Date (MM/DD/YYYY):			
7	Staff End Date (MM/DD/YYYY):			
8	Project Description:			
10	For each mandatory experience and desirable experience listed below, indicate the amount of experience in the “Amount of Experience” column that was gained on this referenced project and describe how the Staff’s role and responsibilities performed on the project met the requirement.			
Number	Classification	Experience	Amount of Experience	Describe how requirement was met on this Project
11	Mandatory	At least four (4) years of experience providing and conducting training to correctional staff and offenders.		

12	Mandatory	At least three (3) years of experience providing train-the-trainer training to correctional staff.		
13	Mandatory	Experience providing web-based training and one-on-one training to management and executive staff.		
14	Mandatory	Conducted training for at least two (2) State level Department of Corrections staff and offender population.		
15	Desirable Scored	Greater than four (4) years of experience providing and conducting training to correctional staff and offenders. Points: 0 = No 1 = Greater than 4 years; up to 6 years 2 = Greater than 6 years		

16	Desirable Scored	At least three (3) years of experience providing Web-based training and instruction to customers. Points: 0 = No 1 = 3 years 2 = Greater than 3 years		
17	Desirable Scored	Possess a training certification. Points: 0 = No 2 = Yes	N/A	Attach copy of training certification.
Total Maximum Points Possible:			6	

EXHIBIT 20.5: STAFF - QUALIFICATIONS FORM – MAINTENANCE AND OPERATIONS MANAGER

Staff Qualification Form – Maintenance and Operations Manager				
1	Bidder:			
2	Key Staff Name:			
3	Staff's Referenced Project Name:			
4	Company Name (of staff's reference):			
5	Contact Name, Email Address and Telephone Number (of Staff's Reference):			
6	Staff Start Date (MM/DD/YYYY):			
7	Staff End Date (MM/DD/YYYY):			
8	Project Description:			
9	For each mandatory experience and desirable experience listed below, indicate the amount of experience in the "Amount of Experience" column that was gained on this referenced project and describe how the Staff's role and responsibilities performed on the project met the requirement.			
Number	Classification	Experience	Amount of Experience	Describe how requirement was met on this Project

10	Mandatory	At least six (6) years of experience managing and overseeing State Department of Corrections field support and service operations to maintain offender communication systems.		
11	Mandatory	At least four (4) years of experience and knowledge of telecommunications and network systems.		
12	Mandatory	At least four (4) years of experience and knowledge with the Bidder's products and services being provided as part of this procurement.		
13	Desirable Scored	At least three (3) years of experience maintaining and servicing wireless networks. Points: 0 = No 1 = 3 years 2 = Greater than 3 years		

14	Desirable Scored	Greater than six (6) years of experience managing and overseeing field support for telecommunication, network, and equipment in a correctional environment. Points: 0 = No 1 = 6 to 8 years 2 = Greater than 8 years		
15	Desirable Scored	Experiencing managing five (5) or more correctional institutions and facilities concurrently to provide maintenance and operational support. Points: 0 = No 1 = 5 institution or facilities 2 = Greater than 5 institution or facilities		
Total Maximum Points Possible:			6	

EXHIBIT 20.6: STAFF - QUALIFICATIONS FORM – CUSTOMER SUPPORT MANAGER

Staff Qualification Form – Customer Support Manager				
1	Bidder:			
2	Key Staff Name:			
3	Staff's Referenced Project Name:			
4	Company Name (of staff's reference):			
5	Contact Name, Email Address and Telephone Number (of Staff's Reference):			
6	Staff Start Date (MM/DD/YYYY):			
7	Staff End Date (MM/DD/YYYY):			
8	Project Description:			
9	For each mandatory experience and desirable experience listed below, indicate the amount of experience in the "Amount of Experience" column that was gained on this referenced project and describe how the Staff's role and responsibilities performed on the project met the requirement.			
Number	Classification	Experience	Amount of Experience	Describe how requirement was met on this Project
10	Mandatory	At least eight (8) years of customer service experience.		

11	Mandatory	At least five (5) years of providing customer service to offender family and friends involving services provided in a correctional environment.		
12	Mandatory	At least five (5) years of experience and knowledge with the Bidder's products and services being provided as part of this procurement.		
13	Mandatory	At least three (3) correctional systems in which knowledge and familiarity with correctional policies and procedures were demonstrated.		
14	Desirable Scored	Greater than five (5) years providing customer service to offender family and friends involving services provided in a correctional environment. Points: 0 = No 1 = Greater than 5 years; up to 7 years 2 = Greater than 7 years		

15	Desirable Scored	Knowledgeable in California Department of Corrections and Rehabilitation policies and procedures. Points: 0 = No 2 = Yes		
16	Desirable Scored	Providing customer services to a Department of Corrections statewide communication system. Points: 0 = None 1 = 5 Statewide Department of Corrections 2 = Greater than 5 Statewide Department of Corrections		
Total Maximum Points Possible:			6	

EXHIBIT 21: STAFF - REFERENCE FORM

Bidder Instructions: Complete items 1-5 of these Exhibit 21.1 through 21.6, Staff Reference Form. One (1) form must be used for each corresponding Exhibits 20.1 through 20.6 submitted. The Bidder’s key staff reference contact must complete the remainder of this form. The reference information below must be consistent with the corresponding Exhibits 20.1 through 20.6. Bidder must submit a copy of the completed Exhibits 20.1 through 20.6 and the corresponding Exhibits 21.1 through 21.6, to the staff’s reference(s) for completion.

Instructions to the staff’s Reference: Using the rating scale in the “Reference Satisfaction Rating” field, rate your satisfaction with the staff that performed the services described on Exhibits 20.1 through 20.6. Sign and date these Exhibits 21.1 through 21.6 and return the form(s) to the Bidder.

1	Bidder:	
2	Bidder’s Key Staff Name:	
	Bidder’s Key Staff Position Held:	
3	Project Name:	
4	Company Name of key staff’s reference:	
5	Contact Name and title, Email Address, and Telephone Number of staff’s reference:	
	Satisfaction Rating to be completed by the Staff’s Reference: Using the following scale: 0 = Unsatisfactory, 2 = Marginal, 3 = Satisfactory, 4 = Exceeds Expectations, 6 = Excellent Circle only one number for each question below.	
6	How would you rate the individual’s overall performance?	0 2 3 4 6
7	How would you rate the individual’s effectiveness at communicating (orally and in writing) with project members and stakeholders?	0 2 3 4 6
8	How would you rate your satisfaction with the individual’s products and deliverables they provided?	0 2 3 4 6

9	How would you rate the individual's ability to perform in a correctional environment?	0 2 3 4 6
10	How was the individual's attitude in terms of being customer oriented?	0 2 3 4 6
11	How would you rate the individual's knowledge and expertise in their assigned project role?	0 2 3 4 6

By signing below, I declare that I have reviewed the information contained in Exhibits 21.1 through 21.6 and that the information is true and correct.

Reference Signature:

Date:

Printed Name:

Reference Title or role on the project:

Reference Email:

Reference Phone:

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EXHIBIT 22: BUSINESS AND TECHNICAL REQUIREMENTS

Refer to the Excel Workbook files on Cal eProcure labeled, “Exhibit 22: Business Requirements and Exhibit 22: Technical Requirements” for submission of your response to the requirements.

The Bidder must indicate agreement to each of the Business and Technical requirements in the corresponding Excel Workbooks posted on Cal eProcure and described in Section 4.2.1. By indicating “Yes,” the Bidder affirms that it understands the requirement and agrees to comply with the requirement. Answering “No” to any of the mandatory Business and Technical requirements in the Final Proposal will result in the proposal being deemed non-responsive.

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EXHIBIT 23: DELIVERABLES TABLE

Refer to the Word files on Cal eProcure labeled, “Exhibit 23: Deliverables” for submission of your response to the requirements.

Bidder must indicate agreement to each of the deliverables listed in the table below as described in Section 4.2.1. By indicating “Yes,” the Bidder affirms that it understands the requirement and agrees to comply with the requirement. Answering “No” to any of the deliverables in the Final Proposal will result in the proposal being deemed non-responsive.

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EXHIBIT 24: NARRATIVE RESPONSES

The response to each Narrative Response must not exceed two pages with the total Narrative Response not exceeding 18 pages. Figures and diagrams may be provided by the Bidder to support the Narrative Response

EXHIBIT 24.1: COMMUNICATIONS

NARRATIVE RESPONSE FORM	
SOW Reference	Business Need or Requirement
Section 2.2.2.1	Communications
<p><i>Describe in detail the features and services that will be provided for voice, email, attachments, sending photos, video clips, e-Cards, and video calling. The description must include any limitations in terms of number of emails, number of characters, page limits, number of attachments allowed per email, etc. Also how photo or video clip can be sent, any phone features beyond the mandatory requirements, and use of personal identification numbers (PINs).</i></p> <ul style="list-style-type: none"> • <i>Describe how the OCTS will prohibit outbound calls from being placed to another CDCR facility.</i> • <i>Contractor shall indicate which of the following types of Three Way Calls the system is capable of detecting and describe how the system provides these capabilities:</i> <ul style="list-style-type: none"> • <i>Calls to telephone numbers, which "hook flash," dial another number and complete the Three-Way Call;</i> • <i>Conference calls facilitated through customer provided switching equipment: and/or;</i> • <i>Any additional types not listed above.</i> • <i>Describe how the Contractor will ensure data integrity while allowing multiple accesses to the same CDCR recording</i> 	
<p>Bidder's Response:</p>	

EXHIBIT 24.2: LEGAL SERVICES

NARRATIVE RESPONSE FORM	
SOW Reference	Business Need or Requirement
Section 2.2.2.8	Legal Services
<p><i>Describe in detail the proposed solution to provide, implement, and support the offender Legal Services. The description will address and include the following:</i></p> <ul style="list-style-type: none"> • <i>Offender’s ability to access and view legal case documents related to their case</i> • <i>Provide a repository to store offender documents, legal media, and case files</i> • <i>Capability for offender to request or print copies of legal documents free-of-charge or at a minimal cost</i> • <i>Capability for offender to call into court to participate in court hearings using the OCTS</i> • <i>Capability for offender to electronically receive and respond to communications from the OAG.</i> • <i>Capability for CDCR to send mass legal notices electronically to all offenders and receive verification that offender read the notice.</i> • <i>Any features in addition to the mandatory requirements already identified in the RFP.</i> 	
<p>Bidder’s Response:</p>	

EXHIBIT 24.3: OFFENDER SERVICES – BANKING SERVICES

NARRATIVE RESPONSE FORM	
SOW Reference	Business Need or Requirement
Section 2.2.2.4	Offender Services – Banking Services
<i>Describe in detail the proposed Offender Banking Services and how the service will be implemented and supported. The description will include the following:</i> <ul style="list-style-type: none">• <i>Format in which the offender will view Trust Account information.</i>• <i>How electronic purchases will be initiated and managed.</i>• <i>How information will be distributed to offenders electronically.</i>• <i>Identify any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder's Response:	

EXHIBIT 24.4: OFFENDER SERVICES – CANTEEN ORDERING SERVICES

NARRATIVE RESPONSE FORM	
SOW Reference	Business Need or Requirement
Section 2.2.2.5	Offender Services – Canteen Ordering Services
<p><i>Describe in detail the proposed Offender Canteen Ordering Services and how the service will be implemented and supported. The description will include the following:</i></p> <ul style="list-style-type: none"> • <i>Format in which the offender will view and order from the institutions canteen list.</i> • <i>How the business rules will be applied and validated.</i> • <i>How the offenders will be electronically notified to confirm a Canteen order was processed and accepted.</i> • <i>How will Canteen Purchases be monitored and any reports generated for staff.</i> • <i>Identify any features in addition to the mandatory requirements already identified in the RFP.</i> 	
<p>Bidder's Response:</p>	

EXHIBIT 24.6: TABLETS

NARRATIVE RESPONSE FORM	
SOW Reference	Business Need or Requirement
Section 21.1.3	Tablets
<i>Describe in detail the proposed Tablets, and the features and applications provided with the Tablets. The description will address and include the following:</i>	
<ul style="list-style-type: none">• <i>Variations of screen sizes offered. (Minimum is 7”).</i>• <i>Method used to track Tablet location and precision of location</i>• <i>Security features to prevent unauthorized use of a missing tablet or sharing of tablet.</i>• <i>Storage capability</i>• <i>Screen resolution</i>• <i>Brightness adjustments, color options for screen contrast, fonts, and highlighting.</i>• <i>Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</i>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder's Response:	

EXHIBIT 24.7: KIOSK

NARRATIVE RESPONSE FORM	
SOW Reference	Business Need or Requirement
Section 21.1.4	Kiosk
<p><i>Describe in detail the proposed Kiosk, and the features and applications provided with the Kiosk. The description will address and include the following:</i></p> <ul style="list-style-type: none"> • <i>Variations of screen sizes offered. (Minimum is 17").</i> • <i></i> • <i>Security features to prevent tampering and vandalism.</i> • <i>Privacy capabilities without jeopardizing security.</i> • <i></i> • <i>Screen resolution</i> • <i>Accessibility</i> • <i>Brightness adjustments, color options for screen contrast, fonts, and highlighting.</i> • <i>Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</i> • <i>Any features in addition to the mandatory requirements already identified in the RFP.</i> 	
<p>Bidder's Response:</p>	

EXHIBIT 24.8: NETWORK

NARRATIVE RESPONSE FORM	
SOW Reference	Business Need or Requirement
Section 2.2.2.11	Network
<p><i>Describe in detail the proposed Network and integration with CDCR’s network. The description will address and include the following:</i></p> <ul style="list-style-type: none"> • <i>Vendor owned equipment space and power requirements</i> • <i>Bandwidth required and additional available bandwidth for growth and ensure performance.</i> • <i>Number of concurrent users supported.</i> • <i>Network performance, availability, and response time for downloading and access</i> • <i>Feasibility of wireless network coverage in housing units, within offender cells, and dorms and associated cost increase.</i> • <i>Server location for the proposed network</i> • <i>Any features in addition to the mandatory requirements already identified in the RFP.</i> 	
<p>Bidder’s Response:</p>	

EXHIBIT 24.9: SECURITY

NARRATIVE RESPONSE FORM	
SOW Reference	Business Need or Requirement
Section 18	Security
<p><i>Describe in detail the proposed Network and integration with CDCR's network. The description will address and include the following:</i></p> <ul style="list-style-type: none"><i>• How proposed network meets security requirements for a correctional environment prevents potential hacking or unauthorized use.</i><i>• Method of Intrusion Detection and Prevention, notifications for potential breaches</i><i>• Method for offender's to log on to tablets and access services</i><i>• Compliance with industry Security standards</i><i>• Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder's Response:	

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EXHIBIT 25: COST WORKSHEETS

The Cost Worksheets are not included with this Pre-Solicitation, they will be included upon RFP release.

Refer to the Excel Workbook file on Cal eProcure labeled, “Exhibit 25: Cost Worksheets” for submission of your Cost Data. [INSTRUCTIONS: The sentence above is intended to let bidders know that the cost worksheets will be in MS excel and posted as a separate document outside of Part 1 and Part 2 documents.

The cost worksheets shall be completed in accordance with the instructions in the Section 5, Cost and Section 6, Proposal/Bid Format and Submission Requirements. Cost worksheets shall be submitted with the Bidder’s Final Proposal in Volume 2, in a separately sealed envelope.

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EXHIBIT 26: RESPONSIBILITY CERTIFICATION

By signing and submitting this certification, the Bidder is providing the certification as set out below:

The Bidder certifies to the best of its knowledge and belief that the Bidder, the Bidder's subcontractor(s) or any personnel related to the Contract to be awarded are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any state or federal agency.

Vendor Name (Printed):	Federal ID Number (or n/a)
By (Authorized Signature):	
Printed Name and Title of Person Signing:	Date Executed:

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ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL

The Bidder is required to use this form when submitting questions to the Procurement Official listed in Section 2.2.1. Instructions are as follows:

Name of Bidder – Provide the name of the bidding firm

Contact Person – Provide the name of the person to contact if the State needs clarification about the question.

Contact Email and Phone Number – Provide the email and phone number (including area code) for the listed contact person.

Q # – Sequentially number each question, always starting at one (1) for each submission.

Section/Document(s) – Identify the section or document the request pertains to, such as “Section 5.4, Sales Tax.”

Page # – Identify the page number of the section/document name or title the question pertains to.

Question – Write the question in this column.

Expand or reduce the number of rows to accommodate the number of questions.

Table-0-1 Question Submittal Form

SOLICITATION Bidder Question Form			
Name of Bidder:			
Contact Person:			
Contact Email and Phone Number:			
Q #	Section/Document(s)	Page #	Question
1			
2			
3			

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ATTACHMENT 2: SOLICITATION SUBMISSION CHECKLIST

(This attachment is not required to be submitted with your solicitation response.)

This form will be updated upon RFP release.

Has your firm submitted the following Exhibits?

- Exhibit 2: Intent to Bid
- Exhibit 3: Confidentiality Statement

Does your Final Proposal follow the format specified in Section 6?

- Packaged and labeled as identified in Section 6.
- Provided in the number of copies and formatted as identified in Section 6.
- No cost data provided in any volumes, except in Volume 2.

Is your Final Proposal provided in the following order, as identified in Section 6?

Volume 1: Response to Administrative and Proposal Requirements

- Financial Statements as specified in Section 3.5.2
- Responsibility Certification as specified in Section 3.5.3
- Cover letter with original signature and information as specified in Section 3.10
- Exhibit 4: Response to Administrative Requirements
- Exhibit 5: Bidder Declaration GSPD 05-105
- Exhibit 6: Secretary of State Certification
- Exhibit 7: Workers' Compensation Certification
- Exhibit 8: Seller's Permit Certification
- Exhibit 9: Payee Data Record
- Exhibit 10: Iran Contracting Act of 2010
- Exhibit 11: California Civil Rights Laws Certification

- Exhibit 12: Bond and Other Security Documents
- Exhibit 13: STD. 843 DVBE Declarations
- Exhibit 14: Bidding Preferences and Incentives

ATTACHMENT 4: SOLICITATION SUBMISSION CHECKLIST, continued

- Exhibit 15: Commercially Useful Function Certification (CUF) Form
- Exhibit 16: TACPA Preference Request Forms (required if claiming TACPA preference)
- Exhibit 17: List of Proposed Subcontractors (Public Works)
- Exhibit 18: Contractor's License Information
- Exhibits 19.1 through 19.2: Bidder Qualification Form(s) and Bidder Reference Form(s)
- Exhibit 20.1 through 20.2: Staff Qualifications Forms and Staff Reference Forms
- Exhibit 21: Functional and Non-Functional Requirements
- Exhibit 22: Deliverables Table
- Exhibit 24: Responsibility Certification
- Exhibit XX:** [Agency/state entity to add any other exhibits, if needed]

Volume 2: Cost

- Exhibit 23: Cost Worksheets

The State makes no warranty that the checklist is a full and comprehensive listing of every requirement specified in the solicitation. Checking off the items on the checklist does not establish your firm's intent nor does it constitute responsiveness to the requirements. The checklist is only a tool to assist participating bidders in compiling the Final Proposal. The bidder is encouraged to carefully read the entire solicitation. The need to verify all documentation and responses prior to the submission of the Final Proposal cannot be over emphasized.

ATTACHMENT 5: GLOSSARY OF TERMS

Definitions, Acronyms, and Abbreviations

For the purpose of RFP CXXXXXXX-X and the resulting Contract, the following words and phrases shall have the indicated meanings.

ADA – Americans with Disability Act. The OCTS shall comply with all 2010 ADA standards.

Americans with Sign Language Video Calling Services (ASL-VCS) – Video calls from a hearing impaired offender to a hearing impaired called party.

Alert Group – multiple called party telephone numbers associated to an offender.

Alert Numbers – Called party telephone numbers that are flagged by an authorized CDCR staff.

Application Programming Interface (API) – a set of subroutine definitions, protocols, and tools for building application software.

Authorized CDCR Staff – CDCR staff who has been identified by the CDCR Operations Manager to have the ability to have access to the OCTS data and reports.

Automated Rehabilitation Catalog and Information Discovery (ARCAID) – information system used by parolees to access re-entry resources.

Barge-in – ability for an authorized CDCR staff to interrupt an OCTS call.

Branding – defined as the first recorded message played or shown to the called party when they answer the call.

Call Control Features – variable call parameters such as calling schedule, time of day, date, or correction facility.

Call Detail Record (CDR) – data record produced by the OCTS that documents the details of the telephone, video phone, VRS, and the ASL-VCS.

Call Detection – means of detecting unusual or suspicious activities on an OCTS call.

Call Duration – the total amount of minutes an offender may converse with the called party on an OCTS call.

Call Forwarding – OCTS calls forwarded by a called party to a third party.

Called Party – offenders family or friend

Career Technical Education (CTE) – career and technical education for high skill and high demand careers.

CCHCS – California Correctional Health Care Services provides care that includes medical, dental and mental health services, to California’s offender population.

CDC 7362 – Health care services request form to request healthcare services

CDCR – California Department of Corrections and Rehabilitation. Primary consumer for Offender Communication and Technology Solution

CDCR Operations Manager – the representative identified by CDCR that the Prime Contractor shall work with for the Implementation and Maintenance and Operations of the OCTS for the duration of the contract.

CDT – California Department of Technology. CDT will be responsible for the OCTS Contract Administration.

Censored – communication that is not released to an offender or their family or friends

Certification – Certificate of achievement awarded to offenders for completing CTE and Vocational courses while incarcerated at a CDCR institution.

Cognitive Behavioral Therapy (CBT) – a form of psychotherapy that treats problems and boosts happiness by modifying dysfunctional emotions, behaviors, and thoughts.

County Resource Guide – detailed information for offenders of programs and services available in their communities upon release.

Credentials – a document or certificate proving a person's identity or qualifications.

Device ID – The unique identifier on all OCTS devices.

DME – Durable Medical Equipment (i.e. Walkers, Wheel chairs, Blood Sugar Monitors, Canes, etc.).

DTMF – Dual Tone Multi-Frequency

E-Cards – pre-approved greeting cards

ECHOS – Electronic Correctional Healthcare Organization Solution, an enterprise-wide Electronic Health Record System for offenders.

Electronic Letter – an inbound letter similar to an email from a family or friend to an offender. These letters are printed by staff and delivered to the offender

Enterprise Inmate Communications (EIC) – additional forms of communications such as email, e-letters, e-cards, and inbound video clips and photos.

Flag Calls – identify or mark an OCTS call for unusual or suspicious activity

Free Application for Federal Student Aid (FAFSA) – Federal aid for qualifying students enrolled in post-secondary education.

GUI – Graphical User Interface

Health Care Services – medical care provided to offenders in the institutions.

Hearing Carry Over – allows speech disabled user with hearing capabilities to listen to the called party.

HIPAA – Health Insurance Portability and Accountability Act, legislation enacted in 1996 that provides data privacy and security provisions for safeguarding medical information.

Hotline Call – calls originating from the adult or youth offender to a designated hot line (i.e. PREA, other State Agencies)

IBTM – Integrated Behavioral Treatment Model, treatment programs to help youth offenders to develop skills for successful re-entry into the community.

Inbound Call – calls originating from the public to an offender. Inbound calls are prohibited and shall not be processed by the OCTS.

InterLata – Long Distance Toll includes all calls outside the local exchange and local toll service areas, calls that originate in one LATA and terminate in another and international calls.

International – calls between two countries.

Interstate – calls between two states.

IntraLata – Local Toll Service or Local Long Distance provides calling within a geographic area known as a Local Access and Transport Area (LATA). Per-minute toll charges usually apply to these calls.

Intrastate – calls within the same state.

IVR – Interactive Voice Response that allows a computer to interact with humans through the use of voice and DTMF keypad inputs

IWTS – Inmate Ward Telephone System

Keyword – language or words identified by the CDCR to detect suspicious activity in a call or email

Kiosk – stationary OCTS hardware either permanently installed on the wall or floor utilized by the offenders to consume OCTS services.

LATA – Local Access and Transport Area, a geographical and administrative area that is the responsibility of a LEC.

LEC – Local Exchange Carrier or service

LexisNexis – provider of electronically accessible legal research documentation.

Live Monitoring – real-time listening or viewing of the offender telephone or video communication.

Local – provider provides calling within local exchange. An exchange is a specified area usually encompassing a city, or town and its environs.

Non-Confidential – communication or offender activities shall be recorded and monitored by authorized CDCR staff.

Non-Confidential Emails – emails exchanged between the offender and their family or friends.

Offender – Adult and Youth offenders

OCTS – Offender Communication and Technology Solution

OCTS Management Application – web-based application used for administrative management of OCTS features.

Outbound Call – telephone, video phone, VRS, or ASL-VCS calls originating from an offender to their family or friends.

Overlay Message – message that is played or displayed randomly throughout the telephone or video communication.

PINs – Offender Personal Identification Numbers

Post Release Community Supervision (PRCS) – parolee under the supervision of a county agency and not the CDCR.

Prime Contractor – the primary OCTS contractor under contract with the State who has full responsibility of completing and managing the OCTS contract.

Private Web Portal – web-based application or website for the authorized State staff.

Public Web Portal – web-based application or website for the public or offender family and friends.

Service Level Agreement (SLA) – agreement between the Prime Contractor and the State that documents the performance standards the provider is obligated to meet.

SLARR – shall mean the total of the Service Level Agreement Rights and Remedies for OCTS SLA violations for any given period.

SLI – Sign Language Interpreter. VRS user with a Telecommunications Relay Service (TRS) operator, called a Sign Language Interpreter (SLI), so that the VRS user and the SLI can see and communicate with each other in signed conversation.

Span of Control – OCTS devices within the control of an authorized CDCR staff.

Subcontractor – a third-party entity that provides services on behalf of the Prime Contractor.

Suspicious Dialing – suspicious number sequence or dialing patterns.

Tamper-resistant – prevent intentional malfunction or sabotage of call detail records or call recordings.

Termination Message – message to notify the offender and the called party the call will end due to expiration of time.

TF-CBT – Trauma Focused Cognitive Behavioral Therapy, evidence based treatment for youth offenders impacted by trauma.

Three-Way Calling – Calling that involves connecting three (3) distinct parties.

Transcript – Offender’s academic record of high school, CTE, or Vocational courses.

Two Factor Authentication – an extra layer of security that requires not only a password and username but also something that the user has on them

User Guide – an abridged user friendly instruction that describe the primary features, functionality, and commands of the OCTS.

User Manual – a comprehensive OCTS user instruction that contains detailed and clear instructions on the operations of the OCTS hardware and software.

User Privilege – administrative privileges assigned individually to users and/or groups.

Video Call – simultaneous real-time audio and video communication between offender and their family or friends.

Video Clips – brief recorded video from a family or friend to an offender

Video Phone – a telephone device with a video display, capable of simultaneous real-time audio and video communication.

Video Relay Service (VRS) – a form of Telecommunications Relay Service that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment

Visually Impaired – an offender who may be blind or have diminished vision.

Vocational – education that prepares offenders to work in various jobs, such as a trade, or a craft.

Voice Carry Over – allows hearing impaired user communicate with the called party in their own voice.

Voicemail – an inbound telephone message from a family or friend to an offender.

ATTACHMENT 6: BIDDER'S LIBRARY

WILL BE MADE AVAILABLE UPON RFP RELEASE

BIDDERS' LIBRARY

The Bidders' Library is included to provide additional background information for Bidders related to the OCTS project.

BIDDERS' LIBRARY LOCATION

The Bidders' Library is available at the following link:

BIDDERS' LIBRARY CONTENTS

For a list of the Bidder's Library contents, please refer to Table A-1: Bidder's Library Table of Contents on the next page.

Table A-1: Bidder’s Library Table of Contents

Document Name	Originating Entity	Date
CDCR Institution and Conversation Camps Map	CDCR	8/12/2015
CDCR Institution and Facilities Addresses	CDCR	4/20/2020
CDCR Domestic Call Rates and Charges	CDCR	4/20/2020
International Call Rates	CDCR	4/20/2020
Exhibit-Call Volume by Facility 2018-2019	CDCR	4/20/2020
Exhibit-California Call Volume by Call Type by Month 2018-2019	CDCR	4/20/2020
Exhibit-California Call Volume by Call Type 2018-2019	CDCR	4/20/2020
Exhibit-California-Adult Institutions IWTS Equipment	CDCR	6/01/2020
Exhibit-California Youth Facilities IWTS Equipment	CDCR	6/01/2020
Exhibit-California Community Program Facilities IWTS Equipment	CDCR	6/01/2020
Attachment-California Community Correctional Facilities IWTS Equipment	CDCR	6/01/2020
Exhibit-California Camps IWTS Equipment	CDCR	6/01/2020
Exhibit-MAS Equipment	CDCR	4/13/2018
Exhibit-CIP Equipment	CDCR	4/16/2018
Exhibit-EIC Equipment	CDCR	4/13/2018
Exhibit - EIC Pilot Rates	CDCR	06/01/2020
Exhibit-EIC Metrics by Month	CDCR	6/01/2020
2020 DOM	CDCR	1/01/2020
California Code of Regulations-Title15_2017	CDCR	1/1/2017
2019 Design and Construction Policy Guidelines	CDCR	1/01/2019
2019 Design Criteria Guidelines	CDCR	1/1/2020
Structured Cabling Guidelines FPCM IECS Unit Final Version 2.0	CDCR	1/26/2018
Current Canteen Order Processing System-v03	CDCR	11/10/2017
Current Health Care Services Request Process-v02	CDCR	11/9/2017
Current Health Care Grievance and Appeals Request Process-v04	CDCR	12/4/2017
Current Custody Grievances Filing Process_v01-00	CDCR	12/4/2017
CLOUD COMPUTING SERVICES SPECIAL PROVISIONS	CDCR	5/11/2016
Gate Clearance Form	CDCR	10/2015
PREA Form	CDCR	UNK



California Department of Corrections and Rehabilitation

OFFENDER COMMUNICATIONS AND TECHNOLOGY SOLUTION (OCTS)

Statement of Work

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DRAFT

1 BACKGROUND AND PURPOSE

The intent of this document is to provide clear definition of the scope of the Offender Communications and Technology Solution (OCTS) Project work, as well as the required project outcomes to be achieved. To accomplish OCTS Project objectives, Contractor shall perform and provide work efforts described in this Statement of Work.

1.1 BACKGROUND

California Department of Corrections and Rehabilitation (CDCR) have various types of correctional facilities and field offices located throughout the State of California. This encompasses a population of approximately 125,000 inmates/wards in custody throughout these various institutions and facilities. In addition, CDCR has responsibility for approximately 46,000 parolees throughout the state. The mission of CDCR is to facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.

Currently telephones are the primary means of communication in our correctional environment. For our hearing impaired offenders, there is a limited number of TTY/TDD phones available at designated institutions where these offenders reside. In the past couple of years, Video Relay Service/American Sign Language-Video Calling System (VRS/ASL-VCS) was implemented for hearing impaired offenders that use American Sign Language as their primary means of communication. In addition to offender phone services, a Managed Access System (MAS) technology that blocks unauthorized cellular communication within institution grounds was implemented at eighteen (18) Adult Institutions and subsequently a statewide deployment of contraband cellphone detection solutions were deployed in an effort to reduce the number of contraband devices entering the prisons.

Today in the United States (US), technology offerings in correctional settings have advanced greatly. Communications via secured inmate email, Video Calling and telephone calls are available via tablets and kiosks and are currently being used in many jails and prisons throughout the country. Allowing these additional means of communications has been proven to increase family and community unification for incarcerated individuals. Jails and prisons across the US are seeing the benefits of utilizing an electronic device (such as a tablet) as it provides offenders access to educational content, self-help, and cognitive behavioral therapy. In addition, music, movies, games, and leisure books are widely used as a means of entertainment for the incarcerated. This allows these same services to be offered in a way that can be tracked and monitored rather than using illegal cellphones.

CDCR is currently conducting a pilot effort to evaluate and determine business process changes needed for CDCR to implement these additional forms of communications and services. The Enterprise Inmate Communications (EIC) Pilot Project is being conducted at five (5) Adult

institutions. The EIC project provides inmates additional forms of communication such as email, e-letters, e-Cards, and inbound video clips and photos via kiosks that are downloadable to a tablet. The pilot project also includes options of purchasing entertainment services such as music, e-books, and games with a scheduled end date of June 30, 2022.

1.2 PURPOSE

The California Department of Corrections and Rehabilitation (CDCR) proposes to enhance communication, provide new services and increase access to existing services for offenders through advancements in technology to increase rehabilitative opportunities. Throughout this document, the term Offender will refer to both Adult and Youth Incarcerated Individuals .

An integral part of an offender's rehabilitation are the continued support and connections with their families, friends and communities. By providing services via offender tablets or devices, the Department is able to reach more offenders expeditiously and better prepare them for life outside of prison; thereby, effectively reducing their risk of recidivism.

The Prime Contractor shall be responsible to provide, install, implement, and maintain an Offender Communications and Technology Solution (OCTS) to focus on this need for connections. This system will enhance offenders' communication user experience, provide new services and increase access to existing services for offenders through advancements in technology. This increases rehabilitative opportunities and associated investigative, live monitoring and management control systems. The Prime Contractor's installation of fully functioning OCTS shall be completed no more than 18 months following Contract award. The OCTS shall minimize demands of State personnel through innovative use of technology and streamlined processes.

2 CURRENT ENVIRONMENT AND PROPOSED ENVIRONMENT

2.1 CURRENT ENVIRONMENT

The California Department of Corrections and Rehabilitation (CDCR) currently employ an Offender Telephone System, Managed Access System, Video Relay Service and Cellphone Interdiction Solutions maintained by the current contractor. This section will describe services in the current environment.

CDCR oversees the incarceration of adult and youth offenders, as well as providing parolee services. These responsibilities include:

- 1) State institutions and youth facilities' operations;
- 2) California Department of Forestry (CDF)/CDCR fire camps' custody and administrative services for Offenders;

- 3) Publicly or privately owned Community Correctional Facilities (CCF) with disciplinary, release, and custody oversight of offenders;
- 4) Privately owned facilities Community Programs (CP's) with disciplinary, release and custody oversight for female offenders; and,
- 5) Adult parolee supervision.

In May 2020, CDCR operated thirty-five (35) adult institutions, forty-three (43) adult CAL FIRE/CDCR fire camps, seven (7) adult CCFs, and five (5) CPs housing approximately 120,000 adult offenders. CDCR operated three (3) youth facilities and one (1) youth fire camp, housing approximately 600 youth offenders. Additionally, CDCR supervised approximately 46,000 adult parolees throughout the State. A list of CDCR adult facilities and locations can be found in Attachment 1. A list of CDCR youth facilities and locations can be found in Attachment 2.

The recent California May-Revise Budget documents includes proposed closure of 2 Adult institutions, consolidation of fire camps and transition of youth to local entities. Actual number of sites will be discussed during confidential discussions. In addition, the anticipated number of facilities may increase or decrease within the term of the OCTS Contract based upon activation or deactivation of facilities to accommodate offender population changes and/or changes in CDCR operations and programs.

2.1.1 ADULT FACILITIES

There are 91 adult facilities using the IWTS for telephone services. All adult facilities have recording and monitoring equipment with the exception of some CPs. The adult facilities and types of equipment are briefly described in this section.

2.1.1.1 INSTITUTIONS

CDCR has thirty-five (35) adult institutions that range from minimum to maximum security. The quantity of Offender telephones is based upon the design of the facility, available infrastructure, and other CDCR policies. IWTS equipment includes: Offender telephones mounted on the wall or in various types of enclosures; IWTS Live Monitoring Terminals; portable Telecommunications Devices for the Deaf (TDD); and Video Relay System devices. The equipment and quantities can be found in Attachment 3, Adult Institutions' IWTS Equipment.

2.1.1.2 CDF/CDCR FIRE CAMPS

CDF/CDCR has forty-three (43) Adult "non-walled", self-contained fire camps. Offender's assignments include: dispatch to wildland fires, response to emergencies, and assisting with a variety of community work projects.

The Offenders housed at these facilities are trained with firefighting skills. The quantity of Offender telephones is based upon design of the camp, capacity of offenders, and available infrastructure (on-site and provided by the Local Exchange Carrier) to support offender phones. IWTS equipment include walls-mounted offender telephones with various types of enclosures,

and one (1) vendor provided IWTS Investigative Workstation to live monitor and perform investigative functions. The equipment and quantities can be found in Attachment 4, CDF/CDCR Camps' IWTS Equipment,

2.1.1.3 CDCR ADDITIONAL ADULT FACILITIES

CDCR contracts with private companies to house CDCR offenders at their facilities. There are ten (10) additional adult facilities that include five (5) private Community Correctional Facilities (CCFs) and five (5) Community Programs (CPs) that are primarily minimum security. The quantity of Offender telephones is based upon the design of the CCF or CP, available infrastructure, and capacity of offender population. IWTS equipment includes: Offender telephones mounted on walls or various types of enclosures, and vendor provided IWTS Investigative Workstation to live monitor and perform investigative functions. The equipment and quantities can be found in Attachment 5 and 6.

2.1.2 YOUTH FACILITIES

There are three (3) youth facilities and one (1) youth "non-walled", self-contained fire camp that use the IWTS for telephone services. The quantity of Offender telephones is based upon design and capacity of the facility/camp, available infrastructure, and Offender population. IWTS equipment includes: Offender telephones mounted on walls or various types of enclosures, and vendor provided IWTS Investigative Workstation to live monitor as well as perform investigative functions. The three (3) youth facilities and one (1) Camp do not record Offender calls. The equipment and quantities can be found in Attachment 7, CDCR Youth Facilities' IWTS Equipment.

2.1.3 CDCR FIELD OFFICES

There are twelve (12) CDCR field offices that include the CDCR Office of Peace Officer Selection (OPOS), Office of Correctional Safety (OCS) and Office of Internal Affairs (OIA) that uses the vendor provided web-based administrative and investigative application.

2.1.4 OFFENDER TELEPHONE SYSTEM

IWTS network, equipment, and services were installed and are repaired and maintained by the current IWTS contractor at no cost to the State. The IWTS network and platform is provided by the IWTS contractor. IWTS equipment includes telephones, cut-off switches, various types of telephone enclosures/pedestals/carts, live monitoring equipment with speakerphones, and IWTS Investigative Workstations. The IWTS contractor currently provides portable Telecommunications Device for the Deaf (TDD) to each CDCR facility.

The IWTS equipment is located at CDCR adult and youth facilities in the Private Branch Exchange (PBX) buildings, the Remote Peripheral Exchange (RPE) buildings, Telephone Rooms/Closets, Offenders Housing Units, Observation Towers, Gyms, Offices, Control Booths, Hospitals, Firehouses and Investigator's Offices, among other locations. The IWTS equipment at CDCR Field Offices is typically located in telephone rooms and offices.

The IWTS contractor provides approximately four-thousand, nine hundred and ninety four (4,994) Offender (adult) telephones and sixty-eight (68) Offender (youth) telephones designed to accommodate Offender originated, non-confidential personal calls. Coinless, tamper-resistant telephones are designated exclusively for Offenders.

The IWTS contract includes requirements that meet security standards and employs special computer-based security features intended to protect the public. These features include:

- 1) Ability for offenders to make domestic calls and international calls prepaid by the called party or collect where available to Offender friend and family.
- 2) Call monitoring and recording;
- 3) Call “branding” recorded announcement that indicates a call is being originated from a CDCR facility (site specific) and informs the called party that the call will be monitored and recorded;
- 4) A random “overlay” recorded announcement is randomly played throughout the duration of the call to inform the called party that the call is from an Offender at a California Correctional Facility;
- 5) Automated Operator Service that processes calls and informs the called party of their options to accept or decline the call by pressing a designated number in addition to having the ability to block Offender calls;
- 6) Ability to block calls to specific telephone numbers upon request; and,
- 7) Programming features allowing centralized investigations.

2.1.4.1 OFFENDERS COINLESS TELEPHONES

Offender telephones have special tamper resistant steel housings with break-resistant handsets attached by armor-shielded cords and steel lanyards. All offender telephones have push button keypads that include a volume control button. Attachment 3, Adult Institutions’ IWTS Equipment, through Attachment 7, CDCR Youth Facilities’ IWTS Equipment, provide the quantities. Exceptions to this type of phone and standard connectivity are:

- 1) Phone booths installed at some adult facilities where offender phones are located outside. Currently CDCR has authorized phone booths to be installed outside as an alternative for reliability during inclement weather conditions.

- 2) Offender telephones on mobile carts are currently used at California State Prison, San Quentin (CSP-SQ) for condemned offenders who cannot leave their cells. There are approximately fifty five (55) telephones on mobile carts at CSP-SQ and eight (8) at CAC. The telephone wiring is different from all other CDCR facilities. These offender phones are installed on a mobile cart and rolled to the front of the offender's cell. The handset cord is long enough to go through cell bars and allow the offender to sit on the end of the bottom bed. The telephone line cord is plugged into the back of the offender phone and the long cord is wrapped around the back of the mobile cart. A marine plug is connected to the end of the telephone line cord and is plugged into designated wall jacks on each tier of the facility when an Offender makes a call.

2.1.4.2 OFFENDERS CUT-OFF SWITCHES

All offender telephones are capable of being shut off manually by CDCR staff. Some locations utilize physical cut-off switches that are hardwired to offender telephones. Others utilize a computer application located in officers' stations and control booths where calls are monitored. The approximate quantities of physical cut-off switches installed at adult and youth facilities are identified in Attachment 3, Adult Institutions' IWTS Equipment, through Attachment 7, CDCR Youth Facilities' IWTS Equipment.

2.1.4.3 OFFENDERS TELEPHONE ENCLOSURES, PEDESTALS AND CARTS

Although the majority of offender telephones are wall-mounted inside offender housing units, a number of telephones are installed outside, in recreation yards, and other areas located inside and outside the secured perimeter of CDCR facilities. Shelters or appropriate telephone booth enclosures protect telephones installed outside. The IWTS contractor provides these enclosures, shelters and pedestals.

The current types of telephone enclosures, pedestals, and mobile carts:

- 1) Telephone booths and pedestals are currently located inside and outside of offenders housing units. They are provided by the vendor and must meet CDCR Design Standards.
- 2) Mobile carts are located inside the housing units at California State Prison, San Quentin (CSP-SQ), and California City Correctional Facility (CAC). The mobile metal carts are fabricated by CSP-SQ with a metal frame that is mounted on four (4) wheels. The Offender phone is installed on the face of the metal frame.

2.1.4.4 LINE OF SIGHT AND RELATED EQUIPMENT

The CDCR adult institutions have Line of Sight (LOS) monitoring stations and equipment installed in multiple locations within the institution that include control booths in buildings such as housing units, observation towers, gyms and hospitals. LOS allows custody staff to listen in real-time to offender telephone conversations and scan, interrupt and terminate calls. This equipment has the capability of turning on and off designated offender phones.

Most LOS locations have a limited space where the equipment is located and some locations have long cable runs from the monitoring location to the PBX or RPE buildings that require Local Area Network (LAN) extenders.

Currently there are two (2) types of LOS monitoring stations:

- 1) Monitoring equipment that includes a laptop and a speakerphone or speaker box;
- 2) A speaker and a hard-wired toggle cut-off switch (to terminate calls) in place of the LOS Monitor described above.

2.1.4.5 INVESTIGATIVE TOOLS, APPLICATIONS, and HARDWARE

Investigative functions include generating reports, playback of offender recordings, and ability to save offender recordings to media like a compact disc (CD).

In addition, in some locations, the Vendor has provided an Investigative Workstation which includes a CPU, flat screen monitor, keyboard, mouse, and external speakers. One (1) printer is provided to each CDCR facility that has a vendor provided Investigative Workstation.

The numbers of Vendor Provided Investigative Workstations are found in Attachment 3 through Attachment 7.

2.1.4.6 TELECOMMUNICATIONS DEVICES FOR THE DEAF (TDD)

CDCR has one hundred and seventy-seven (177) contractor provided TDD deployed at the CDCR facilities. The IWTS contractor provides one (1) portable TDD with a printer function to each CDCR facility. The institutions are responsible for procuring additional TDDs, as needed. Currently the offender TDD calls are not processed on the IWTS network; however, the current contractor maintains and services the TDDs.

Offenders with hearing disabilities are not sent to fire camps. However, portable TDDs are provided, as needed, in the event an offender has a family member who is hearing impaired and requires a TDD to maintain telephonic communication.

2.1.4.7 BRANDING, OVERLAY, AND TIME LIMIT RECORDED MESSAGES

The CDCR California Code of Regulations, Title 15 and Department Operations Manual (DOM) contain branding and random overlay requirements for all IWTS offender calls. The requirements were established to notify the offenders and called parties of the monitoring and recording activities as well as for safety and security reasons to protect the public.

- 1) Signage is posted at all adult institutions and at Pine Grove Youth Camp to ensure the offenders are aware of the recording and/or monitoring.
- 2) Branding is the initial recorded message the offenders and called parties hear during the call process. The branding is different for adult and youth offenders. The offender and called party cannot talk to each other when the branding is played.

- a) The Offender and called party hear "...this call and your telephone number will be recorded and monitored. you have a collect call from <Offender's name> an Offender at <facility name> in <City>, in California. To accept, dial or say five (5) and hold. To refuse, hang up..." The IWTS will not allow the call between the Offender and called party to be connected until this required branding announcement ends.
 - b) The Offender and called party hear "...you have a collect call from <Offender state's their name> an Offender at <name of the youth facility>, in <City>, in California. Press five (5) during this message to accept the call..." The IWTS is configured to not allow the call between the Offender and called party to be connected until this required branding announcement ends.
 - c) All calls from Youth Facilities, with the exception of the Pine Grove Camp, are not recorded or monitored.
- 3) A random overlay recorded message is played throughout the duration of the call that informs the offender and called party, "This recorded call is from an Offender at a California Correctional Facility." The random overlay is played in the background of the call and does not block the conversation between the offender and called party. The random overlay is a tool to protect the public from receiving calls from offenders by way of a third-party call. In this instance the called party may not have heard the initial branding announcement; however, the random overlay would alert the called party the call is from an offender at a California correctional facility.
 - 4) Call Termination recorded messages are played for the offender and called party at two (2) separate times towards the end of the call. The offender and called party hear "you have 60 seconds remaining" and "you have 30 seconds remaining."

2.1.4.8 IWTS RECORDINGS

The offender's recordings are stored at the IWTS contractor's database storage facility for the life of the current IWTS contract.

2.1.4.9 Ability To Call Designated Hot Lines

IWTS provides the ability for offenders to place calls to Sexual Abuse Hot Lines, or any other confidential line designated by CDCR at no cost to CDCR or the offender. These calls may or may not be recorded as designated by the CDCR Operations Manager.

2.1.5 DOMESTIC AND INTERNATIONAL CALL VOLUMES AND CALL RATES

IWTS domestic and international annual call volumes for 2018 and 2019 in terms of completed call minutes are shown in Bidder's Library. IWTS Adult domestic call charge rate, pre-paid and advanced pay transaction fees are found in the Bidder's Library. The IWTS International calls are prepaid only and the call rates can be found in the Bidder's Library. Youth calls are free and were established to allow youth offenders and their family and friends to maintain telephonic communication during incarceration.

2.1.6 SPACE AND SPACE CONDITIONING

Several of the State's older facilities predate the widespread use of telephony. As a result, these facilities do not have dedicated switch rooms for IWTS components. All systems currently installed have adequate space, conditioned power, and HVAC support plants to provide for sustained operation within design parameters.

2.1.7 FACILITY CABLE PLANT AND INFRASTRUCTURE

All CDCR institutions have a minimum of CAT3 cabling for the IWTS. For the VRS and EIC pilot project the current IWTS contractor installed all associated wiring using CAT6 as a minimum, and infrastructure to support their solution at no cost to the State. All cabling is either buried or located in institutional walls. If exposed, cabling must be installed in hardened conduit, encased in shrouding and fastened with security screws.

2.1.8 MANAGED ACCESS SYSTEMS (MAS)

Managed Access Systems (MAS) was implemented to help eradicate the contraband cell phones in the prisons. The MAS technology deploys a secure cellular umbrella over a specified area, within the boundaries of the institution's property, to prevent the transmission of unauthorized mobile wireless devices. The MAS is deployed at the following 18 adult institutions:

- Avenal State Prison (ASP)
- Calipatria State Prison (CAL)
- California Correctional Center (CCC)
- Central California Women's Facility (CCWF)
- Centinella State Prison (CEN)
- Corcoran State Prison (COR)
- Chuckawalla Valley State Prison (CVSP)
- High Desert State Prison (HDSP)
- Ironwood State Prison (ISP)
- Kern Valley State Prison (KVSP)
- Mule Creek State Prison (MCSP)
- North Kern State Prison (NKSP)
- Pelican Bay State Prison (PBSP)
- Pleasant Valley State Prison (PVSP)
- Substance Abuse Treatment Facility (SATF)
- Sierra Conservation Center (SCC)
- Valley State Prison (VSP)

- Wasco State Prison (WSP)

The MAS equipment and software is currently vendor maintained under the current contract to ensure proper functionality and can be found in Bidder's Library.

2.1.9 CELLPHONE INTERDICTION SOLUTIONS (CIS)

Cellphone Interdiction Solutions (CIS) were implemented to help eradicate the contraband cell phones in the prisons and camps by preventing them from entering the prison and discovering existing contraband cellphone through inspection. The CIS equipment and software, found in Attachment 8, CIP Equipment is currently vendor maintained and supported under the current contract to ensure proper functionality of the CIS.

2.1.10 VIDEO RELAY SERVICE (VRS)

Video Relay Service is a form of Telecommunications that enables hearing impaired offenders that use American Sign Language (ASL) as their primary language to communicate with voice telephone users through video equipment. Video equipment links the VRS user with a Telecommunications Relay Service (TRS) operator – called a Sign Language Interpreter (SLI) – so that the VRS user and the SLI can see and communicate with each other in signed conversation.

There are currently twelve (12) institutions and one (1) youth facility that have VRS installed. VRS calls may be made between ASL users and hearing impaired speaking either English or Spanish.

VRS equipment and software, found in Attachment 3 and Attachment 7, is vendor maintained under the current contract to ensure proper functionality of the VRS.

1. VRS Branding: The VRS shall play recorded messages after the called party answers the telephone or video phone call, randomly throughout the telephone or video phone call, and before the call is terminated. The system shall provide these recorded messages via a SLI video, text, and audible.
2. VRS Overlay Message: The Overlay Message uses a SLI, text and audible means to communicate. The VRS provides Overlay messages at periodic intervals throughout the course of the call. The Overlay message advises the caller and the called party that the call is originated by an offender at a California correctional facility and that the call is being recorded and monitored. Overlay Branding is played in a manner that allows both parties to continue a conversation.
3. VRS Recording: All VRS calls have the ability to be live monitored from a designated location. In addition, all calls are recorded and stored by the vendor for the duration of the contract. CDCR Authorized Users may access recordings at designated Sign Language Interpreter (SLI) Workstations.

2.1.11 ENTERPRISE INMATE COMMUNICATIONS (EIC) PILOT

The Enterprise Inmate Communications (EIC) Pilot Program is implemented at five (5) adult institutions:

- Central California Women's Facility (CCWF)
- California Institution for Women (CIW)
- Substance Abuse Treatment Facility (SATF)
- High Desert State Prison (HDSP) – One Housing Facility
- Kern Valley State Prison (KVSP) – One Housing Facility

The EIC Pilot Project uses Inmate Kiosks and Tablets that allows the opportunity for inmates to correspond electronically with Family/Friends via a secure, self-contained network. The inmates can send and receive emails and e-Cards. The Family/Friends can send and receive emails, send photo attachments, send e-Cards, and send VideoGrams to the inmate. Additionally, offenders have the ability to download media entertainment such as music, eBooks and games onto correctional grade Tablets. EIC equipment and software, found in Bidder's Library, is vendor maintained.

2.1.11.1 EIC Pilot Rates

The EIC pilot rates for electronic mail, e-Cards, photos, video clips, and entertainment are found in Bidder's Library. The EIC provides indigent inmates, as defined in the CDCR DOM 54010.5, with five (5) free stamps per week to be applied toward email communication.

2.1.11.2 CURRENT CDCR NETWORK TOPOLOGY

CDCR's data communications Local Area Network (LAN) is composed of a pair of Hewlett-Packard (HP) 5412zl switches located in the sites' main distribution frame (MDF). These switches function as the LAN's 'core'.

All LAN-connected buildings have at least one (1) intermediate distribution frame (IDF) with an HP switch (typically a 2610-24 or 2610-48, non-Power Over Ethernet) which is connected back to each of the core 5400s by single mode (SM) fiber (active/passive via spanning tree). All fiber is 'home-run' from the IDF to the MDF, with no intermediate IDFs.

This LAN supports user connectivity to local file/print services, as well as WAN access to remote services (e.g., e-mail, enterprise applications, and internet). Institutions are connected to CDCR's WAN via carrier provided Ethernet handoff of 150Mbps. See Figure 2-1 TYPICAL CDCR INSTITUTION TOPOLOGY; Figure 2-2: Inmate Data Flow; and Figure 2-3 Simplified Inmate Data Flow for a visual representation.

(Old Equipment Standard)

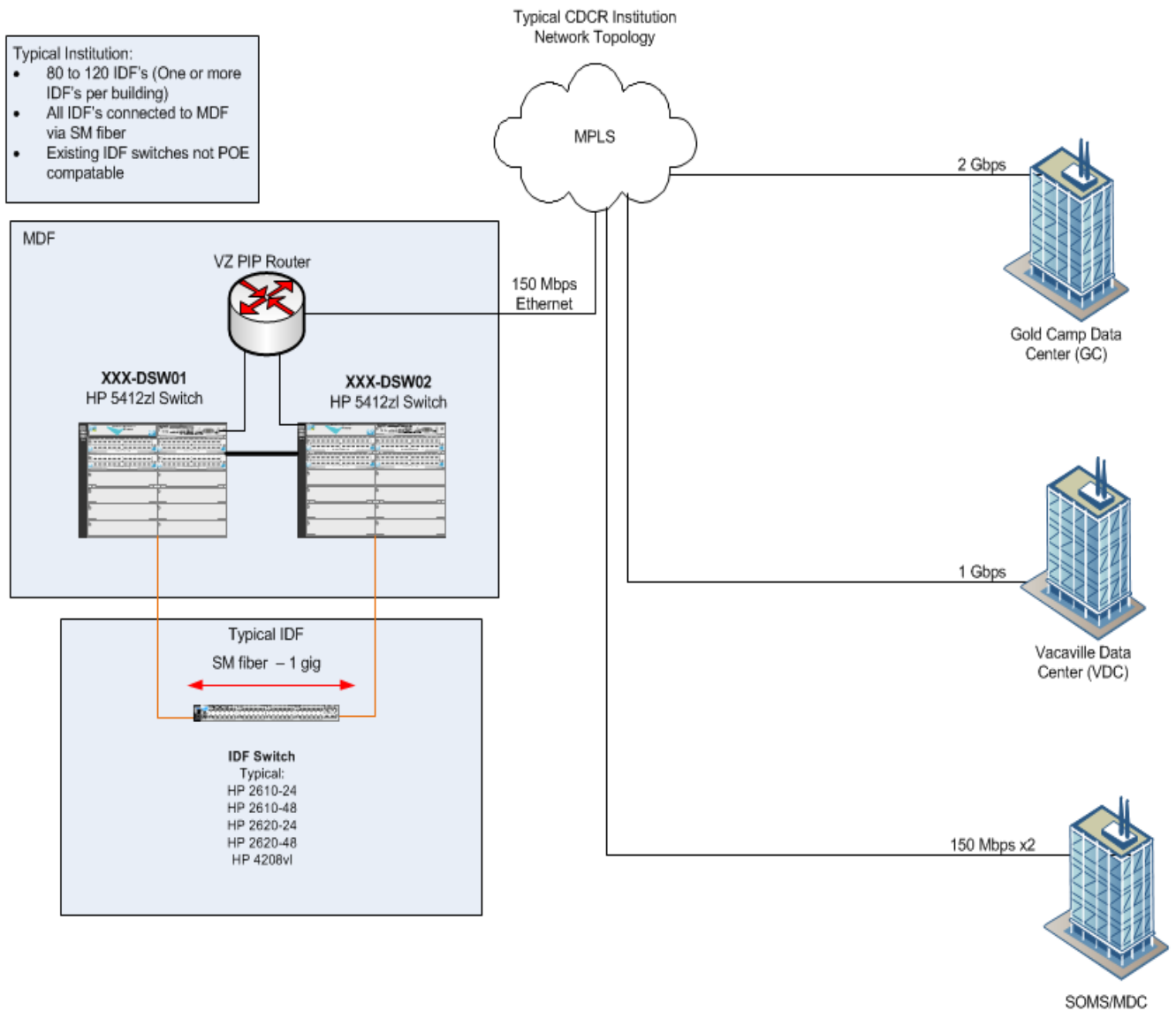


Figure 2-1 TYPICAL CDCR INSTITUTION TOPOLOGY

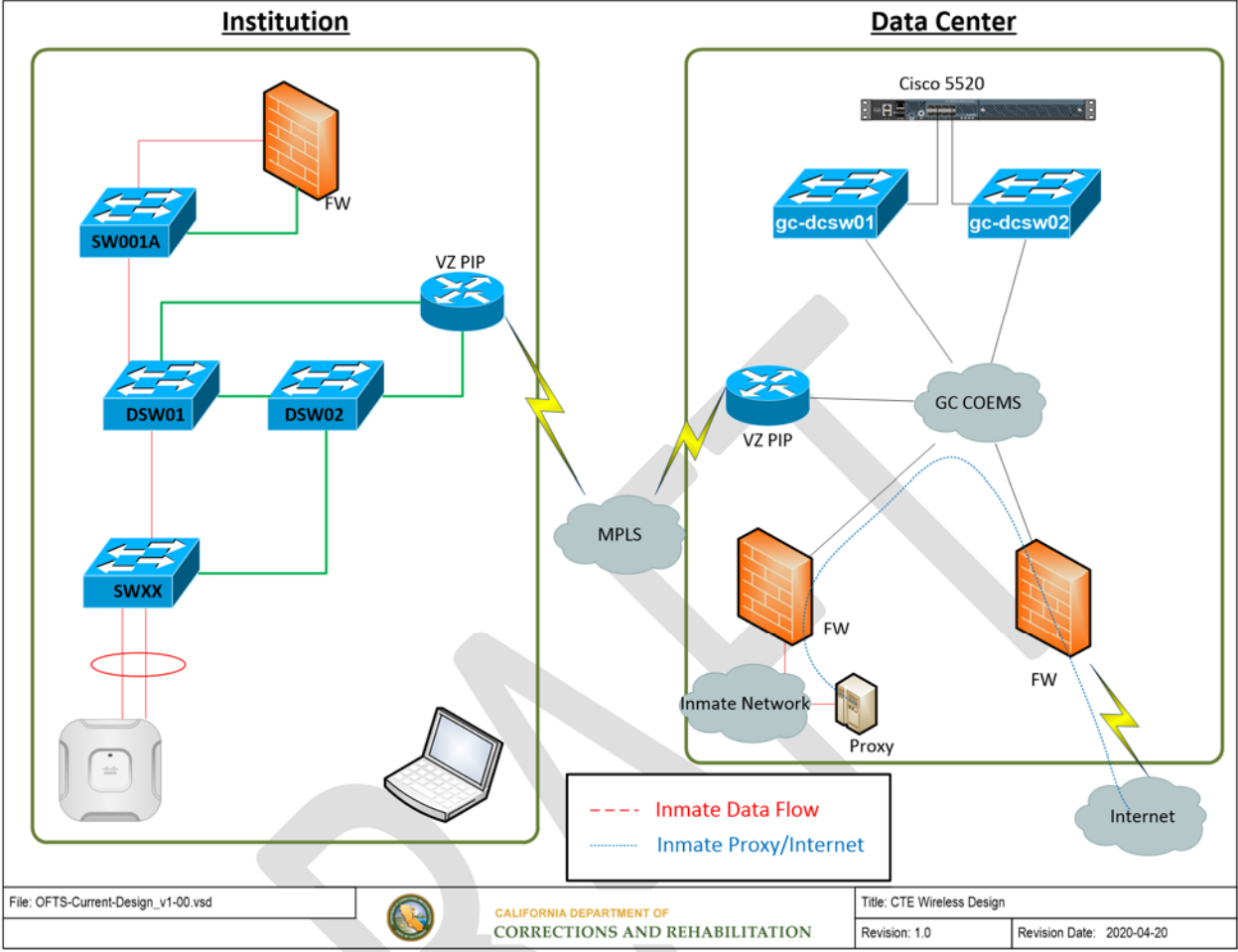


Figure 2-2: Inmate Data Flow

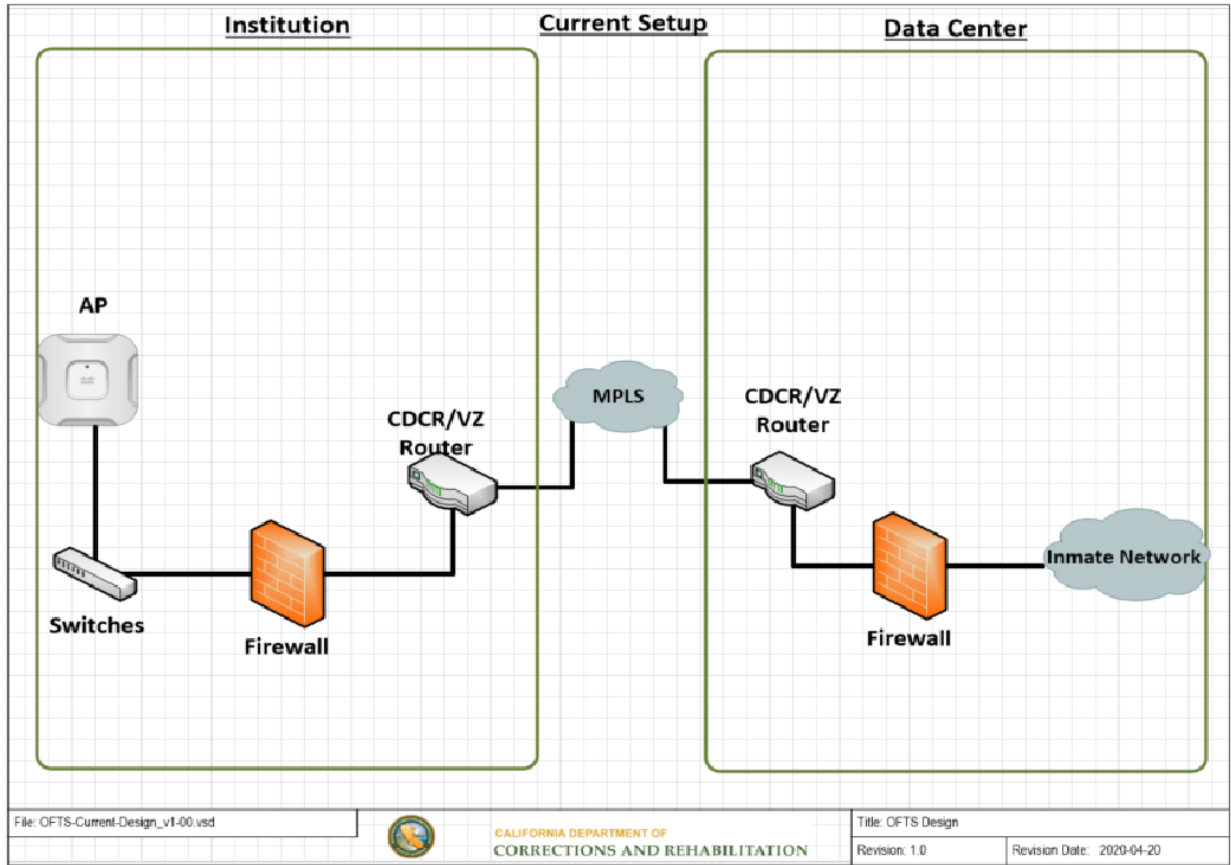


Figure 2-3 Simplified Inmate Data Flow

CDCR has recently adopted a new network equipment standard for replacing/refreshing currently deployed equipment. The current core HP 5412s standard has been replaced by the HPE/Aruba 8400s as the new standard. All IDF switching is being standardized to the Aruba 3810 with POE+. Refer to Section 2.2.2.13 for more details of the proposed new network.

2.2 PROPOSED ENVIRONMENT

The proposed new environment will deliver the Offender Communications and Technology Solution (OCTS) to all offenders and will continue to evolve over a period of years. The software components of OCTS and use of technology will enable new corrections processes not possible in today's CDCR correctional environment. OCTS improves the connection between the offender and families and friends by increasing communication and supporting the rehabilitative efforts of the offenders. The OCTS can also provide the offender access to rehabilitation through the innovative use of technology and streamlined processes. The CDCR understands that they will undergo culture, process, and capability changes to implement the new technology and services.

The OCTS Program together with every part of CDCR will reengineer the State of California's offender service delivery methods to help CDCR realize its next step of progress. CDCR is one of the largest correctional systems in America providing custody for a diverse population. CDCR envisions this new capability will be a significant change in the way offender services are offered. Many operational processes that touch an offender will be impacted in some way.

2.2.1 SOLUTION OBJECTIVES

The CDCR is seeking implementation of an Offender Communications and Technology Solution that includes the offender services in the following areas:

- Communication
- Information
- Access to Third Party and CDCR-provided Applications and Content
 - Education (Optional)
 - Health Care (Optional)
 - Banking (Optional)
 - Canteen (Optional)
 - Appeals/Grievance (Optional)
 - Legal (Optional)
- Entertainment (Optional)

In addition to the offender services, the OCTS will include Investigative Tools/Support, a Management System for Staff, and network infrastructure to support the OCTS implementation.

The solution is intended to improve communication with family/friends, dissemination of information, and optionally access to Third Party and CDCR application and content such as education and rehabilitative programs, health care requests, scheduling, and patient information, managing finances, Canteen orders, access to Law Library, and appeals/grievance process by taking advantage of existing technologies. The business objectives of this procurement are to:

1. Ensure offender access to communication
2. Ensure equal access and reasonable accommodation of services provided.
3. Ensure access to approved educational content and rehabilitative programs.
4. Ensure the efficient and effective use of resources.
5. Ensure safety and security of institutional staff and offenders.
6. Ensure offender access to quality health care services within mandated time frames and treatment guidelines based upon specific business rules.

2.2.2 BUSINESS MODEL OBJECTIVES

The solution envisioned by the State will fully integrate the major business functions, providing seamless access to and management of the different types of offender services information collected for each of the business functions. The Divisions of Adult Institutions, Juvenile Justice, and Rehabilitation Programs are the business programs that will be most impacted by the opportunities of using technology to enhance the offender communication, provide new services, and increase access to existing services. This is an integral part of the day-to-day operations for these business program areas.

2.2.2.1 Communication Services

Communication business objectives are to:

- A. Provide offenders communication services consisting of voice, email, e-letters, and video calling to communicate with family, friends, and other authorized individuals.
- B. Provide communication services to hearing and visually impaired offenders in compliance with ADA, FCC, and California PSC.
- C. Ensure wheelchair access for physically disabled offenders to communication service devices in compliance with ADA.
- D. Provide authorized hot lines for offenders to use that are not monitored.
- E. Provide authorized CDCR staff the capability to monitor, record, and store all offender communications.
- F. Ensure that all communications, attachments, photos, and video are screened per CDCR guidelines.
- G. Provide authorized CDCR staff the ability to flag and censor email, e-letters, photos, and video clips.

As with the current environment, CDCR envisions that the initial primary method for voice communication will be the offender telephones that are placed in designated housing units, Correctional Treatment Centers, Firehouses, and in some Yards at the institutions and facilities. The Contractor must include at least as many offender telephones and TDDs as are currently

installed and provided. The CDCR may require the contractor to add or delete telephones and workstations at the locations indicated in Attachment 3 or at additional locations without additional cost to CDCR, offenders, and called parties. At some future date, CDCR may look to Tablets as a means to place voice calls. The processes and procedures governing the offender voice communications are not expected to have any major changes. The expectation is that the phone rates will be lowered or remain at the current rate, but not be increased. Contractors will be allowed to use the existing equipment and infrastructure supporting the existing phone system with the understanding that an equipment refresh 2 years after contract award or as agreed to by CDCR will be required.

In terms of offender communication services, the most significant change is the implementation of live video calling and electronic messaging. In the proposed environment, offenders will have the ability to schedule and make video calls to pre-approved contacts. This operates much like a correctional-grade Skype call that is monitored and recorded. In addition, the solution will include the ability send and receive emails and e-Cards. Offenders will not have the ability to send but only receive e-letters, photos and video clips. The offenders will have the ability to receive, send, view, and save authorized correspondence via a Tablet, Kiosk, or both. As with the voice communication, the primary locations to use these services will be in designated housing units, Correctional Treatment Centers, Firehouses, and other areas designated by CDCR.

All correspondence will be screened to ensure that it does not violate provisions established in CDCR Title 15 or other regulatory guidelines. Any correspondence suspected of violating these regulations or guidelines will be flagged and reviewed by authorized CDCR staff for censorship. The offender and individuals corresponding with the offender are expected to pay for these services and a set price list would be established by the contractor for each service cost. The cost must be fair and reasonable and emphasis placed on providing the lowest cost to allow for more communication and minimize the financial burden to family and friends. The contractor will service and maintain the OCTS providing these services. There will be little to no CDCR involvement in the service or maintenance.

As part of the essential communications, Video Relay Service/American Sign Language-Video Calling Services (VRS/ASL-VCS) will be provided to accommodate hearing impaired offenders in compliance with ADA, FCC, and California PSC regulations and guideline at designated institutions. In addition, communication services must be provided to accommodate visually impaired offenders to comply with ADA, FCC, and California PSC regulations and guidelines. Assistive Technology should be used to ensure visually impaired offenders are afforded reasonable accommodation to the communication services being provided.

Authorized CDCR staff will have the ability to suspend and/or disable any of the communication services at the offender level, device level, building level, and the facility level. The ability to perform this function must be readily available and performed quickly.

2.2.2.2 Information Services

The Information Services business objectives are:

- A. Improve the offender access to general information regarding policies, regulations, procedures, manuals, and other essential information.
- B. Establish an electronic repository where offenders could access and search for information.
- C. Reduce number of hard copy documents requested or required to provide offenders.

The OCTS will provide the capability for CDCR to download and update CDCR Policies, Rules, Regulations, Operating Procedures, Manuals, and Information for the offenders to access electronically via the offender Tablet/Kiosk. A variety of various formats will be used such as, PDFs, videos, sound clips, slide shows, etc. The storage and distribution for the offender information documents will be provided by the OCTS contractor. The following are some samples of the documents and files that will be available to the offender and included the repository:

- Title 15
- Departmental Operations Manual (DOM)
- Institutional Orientation Manual
- Inmate Advisory Committee Minutes
- Prison Rape Elimination Act (PREA) Information and Policy
- Court Compliance Information
- Departmental Regulations
- Institution Handbook
- DJJ Orientation Material
- Youth Rights
- Behavior Management System Information
- Approved Contractor Catalogs
- Restitution Guide for Offenders
- Restitution Responsibility Information for Adult Offenders
- Office of Victim & Survivor Rights & Services Information

In addition to the documents mentioned above, FAQ's for new and forthcoming changes (i.e. PROP releases, etc.) will be included for the offenders to access and view through the Tablet/Kiosk. Another feature that will be available is the capability to distribute information and important announcements directly to offenders as a pop-up when they log on to the Tablet/Kiosk or as a notification on the display. This provides an active versus passive way of getting important information and changes to the offender directly.

2.2.2.3 Third Party and CDCR Application and Content

2.2.2.3.1 Education and Rehabilitative (Optional)

Education business objectives are to:

- A. Provide offender access to CDCR content such as literacy, academic, vocational, self-help, and cognitive behavior education/instruction.
- B. Provide offender electronic access to CDCR content and instructional materials to enhance basic reading, mathematics, writing, and other basic academic skills.
- C. Improve the offender's accessibility to educational content through the use of technology.
- D. Provide the offender electronic access to various aids, guides, and applications to educate, assist, and prepare the offender prior to release.
- E. Provide offenders access to planning resources and community re-entry services to assist in the re-entry process back into the community.
- F. Provide offenders access to financial literacy information and material.

CDCR seeks to utilize technology to provide offenders improved access to supplemental educational content. Through delivery of CDCR-provided content via offender Tablets/Kiosks, access to educational content will be expanded from the classroom to the housing units and other authorized locations.

2.2.2.3.2 Health Care Services (Optional)

Health Care Services business objectives are to:

- A. Provide an effective and efficient way for offenders to electronically request health care services.
- B. Improve the ability for offender patients to request and access health care information.
- C. Improve communications between offender patients and health care staff through electronic correspondence and notifications
- D. Provide HIPAA compliant timely and secure communication between healthcare staff and patient.
- E. Improve the ability for offenders to access Integrated Behavioral Treatment Model Treatment Materials and increase offender's participation in these programs.

- F. Increase the capability for offenders to access healthcare related educational materials and self-management tools for patients with health care conditions (medical, mental health, and dental).
- G. Provide source data for measuring and demonstrating performance and compliance with court-ordered expectations and healthcare industry standards.
- H. Timely and efficient processing of health care grievances.
- I. Reduce existing time consuming and inefficient paper-based processes.

The proposed environment will allow the offender patients to use CDCR-provided Third Party application to perform several functions and gain access to health care services in an electronic format. Currently offender patients complete and submit a paper form, CDC 7362 Health Care Services Request Form, to request healthcare services. The proposed environment will allow the offender to access the Third Party application to submit the request.

Offender access to informative materials via the solution will make it easier to further educate and provide useful information on preventative measures and post-treatment care the offender patient can take. The OCTS will provide the capability for offender patient to access to health care content that provide health care education materials or patient education/Self-management materials. Provide the capability for offender patients to access downloadable healthcare content (both CCHCS specific content and approved external content). Examples of content are:

- 1) CCHCS Care Guides Patient Education/Self-Management Materials
- 2) Educational/Instructional videos - how to use DME, how a recommended procedure/surgery is performed, how to care for a wound, what to expect when starting a new medication, home care instructions.
- 3) Mental Health self-study materials and various self-assessment/monitoring tools (e.g. clinical workbooks, emotion log, etc.)
- 4) Health education videos (diabetes, dietary, TB, Flu, etc.)
- 5) Hygiene Information (broken into two categories, Female and Male Offenders)

The OCTS will provide the ability for offenders to access mental and physical health education material and resources (text-based, videos, etc.) with all content of course needing to be CBT-based, evidence-based, and in both English and Spanish:

- CBT principles review
- Sleep hygiene information and tips
- Healthy eating and dieting
- Exercise (workouts))

- Relaxation skills
- Stress management skills
- Healthy relationships
- CDCR approved mental health related applications and workbook materials such as, Mental Health Suicide Prevention ASU Activity Workbook.
- Sleep apps, such as Sleepo-Free or Nature Sounds Relax Sleep.
- Positive affirmation apps, such as Unique Daily Affirmations, ThinkUp, Shine Text, and many, many others.
- Relaxation apps, such as guided imagery-based or progress muscle relaxation.
- Deep breathing apps, such as Breathe2Relax, Universal Breathing, Paced Breathing, Relax Stress and Anxiety Relief, Breathing Zone, etc.
- Anxiety management apps, such as a large number available on Healthline (<http://www.healthline.com/health/anxiety/top-iphone-android-apps#1>).

Currently the offenders complete and submit a paper form (602 HC Health Care Grievance) to file a grievance for any complaints about health care or the health care staff. The proposed environment will provide the offender the ability to complete and submit health care grievance/appeal electronically via the solution. Contractor's solution will integrate with the electronic interface that is used to submit, input information, and log in the grievances/appeals into the existing CCHCS Health Care Appeals and Risk Tracking System (HCARTS).

2.2.2.3.3 Banking Services (Optional)

The Banking business objectives are:

- A. Automate current manual processes to provide better services to the inmates while saving CDCR staff time.
- B. Improve the offender access to their Trust account information and managing their finances.
- C. Increase the ability to provide offenders fiscal information, instructions, and changes to fiscal procedures.
- D. Improve communication between the offender and CDCR staff to resolve simple issues or respond to inquiries.

The management of the offender's finances involves several manual processes and produces a great deal of paper products that could be replaced or minimized by implementing electronic processes. The banking services provided through the offender Tablet/Kiosk electronically will help to provide better services to the offenders while reducing the manual workload for CDCR staff at the institutions. Due to the nature of the information being accessed and functions being performed, a two-factor authentication level of security will be used in order for an offender to access their Trust Account Information or make any transactions.

The OCTS will provide the capability for the offender to electronically view their Trust Account Balance on the Tablet/Kiosk or request a copy of their trust balance. Providing the capability for an offender to view accounting information will greatly minimize the numerous requests for this information that is currently provided in a hard copy. Also the ability for the offender to receive or view a Quarterly Statement would reduce or eliminate for CDCR staff to print, fold and send these out to the inmates each quarter.

Ability to access/view accounting information would include the following:

- Available Trust account balance.
- Outstanding Restitution balance(s) for all active cases.
- Trust account activity (credits/debits) at least three (3) months back from the present date.
- Quarterly Trust Account Statements
- Outstanding obligations and holds on trust account (due to RVRs, etc.).

The OCTS will provide the offender the capability to use the Tablet/Kiosk to electronically make authorized purchases and initiate or complete authorized fund transfers from their Trust Account. Currently the offender must complete and submit a hard copy CDCR 193 Trust Withdrawal Order (TWO) to make a withdrawal or transfer of funds from their Trust account. This manual process would be replaced by allowing the capability for the offender to electronically initiate and submit a Trust Withdrawal Order (TWO) CDCR-193 on the Tablet/Kiosk. The OCTS would apply business rules to ensure the TWO meets all the policy and regulatory requires governing the offender's ability to make withdrawals and transfers based on the offender's status and limitations prior to the offender submitting the TWO.

The OCTS will provide the capability to distribute information to offenders electronically through the Tablet/Kiosk regarding items such as changes in contractors to send money and the Inmate Welfare Fund (IWF) audit. Currently it requires preparing documentation for inmate television and/or posting in the library and this could be replaced. In addition, the offender would be provide bulletins and information regarding important deadlines and timeframes including but not limited to, dates of when free quarterly statements are sent, inmate pay deposit dates, indigent envelope sign-up dates, and when Electronic Funds Transfer receipts are sent to the facilities. FAQs and information guides would be made available for the inmate to access through the Tablet/Kiosk. This should reduce the number of common questions submitted to staff. For example this would include instructions of how family/friends can send money electronically or Access and timeframe of when funds become available in Trust account. Provide a list of instructions and criteria needed for how checks and money orders are to be completed before being sent to institution to eliminate funds being deemed "contraband".

The OCTS is envisioned to provide electronic correspondence capability (email) between offender and Trust staff to discuss Trust account issues; this would be similar to how issues are now being

currently handled via CDCR-22 and are only being requested to resolve simple, less complicated issues such as confirmation of a deposit, clarification of a charge, receipt of paperwork, etc.

2.2.2.3.4 Canteen Services (Optional)

The Canteen business objectives are:

- A. Automate current manual process for placing and submitting Canteen orders to provide better services to the offenders.
- B. Improve and simplify the ability for offenders to place Canteen orders and make it more efficient
- C. Reduce the amount of paper to produce hard copy order forms, product list, and Canteen draw schedules.

Currently each institution generates a paper order form with a list of the Canteen products that are available for the offender to order. These order form lists are unique to each institution and are updated and produced monthly. The offender fills out the order form and provides it to the Canteen Manager during his scheduled Canteen draw dates and times. The order is checked to ensure the offender is authorized the items, quantities, and does not exceed his dollar limits based on their status. The order is either filled or modified due to items out of stock, offender containing unauthorized items on the list, or exceeding their dollar limits.

The OCTS will provide the ability for each institution's current list(s) of canteen products and prices to be displayed and available on the Tablet/Kiosk for the offender to order. The OCTS will receive electronically an updated list(s) of canteen items provided weekly or monthly by each institution. The OCTS will provide authorized CDCR staff the ability to edit this information as needed. In addition, the offender will have the ability to access the Institution's Canteen Schedule(s) on the Tablet/Kiosk.

The OCTS will provide the capability for offenders to place and submit orders for Canteen items electronically on the Kiosk/Tablet. As with the banking services, a two-factor authentication level of security will be used in order for an offender to access or place any Canteen orders. Offenders can see what items are available and preorder items prior to their scheduled canteen draw date/time. This will allow canteen staff the ability to prepackage offender's orders ahead of time if they so desire, thus speeding up the draw process. Also this would allow the offender to know if a product is in stock or out of stock. The offender will be able to edit and/or cancel their order as needed but prior to their scheduled canteen draw date.

The OCTS will apply business rules that will check and verify that the offender has sufficient funds in their Trust Account prior to submitting the order. Also provide the ability for offenders to review the funds available in their Trust Account prior to placing orders to the Canteen. This will eliminate offenders who do not have sufficient funds available to place a Canteen order. The OCTS will apply business rules that checks and verifies that the offender has appropriate privilege, does not exceed their dollar amount limits, quantity limits, and has not exceeded the frequency of orders prior to allowing the order to be processed based on their current privilege group at the time of the order. In addition, the offender will have access to their canteen available balance and date of their last canteen draw. The OCTS shall provide the ability to monitor or restrict orders for

certain foods such as non-kosher/halal for those offenders that are on specialized diets to ensure they are not purchasing items from the Canteen that are not allowed due to their specialized diet restrictions. Offender status/privilege group and other information required will be provided via an interface with the existing CDCR Trust Restitution and Canteen System (TRACS) to the OCTS to use as part of the Canteen Services features.

Once a Canteen order is submitted, the offender will receive a notification on their Tablet/Kiosk that the order was successfully submitted and accepted to the Canteen. The Canteen manager or designee will have the capability to monitor purchases to ensure the inmate does not shop an amount over their privilege group. Authorized Canteen staff could pull up the Offender's Trust Account in TRACS by using his Identification Card and utilizing a PIN for security.

2.2.2.3.5 Appeals/Grievance Services (Optional)

Appeals/Grievance business objectives are:

- A. Allow the offender to electronically fill out and submit an Appeal/Grievance via the Tablet or the Kiosk.
- B. Allow the offender to receive an electronic confirmation immediately upon successful submission of the Appeal/Grievance via the Tablet or Kiosk.
- C. Allow CDCR staff to electronically notify the offenders if the Appeal/Grievance is accepted or rejected.
- D. Allow CDCR staff to electronically notify the offenders of the outcome of the Appeal/Grievance

CDCR seeks to utilize the Appeals/Grievance services to allow the offender to submit the Appeals/Grievances electronically via the Tablet or Kiosk with no cost to the offender or the family and friends. The services shall allow the CDCR staff to screen, review, accept or reject the Appeal/Grievance without having to print the Appeals/Grievances form. The offender shall be able to view the response from the CDCR staff on the Tablet or the Kiosk and submit the Appeals/Grievance for second or third level review without having to recreate the request.

2.2.2.3.6 Legal Services (Optional)

Legal Services business objectives are:

- A. Provide greater access to the Law Library repository for the offenders.
- B. Reduce the custody requirement to escort offenders to the Law Library

Contractor shall provide the Offender the ability to access the Law Library via the Tablet/Kiosk. CDCR currently uses LexisNexis legal services to provide access to legal and journalistic documents. Contractor shall allow the legal research provider (currently, LexisNexis) to place its legal research services on a contractor repository where offenders can access through the Tablet/Kiosk (through an APP or URL) at no cost to the CDCR, and at no cost to offenders, or the legal research provider.

Contractor shall provide the ability for the offender to receive legal notices, such as Notice of Electronic Filing (NEF) from courts. Currently the court sends legal notices to the Litigation Coordinator who then sends it to the Library. The librarian then sets up an appointment for the offender to pick up a paper copy of the legal notice.

The ability to access the legal notices from the Tablet/Kiosk would reduce the time and effort required to provide the offender the legal notice. The court could send the legal notice to the Litigation Coordinator who could then send it to the offender directly via an internal communication service or have it placed in an area where the offender could access it electronically.

The OCTS would provide the ability for the offender to electronically receive and respond to communications from Office of the Attorney General (OAG) via the Tablet/Kiosk. Often the OAG sends an attorney to the institution to communicate/meet with the offender. The ability for the offender to receive and respond electronically to communications from the OAG will minimize the requirement for the OAG to send someone out every time thus reducing travel.

As part of improving communication and notification, the OCTS will provide the capability for CDCR to send mass legal notices (e.g. Regulation and Policy Management Branch (RPMB) notices, class action notices/ posters, etc.) to all offenders via the tablet/kiosk.

2.2.2.4 Entertainment Services (Optional)

The Entertainment business objectives are:

- A. Provide access to music, videos/movies, and games appropriate in a correctional setting
- B. Provide access AM/FM radio at no cost to the offender.
- C. Provide access to eBooks appropriate in a correctional setting.
- D. The catalog of eBooks, games, music, and videos/movies being offered to the offenders shall be pre-approved by CDCR.
- E. The contractor shall describe the contents offered to the offenders for free and the content that are offered at a cost to the offender.

As with the current environment, CDCR would utilize the services to provide the offenders engaging entertainment contents via the tablets. The content may be downloaded to the tablets or streamed on demand. The contractor shall offer limited free entertainment contents to the offenders who choose not to purchase any additional contents in addition to the paid content. CDCR staff shall preapprove the contents prior to publishing it on the contractor catalog for offender consumption. Authorized CDCR staff shall have access to monitor the entertainment content the offender is downloading or streaming on demand and may suspend or disable content at the offender level. The cost set by the contractor for the paid entertainment content shall be fair and reasonable and should be at the lowest cost to the offenders and their friends or families.

2.2.2.5 Management Tools and Support

Management Tools and Support business objectives are:

- A. Provide CDCR Staff the ability manage, monitor, record, and track offender and family/friends communications, activities, and service utilization.
- B. Reduce manual processes and hard copy forms through the use of electronic technology.
- C. Improve the efficiency to manage and monitor the services provided to the offenders.
- D. Improve reporting and metrics to measure and demonstrate compliance and quality improvement.

As a result of new and improved services being provided to the offenders, a robust overall management system to be used by authorized CDCR Staff needs to be in place. Management tools to manage, monitor, record, and track the existing and new services being provided will be needed to oversee all offender and family/friends communication, activities, and services. Authorized CDCR staff will need the capability to grant access to services based on the offender's privilege group, status, and restrictions. Access to the management tool should be Web based and have easy access. CDCR would have the ability to create, maintain and change electronic forms used in CDCR facilities, and forms used and completed by offenders electronically to request services and information. Contractor is expected to provide resources and support for converting such forms for use in the tablet/kiosk at no cost to CDCR. While CDCR does not intend for every CDCR form in use to be utilized, which may number in the hundreds, it would require the capability to convert future forms to be used on the Tablet/Kiosk should it be required.

The management system would provide the ability for CDCR staff to perform data analytics and create reports to collect metrics and create standard and ad-hoc reports. The reports would be used to measure and monitor the effectiveness, efficiencies, quality, and usage of the communications and offender services being provided by the OCTS.

2.2.2.6 Investigative Tools and Support

A critical portion of the OCTS is the ability to provide investigative tools and support for CDCR to be able to gather information to support investigations. In addition to telephone conversations, the electronic email correspondence and Tablet capability provided to the offenders will require more investigative tools and support to process the additional information that will now be available and processed. The Contractor shall provide Digital Forensic Team (DFT) basic and advance training support for CDCR to maintain knowledge/skills/abilities to maintain compatibility with technological advances in electronic and communication devices.

To help process the increase volume of information, OCTS will require a link and data analysis program, such as Palantir which is currently used by CDCR that can be linked to CDCR datasets for comparison analysis with data extracted from DFT examinations at no additional cost to CDCR. This would include contract support to cover updates/licensing costs at no cost to CDCR. Fulltime Contractor support would be required to perform Digital Forensic Examiner/ Analytical support to CDCR.

Investigative staff would need the capability to have forensic/analytical access to data activity on approved inmate tablets, kiosks or other related digital devices, to include real-time/ historical activity, to include telephone and video calls, financial transactions, etc. Search tools such as

the ability to conduct keyword searching analytics on live/ recorded offender telephone and video calls would be part of the investigative tools. Investigative tools would also include Digital Software/Hardware necessary for a central data repository and the ability to upload/ transfer of digital data extracted by forensic examinations to the central data repository used for data analysis/ comparison. CDCR would have the ability to link the analytical database with other allied agencies for link analysis in support of investigations.

Investigative staff will have the ability to identify and access the IP address associated with any activity related to the approved electronic devices and/ or related databases. In addition, investigative tools including voice biometrics/voice identification of all calling parties (inmates/ outside callers and recipients) to identify and verify callers for analysis of criminal activity would be provided by OCTS .

Other capabilities would be desirable that provide location based services to identify the location of information related to cellphones and calls and identify cellphone calls to or from a geographic location that is related to criminal activity or a threat to the institution.

2.2.2.7 Proposed Network

CDCR has recently adopted a new network equipment standard for replacing/refreshing currently deployed equipment. The current core HP 5412s standard has been replaced by the HPE/Aruba 8400s as the new standard. All IDF switching is being standardized to the Aruba 3810 with POE+. A complete list of the Network Equipment and Specifications that the Contractor must purchase and use to adhere to CDCR's standards is shown in Attachment 9. The general network topology is not changing as is shown below in Figure 2-4: New Equipment Standard.

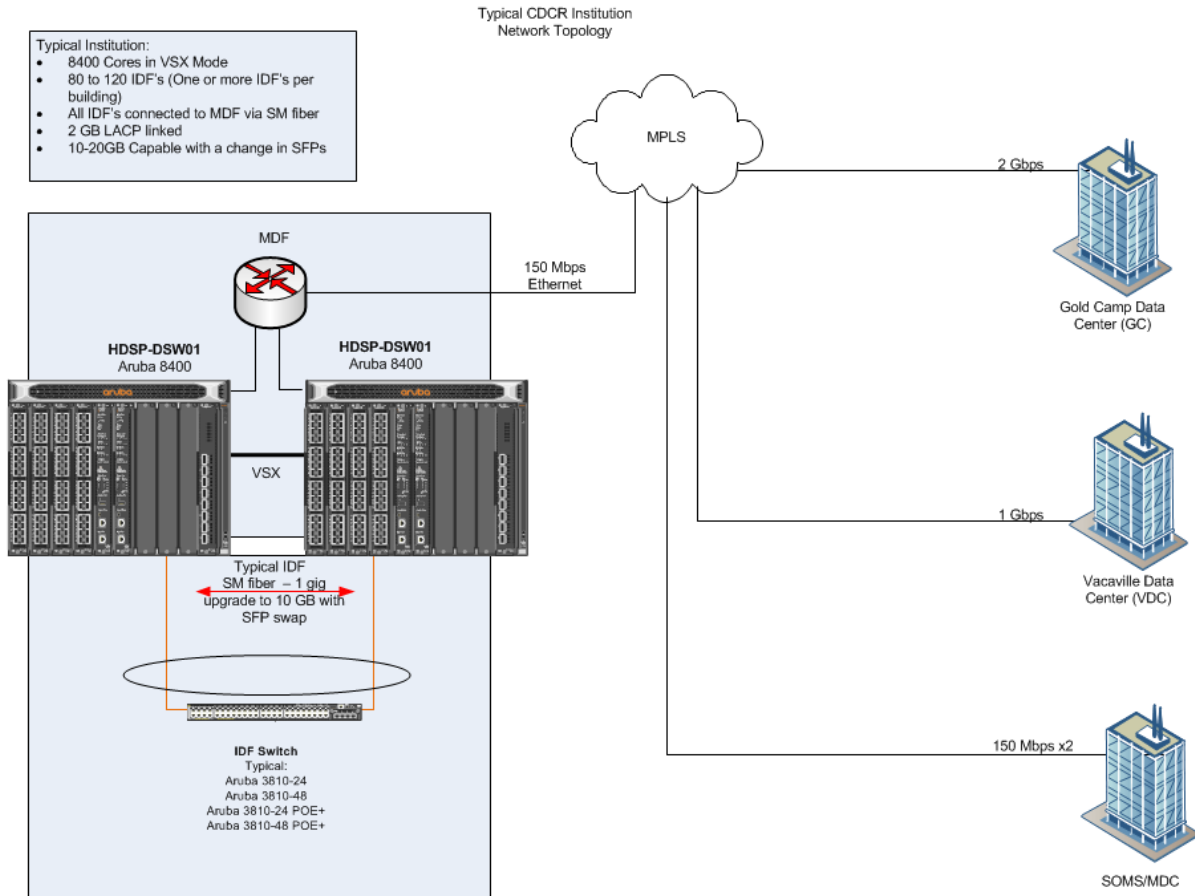


Figure 2-4: New Equipment Standard

CDCR has architected an Inmate Network utilizing VLANs assigned on their IDF network switches to isolate the offender traffic from the CDCR network. The Contractor shall incorporate the OCTS network connectivity through the use of VLANs that are assigned by CDCR on the IDF switches and allow the OCTS traffic to utilize the CDCR pathway to the MDF where it will then be handed off to the OCTS Contractor's router/switch/firewall and access the OCTS Contractor's ISP. This allows the Contractor to use the existing fiber pathway from each of the IDFs that are home run back to the MDF distribution switches. This is depicted at a high level in Figure 2-5: OCTS Proposed Network.

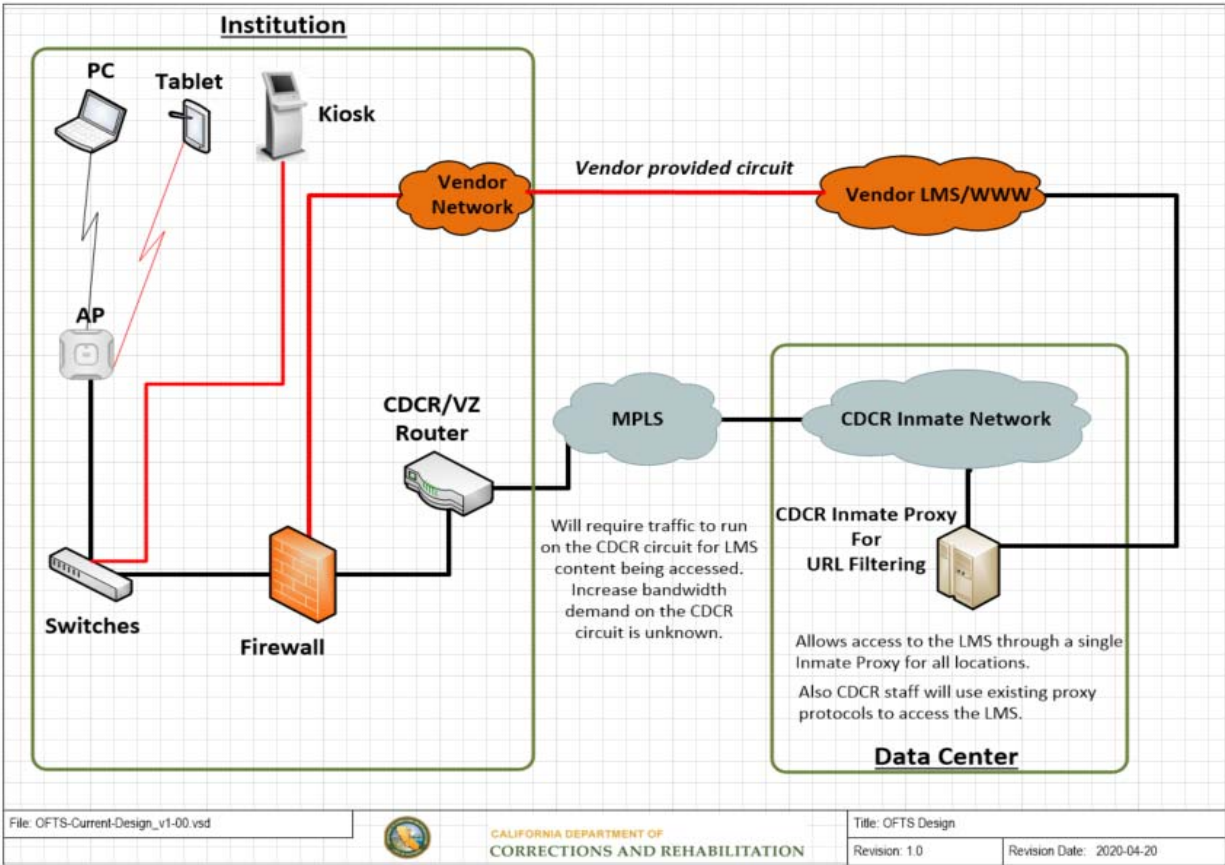


Figure 2-5: OCTS Proposed Network

3 TERM OF CONTRACT

Effective upon approval by the California Department of Technology (CDT), the term of the base contract shall be six (6) years with four (4) one-year optional extension years, upon contract execution.

The Contractor shall not be authorized to deliver or commence performance of services described in this Statement of Work (SOW) until written approval has been obtained from all entities for Contract execution. Any delivery or performance of service that is commenced prior to the State signing the Contract shall be considered voluntary on the part of the Contractor.

4 CONTRACT CONTACTS

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

State Department: California Department of Technology	Prime Contractor: TBD
Division/Unit: Statewide Telecommunications Network Division, (STND) Contracts Management Section	Unit/Department TBD
Attention: TBD	Attention: TBD
Address: P.O. Box 1810 Rancho Cordova, CA 95741-1810	Address: TBD
Phone: TBD	Phone: TBD
Fax:	Fax: TBD
Email: CIOSTNDCDCRContractAdminUnit@state.ca.gov	Email: TBD

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 (Gate Clearance Informational and Approval Sheet), Primary Laws, Rules, and Regulations Regarding Conduct and Association with State Prison Inmates and all other responsibilities as described throughout this Contract.

5 GENERAL REQUIREMENTS

5.1 COMPLIANCE REQUIREMENTS

5.1.1 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 offenders to place voice or video calls as industry dialing requirements change.

5.1.2 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.

5.1.3 ADA COMPLIANCE

The Prime Contractor shall comply with all aspects of ADA compliance. ADA compliance shall be applied to all of the OCTS system and shall meet all ADA requirements as they pertain to the End Users. Focus shall be to specifically comply with the ADA to ensure that the structural and programmatic access of this technology is designed and demonstrated as meeting those accessibility requirements.

5.1.4 FCC REGULATIONS COMPLIANCE

All Offender and Family Technology Services communication devices and services must comply with FCC regulations.

5.1.5 FCC REGULATIONS VIDEO RELAY SERVICES COMPLIANCE

Video Relay Service (VRS) providers must be certified by the FCC to provide VRS to the public. VRS providers and their services shall be supplied by the Contractor during the term of the contract at no cost to the State.

5.1.6 VRS AND ASL-VCS CALLS

The solution must provide VRS and American Sign Language-Video Calling Service (ASL-VCS) calls at no cost to the State, offender, and called party.

5.1.7 EQUIPMENT AND INSTALLATION COMPLIANCE

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

5.1.8 CDCR POLICY AND REGULATIONS COMPLIANCE

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 phones by inmates.

5.1.9 CDCR LOG-IN SCREEN POLICY COMPLIANCE

All Log-in Screens for CDCR staff use shall:

1) Display an approved system use notification message or banner before granting access to the OCTS system 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.

5.1.10 CONTRACTOR PRIVACY POLICY AND TERMS OF CONDITIONS

The Prime Contractor or its vendors shall ensure that customer information shall be protected and not distributed in part or in whole to any third party or affiliates without the expressed permission of the customer. The Privacy Policy and Terms of Conditions for offender's family/friends that will use the OCTS services must allow for the ability to opt out or opt in the sharing of personal information, except as permitted or required by law.

5.2 GENERAL REQUIREMENTS

Provide accommodations for non-primary English speakers (written/spoken language) to ensure equal access to all offenders. The CDCR has a diverse offender population resulting in Limited English Proficiency (LEP) offenders. The Prime Contractor shall ensure that the ability to translate or display text in other languages is provided so that LEP offenders can have equal access to the programs and services provided by the OCTS.

Unless otherwise specified herein, the contractor shall furnish all material, labor, infrastructure, facilities, equipment, services, and software necessary to perform the services required herein at no cost to the State. The anticipated number of facilities and OCTS related infrastructure and 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.

The Contractor shall ensure that the OCTS displays, records, services, and functions will be synchronized from a single time-of-day clock source for all of CDCR's locations. The clock source shall use Pacific Standard Time/Pacific Daylight Time (PST/PDT) zone for as the source.

5.3 DOCUMENTATION REQUIREMENTS

The Prime Contractor shall provide hard and soft copies of all documentation required in this section. All written documentation shall be provided in the latest version Microsoft Office and

Adobe Acrobat Professional. Electronic drawings shall be provided in Adobe Acrobat (.pdf) format or latest version of AutoCAD Reader 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 Contractor's Hosted Secure Network.

The Prime Contractor shall provide engineering specifications and drawings for OCTS Enclosures being proposed for CDCR review and approval to ensure it meets the CDCR Design Standards. Any future changes to the hardware or a component's configuration shall be documented and provided to the State for approval prior to implementation.

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

Unless otherwise specified, one (1) hard copy and one (1) soft copy of all written documentation shall be provided to the CDCR Operations Manager.

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 OCTS to reproduce copyrighted documentation.

6 SOLUTION REQUIREMENTS

Refer to Exhibits 20 & 21 for Business Requirements and Technical Requirements.

7 DATA CENTER FACILITY ENVIRONMENT

The Prime Contractor shall store, maintain and secure the data stored in all the OCTS databases and shall be responsible for the management and administration of all the databases associated with OCTS. 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 OCTS databases), and reports. This does not include real-time audio and video packets or configuration files associated with OCTS network control systems.

The OCTS shall provide secure, multi-level database access control configurations and definable staff levels as described in CDCR OCTS Role-Based User Profiles. The OCTS 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 CDCR OCTS Role-Based User Profiles Section. 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.

The OCTS system shall broadcast database updates to all appropriate OCTS locations on the network concurrently and without operator intervention.

The OCTS shall provide hardware and software capable of archiving all OCTS data. Automatic archiving of the database files shall be accomplished without requiring manual intervention or degradation to the use of the OCTS System. The archiving function will be used to comply with the redundancy requirement as described in OCTS Database Redundancy Section. All archived data, with the exception of audio and video recordings that will be retained for only 7 years, shall be maintained for the term of the Contract and shall reside at the Prime Contractor's Database Storage Facility within the geographic confines of the continental United States. Archived data shall be capable of being viewed, queried, and reported on by authorized CDCR Staff in the same manner as the OCTS 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 Database Storage Facility to audit how the data is being stored. CDCR will provide a 24-hour notice before visiting the Prime Contractor's Database Storage Facility.

The OCTS 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.

The Contractor shall be responsible for performing all system and database back-ups. The Contractor shall provide all back-up hardware, supplies, and network and recovery procedures to ensure that no data will be lost.

The Contractor must back-up all OCTS data and store copies securely off site in compliance with CDCR's security policies. Contractor must certify the availability and integrity of back-up data and the media on which it resides.

8 STATE'S ROLES AND RESPONSIBILITIES

The State will provide access to the Prime Contractor's equipment at CDCR facilities. The State will work with the Prime Contractor to coordinate site visits and implementation at the CDCR Adult, DJJ, and the Fire Camps. CDCR requires that background security checks be performed for all persons prior to visiting or working at a California Institution. The Prime Contractor and any subcontractor staff will be required to complete the CDCR Gate Clearance forms that include personal information.

The State reserves the right, at its sole discretion, to restrict, delay, halt or discontinue all or part of any implementation of OCTS services if a mandatory business or 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.

The State retains sole responsibility for performing any changes to installed physical plant infrastructure components such as wiring, conduits, and networks for the OCTS services. The State will retain core technology management functions for strategic planning, quality assurance, contract management, and specific OCTS service functions.

9 CONTRACTOR'S ROLES AND RESPONSIBILITIES

The Prime Contractor shall comply with all legislative requirements imposed by the State for all systems and services provided by the OCTS services throughout the term of this contract. The Prime Contractor shall work with the State to implement any changes dictated by the statute. The Prime Contractor's roles and responsibilities shall include, but not be limited to:

- Ultimate responsibility for all efforts, activities, materials, and equipment conducted or provided under this contract.
- Responsible to manage their subcontractors and ensure they are in compliance with the terms of this contract, follow the policies, regulations, and guidelines set forth in the contract and CDCR policies.
- Notify the CDCR PM or their designee of any issues, problems, schedule delays, problems to gain access to CDCR facilities, or any impacts to the project.
- Respond to all inquiries and provide information related to the project.
- Ensure that any contractor personnel working at a CDCR facility have an onsite manager to supervise and report progress to CDCR PM or their designee.
- Manage, coordinate, monitor, and report on all project activities conducted by contractor and subcontractor personnel.

10 KEY STAFF QUALIFICATIONS AND SKILLS

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. The Project Manager will be the primary technical and managerial interface between the Prime Contractor and the State. The Project Manager will have full authority to act for the Prime Contractor on all contract matters relating to daily operations. The Prime Contractor's Project Manager shall meet with the State as necessary to maintain satisfactory performance and to resolve any issues during the implementation and the term of the Contract. The Project Manager will establish priorities and schedules, review projects, and ensure that all work proceeds in a timely and satisfactory manner.

The Prime Contractor must provide experienced professionals and skilled technical staff necessary for the implementation, support, and Maintenance and Operations of the OCTS Project. These individuals are defined as "Key Staff" and are those persons whose resumes shall be submitted and marked by the Prime Contractor as "Key Staff". The Key Staff shall consist of Prime Contractor's most senior and experienced staff, covering all disciplines necessary to satisfy the OCTS project implementation, support, and maintenance and operations. When work involves the efforts of subcontractors and/or other outside resources, the Prime Contractor's Key Staff will coordinate these efforts. The Prime Contractor's Key Staff shall have a minimum of three (3) years' experience supporting large scale project in a correctional environment.

11 KEY PERSONNEL CHANGES

The Prime Contractor shall notify the State, any Key Staff changes and shall submit their resumes for CDCR Operations Manager review. The proposed Key Staff replacements must meet the same mandatory qualifications as required in the original solicitation. The Key Staff responsible for implementation, support, training, and Maintenance and Operations must be approved by the CDCR Operations Manager prior to working on the OCTS project.

12 ESCALATION PROCESS

The Prime Contractor shall provide an Escalation Plan which details procedures, processes, and personnel for use during an OCTS failure. 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 OCTS Project Manager, the Prime Contractor shall clarify the relationship of the Project Manager in the escalation process.

The OCTS 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.

13 CHANGE CONTROL PROCEDURES

All software and equipment modifications shall follow a CDCR approved plan prior to implementation in any production environment. The Prime Contractor shall submit an OCTS Configuration Management Plan 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 OCTS 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.

The OCTS Configuration Management Plan shall focus 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 Prime Contractor shall describe the plan to keep the OCTS hardware and software, along with the documentation, consistent and current.

The OCTS Configuration Management Plan shall be updated and provided to CDCR Operations Manager when OCTS components are modified, installed, or upgraded. The components shall include all OCTS equipment, hardware, software, and firmware.

The contractor shall propose, provide, and document changes in an approved CDCR Change Management document. The Prime Contractor will use the CDCR IT Change Management Policy Documentation Guidelines process and procedures.

14 CONTRACTOR TASKS AND DELIVERABLE REQUIREMENTS

The Contractor shall develop, produce, deliver, and update products throughout the term of the contract. This section contains the expected deliverables and a description of the purpose and content.

14.1 OCTS PROJECT MANAGEMENT PLAN

The Prime Contractor shall submit a proposed OCTS 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. The Plan shall address a 24 month implementation of all required equipment and services following Contract award. The OCTS Project Management Plan shall address installation and the on-going management of the OCTS Contract components. The Prime Contractor will meet with the State to finalize the OCTS Project Management Plan within 30 calendar days of Contract award. The OCTS Project Management Plan shall describe how the Prime Contractor will use a formal Project Management Methodology to manage the entire project (e.g. based on IEEE, PMBOK, or comparable).

The OCTS Project Management Plan shall describe how Site Specific Information Requests will be communicated in writing for implementation prior to the start of each phase of work. The OCTS PM Plan shall include materials and decisions from the CDCR Project Manager.

The OCTS 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 OCTS 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.

14.2 PROJECT SCHEDULE

The Prime Contractor shall provide the State a MS Project Schedule (2010 or newer) for the OCTS implementation and describe how they will keep the project on schedule. The OCTS Project Schedule shall include tasks, durations, deliverables, responsible parties, dependencies, start and end dates, schedule variances, and completion status.

14.3 ESCALATION PLAN

The Prime Contractor shall provide an Escalation Plan which details procedures, processes, and personnel for use during an OCTS failure. 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 OCTS Project

Manager, the Prime Contractor shall clarify the relationship of the Project Manager in the escalation process.

The OCTS 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.

14.4 CONFIGURATION MANAGEMENT PLAN

The Prime Contractor shall submit an OCTS Configuration Management Plan to the CDCR Operations Manager for approval at least 30 calendar days prior to any planned implementation. The OCTS Configuration Management Plan shall focus 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 Prime Contractor shall describe the plan to keep the OCTS hardware and software, along with the documentation, consistent and current.

The OCTS Configuration Management Plan shall be updated and provided to CDCR Operations Manager when OCTS components are modified, installed, or upgraded. The components shall include all OCTS equipment, hardware, software, and firmware.

14.5 WEEKLY STATUS REPORTS

Prime contractor shall produce a weekly status report that includes at a minimum the following;

- 1) Planned accomplishments/task completed
- 2) Planned accomplishments/task not completed
- 3) Project Schedule status
 - a) Task behind schedule
 - b) Task ahead of schedule
 - c) Factors impacting schedule
 - d) Recommendations to avoid schedule slips
- 4) Issues/Risks
 - a) Status of existing issues/risks
 - b) Closed or mitigated issues/risks
 - c) Identification of new issues/risks
- 5) Mitigation strategy to eliminate or reduce the issue/risk impact
- 6) Tasks planned for the next week

The Contractor will use the CDCR report format or can use their own as approved by the CDCR Project Manager.

14.6 SECURITY MANAGEMENT PLAN

Prime Contractor shall provide an OCTS Security Management Plan that details and demonstrates the physical and data security requirements for both the OCTS system and the Prime Contractor's facilities and processes. This plan shall address the requirements regarding the following:

- 1) OCTS Network Security;
- 2) Intrusion Detection System and Intrusion Protection System (IDS/IPS)
- 3) OCTS Live Monitoring Security;
- 4) OCTS Investigative System Network Security;
- 5) OCTS Investigative Software/Hardware Security;
- 6) OCTS Data Management; and
- 7) OCTS Information Security.

14.7 CONTINGENCY AND DISASTER RECOVERY PLANS

Prime Contractor 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 OCTS 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.

14.8 ACCEPTANCE TEST PLAN

The Contractor shall develop and provide an Acceptance Test Plan that includes the process, method, verification, and validation of all the functional requirements for the OCTS. The Acceptance Test Plan must be provided 90 days prior to placing any OCTS features in operation and must be approved by CDCR.

14.9 TRAINING PLAN

The OCTS Training Plan shall contain a complete syllabus of how CDCR Authorized staff will be effectively taught to use the OCTS. The Training Plan shall include the goals, objectives, timelines, and benchmarks associated with each training component. The Training Plan shall employ an on-site, hands-on, classroom and train-the-trainer approach. The OCTS 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 OCTS Training Plan shall be subject to approval by CDCR Operations Manager and modifications as directed. The OCTS Training Plan shall be kept current by the Prime Contractor and take into account any modification of features and functionality. The Prime Contractor shall provide a Training Plan at least two (2) weeks prior to the first CDCR Trainer Certification presentation.

14.10 OCTS CDCR USER MANUAL

The Prime Contractor shall provide and maintain current OCTS CDCR User Manuals for CDCR Authorized Staff for all OCTS features.

- 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the OCTS functionality. There shall be no references to any features or functionalities that are not provided in the OCTS environment.
- 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the OCTS hardware 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 OCTS and make the documentation available to CDCR upon request.

14.11 OCTS CDCR LIVE MONITORING USER GUIDE

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

14.12 OCTS CDCR INVESTIGATIVE STAFF USER GUIDE

The Prime Contractor shall prepare and provide an OCTS CDCR Investigative Staff User Guide for CDCR investigative staff that provides instructions that will describe primary features, functionality and commands in an abridged user-friendly format. The OCTS CDCR Investigative Staff User Guide will be made available on the Prime Contractor's OCTS Private Web site and shall be specific to the OCTS. Hard copies 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 OCTS Private Web site. The Prime Contractor shall modify the OCTS CDCR Investigative Staff User Guide as directed by the State.

14.13 OCTS CDCR OPERATIONS MANAGER USER MANUAL

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.

14.14 OCTS CUSTOMER GUIDES AND BROCHURES

The Prime Contractor shall prepare and provide an OCTS End 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 OCTS accounts, receiving calls, blocking 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 OCTS Public Web site. Pamphlets will be mailed to customers by the Prime Contractor upon request. Soft copies in .pdf and .doc will be provided to CDCR and available on the OCTS Private Portal. The Prime Contractor shall input updates to the End User Guide provided by the CDCR Operations Manager or as required.

Instructional brochures shall be available on-line to Public Customer explaining the branding, monitoring, and recording requirements for all OCTS services (where applicable). Upon request, the Prime Contractor shall provide soft copies of the brochures to the CDCR Operations Manager.

14.15 OCTS OFFENDER TRAINING MATERIALS

Contractor shall provide training materials to offenders that instruct the offender to easily navigate through the phone, kiosk, and tablet. In addition provide the offenders training materials on new processes and procedures to access the offender services being offered on the tablet and kiosk. The training and instructional material shall be written at a fundamental reading level and provide step-by-step instructions. The training material shall consist of offender user guides, quick reference cards/sheets, on-line help, frequently asked questions (FAQs), video clips, and posters.

The Prime Contractor shall prepare and provide an offender guide that includes instructions in English and Spanish for CDCR approval. The guide will include instructions and contact information for log-in and operation of the OCTS device. 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.

14.16 OCTS MAINTENANCE AND SERVICE PLAN

Contractor shall provide maintenance and service plan to include the frequency and speed of maintenance. Prime Contractor shall describe, in detail, OCTS maintenance procedures and scheduling plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components that includes all OCTS hardware with the frequency of required routine and preventative maintenance.

The Prime Contractor shall work with CDCR Operations Manager to develop a maintenance schedule for each facility at the discretion of CDCR. The OCTS Maintenance and Service Plan shall include the schedule of required regular OCTS maintenance for the equipment and software installed at each facility for CDCR Operations Manager final approval prior to installation at each facility.

15 DELIVERABLE ACCEPTANCE/REJECTION PROCESS

The CDCR PM, or selected representative, will retain sole authority to evaluate and determine the acceptability of OCTS solution and related deliverables and documents submitted or performed by the Contractor and/or its staff. Acceptance criteria shall consist of the following:

1. All deliverables must be in a format which will be specified by CDCR PM, or selected representative, and in such a manner as to enable CDCR PM, or selected representative, to determine that the work has been completed to CDCR PM's, or selected representatives, satisfaction.
2. All tasks must be performed in a professional manner to CDCR PM's, or selected representatives, satisfaction.
3. All deliverables will be submitted in accordance with the project schedules and as approved by the CDCR PM, or selected representative.
4. The CDCR will return any unacceptable deliverables within ten (10) business days and request further changes or corrections. Deliverables that are not accepted must be corrected and re-submitted within five (5) business days to the CDCR PM, or selected representative.
5. The OCTS system must demonstrate and meet all the requirements prior to CDCR acceptance at each location.

16 DATA HANDLING AND OWNERSHIP

The Prime Contractor shall store, maintain and secure the data stored in all the OCTS databases and shall be responsible for the management and administration of all the data and databases associated with the Offender and Family Technology Services . The data stored in the all the OCTS databases is confidential and the property of the CDCR. Data is defined as information and content specific to call recordings, call detail records, offender emails including pictures and video grams, and investigative tools. The security and privacy of the OCTS data is paramount to the CDCR. The Prime Contractor shall employ administrative, physical, and technical safeguards to protect the security, confidentiality, and integrity of the OCTS data in accordance with applicable Federal and State laws and regulations. The Prime Contractor shall comply with the State of California regulations related to information security and data privacy, as defined by the State Administrative Manual and as directed by the CDT, Office of Information Security. The Prime Contractor shall employ an industry standard encryption method for all data in transit or storage.

All data collected as part of OCTS service function is confidential. Any unauthorized access to, copying, alteration, use, sale, destruction, or dissemination of the data outside the scope of this Contract without explicit permission of the CDCR shall be strictly prohibited.

17 REPORTING

Reports and Miscellaneous Support for Implementation and Ongoing Maintenance and Operations

Contractor will be required to provide the following throughout this engagement at no cost to the State:

- Weekly status reports of work completed and planned;
- Updated Schedule;
- Additional support, as required

This Prime Contractor shall provide OCTS Auditing, Tools, and Reports to use 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 approval, 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 the applicable OCTS Service Level Agreements (SLA).

All monthly reports shall be provided on a calendar month basis and electronic copies shall be delivered in CDCR approved file format by the tenth (10th) business day following the end of the reporting period month and posted to the OCTS Private Web Site.

17.1 INVESTIGATIVE REPORTS

The OCTS shall be capable of generating the following Reports from the OCTS Investigative Solution.

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.

All OCTS Investigative Reports shall be capable of saving in either Excel or Adobe PDF 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 below; 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.
 - d) 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.

Each report shall provide the following information on each OCTS call, with the capability of sorting data by each field:

- 1) Link to Call Recording with indicator if call was recorded or not;
- 2) Link to Call Transcription if the call was recorded;
- 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) OCTS Station Identifier;
- 7) CDCR Facility;
- 8) OCTS Station Location within the CDCR facility;
- 9) Destination Number (with partial field search capability using a wild card);
- 10) Date and Time of OCTS Call;
- 11) Call Duration (mm:ss);
- 12) Unique File Identifier of Recording;
- 13) Start Code;
- 14) End Code;
- 15) Alert Group;
- 16) Call Type; and
- 17) Three-Way calling flag

17.2 CUSTOM QUERY REPORTS

The OCTS shall provide options for Custom Queries for 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.

The OCTS shall provide Call Frequency Report by Origination and Destination calls from a specific OCTS solution and shall include each destination number called and the quantity of completed and attempted calls during a specified period.

17.3 ALERT GROUP REPORTS

The OCTS 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 Contact List as an active Alert Group.

The Alert Group by Authorized User Report shall list all of the destination numbers that have been designated in the OCTS Facility Contact List as an active Alert Group by a specific CDCR Authorized User.

17.4 STATION CONFIGURATION REPORT

The OCTS Station Configuration Report lists the unique OCTS device station number for each OCTS device within the designated facility(s). This report shall list the OCTS Station Identifier, the station location and the last time the station configuration record was updated.

17.5 AD HOC REPORTS

OCTS 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 OCTS 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 OCTS 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.

The OCTS will include user friendly filters and sort criteria to customize the Ad Hoc Reports. The authorized CDCR Staff shall request from the Prime Contractor OCTS Ad Hoc Reports that may include a compilation of information from the other reports described in OCTS Investigative Tools and Reports Section. 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) OCTS Station Type;
- 7) OCTS Station Identifier;
- 8) Station Location;
- 9) Destination Number (with partial field search capability);
- 10) Authorized CDCR Staff User ID;
- 11) Custom Definable Field;
- 12) Completed Calls;
- 13) Incomplete Calls;
- 14) Recorded Calls;
- 15) Played Calls (including user ID date/time);
- 16) Copied Calls (including user ID date/time);
- 17) Calls with Notes (including user ID date/time);
- 18) Call Duration (with definable field to select a range in mm:ss);
- 19) Start Code (with drop down list);
- 20) End Code (with drop down list);
- 21) Alert Group;
- 22) Call Category (with drop down list); and
- 23) Use and statistical reports (i.e., Calls placed per offender, phone times, usage data, system availability, etc.).

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. 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.

17.6 USER ID CREATION REPORT

The OCTS 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 OCTS 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.

17.7 AUDIT LOG REPORT

The Audit Log Report shall contain the OCTS User logged-in time and activities (files accessed, calls copied, calls played back, and notes input) during a specific reporting period.

17.8 LIVE MONITORING ACTIVITY REPORT

The Live Monitoring Terminal Activity Report shall provide a report of the ON/OFF status of the OCTS Live Monitoring Terminals during a specific reporting period. This report shall include the identification of the OCTS Live Monitoring Terminal, and the times that each Terminal was turned on or off.

17.9 PASSIVE ACCEPTANCE REPORT

The Passive Acceptance Report details the destination numbers that have been set for passive acceptance, including the unique OCTS user identifier of the person that entered or modified the passive acceptance status. This report will include the date/time stamp of status changes to each destination number.

17.10 BLOCKED NUMBER REPORT

The OCTS Blocked Number Report details the telephone numbers that have been identified as unauthorized to receive OCTS calls. The OCTS 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.

17.11 DO NOT RECORD REPORT

The OCTS 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 personnel that

entered or modified the “do not record” status as well as the dates of status changes to each number.

17.12 DATA BACKUP VALIDATION REPORTS

The Prime Contractor shall provide OCTS 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.

17.13 MONTHLY REPORTS

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.

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.

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 expected 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.

17.14 TROUBLE TICKET REPORT

OCTS 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 OCTS Trouble Ticket Report tracks the status and activity of trouble ticket activity each month. The OCTS 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 OCTS Trouble Ticket Report are as follows:

- 1) OCTS 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 OCTS Trouble Ticket Summary Report.

17.15 CUSTOMER SERVICE CALL VOLUME REPORT

The OCTS 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 OCTS Customer Service Number 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.

17.16 CUSTOMER SERVICE ISSUES REPORT

The OCTS 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 OCTS 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 OCTS Customer Service Issues Summary Report.

17.17 SERVICE, SUPPORT, AND MAINTENANCE REPORTS

The OCTS 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 OCTS activities.

17.18 INVENTORY REPORT

The Current OCTS Inventory Report provides the CDCR Operations Manager with a complete accounting of the equipment located at CDCR facilities and connected to the OCTS (whether the Prime Contractor installed or State owned). The Current OCTS Inventory Report shall include a

separate listing of all equipment at each CDCR facility and a summary of the total inventory at each facility and statewide totals.

The following fields shall be included for each facility:

- 1) Name of the Facility;
- 2) Physical Address;
- 3) Size of Rack space available (where applicable);
- 4) The following elements shall be included for each piece of equipment;
 - a) Type of hardware equipment:
 - i) OCTS Device;
 - ii) Live Monitoring Terminal;
 - iii) Investigative Workstation;
 - iv) Uninterruptible Power Supply;
 - v) LAN;
 - vi) Controller; or,
 - vii) Any other type of hardware associated with the OCTS.
 - b) Equipment Identification Number;
 - c) Equipment Location:
 - i) Housing Unit;
 - ii) Yard Location; or,
 - iii) Building Location.
 - d) Type of OCTS Device:
 - i) Standard OCTS device (fixed); or
 - ii) OCTS device (portable).
 - e) Type of OCTS Enclosure:
 - i) Wall enclosure or
 - ii) Pedestal enclosure
 - f) Type of OCTS Mounting:
 - i) Wall Mount;
 - ii) Pedestal Mount; and
 - iii) Cart Mount.

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

17.19 NETWORK PERFORMANCE REPORT

The OCTS 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.

17.20 COMMUNICATION VOLUME REPORT

The OCTS Communication Volume by Facility Report will list separately the Communication and Call Elements for each CDCR facility. Communication Elements include emails received, sent. Call Elements include Call Attempts, Call Completions, and Call Conversation Minutes as columns. A Summary Table detailing the summation of each call at all facilities will be provided at the end of the report. The Summary Table for each month will be carried forward to the cumulative OCTS Call Volume Summary Report.

17.21 REVENUE TRACKING REPORT

The Prime Contractor shall provide as part of the monthly revenue reports a Monthly OCTS Revenue Tracking Report. The Monthly OCTS Revenue 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 call 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.

17.22 SERVICE LEVEL AGREEMENT REPORTS

The OCTS 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 Department of Technology in a data extractable application. The Prime Contractor shall provide the reports as described in this section.

17.23 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 Contractor shall also include a Service Credit Plan for distributing credits to offenders for each SLA applied.

The Monthly OCTS 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.

17.24 CATASTROPHIC OUTAGE SLA REPORT

OCTS CAT outages shall be reported independently on a per occurrence basis. An OCTS 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.

17.25 SLA SUMMARY REPORT

The Prime Contractor shall provide a Monthly OCTS 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.

17.26 EXECUTIVE OUTAGE SUMMARY REPORT

An OCTS Executive Outage Summary Report may be requested by the CDCR Operations Manager for any significant network outage or critical service failure. An OCTS 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.

17.27 ANNUAL SLA TROUBLE TICKET SUMMARY REPORT

The Prime Contractor shall provide an Annual OCTS 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).

The Report will also 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.

17.28 REPORT SCREEN MENUS

This screen will include drop down menus for authorized staff to generate and print Statewide or Facility specific reports described herein.

18 SECURITY

Prime Contractor shall design, provide, and implement an OCTS that provides network security to prevent potential hacking or unauthorized use of the network. Contractor shall have Intrusion Detection System and Intrusion Protection System (IDS/IPS) that manages the OCTS ingress/egress traffic entering and exiting the CDCR network. Contractor shall be responsible for any network/data breaches and unauthorized disclosures outside of the CDCR managed network. Contractor shall notify CDCR and anyone affected by the breach or unauthorized disclosure. Protection of personal privacy and data shall be an integral part of the business activities of the contractor to ensure there is no inappropriate or unauthorized use of state information at any time. To this end, the contractor shall safeguard the confidentiality, integrity and availability of state information and comply with the appropriate and applicable standards (e.g. PII, HIPAA). The contractor shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of personal data and non-public data. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the contractor applies to its own personal data and non-public data of similar kind.

All personal data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the contractor is responsible for encryption of the personal data. Encryption shall meet the minimum NIST 800-38G standards. Unless otherwise stipulated, the contractor shall

encrypt all non-public data at rest and in transit. The state shall identify data it deems as non-public data to the contractor. The level of protection and encryption for all non-public data shall be identified and made a part of this contract. A minimum of 128-bit encryption shall be used. The Contractor shall be in compliance with HIPAA for all PHI and PII.

At no time shall any data or processes – that either belong to or are intended for the use of the state or its officers, agents or employees – be copied, disclosed or retained by the contractor or any party related to the service provider for subsequent use in any transaction that does not include the state. The contractor shall not use any information collected in connection with the service issued from the contract for any purpose other than fulfilling the service. The OCTS system must meet or exceed all state published policies and standards for data management, technology management, accessibility and data security including both static (saved/stored) and dynamic (transmitted) data. Security policies and standards that State entities and their contracted providers abide by can be found in the links provided below:

<http://sam.dgs.ca.gov/TOC/5300.aspx> (These are based on NIST 800-53 security controls)

<https://cdt.ca.gov/services/wp-content/uploads/sites/2/sites/2/2017/10/PH-II ISA Criteria v2.1.pdf>

On an annual basis, the contractor should leverage their own independent assessment contractor to demonstrate compliance to SAM 5300 or the NIST 800-53. Here is the reference to the foundational framework that maps the SAM 5300 requirements to NIST 800-53:

https://cdt.ca.gov/wp-content/uploads/2017/12/Foundational-Framework_EXCEL_10-17-1.xlsm

The vendor should provide annual third-party security assessment or penetration test reports to demonstrate compliance and effectiveness against the SAM5300/NIST 800-53 controls.

If the contractor uses hosting providers outside of their control to demonstrate compliance, proof of compliance with SOC 2, SSAE 16 Type I and Type II Audits will suffice to verify compliance. These compliance requirements shall be kept current during the duration of the contract.

For any payment card information that is stored on financial systems or providers, the PCI DSS compliance requirement would apply.

19 DISASTER RECOVERY

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.

Prime Contractor 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 OCTS 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.

20 HARDWARE AND SOFTWARE NEEDS

20.1 HARDWARE REQUIREMENTS

Contractor shall provide and install all the equipment required for the OCTS implementation at no cost to the State. This section defines the physical requirements, specifications, and any specific make/model of equipment that must be to adhere to CDCR's enterprise architecture. Refer to Section 23, System Implementation for cabling, wire, and power requirements.

20.1.1 TELEPHONES

The OCTS telephones shall be capable of mounting to concrete walls, stainless steel shrouded columns, mobile carts, or internal/external enclosures. Offender telephones installed at correctional facilities shall not be programmable. Telephones shall not be capable of being used to program any feature of the OCTS. The Telephones, Telecommunication Devices for the Deaf (TDD), and Telephone Enclosures will become the property of CDCR at the time of contract expiration or termination. For the term of the contract, the Contractor will be responsible for all the scheduled maintenance, repairs, replacement, support, and service for the telephone equipment.

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

20.1.1.1 Telephone Specifications

The OCTS telephones must at a minimum meet the following construction specifications:

- 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;
- 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 armored handset cords for the offender 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.

All of the offender telephones shall be equipped with volume controls which allow offenders to amplify the called party's voice. Offender telephones shall reduce background noise through the use of confidencers or directional microphones in the handset.

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

The Prime Contractor shall provide "all-weather" telephones to be used as required by the State. This applies to all outside offender telephones required throughout the State. The offender telephones must be weather and spray resistant (Bellcore TR-TSY-000456, NEMA 3R, or similar) as they may be exposed to extreme weather conditions.

20.1.1.2 Telecommunication Devices for the Deaf (TDD)

The contractor will provide all portable TDD telephones. The quantities vary by facility and may increase or decrease based upon changes to facility offender population and operations. The TDD 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.

20.1.1.3 Telephone Enclosures

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.

The Prime Contractor shall provide telephone booth enclosures for offender telephones installed inside or outside. The offender 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 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.

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 OCTS telephone booths and pedestals.

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.

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

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

20.1.2 VIDEO RELAY SYSTEM/AMERICAN SIGN LANGUAGE VIDEO CALLING SYSTEM (VRS/ASL-VCS)

The Prime Contractor shall provide and install all the offender VRS/ASL-VCS equipment at correctional facilities and locations as specified by CDCR. VRS/ASL-VCS sets will be used by offenders to place calls via the OCTS. The Prime Contractor shall be responsible for all modifications to existing enclosures necessary to mount the proposed VRS/ASL-VCS set. The Prime Contractor shall install additional VRS/ASL-VCS equipment 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. The Prime Contractor shall retain ownership of the VRS/ASL-VCS equipment and shall be responsible for all the scheduled maintenance, repairs, replacement, support, and service for the term of the contract. The Prime Contractor shall provide VRS/ASL-VCS installed inside; mounted on a wall, or have the option to be attached to a pedestal. The VRS/ASL-VCS enclosures shall provide privacy for the offender, but allow the offender 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.

All VRS/ASL-VCS shall use unique identifiers, provided by the CDCR Operations Manager that will be referenced in all database files. VRS/ASL-VCS installed at correctional facilities shall not be programmable. VRS/ASL-VCS shall not be capable of being used to program any feature of the OCTS.

20.1.2.1 VRS/ASL-VCS Construction Specifications

The enclosures must contain all hardware and software necessary to provide a “turnkey” enclosure that provides VRS and ASL-VCS services. Contractor shall ensure that all hardware is contained within enclosure.

The video phone enclosure design shall be constructed as follows:

- 1) 14-gauge (or heavier) steel case;
- 2) Rugged steady beaded welded construction that is weather-resistant;
- 3) Powder coated finish that is stainless steel or must be of a neutral color and easily cleaned;
- 4) 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.
- 5) Shall not have removable parts, glass, sharp edges, or Plexiglas or similar material;
- 6) Shall have no portion that can be disassembled and used as weapons;
- 7) No removable parts, including receiver ear and mouthpieces, and the window for dialing instructions.
- 8) Enclosures shall contain Heavy duty locking mechanisms, hinges, door mechanisms capable of resisting offender tampering and vandalism.
- 9) Enclosure must have adequate ventilation to include fans if needed for components.

The armored handset cords for the VRS/ASL-VCS 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 shall be 18 to 36 inches as approved by CDCR Operations Manager.

The VRS/ASL-VCS must have the ability to be anchored to the floor and or the wall. Security fasteners will be used to secure the enclosure to the wall and/or floor.

Surface-mounted VCS/ASL-VCS must have no access to the back of the VRS/ASL-VCS.

The Contractor shall ensure that each enclosure can be easily unsecured from the floor or the wall by authorized personnel. Enclosure must have sealed opening(s) for power and phone lines as needed.

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

20.1.2.2 VRS/ASL-VCS Monitors/Screens

Monitors must be Energy Star compliant with a minimum level of EPEAT Bronze. Monitors must be a minimum of 17" in size across the diagonal, having an associated graphics control board with video drivers. Monitor shall be able to withstand operating temperatures of 105 degrees and 100% humidity.

Touch screen must be secure, safe and capable of withstanding heavy usage in a correctional environment. It must be scratch-resistant. Contractor shall provide any special care required to keep the screen clean, and prolong the viewing and usage life expectancy.

Touch screen shall not be of the "overlay" or "membrane" type. If "surface acoustic" or "capacitive" technology is not utilized, the contractor must provide an explanation of why another technology is being proposed.

Touch screen monitor must reduce the ability to view the screen when viewed from the side to prevent others from viewing the display.

20.1.3 OFFENDER TABLETS

The Contractor shall provide offender Tablets to every offender at no cost to the State, the offender, and offender family/friends. The Contractor will retain ownership of the offender Tablets and shall be responsible for all the scheduled maintenance, repairs, replacement, support, and service for the term of the contract. Contractor shall provide portable devices that meet the following hardware requirements:

- 1) Integrated 3.5mm audio headphone / microphone combo port
- 2) Wi-Fi capable, which is administrable at the OS or other 3rd party utility level (can enable and disable as needed)
- 3) Possess an 802.11 wireless radio that supports the 5ghz spectrum. Tablet will only be allowed to operate on the 5 GHz spectrum.
- 4) GPS (A-GPS) (location support) that cannot be turned off by a user
- 5) Integrated microphone with noise cancelling technology
- 6) Gravity sensor function for automated screen orientation
- 7) UL and FCC certified

- 8) Brightness adjustment for screen and ambient light sensor
- 9) Possess an external QWERTY keyboard or have the ability to utilize with a keyboard peripheral
- 10) Tablet must not have Bluetooth capability or must be disabled at the OS or other 3rd party utility security level and prevented from being enabled by offender and CDCR staff.

Contractor shall provide a Tablet that has clear view technology to allow complete viewing of the internal components.

Tablet must be designed and built to withstand abuse and prevent tampering.

Contractor shall provide tablets that are rechargeable using standard 120 V/60Hz AC power and be "UL" or equivalently listed and be certified by a Nationally Recognized Testing Laboratory to be compliant with the FCC regulations. Portable power adapter must be clear view technology and use a barrel connection. If charging stations are used, they must be constructed to only adapt to the tablets and no other device. Charging time must be less than 60 minutes to fully charge a tablet that has less than 10% battery power.

Tablet must be able to withstand a minimum of 6 hours of heavy use with a single charge.

*Tablets will not be equipped with a Camera. If the Tablet contains a camera, the camera must be disabled at the OS or other 3rd party utility security level and prevented from being enabled by offender and CDCR staff.

Provide Offender Tablets that can support the ability to add external keyboards, mice, etc. based on program needs.

Electronic Tablet Assignment

Contractor shall ensure the device is electronically assigned to offender-no scribing.

The intent of this requirement is to eliminate the need to physically scribe or engrave the Tablets. The Tablet's unique identification must be externally displayed, easily readable, and be protected so that it cannot be removed. The identification must be visible by CDCR staff.

20.1.3.1 Offender Tablets Features

Provide portable devices that meet the following software requirements:

- 1) Static and streaming video playback formats: MP4, M4V, 3GP, 3G2, WMV, ASF, AVI, FLV, MKV, and WEBM
- 2) Static and streaming audio playback: MP3, M4A, 3GA, AAC, OGG, OGA, WAV, WMA, AMR, AWB, FLAC, MIDI
- 3) Graphics viewing in common file types such as .gif, .jpg, .bmp

- 4) Proprietary and open source electronic book capable (e.g. .pdb, .epub, .pdf, etc.)
- 5) Compatible to work with open source software sourced through industry standard providers (Google, Microsoft, Apple), depending on device OS
- 6) Text to speech, speech to text, and other standard ADA feature capabilities
- 7) Screen response and refresh times to be less than 3 seconds, regardless of function in use.

The Tablet with touch screen capability must have the ability to pinch and zoom to allow users to view content without having to scroll side to side (right and left). The requirement is to ensure that items viewed on the device are able to be adjusted in size to avoid the offender having to scroll. However there are cases where in order to view the item or text in a readable size for the offender, the viewing size must be increased which may require the offender to scroll or page over to view content.

The desire is to have the Tablet/device default to be able to resize and view all content without having to scroll. Then the offender could zoom in or enlarge the content for readability.

For non-touch screen devices, resolution changes must be possible to avoid scrolling.

Contractor shall ensure that the Tablet is readily searchable by selected, authorized staff.

Provide the ability for the Offender to highlight text and bookmark pages when reading book files of any type on the Tablet.

Provide the basic productivity tools for the Offender to take notes, use word processing, create spreadsheet, and create presentation documents and save locally or to internal networked storage locations. Storage locations will be reviewable by staff.

Integrate an Offender ID functionality to Tablet operation for long term identification tracking purposes.

20.1.4 OFFENDER KIOSKS

The Prime Contractor shall provide and install offender Kiosks in housing units, long-term care facilities, and other CDCR specified locations where offenders are housed. The Contractor shall retain ownership of the VRS/ASL-VCS offender Kiosk equipment and shall be responsible for all the scheduled maintenance, repairs, replacement, support, and service for the term of the contract.

20.1.4.1 Enclosure Requirements

The Contractor shall provide a kiosk design to be of standalone style for inside/outside locations. The kiosk enclosure/housing needs to be self-contained, rugged and secure. No crevices that can enable offenders to damage or spill into the enclosure and damage the kiosk. If there are no enclosures, contractor is to explain in detail the plan for mounting and security of the hardware.

The video phone enclosure design shall be constructed as follows:

- 1) 14-gauge (or heavier) steel case;
- 2) Rugged steady beaded welded construction that is weather-resistant;
- 3) 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.
- 4) Shall not have removable parts, glass, sharp edges, or Plexiglas or similar material;
- 5) Shall have no portion that be disassembled and used as weapons; and
- 6) Shall have no external components, other than a handset, required to provide connectivity or sync an Offender Tablet or any other authorized device (e.g. USB cable).

Kiosk must be designed and built to withstand abuse and prevent tampering. Kiosk Enclosures must have heavy duty locking mechanisms, hinges, door mechanisms capable of resisting offender tampering and vandalism. Hardware must be contained in the kiosk enclosure.

The Kiosk must have a powder coated finish that is stainless steel or must be of a neutral color and easily cleaned. Kiosk shall not bear company names or logos.

The Kiosk must have the ability to be anchored to the floor and or the wall. Security fasteners will be used to secure the enclosure to the wall and/or floor.

Surface-mounted Kiosks must have no access to the back.

The Contractor shall ensure that each enclosure can be easily unsecured from the floor or the wall by authorized personnel. Enclosure must have sealed opening(s) for power and phone lines as needed.

Kiosks must have sealed opening(s) for power and data lines per CDCR Design Standards.

Kiosks must have adequate ventilation to include fans if needed for equipment/components.

Provide standalone kiosks in each facility, meeting or exceeded minimum number of kiosks per facility.

Contractor shall provide a seating solution to include the hardware and installation at no cost to the State. Solution must be able to comply with ADA standards.

20.1.4.2 Display Monitor/Screen

Kiosk should contain a touch screen; however, a durable security centered keyboard will also be considered especially supporting disabled offenders who could not access the kiosks. Contractor shall not provide a touch screen monitor of the "overlay" or "membrane" type.

Touch screen monitor must reduce the ability to read the screen when viewed from the side to prevent others from viewing displayed information.

Kiosk with touch screen capability must have the ability to pinch and zoom to allow users to view content without having to scroll side to side (right and left). The requirement is to ensure that items viewed on the device are able to be adjusted in size to avoid the offender having to scroll. However there are cases where in order to view the item or text in a readable size for the offender, the viewing size must be increased which may require the offender to scroll or page over to view content.

The desire is to have the Kiosk default to be able to resize and view all content without having to scroll. Then the offender could zoom in or enlarge the content for readability.

For non-touch screen Kiosk, resolution changes must be possible to avoid scrolling

20.1.5 NETWORK EQUIPMENT

20.1.5.1 Network Switches

20.1.5.1.1 IDF Network Switches

Contractor must provide additional switches or replace existing CDCR switches for OCTS connectivity if the number of available ports is less than 20% after OCTS requirements are taken into account. The Contractor will provide CDCR a 48-port switch to replace an existing 24-port switch if the number of available ports is below 20%. In the case where the existing CDCR switch is a 48-port switch and the number of available ports is below 20%, the Contractor shall provide CDCR a second, third or fourth 48-port switch (stacked) as required to maintain at least 20% port availability based on the stacked switch port count. All switches shall be provided at no cost to the State and will be managed and become property of CDCR. The Contractor must provision a maintenance and service plan for the duration of the contract and transfer ownership to CDCR. The IDF switches must be the make and model as specified by CDCR. Refer to Attachment 9: CDCR Network Equipment Specifications sheet.

20.1.5.2 Wireless Access Points (WAPs)

Contractor shall be responsible to provide and install all Wireless Access Points (WAPs) required to provide the offender access coverage to ensure connectivity to the OCTS from their Tablets. The WAPs will be provided, installed, and maintained by the Contractor at no cost to the State. The WAPs will be managed and become property of CDCR. The WAPs must be the make and model as specified by CDCR. Refer to Attachment 9: CDCR Network Equipment Specifications sheet.

20.1.5.3 Firewalls

Contractor shall purchase and provide firewall devices with the appropriate licensing, including a license for management at all Camps, Parole, and remote locations for offender and parolee access. Firewalls shall be provided at no cost to the State and will be managed and become property of CDCR. The Firewalls will be used to manage all (both CDCR and OCTS) traffic entering and exiting the CDCR network side. The Contractor must provision a maintenance and service plan for the duration of the contract and transfer ownership to CDCR. The firewalls must be the make and model as specified by CDCR. Refer to Attachment 9: CDCR Network Equipment Specifications sheet

Contractor shall also be required to purchase and provide firewall devices with appropriate licensing (possible next generation features) for management at each institution. These firewalls shall be provided at no cost to the State and will be managed and become property of CDCR. The Firewalls will be used to manage all (both CDCR and OCTS) traffic entering and exiting the CDCR network side. The Contractor must provision a maintenance and service plan for the duration of the contract and transfer ownership to CDCR. The firewalls must be the make and model as specified by CDCR. Refer to Attachment 9: CDCR Network Equipment Specifications sheet.

The Contractor shall provide their own firewall/IDS system to secure Ingress/Egress traffic on the OCTS circuit separate from the firewall securing access from the OCTS to the CDCR network

20.1.5.4 Uninterruptible Power Supply (UPS)

The Prime Contractor shall provide all equipment necessary to maintain 100% functionality for the contractor's main OCTS equipment to include routers, firewalls, servers, and ISP connections for a minimum of 30 minutes due to a loss of commercial power in the CDCR institutions and facilities. The Contractor must provide an OCTS capable of full recovery 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. Outages resulting from backup generator testing will not be considered a stop clock condition in calculating Service Level Agreements (SLAs).

20.2 SOFTWARE REQUIREMENTS

Contractor represents and warrants that it is the sole owner of the software or, if not, the Contractor has received all legally required authorizations from the owner. The Prime Contractor shall possess and document all software licenses necessary to legally operate the OCTS. Contractor to provide the following documentation:

- 1) Term of software license.
- 2) Rights to Computer Software.

The Prime Contractor shall own and maintain all software for the term of the Contract.

Contractor will provide an administrative software license cost model that scales to enterprise wide concurrent users based on current offender population.

Contractor shall notify CDCR in writing if its intellectual property, business, or all of its assets are acquired by a third party and identify the third party.

Contractor must provide any and all upgrades that become available during the term of the contract.

20.2.1 SOFTWARE IN-USE REQUIREMENTS

The OCTS software proposed by the Prime Contractor must have been installed and in productive use, in substantially the proposed configuration and size by a customer external to the Prime Contractor's organization, for a minimum of six (6) months prior to the Contract approval. Additionally, all software proposed by the Prime Contractor after Contract approval 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.

20.2.2 SOFTWARE MAINTENANCE

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.

At a minimum, the operating system/applications should allow the CDCR the ability to request modifications at no cost to the State. Contractor shall ensure OCTS software is maintained on the most current version of the Contractor's systems of operation, with no more than two versions at any one-time across all OCTS sites.

20.2.3 SOFTWARE TESTING

The Contractor will prepare software releases and stages for testing, validation and acceptance in a test environment. The CDCR will perform testing for authorization to proceed prior to migration to production environment.

20.2.4 CDCR TABLET APPLICATIONS

The Prime Contractor shall allow CDCR developed and approved Tablet applications to be loaded on the offender Tablets as required. The CDCR applications must meet the provisions established by the Prime Contractor to ensure security is maintained and be able to use the type and version of the operating system software that resides on the OCTS Tablets. The Prime Contractor shall work with CDCR staff to implement these applications as required.

21 COMPATIBILITY AND INTERFACE

The Prime Contractor shall provide tablets that have the capability to support the common eBook formats such as, EPUB, ODF, MOBI, and PDF.

The Prime Contractor shall provide web-based OCTS Management application, CDCR and Customer facing web portal that is compatible with Microsoft Internet Explorer 11 or newer.

The Prime Contractor shall provide tablets and kiosks that have the capability to access and view multiple types of file formats such as, Word, PowerPoint, Excel, PDF, MP3, MP4, M4V, M4A, WMV, AVI, WAV, WMA, MIDI, GIF, JPG, BMP and Android Apps.

The Prime Contractor shall develop and provide all required interfaces to the existing CDCR systems/programs required to meet the requirements of the OCTS. All development and implementation of the interfaces will be at no cost to the State, offenders or their family and

friends. The OCTS must have the ability to import and export data in a variety of standard formats, including fixed width, delimited, csv, xml, text, and Microsoft Excel.

The Prime Contractor shall develop and provide the technical capability that creates access to the data interfaces with other agencies and vendor in the future via one or more APIs (Application Program Interface), web services solution, or other relevant or useful Internet protocol (e.g., HTTP).

The CDCR retains sole responsibility for performing any changes to the existing CDCR systems/programs or adding new systems/programs. The Prime Contractor shall develop and provide additional interfaces to the existing or new systems/programs to meet the requirements of the OCTS.

22 SYSTEM INSTALLATION

The Contractor shall be responsible to provide, install, and test all infrastructure required to provide the OCTS system and meet all of its requirements at no cost to the State. The Contractor shall not be allowed to use any existing infrastructure without the expressed and formal authorization and approval by the CDCR Operations Manager. The Contractor shall not receive nor accept authorization from the local institution or facility staff.

22.1 CONTRACTOR SITE WALKS AND PARTICIPATION

The Contractor shall conduct a walkthrough of each participating institution to determine scope of the Project for individual institution/facility sites as directed by CDCR staff. The Contractor will ensure that contractor/subcontractor staff performing the installation participate in the site walks. Contractor shall, in coordination with the CDCR Project Managers (PM), or selected representatives, attend formal and/or informal meetings with key CDCR staff and/or other State Agency personnel as part of these site walks.

22.2 CONTRACTOR STAFF AND RESOURCE BACKGROUND CHECKS

California Public Utilities Code Section 7910, subdivision (b), requires that all independent Prime Contractors or contractors 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. 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 OCTS 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.

Contractor must provide the required Gate Clearances Forms, Equipment/Tools List, and Work Plan to CDCR at least two (2) weeks in advance to allow processing and coordination of all Site Surveys and Installations at the institutions.

22.3 CABLING AND POWER INSTALLATION

The Prime Contractor shall provide, install, and test all data wiring required to provide data and voice services. The Contractor shall provide CAT 6 (550 MHz) rated wiring at a minimum. A minimum of two data lines to each Wireless Access Point (WAP) is required.

All Prime Contractor installed wiring and cabling infrastructures for the OCTS shall meet all current applicable Federal, State, and Local Codes, Standards, and Regulations. All OCTS wiring and cabling shall be concealed, to the extent possible, from plain view. Any external or exposed cabling/wiring that must be externally mounted or exposed must be encased in hardened conduit as specified by the CDCR's Design Criteria Guidelines, Design and Construction Policy Guidelines, and Telecommunications Design and Engineering Guidelines cabling requirements to ensure a secure installation. In addition, the Contractor must meet the requirements for shrouding exposed conduit as specified in the aforementioned guidelines. 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 Design Criteria Guidelines, Design and Construction Policy Guidelines, and Telecommunications Design and Engineering Guidelines cabling requirements to ensure a secure installation.

The Prime Contractor shall furnish and install any additional cable path with applicable fill ratios as specified by BICSI standards. This shall include any distribution, riser or station cabling.

The Prime Contractor shall provide all wiring and cabling necessary to interconnect the equipment to the jacks, distribution blocks, and Main Point of Entry (MPOE) in the designated telecommunications rooms and designated termination points.

The Prime Contractor is responsible for any new circuits and power runs required to support the OCTS at no cost to the State.

22.4 UNINTERRUPTIBLE POWER

The Prime Contractor shall provide all equipment necessary to maintain 100% functionality for the contractor's main OCTS equipment to include routers, firewalls, servers, and ISP connections for a minimum of 30 minutes due to a loss of commercial power in the CDCR institutions and facilities. The Contractor must provide an OCTS capable of full recovery 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. Outages resulting from backup generator testing will not be considered a stop clock condition in calculating Service Level Agreements (SLAs).

22.5 PRE-INSTALLATION DOCUMENTATION

The Prime Contractor shall provide hard and electronic copies of network infrastructure cabling 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. In addition, the Prime Contractor shall provide the specifications and drawings of the OCTS Enclosures. These specifications, 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.

The Prime Contractor shall provide hard and electronic copies of Professional Engineer Stamped network infrastructure cabling drawings to include one (1) half size, one (1) full size to the CDCR Operations Manager for California State Fire Marshall (CSFM) review, approval, and permitting prior to performing any construction or installation of infrastructure that require coring or penetration of walls or floors. The State will work procure the CSFM services for the drawing submission, permitting and retrieval. The Prime Contractor shall reimburse the State for the actual costs of the drawing review, approval, permitting, and any CSFM CDCR facility inspection.

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

22.6 AS-BUILT DOCUMENTATION

In instances where the actual installation of network infrastructure cabling 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 one (1) full size, one (1) half size, and one (1) electronic.

The Prime Contractor shall provide the final As-Built drawings one (1) full size, one (1) half size, and one (1) electronic to CDCR for approval. 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.

23 SYSTEM IMPLEMENTATION

The Prime Contractor shall design, engineer, and install all infrastructure required for the OCTS. The Prime Contractor shall provide an OCTS Implementation plan and associated staff that can meet the demands of a phased, multi-site implementation in an efficient manner. The Offender Telephone and VRS/ASL-VCS services shall be implemented first followed by the remaining OCTS services. If additional detailed site specific information is required for engineering the OCTS infrastructure, the Prime Contractor shall submit the a written request to the CDCR Operations Manager.

The Implementation period will begin upon the award of the Contract and will end upon the successful installation and fully operational OCTS that has been accepted by the CDCR

Operations Manager at all CDCR facilities. The Prime Contractor's Implementation Plan shall describe in detail how the OCTS implementation will minimize the impact on CDCR operations.

24 TECHNOLOGY REFRESH

The Prime Contractor shall provide an effective Technology Refresh Policy that ensures relevant and timely upgrades and adheres to the manufactures standards and industry best practices, generally established as a two (2) to five (5) year usage cycle. The Policy shall protect all OCTS equipment and infrastructure from obsolescence and the ability to meet expansion requirements. The Prime Contractor shall provide a plan for equipment and infrastructure upgrade to keep up with future application and user demands and prevent system failures and service interruptions. The Prime Contractor shall properly dispose of equipment including destruction of data by degaussing, using commercially available erasure tools, or physically destroying media (burn, melt, or securely shred).

The Prime Contractor will be allowed to use the existing equipment and infrastructure supporting the existing IWTS with the understanding that an equipment refresh 2 years after contract award or as agreed to by CDCR will be required.

24.1 AVAILABILITY OF TECHNOLOGY AND ADDITIONAL SERVICE ITEMS

Contractor shall evolve, supplement, and enhance the goods and services provided in the normal course of business and that which is in scope of the contract during the Term, both to keep pace with and utilize technological advancements and improvements in the method of delivering technology and communications-related services and the pricing thereof. Contractor also acknowledges that the this environment is critical to the State's business success, and that the State's needs and requirements with regard to the offender communications environment may also evolve and change over time, and that the need for enhanced or modified functionality may arise. Therefore, during the Term and within contract scope, either party may suggest enhancements or additional required goods or services, modifications, cost saving items, or items that might be considered to keep pace with and/or to take advantage of the latest and most useful technological advancements and improvements in Contractor's performance.

If enhancements do not substitute, replace, modify or improve goods or services already being received by the State under this Contract, but instead add to additional material functionality and features, Contractor will make such enhancements available to the State under the existing Contract through a written proposal. Each proposal for enhancements must provide a 1) business case that includes potential users and technical requirements, if any, and 2) competitive pricing that includes market analysis that illustrates cost benefits and cost justification.

Should it be determined that new, replacement, and/or refurbished parts/equipment are no longer available (End-of-New-Sales), the Contractor, upon mutual agreement with the CDCR, shall not be obligated to provide the discontinued parts/equipment. However, the Contractor shall work with the CDCR to determine suitable alternatives.

The State, in its sole discretion, shall determine whether to approve of the proposal enhancements and its inclusion in the Contract. If the State chooses to proceed hereunder, the State and Contractor will negotiate in good faith to agree on any additional terms and conditions, if any, under which the enhancement will be added to this Contract through the amendment process. The Contractor shall update any applicable marketing plans used in connection with the goods or services hereunder. Contractor understands that the State is solely responsible for

approval of proposal and agrees, absent an approved amendment from the contracts authorized State agency or/States designated authority; enhancements must not be added to this Contract. Nothing in this Section shall prohibit the State from pursuing or obtaining the same or similar enhancements with or from other providers or requiring that certain enhancements may only be obtained from certain providers.

25 SYSTEM TESTING AND ACCEPTANCE PROCEDURES

The Contractor shall develop and provide an Acceptance Test Plan that includes the process, method, verification, and validation of all the functional requirements for the OCTS. The Acceptance Test Plan must be provided 90 days prior to placing any OCTS features in operation and must be approved by CDCR.

Acceptance testing is performed by the CDCR. The Contractor shall support the Acceptance Testing with resources and be on-site during the testing.

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 OCTS site transition.

Test deliverables shall include, but not be limited to, test procedures, cases, results, test logs, and the summary test report.

26 TRANSITION OF OPERATION TO NEW CONTRACTOR OR STATE

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

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 OCTS services or may include new strategies for providing OCTS 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 services to a new contractor. Prime Contractor and the State shall mutually agree on the content of an OCTS Transition Out plan at time such plan is required.

The implementation of an OCTS 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 OCTS contract, the State will take ownership of the OCTS telephone equipment including all OCTS calling devices, enclosures, and equipment 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.

The Prime Contractor shall abandon in place, at no cost to the state, all OCTS calling devices, enclosures, cut-off switches and associated cabling as part of the Transition-Out process to the future OCTS 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.

27 KNOWLEDGE OF TRANSFER AND/OR TRAINING

27.1 CDCR TRAINING AND KNOWLEDGE TRANSFER

The Prime Contractor shall provide a customized training plan as described in OCTS Training Plan approved by CDCR. The training shall employ an on-site, hands-on, classroom and train-the-trainer approach. The Prime Contractor will use Certified Trainers as described in 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 OCTS.

The Prime Contractor shall provide Administration, Live Monitoring and Investigative Training to CDCR staff on-site in a hands-on environment following initial installation and prior to activation at each facility or location as identified by the CDCR PMs, or selected representative. Each site will require at a minimum of four (4) training session during normal business hours as requested by the CDCR Operations Manager. Contractor will provide follow-on refresher training and training for any new functionality added after initial activation.

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).

Contractor shall provide necessary training documentation (materials and user manuals) and/or access to training services on its Contractor-Hosted Secured Network Portal for all authorized CDCR staff and administrators. Online training documentation and/or services shall be accessible twenty-four hours a day, seven days a week, three hundred sixty-five days a year (24x7x365).

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

The Prime Contractor shall provide and maintain current OCTS CDCR User Manuals for CDCR Authorized Staff for all OCTS features.

- 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the OCTS functionality. There shall be no references to any features or functionalities that are not provided in the OCTS environment.

- 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the OCTS hardware 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 OCTS and make the documentation available to CDCR upon request.

The Prime Contractor shall prepare and provide an OCTS CDCR Investigative User Guide for CDCR investigative staff that provides instructions that will describe primary features, functionality and commands in an abridged user-friendly format. The OCTS CDCR Investigative User Guide will be made available on the Prime Contractor's OCTS Private Web site and shall be specific to the OCTS. Hard copies 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 OCTS Private Web site. The Prime Contractor shall modify the User Guide as directed by the State.

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.

Contractor shall provide access to an on-line manual specific for the OCTS. Authorized users will be able to search and find operating instructions for specific functionality.

Prime Contractor shall describe the additional methods of training they intend to provide for OCTS. These training materials and modification shall be subject to approval by CDCR Operations.

27.2 END USER CUSTOMER TRAINING

The Prime Contractor shall provide on-site training for offenders in the use of the OCTS devices. The training shall take place following initial installation and prior to activation at each facility or location as identified by the CDCR PMs, or selected representative. Each site will require at a minimum four (4) training session during normal business hours as requested by the CDCR Operations Manager. Contractor will provide follow-on refresher training and training for any new functionality added after initial activation.

The Prime Contractor shall prepare and provide an offender guide that includes instructions in English and Spanish for CDCR approval. The guide will include instructions and contact information for log-in and operation of the OCTS device. 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.

The Prime Contractor shall prepare and provide an OCTS End 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 OCTS accounts, receiving calls, blocking 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 OCTS Public Web site. Pamphlets will be mailed to customers by the Prime Contractor upon request. Soft copies in .pdf and .doc will be provided to CDCR and available on the OCTS

Private Portal. The Prime Contractor shall input updates to the End User Guide provided by the CDCR Operations Manager or as required.

Instructional brochures shall be available on-line to Public Customer explaining the branding, monitoring, and recording requirements for all OCTS services (where applicable). Upon request, the Prime Contractor shall provide soft copies of the brochures to the CDCR Operations Manager.

28 MAINTENANCE AND OPERATIONS (M&O)

The Prime Contractor shall be responsible for maintaining and providing operational support for the OCTS system. The ownership of the Tablets and Kiosk shall remain with the contractor; the state shall provide reasonable measures against loss by pilferage or destruction. The vendor shall be responsible for any expenses required for the repair of the equipment. CDCR staff will only be responsible for those equipment or infrastructure that is under direct CDCR's control or management. In general 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.
- 2) Complying with the Trouble Ticket response times listed in the OCTS Trouble Ticket Priority Definitions and Responses.
- 3) Participating in monthly meetings with the CDCR Operations Manager and staff and/or State for the purpose of presenting OCTS 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 to request and provide access to CDCR facilities for any Contractor and Subcontractor staff. All personnel who will need one-time or ongoing access to a CDCR facility will be required by CDCR to complete Gate Clearance Request and Primary Laws, Rules, and Regulations Regarding Conduct and Association with State Prison offenders. 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.

28.1 REMOTE MANAGEMENT

Contractor's proposed system must have remote management capabilities to include but not limited to:

- 1) Monitoring
- 2) Diagnostics
- 3) Error Resolution
- 4) Software problem assistance
- 5) Intelligence Reporting
- 6) Application and software updates and upgrades
- 7) Rebooting and controlling the deployed kiosks from a central location

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

28.2 TROUBLE TICKET REPORTING AND TRACKING SYSTEM

The Prime Contractor will provide an OCTS 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 OCTS 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 OCTS 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;
- 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.

11) The Trouble Ticket System shall report all activities in Pacific Time when the Trouble Ticket is modified or updated.

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 the OCTS 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: OCTS calling devices, Monitoring Equipment, Investigative Equipment, Prime Contractor wiring, network equipment, network transmission, power, software, programming/ configuration) including the Equipment Identification, Current OCTS Inventory Report (Monthly);
- 8) Priority assigned to trouble;
- 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 in Pacific Time of update. The time stamp shall be consistent throughout the ticket update process

The Prime Contractor shall respond to all reported Trouble Tickets within the time frames detailed in Section 29.3, OCTS Trouble Ticket Priority Definitions and Responses, including dispatching appropriate resources to the affected facilities. 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.

28.3 OCTS TROUBLE TICKET PRIORITY DEFINITIONS AND RESPONSE TABLE

Priority	Criteria	Response Target	Resolution Target
Critical	Impact: Extensive/Widespread Major System or network outage, OCTS functionality is 'down' at multiple sites simultaneously or incident marked VIP.	≤ 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: Significant/Large OCTS functionality is 'down' at one site or one (1) housing unit. A down system includes any OCTS network, device, component, service and/or application.	≤ 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	<p>Impact: Moderate/Limited</p> <p>A single CDCR Staff member considered to have a noticeable, yet minimal and manageable impact of CDCR operations. Issues that affect OCTS services is of a nature that is not impacting offenders but still requires attention in order to meet Contract requirements.</p> <p>This includes any individual End-User complaint regarding service.</p>	≤ Two (2) hours	<p>Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PT, Monday – Friday, except California state holidays).</p> <p>Status updates will be provided at the end of the business day or sooner as developments occur.</p>
Informational Requests	Requests for information, equipment change requests and general information	≤ Four (4) hours	<p>Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PT, Monday – Friday, except California state holidays).</p> <p>Status updates will be provided at the end of the business day or sooner as developments occur.</p>
<p>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.</p>			

28.4 OCTS SUPPORT

The Contractor must provide support for the equipment 24x7/365 Days. Contractor must provide a single toll free number for CDCR to call when service is needed.

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

The OCTS shall possess the capability to automatically notify both the Prime Contractor and selected CDCR Authorized Staff in the event of an OCTS Live Monitoring malfunction of the Call

Control system, the recording system; the Prime Contractor hosted web-based OCTS application or any other major system component. The notification may be sent to one or more individuals' cell phone or other telecommunications device.

Contractor must provide support services for equipment placed at institutions that include but are not limited to:

- Unlimited support;
- Updates and upgrades;
- Security-related updates to solution, which may be called updates, upgrades, patches, service packs, hot fixes, etc.

If ownership of equipment shall remain with the Contractor, the state shall provide reasonable measures against loss by pilferage or destruction. The Contractor shall be responsible for any expenses required for the installation, repair, removal, and replacement of the equipment.

The Prime Contractor shall provide test numbers for testing purposes to verify functionality for each Call Type. 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.

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

- 1) Complaint Tracking and Reporting System;
- 2) Complaint Resolution Processes;
- 3) Complaint Escalation Processes; and,
- 4) Root-Cause Analysis Procedure.

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

28.5 OCTS END USER SUPPORT

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.

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 OCTS

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 communicating with a live operator by dialing zero (0) or through an OCTS call 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.

28.6 PREVENTIVE AND ROUTINE MAINTENANCE

The Prime Contractor shall provide preventive maintenance as required by the equipment manufacturer and as necessary to maintain the OCTS service. Preventive maintenance shall be provided on a schedule which is mutually acceptable to the CDCR Operations Manager and the Prime Contractor. The Contractor will coordinate its service schedule in advance with the CDCR Operations Manager or designee.

The OCTS equipment shall not require on-site routine and preventative maintenance more than once per month for any site. OCTS 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.

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. Downtime shall not extend past a 24 hour period. Planned maintenance and service shall be coordinated in advance with CDCR-designated staff.

Contractor shall provide maintenance and service plan to include the frequency and speed of maintenance. Prime Contractor shall describe, in detail, OCTS maintenance procedures and scheduling plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components that includes all OCTS hardware with the frequency of required routine and preventative maintenance.

The Prime Contractor shall work with CDCR Operations Manager to develop a maintenance schedule for each facility at the discretion of CDCR. The OCTS Maintenance and Service Plan

shall include the schedule of required regular OCTS maintenance for the equipment and software installed at each facility for CDCR Operations Manager final approval prior to installation at each facility.

29 HELP DESK/CALL CENTER

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 telephone. The addresses and telephone numbers for each of these communication methods shall be published on customer solicitations, OCTS Public Web Site, and customer correspondence. The Prime Contractor's Customer Service shall be operated within the United States.

The Prime Contractor shall provide a dedicated Toll Free Customer Service Access Number for domestic Customer Service functions. The domestic OCTS Customer Service numbers must be accessible from anywhere in the United States, and Puerto Rico.

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.

Prime Contractor shall describe the Complaint Resolution and Escalation Plan process, including standard target times for resolution, as part of the Escalation Plan.

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 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.

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

30 INSURANCE AND LIABILITY REQUIREMENTS

30.1.1 ACCEPTANCE

Insurance companies must be acceptable to the Department of General Services. If self-insured, review of financial information may be required.

30.1.2 COVERAGE TERM

Coverage needs to be in force for complete term of contract. If insurance expires during the term of the contract, a new certificate must be received by the State at least ten (10) days prior to the expiration of this insurance. This new insurance must still meet the terms of the original contract.

30.1.3 CANCELLATION

Contractor is responsible to notify the State within 5 business days of any cancellation, non-renewal or material change that affects required insurance coverage. In the event Contractor fails to keep in effect at all times the specified insurance coverage, the State may, in addition to any other remedies it may have, terminate this Contract upon the occurrence of such event, subject to the provisions of this Contract.

30.1.4 DEDUCTIBLES

Contractor is responsible for any deductible or self-insured retention contained within the insurance program.

30.1.5 CONTRACT TERMINATION

In the event contractor fails to keep in effect at all times the specified insurance coverage, the State may, in addition to any other remedies it may have, terminate the contract upon the occurrence of such event, subject to the provisions of the contract.

30.1.6 PRIMARY INSURANCE

Any insurance required to be carried shall be primary, and not excess, to any other insurance carried by the State.

30.2 COMMERCIAL GENERAL LIABILITY

The 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 Contract. This insurance shall apply separately to each insured against whom a claim is made or suit is brought subject to the Contractor's limit of liability.

The policy must include the State of California, its officers, agents, employees and servants as an additional insured, but only insofar as the operations under the Contract are concerned.

In accordance to GSPD-401IT 09/05/2014, Provision 20, Insurance, the Contractor must furnish insurance certificate(s) evidencing required insurance coverage acceptable to the State, including endorsements showing the State as an "additional insured" if required under the Contract. Any required endorsements requested by the State must be separately provided; merely referring to such coverage on the certificate(s) is insufficient for this purpose. When performing work on state owned or controlled property, Contractor shall provide a waiver of subrogation in favor of the State for its workers' compensation policy.

The prime Contractor shall agree to furnish the State satisfactory evidence of insurance within ten (10) calendar days of Contract award.

30.3 WORKERS' COMPENSATION/EMPLOYER'S LIABILITY (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, including special coverage extensions where applicable. Employer's liability limits of \$1,000,000 shall be required. The Contractor is required to sign **Exhibit 7: Workers' Compensation Certification** and submit it with its Final Proposal.

30.4 AUTOMOBILE LIABILITY

Contractor shall maintain motor vehicle liability with limits of not less than \$1,000,000 per accident. Such insurance shall cover liability arising out of a motor vehicle including owned, hired, and non-owned motor vehicles.

31 WARRANTY

Equipment must be free from defects in material and workmanship. If defects are identified, the Contractor agrees to repair or replace defective parts promptly on a like-for-like basis without additional cost to the customer. Any and all failed items will be replaced promptly free of charge.

32 SERVICE LEVEL AGREEMENTS (SLAS)

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 OCTS Service Level Agreements (SLAs). This section identifies and explains the required SLAs for the business and technical requirements. The Prime Contractor's services include everything from the planning and installation of the on-site OCTS to the 'back-end' systems that manage, control and support each of the components that make up the complete OCTS.

This section defines performance objectives, measurement processes, and Rights and Remedies.

32.1 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.

- 1) All SLAs will be applied 24 hours a day, seven (7) days a week.
- 2) All SLAs shall be classified as either Technical or Administrative.

Unless otherwise stated in the SLA, all technical SLAs shall be applied to all OCTS 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 33, Service Level Agreements. The Prime Contractor will apply and report all SLA occurrences to the State on a monthly basis in accordance to Section 17.22, 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 Prime Contractor shall correct all errors within 30 calendar days of written notification from the State.

32.2 RIGHTS AND REMEDIES

If an outage/performance event fails to meet one (1) or more of the OCTS SLA objectives, only the SLA with the largest Service Level Agreement Rights and Remedies (SLARR) will be applied.

To the extent that Prime Contractor offers additional or more advantageous rights and/or remedies to customers for similar services offered, 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 will be applied via compensation for missed SLA objectives every month.

The Prime Contractor will apply the Rights and Remedies for each device, service and application impacted by the OCTS 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 SLARR 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 12, Escalation Process.

32.3 TROUBLE TICKET STOP CLOCK CONDITIONS (SCC)

The Trouble Ticket SCC 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 SCC 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 is 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 infrastructure 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 23.4, Uninterruptable Power. 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) 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;

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.

7) 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.

8) An outage directly related to any properly performed scheduled maintenance or upgrade by the Prime Contractor. Any such SCC 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.

9) 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.

10) Force Majeure events, as defined in, *GSPD – 401IT, General Provisions – Information Technology*, which can be found at the following URL:

https://www.documents.dgs.ca.gov/pd/poliproc/gspd401it14_0905.pdf

32.4 SERVICE LEVEL AGREEMENTS (SLAS)

The Contractor shall meet the SLAs as specified in this section which consist of the following categories:

- Availability
- Catastrophic Outage
- Communication Records and Recording Information Loss
- Excessive Outage
- Transition-In Timelines
- Implementation Timelines

- Security Breach

Each of the SLA definitions, objectives, and rights and remedies are described in the tables that follow.

32.4.1 AVAILABILITY

SLA Name: Availability (Network, Voice, and Data)																					
Definition: The percentage of time an OCTS service is fully functional and available for use each calendar month.																					
Measurement Process: The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the affected service (includes Contractor provided web portal, data, investigative tools and applications and reports), and feature per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.																					
Services:																					
Communication Services	Information Services																				
Education Services	Health Care Services																				
Legal Services	Banking Services																				
Canteen Services	Entertainment Services																				
Appeals/Grievance Services																					
Objective(s):																					
<table border="1"> <thead> <tr> <th>Services</th> <th>Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td>95.5%</td> </tr> <tr> <td>Education Services</td> <td>≥ 95.5%</td> </tr> <tr> <td>Health Care Services</td> <td>≥ 95.5%</td> </tr> <tr> <td>Information Services</td> <td>≥ 95.5%</td> </tr> <tr> <td>Banking Services</td> <td>≥ 95.5%</td> </tr> <tr> <td>Canteen Services</td> <td>≥ 95.5%</td> </tr> <tr> <td>Entertainment Services</td> <td>≥ 95.5%</td> </tr> <tr> <td>Appeals/Grievance Services</td> <td>≥ 95.5%</td> </tr> <tr> <td>Legal Services</td> <td>≥ 95.5%</td> </tr> </tbody> </table>		Services	Monthly Objective	Communication Services	95.5%	Education Services	≥ 95.5%	Health Care Services	≥ 95.5%	Information Services	≥ 95.5%	Banking Services	≥ 95.5%	Canteen Services	≥ 95.5%	Entertainment Services	≥ 95.5%	Appeals/Grievance Services	≥ 95.5%	Legal Services	≥ 95.5%
Services	Monthly Objective																				
Communication Services	95.5%																				
Education Services	≥ 95.5%																				
Health Care Services	≥ 95.5%																				
Information Services	≥ 95.5%																				
Banking Services	≥ 95.5%																				
Canteen Services	≥ 95.5%																				
Entertainment Services	≥ 95.5%																				
Appeals/Grievance Services	≥ 95.5%																				
Legal Services	≥ 95.5%																				
Per Occurrence: N/A																					

Rights and Remedies	<p>Monthly Aggregated Measurements: Each month the service fails to meet the committed SLA objective shall result in a credit for complimentary telephone calls equal to the duration of time the OCTS services were unavailable to the affected Customers (Offenders, Offender Family or Friends). The Customers shall also receive credit for one (1) complimentary email, video clip, photo and e-card for each 30 minute interval the OCTS service were unavailable. The outage minutes will be rounded up to the next 30 minute interval if they fall between intervals. Example: 40 minute outage shall be rounded up as two 30-minute intervals.</p>
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32.4.2 CATASTROPHIC OUTAGE (CAT)

SLA Name: Catastrophic Outage	
<p>Definition: Failure of any part of the Network Based OCTS Services architecture components (hardware, software, and interconnection of components) based on a common cause that result in a total failure of a service for five (5) or more CDCR Facilities, the total loss of one (1) or more Network Based OCTS services on a system wide basis, or 20% of the overall impact to CDCR operations.</p>	
<p>Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the CDCR, Customer or Contractor, whichever occurs first. Upon notification from the CDCR, Customer or network alarm, the Contractor shall compile a list for each OCTS service and feature affected by a common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-OCTS service basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each OCTS service is deemed out of service from the first notification until the Contractor determines the OCTS service is restored. Any OCTS service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p>	
Service(s):	
Communication Services	Information Services
Education Services	Health Care Services
Legal Services	Banking Services
Canteen Services	Entertainment Services
Appeals/Grievance Services	

Objective (s):

The objective restoral time shall be:

Services	Monthly Objective
Communication Services	≤2 hours
Education Services	≤2 hours
Health Care Services	≤2 hours
Information Services	≤2 hours
Banking Services	≤2 hours
Canteen Services	≤2 hours
Entertainment Services	≤2 hours
Appeals/Grievance Services	≤2 hours
Legal Services	≤2 hours

Rights and Remedies

Per Occurrence: An OCTS Catastrophic (CAT) report shall be provided to CDCR within 30 calendar days of restoration date.

Monthly Aggregated Measurements: Each month the service fails to meet the committed SLA objective shall result in a credit for complimentary telephone calls equal to the duration of time the OCTS services were unavailable to the affected Customers (Offenders, Offender Family or Friends). The Customers shall also receive credit for two (2) complimentary email, video clip, photo and e-card for each 30 minutes the OCTS service were unavailable.

32.4.3 COMMUNICATION RECORDS AND RECORDING INFORMATION LOSS

SLA Name: Communication Records and Call Information Loss

Definition: The loss or damage to communication records, including but not limited to Call Detail Records (CDRs), call recordings, messages, photos, videos.

The CDCR Authorized Staff shall be responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the staff suspects the call detail record and call recording information loss is not meeting the committed level as defined in this SLA.

Measurement Process CDCR Authorized Staff shall report information loss (including reduced audio and video 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 Call Recording) for each trouble ticket.

Service(s):

Communication Records and Call Information

Objective (s):	
	Monthly Objective
Communication Records and Call Information Loss	0%
Rights and Remedies	Per Occurrence: N/A
	Monthly Aggregated Measurements: Each month the service fails to meet the committed SLA objective shall result in credit for one (1) complimentary telephone call, email, video clip, and photo to the OCTS Offender Customers per lost or damaged communication record or call information.

32.4.4 EXCESSIVE OUTAGE

SLA Name: Excessive Outage	
Definition: A service failure that remains unresolved for more than the committed objective level.	
Measurement Process: This SLA is based on trouble ticket Unavailable Time. The service or feature is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If CDCR reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.	
Service(s):	
Communication Services	Information Services
Education Services	Health Care Services
Legal Services	Banking Services
Canteen Services	Entertainment Services
Appeals/Grievance Services	

Objective (s):

The Unavailable Time objective shall not exceed:

Services	Monthly Objective
Communication Services	12 hours
Education Services	12 hours
Health Care Services	12 hours
Information Services	12 hours
Banking Services	12 hours
Canteen Services	12 hours
Entertainment Services	12 hours
Appeals/Grievance Services	12 hours
Legal Services	12 hours

Rights and Remedies

Per Occurrence: N/A

Monthly Aggregated Measurements: Each month the service fails to meet the committed SLA objective shall result in a rebate or credit the equivalent of 2 emails to the OCTS Customers with open accounts (Offenders, Offender Family or Friends) at location(s) where outage occurred.

32.4.5 TRANSITION-IN TIMELINES

SLA Name: Transition-In	
Definition: This SLA is the transition of new rates and services.	
Measurement Process: This SLA is based on the contractor meeting the commitment dates for Transition-In as specified in the Contractor's approved Transition Plan.	
Service(s):	
Communication Services	Information Services
Education Services	Health Care Services
Legal Services	Banking Services
Canteen Services	Entertainment Services
Appeals/Grievance Services	

Objective (s):	
	Monthly Objective
Prime Contractor shall meet its obligation to Transition-In in accordance to the approved Contractor's Transition Plan.	100% Transition on or before the scheduled due date per CDCR facility
Rights and Remedies	Per Occurrence: N/A
	Monthly Aggregated Measurements: Credit or rebate of one (1) email correspondence per offender per day at affected facility.

32.4.6 IMPLEMENTATION TIMELINES

SLA Name: Implementation	
Definition: Implementation Timelines	
Measurement Process: This SLA is based on the percentage of successful implementation of services met by the commitment dates for the approved Contractor's Implementation Plan.	
Service(s):	
Communication Services	Information Services
Education Services	Health Care Services
Legal Services	Banking Services
Canteen Services	Entertainment Services
Appeals/Grievance Services	
Objective (s):	
	Monthly Objective
Prime Contractor shall meet the commitment dates for the approved Contractor's Implementation Plan.	100% Transition on or before the scheduled due date per CDCR facility
	Per Occurrence: N/A

Rights and Remedies	Monthly Aggregated Measurements: Credit or rebate of one (1) email correspondence per offender per day at affected facility.
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32.4.7 SECURITY BREACH

SLA Name: Security Breach	
Definition: Security failure to one (1) or more individual network, device, component, service and/or application. Total Security failure to one (1) or more CDCR facilities.	
<p>Measurement Process: The outage duration start shall be determined by the network alarm resulting from the security breach event or the opening of a trouble ticket by CDCR, whichever occurs first. Breach duration shall be measured on an individual circuit, device, component, service and/or application basis from information recorded from the network equipment or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each application, device, and/or service affected by the common cause. Each circuit, device, component, service and/or application is considered out of service from the first notification until the Prime Contractor determines the circuit, device, component, service and/or application is restored. Any circuit, device, component, service and/or application reported by the CDCR authorized staff as not having been restored shall have the outage time adjusted to the actual restoration time.</p>	
Service(s):	
Communication Services	Information Services
Education Services	Health Care Services
Legal Services	Banking Services
Canteen Services	Entertainment Services
Appeals/Grievance Services	

Objective (s):	
The Unavailable Time objective shall not exceed:	
Services	Each Occurrence
Communication Services	2 hours
Education Services	2 hours
Health Care Services	2 hours
Information Services	2 hours
Banking Services	2 hours
Canteen Services	2 hours
Entertainment Services	2 hours
Appeals/Grievance Services	2 hours
Legal Services	2 hours
Rights and Remedies	Per Occurrence: An OCTS Security Breach report shall be provided to CDCR within 30 calendar days of restoration date. The Contractor shall provide a briefing to the State on the security breach and restoration.
	Monthly Aggregated Measurements: Each month the service fails to meet the committed SLA objective shall result in a credit for complimentary telephone calls equal to the duration of time the OCTS services were unavailable to the affected Customers (Offenders, Offender Family or Friends). The Customers shall also receive credit for two (2) complimentary email, video clip, photo and e-card for each 30 minutes the OCTS service were unavailable.

33 (RESERVED FOR FUTURE USE)

34 UNANTICIPATED TASKS

In the event that additional work must be performed which was wholly unanticipated and is not specified in the Statement of Work, but which in the opinion of both parties is necessary to the successful accomplishment of the general scope of work outlined, the procedures outlined in this Section will be employed as follows:

- 1) For each item of unanticipated work not specified in the Statement of Work, a Work Authorization will be prepared, Refer to Exhibit D for the Work Authorization form to be completed.
- 2) It is understood and agreed by both parties to this Contract that all of the terms and conditions of this Contract shall remain in force with the inclusion of any such Work Authorization. Such Work Authorization shall in no way constitute a Contract other than as provided pursuant to this Contract nor in any way amend or supersede any of the other provisions of this Contract.

- 3) Each Work Authorization shall consist of a detailed statement of the purpose, objective, or goals to be undertaken by the Contractor, the job classification or approximate skill level of the personnel to be made available by the Contractor, an identification of all significant material to be developed by the Contractor and delivered to the State, an identification of all significant materials to be delivered by the State to the Contractor, an estimated time schedule for the provisions of these services by the Contractor, completion criteria for the work to be performed, the name or identification of the Contractor personnel to be assigned, the Contractor's estimated work hours required to accomplish the purpose, objective or goals. All Work Authorizations will be at no cost to the State nor result in an increase to established rates for offender services.
- 4) All Work Authorizations must be in writing, and signed by the Contractor and the State prior to beginning work.
- 5) The State has the right to require the Contractor to stop or suspend work on any Work Authorization pursuant to the "Stop Work" provision of the General Provisions.
- 6) Personnel resources will not be expended (at a cost to the State) on task accomplishment in excess of the estimated work hours unless the procedure below is followed:
 - a) If, in the performance of the work, the Contractor determines that a Work Authorization to be performed under this Contract cannot be accomplished within the estimated work hours, the Contractor will immediately notify the State in writing of the Contractor's estimate of the work hours which will be required to complete the Work Authorization in full. Upon receipt of such notification, the State may:
 - i) Authorize the Contractor to continue work to accomplish the Work Authorization, or
 - ii) Terminate the Work Authorization, or
 - iii) Alter the scope of the Work Authorization in order to define tasks that can be accomplished within the remaining estimated hours.
 - b) The State will notify the Contractor in writing of its election within seven (7) calendar days after receipt of the Contractor's notification. If notice of the election is given to proceed, the Contractor may expend the estimated additional work hours or services to complete the Work Authorization. The Contractor will perform this at no cost to the State.

35 BUDGET DETAIL AND PAYMENT PROVISIONS

This is a Revenue Generating Concession Contract. The Contractor payment is established through the revenue generating services and products that are authorized with this Contract. The State does not incur any cost or obligated to pay the Contractor for any products or services within this Contract agreement.

35.1 CONTRACT ADMINISTRATIVE FEE

This section of the RFP is currently under review and will be updated upon RFP release. After completion of the Transition-In phase and for the remaining term of the Contract, an annual Contract Administrative 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.

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 2017. 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

35.2 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 OCTS 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.

36 GSPD-401IT GENERAL PROVISIONS – INFORMATION TECHNOLOGY

The Contract shall automatically incorporate by reference the *GSPD – 401IT, General Provisions – Information Technology*, which can be found at the following URL:
https://www.documents.dgs.ca.gov/dgs/fmc/gspd/pd_401IT.pdf

37 STATEWIDE USE

The State reserves the right, per Public Contract Code (PCC) § 10290 et seq. and 12101.5, during the entire term of the contract to enter into discussions with the contractor to establish a statewide (including local governmental entities) offering of the products and services herein. If the State elects to establish a statewide offering, the State and Contractor shall mutually agree upon the process to update the contract to allow for such usage. Unless otherwise specified, the contractor shall offer the same or lower pricing for all products and service here as established in the **Exhibit 24**, Cost Workbook. Any benefits as a result of establishing a statewide contract (i.e. price reduction, discounts) shall also be passed on to the state and this contract.

38 GLOSSARY OF TERMS

For the purpose of **RFP CXXXXXX-D** and the resulting Contract, the following words and phrases shall have the indicated meanings.

ADA – Americans with Disability Act. The OCTS shall comply with all 2010 ADA standards.

Americans with Sign Language Video Calling Services (ASL-VCS) – Video calls from a hearing impaired offender to a hearing impaired called party.

Alert Group – multiple called party telephone numbers associated to an offender.

Alert Numbers – Called party telephone numbers that are flagged by an authorized CDCR staff.

Application Programming Interface (API) – a set of subroutine definitions, protocols, and tools for building application software.

Authorized CDCR Staff – CDCR staff who has been identified by the CDCR Operations Manager to have the ability to have access to the OCTS data and reports.

Automated Rehabilitation Catalog and Information Discovery (ARCAID) – information system used by parolees to access re-entry resources.

Barge-in – ability for an authorized CDCR staff to interrupt an OCTS call.

Branding – defined as the first recorded message played or shown to the called party when they answer the call.

Call Control Features – variable call parameters such as calling schedule, time of day, date, or correction facility.

Call Detail Record (CDR) – data record produced by the OCTS that documents the details of the telephone, video phone, VRS, and the ASL-VCS.

Call Detection – means of detecting unusual or suspicious activities on an OCTS call.

Call Duration – the total amount of minutes an offender may converse with the called party on an OCTS call.

Call Forwarding – OCTS calls forwarded by a called party to a third party.

Called Party – offenders family or friend

Career Technical Education (CTE) – career and technical education for high skill and high demand careers.

CCHCS – California Correctional Health Care Services provides care that includes medical, dental and mental health services, to California's offender population.

CDC 7362 – Health care services request form to request healthcare services

CDCR – California Department of Corrections and Rehabilitation. Primary consumer for Offender Services Solution

CDCR Operations Manager – the representative identified by CDCR that the Prime Contractor shall work with for the Implementation and Maintenance and Operations of the OCTS for the duration of the contract.

CDT – California Department of Technology. OCTS Contract Administrator.

Censored – communication that is not released to an offender or their family or friends

Certification – Certificate of achievement awarded to offenders for completing CTE and Vocational courses while incarcerated at a CDCR institution.

Cognitive Behavioral Therapy (CBT) – a form of psychotherapy that treats problems and boosts happiness by modifying dysfunctional emotions, behaviors, and thoughts.

County Resource Guide – detailed information for offenders of programs and services available in their communities upon release.

Credentials – a document or certificate proving a person's identity or qualifications.

Device ID – The unique identifier on all OCTS devices.

DME – Durable Medical Equipment (i.e. Walkers, Wheel chairs, Blood Sugar Monitors, Canes, etc.).

DTMF – Dual Tone Multi-Frequency

E-Cards – pre-approved greeting cards

ECHOS – Electronic Correctional Healthcare Organization Solution, an enterprise-wide Electronic Health Record System for offenders.

Electronic Letter – an inbound letter similar to an email from a family or friend to an offender. These letters are printed by staff and delivered to the offender

Enterprise Inmate Communications (EIC) – additional forms of communications such as email, e-letters, e-cards, and inbound video clips and photos.

Experience Application Programming Interface (xAPI) – a learning technology interoperability specification that makes it easier for learning technology products to communicate and work with one another.

Flag Calls – identify or mark an OCTS call for unusual or suspicious activity

Free Application for Federal Student Aid (FAFSA) – Federal aid for qualifying students enrolled in post-secondary education.

GED – General Educational Development is the high school equivalency credentials.

GUI – Graphical User Interface

Health Care Services – medical care provided to offenders in the institutions.

Hearing Carry Over – allows speech disabled user with hearing capabilities to listen to the called party.

HIPAA – Health Insurance Portability and Accountability Act, legislation enacted in 1996 that provides data privacy and security provisions for safeguarding medical information.

Hotline Call – calls originating from the adult or youth offender to a designated hot line (i.e. PREA, other State Agencies)

IBTM – Integrated Behavioral Treatment Model, treatment programs to help youth offenders to develop skills for successful re-entry into the community.

Inbound Call – calls originating from the public to an offender. Inbound calls are prohibited and shall not be processed by the OCTS.

InterLata – Long Distance Toll includes all calls outside the local exchange and local toll service areas, calls that originate in one LATA and terminate in another and international calls.

International – calls between two countries.

Interstate – calls between two states.

IntraLata – Local Toll Service or Local Long Distance provides calling within a geographic area known as a Local Access and Transport Area (LATA). Per-minute toll charges usually apply to these calls.

Intrastate – calls within the same state.

IVR – Interactive Voice Response that allows a computer to interact with humans through the use of voice and DTMF keypad inputs

IWTS – Inmate Ward Telephone System

Keyword – language or words identified by the CDCR to detect suspicious activity in a call or email

Kiosk – stationary OCTS hardware either permanently installed on the wall or floor utilized by the offenders to consume OCTS services.

LATA – Local Access and Transport Area, a geographical and administrative area that is the responsibility of a LEC.

Learning Management System (LMS) – a software application or web based portal for the administration, documentation, tracking, reporting and delivery of educational courses or training programs.

LEC – Local Exchange Carrier or service

LexisNexis – provider of electronically accessible legal research documentation.

Live Monitoring – real-time listening or viewing of the offender telephone or video communication.

Local – provider provides calling within local exchange. An exchange is a specified area usually encompassing a city, or town and its environs.

Non-Confidential – communication or offender activities shall be recorded and monitored by authorized CDCR staff.

Non-Confidential Emails – emails exchanged between the offender and their family or friends.

Offender – Adult and Youth offenders

OCTS – Offender Communications and Technology Solution

OCTS Management Application – web-based application used for administrative management of OCTS features.

Outbound Call – telephone, video phone, VRS, or ASL-VCS calls originating from an offender to their family or friends.

Overlay Message – message that is played or displayed randomly throughout the telephone or video communication.

PINs – Offender Personal Identification Numbers

Post Release Community Supervision (PRCS) – parolee under the supervision of a county agency and not the CDCR.

Prime Contractor – the primary OCTS contractor under contract with the State who has full responsibility of completing and managing the OCTS contract.

Private Web Portal – web-based application or website for the authorized State staff.

Public Web Portal – web-based application or website for the public or offender families and friends.

Rehabilitative – provide access to educational opportunities to offenders to prepare for re-entry into society.

Service Level Agreement (SLA) – agreement between the Prime Contractor and the State that documents the performance standards the provider is obligated to meet.

Shareable Content Object Reference Model (SCORM) – a set of technical standards for e-learning software products.

SLARR – shall mean the total of the Service Level Agreement Rights and Remedies for OCTS SLA violations for any given period.

SLI – Sign Language Interpreter. VRS user with a Telecommunications Relay Service (TRS) operator, called a Sign Language Interpreter (SLI), so that the VRS user and the SLI can see and communicate with each other in signed conversation.

Span of Control – OCTS devices within the control of an authorized CDCR staff.

Subcontractor – a third-party entity that provides services on behalf of the Prime Contractor.

Suspicious Dialing – suspicious number sequence or dialing patterns.

Tamper-resistant – prevent intentional malfunction or sabotage of call detail records or call recordings.

Termination Message – message to notify the offender and the called party the call will end due to expiration of time.

TF-CBT – Trauma Focused Cognitive Behavioral Therapy, evidence based treatment for youth offenders impacted by trauma.

Three-Way Calling – Calling that involves connecting three (3) distinct parties.

Transcript – Offender's academic record of high school, CTE, or Vocational courses.

Two Factor Authentication – an extra layer of security that requires not only a password and username but also something that the user has on them

User Guide – an abridged user friendly instruction that describe the primary features, functionality, and commands of the OCTS.

User Manual – a comprehensive OCTS user instruction that contains detailed and clear instructions on the operations of the OCTS hardware and software.

User Privilege – administrative privileges assigned individually to users and/or groups.

Video Call – simultaneous real-time audio and video communication between offender and their family or friends.

Video Clips – brief recorded video from a family or friend to an offender

Video Phone – a telephone device with a video display, capable of simultaneous real-time audio and video communication.

Video Relay Service (VRS) – a form of Telecommunications Relay Service that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment

Visually Impaired – an offender who may be blind or have diminished vision.

Vocational – education that prepares offenders to work in various jobs, such as a trade, or a craft.

Voice Carry Over – allows hearing impaired user communicate with the called party in their own voice.

Voicemail – an inbound telephone message from a family or friend to an offender.

39 ATTACHMENTS

- Attachment 1: CDCR Facilities and Locations
- Attachment 2: DJJ Youth Facilities
- Attachment 3: Adult Institutions' IWTS Equipment
- Attachment 4: CDF/CDCR Camps' IWTS Equipment
- Attachment 5: Community Correctional Facilities' IWTS Equipment
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Attachment 1: CDCR Facilities and Locations



Map of California's Correctional and Rehabilitation Institutions





California Department of Corrections and Rehabilitation ADULT INSTITUTIONS

CDCR Adult Institution	Physical Address
Avenal State Prison (ASP)	1 Kings Way Avenal, CA 93204 (559) 386-0587
California City Correctional Facility (CAC)	22844 Virginia Blvd. California City, CA 93505 (760)246-7600
California Correctional Center (CCC)	711-045 Center Rd. Susanville, CA 96130 (530) 257-2181
California Correctional Institution (CCI)	24900 Highway 202 Tehachapi, CA 93581 (661) 822-4402
California Health Care Facility, Stockton	7707 Austin Road Stockton, CA 95215 (209) 467-2500
California Institution for Men (CIM)	14901 Central Avenue Chino, CA 91710 (909) 597-1821
California Institution for Women (CIW)	16756 Chino-Corona Road Corona, CA 92880 (909) 597-1771
California Men's Colony (CMC)	Highway 1 San Luis Obispo, CA 93409 (805) 547-7900
California Medical Facility (CMF)	1600 California Dr. Vacaville, CA 95696 (707) 448-6841
California Rehabilitation Center (CRC)	5th Street & Western Norco, CA 92860 (951) 737-2683
California State Prison, Corcoran (COR)	4001 King Avenue Corcoran, CA 93212 (559) 992-8800
California State Prison, Los Angeles County (LAC)	44750 60th Street West Lancaster, CA 93536-7620 (661) 729-2000
California State Prison, Sacramento (SAC)	100 Prison Road Represa, CA 95671 (916) 985-8610
California State Prison, Solano (SOL)	2100 Peabody Road Vacaville, CA 95696 (707) 451-0182
California Substance Abuse Treatment Facility (SATF)	900 Quebec Avenue Corcoran, CA 93212 (559) 992-7100
Calipatria State Prison (CAL)	7018 Blair Road Calipatria, CA 92233 (760) 348-7000
Centinela State Prison (CEN)	2302 Brown Road Imperial, CA 92251 (760) 337-7900



California Department of Corrections and Rehabilitation ADULT INSTITUTIONS

CDCR Adult Institution	Physical Address
Central California Women's Facility (CCWF)	23370 Road 22 Chowchilla, CA 93610 (559) 665-5531
Chuckawalla Valley State Prison (CVSP)	19025 Wiley's Well Rd. Blythe, CA 92225 (760) 922-5300
Correctional Training Facility (CTF)	Highway 101 North Soledad, CA 93960 (831) 678-3951
Deuel Vocational Institution (DVI)	23500 Kasson Road Tracy, CA 95376 (209) 835-4141
Folsom State Prison (FSP)/Folsom Women's Facility (FWF)	300 Prison Road Represa, CA 95671 (916) 985-2561
High Desert State Prison (HDSP)	475-750 Rice Canyon Rd. Susanville, CA 96127 (530) 251-5100
Ironwood State Prison (ISP)	19005 Wiley's Well Road Blythe, CA 92225 (760) 921-3000
Kern Valley State Prison (KVSP)	3000 W. Cecil Avenue Delano, CA 93215 (661) 721-6300
Mule Creek State Prison (MCSP)	4001 Highway 104 Ione, CA 95640 (209) 274-4911
North Kern State Prison (NKSP)	2737 W. Cecil Avenue Delano, CA 93215 (661) 721-2345
Pelican Bay State Prison (PBSP)	5905 Lake Earl Drive Crescent City, CA 95531 (707) 465-1000
Pleasant Valley State Prison (PVSP)	24863 W. Jayne Avenue Coalinga, CA 93210 (559) 935-4900
Richard J. Donovan Correctional Facility (RJD)	480 Alta Road San Diego, CA 92179 (619) 661-6500
Salinas Valley State Prison (SVSP)	31625 Highway 101 Soledad, CA 93960 (831) 678-5500
San Quentin State Prison (SQ)	San Quentin State Prison San Quentin, CA 94964 (415) 454-1460
Sierra Conservation Center (SCC)	5100 O'Byrnes Ferry Road Jamestown, CA 95327 (209) 984-5291
Valley State Prison (VSP)	21633 Avenue 24 Chowchilla, CA 93610 (559) 665-6100
Wasco State Prison (WSP)	701 Scofield Avenue Wasco, CA 93280 (661) 758-8400

List updated: 4/17/2018



California Department of Corrections and Rehabilitation COMMUNITY CORRECTIONAL FACILITIES

CDCR Adult Institution	Physical Address
Golden State Modified Community Correctional Facility (GSMCCF)	611 Frontage Road McFarland, CA 93250
Shafter Modified Community Correctional Facility (SMCCF)	1150 E Ash Ave. Shafter, CA 93263
Taft Modified Community Correctional Facility (TMCCF)	330 Commerce Way Taft, CA. 93268
Delano Modified Community Correctional Facility (DMCCF)	2727 W. Industry Way Delano, CA 93215
McFarland Female Community Reentry Facility (FCRF)	120 Taylor Ave. McFarland, CA 93250-0637

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California Department of Corrections and Rehabilitation CONSERVATION (FIRE) CAMPS

CDCR Adult Institution	Physical Address
Acton Conservation Camp	8800 Soledad Canyon Road Acton, CA 93510
Alder Conservation Camp	1400 Alder Camp Road Klamath, CA 95548
Antelope Conservation Camp	P.O. Box 270160, Susanville, CA 96127
Baseline Conservation Camp	16809 Peoria Flat Road Jamestown, Ca. 95327
Ben Lomond Conservation Camp	13575 Empire Grade Road Santa Cruz Ca, 95060
Bautista Conservation Camp	33015 Bautista Canyon Rd Hemet, CA. 92544
Chamberlain Creek Camp	15800 HWY 20 Fort Bragg, CA. 95437
Cuesta Conservation Camp	635 N. Santa Rosa Street San Luis Obispo, CA 93405
Deadwood Conservation Camp	17148 McAdams Creek Road Fort Jones, CA 96032
Delta Conservation Camp	6246 Lambie Road Suisun City, California 94585
Devil's Garden Conservation Camp	2300 County Road 74 Alturas, CA 96101
Eel River Conservation Camp	3850 Redwood Dr Redway, CA 95560
Fenner Canyon Conservation Camp	Big Rock Creek Road Valyermo, CA 93563
Francisquito Conservation Camp	35100 N. San Francisquito Canyon Road Santa Clarita, CA 91390
Gabilan Conservation Camp	31801 McCoy Rd Soledad, California 93960
Growlersburg Conservation Camp	5440 Longview Lane Georgetown, CA 95634
High Rock Conservation Camp	23322 Ave. of the Giants Weott, CA 95571
Holton Conservation Camp	12653 N. Little Tujunga Canyon Road Sylmar, CA 91342
Intermountain Conservation Camp	651-025 Foothill Road Bieber, CA 96009
Ishi Conservation Camp	30500 Plum Creek Road Paynes Creek, CA 96075
Julius Klein Conservation Camp	East Fork Road Azusa, CA 91702
Konocti Conservation Camp	8275 South State Highway 29 Lower Lake, CA 95457
La Cima Conservation Camp	15108 SUNRISE HIGHWAY JULIAN, CA 92036
Malibu Conservation Camp	1250 S. Encinal Canyon Rd Malibu, CA 90265
McCain Valley Conservation Camp	2550 McCain Valley Rd Boulevard, CA 91905
Miramonte Conservation Camp	49039 Orchard Drive Miramonte, CA 93641
Mountain Home Conservation Camp	P. O. Box 647 Springville, Ca. 93265



California Department of Corrections and Rehabilitation CONSERVATION (FIRE) CAMPS

CDCR Adult Institution	Physical Address
Mount Bullion Conservation Camp	5730 Mount Bullion Access Road Mariposa, CA 95338
Norco Conservation Camp	3195 Western Ave. Norco, CA 92860
Oak Glen Conservation Camp	41100 PINEBENCH RD YUCAIPA, CA 92399
Owens Valley Conservation Camp	2781 S. Round Valley Road Bishop, CA 93514
Parlin Fork Conservation Camp	23000 Hwy. 20 Fort Bragg, CA 95437
Pilot Rock Conservation Camp	P.O. Box 10 Crestline, CA 92325
Pine Grove Conservation Camp	13630 Aqueduct-Volcano Road Pine Grove, CA. 95665
Prado Conservation Camp	14467 Central Ave Chino, CA 91710
Puerta La Cruz Conservation Camp	32363 Highway 79 Warner Springs, California 92086
Rainbow Conservation Camp	8215 Rainbow Heights Road Fallbrook, CA 92028
Salt Creek Conservation Camp	10655 Round Valley Rd. Paskenta, CA 96074
Sugar Pine Conservation Camp	15905 SUGAR PINE CAMP RD BELLA VISTA, CA. 96008
Trinity River Conservation Camp	3325 Pettijohn Road Lewiston, CA 96052
Vallecito Conservation Camp	3225 SIX MILE ROAD ANGLES CAMP, CA 95222
Valley View Conservation Camp	3339 County Road 307 Elk Creek, CA 95939
Ventura Conservation Camp	2800 Wright Road Camarillo, Ca. 93010
Washington Ridge Camp	11425 Conservation Camp Road Nevada City Ca. 95959



California Department of Corrections and Rehabilitation Custody to Community Transitional Reentry Programs

CDCR Adult Institution	Physical Address
CCTRP - Santa Fe Springs	11121 Bloomfield Ave Santa Fe Springs, 90670
CCTRP - San Diego	3050 Armstrong Ave San Diego, 92111
CCTRP - Bakersfield	1932 Jessie Street Bakersfield, 93305
CCTRP - Stockton	1609 North Wilson Way Stockton, 95205
CCTRP - Sacramento	4410 Power Inn Rd. Sacramento, 95826

Attachment 2: DJJ Youth Facilities

California Department of Corrections and Rehabilitation
Division of Juvenile Justice
Youth Facilities

DJJ Youth Facilities	Physical Address
N.A. Chaderjian Youth Correctional Facility	7650 South Newcastle Road Stockton, CA 95213 (209) 944-6400
O.H. Close Youth Correctional Facility	7650 South Newcastle Road Stockton, CA 95213 (209) 944-6400
Pine Grove Youth Conservation Camp	13630 Aquaduct-Volcano Road Pine Grove, CA 95665 (209) 296-7581
Ventura Youth Correctional Facility	3100 Wright Road Camarillo, CA 93010 (805) 485-7951

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Attachment 3: Adult Institutions' IWTS Equipment

		OFFENDER PHONES AND RELATED EQUIPMENT									LIVE MONITORING TERMINALS
	Facility	Phones	Carts	Cut-off Switches	Booths	Wall Enclosures	Pedestals	Pedestals with Enclosure	TDD s	VRS	Laptops
1	ASP	197		0	0	99	2	0	8		6
2	CAC	227	8	124	0	0	0	0			10
3	CAL	132		0	0	0	0	0	1		22
4	CCC	35		0	21	19	0	0	1		8
5	CCI	119		16	18	0	0	0	5		7
6	CCWF	101		0	0	82	0	0	9	6	16
7	CEN	106		0	0	0	0	0	1		23
8	CHCF	105		0	0	0	0	0	12	10	6
9	CIM	156		40	2	48	1	0	11	5	5
10	CIW	61		26	26	3	0	0	2		4
11	CMC	86		0	35	0	0	0	2		12
12	CMF	80		0	9	0	0	0	8	6	3
13	COR	171		0	0	0	0	0	4	7	33
14	CRC	104		1	0	0	0	0	2		9
15	CTF	160		0	0	95	0	0	6		6
16	CVSP	108		0	0	0	0	0	1		4
17	DVI	39		0	4	0	14	4	3	2	4
18	FSP	71		0	4	29	0	4	4		3
19	FWF	24		0	0	0	0	0			1
20	HDSP	162		0	0	0	0	0	8		30
21	ISP	178		0	1	0	0	0	3		24
22	KVSP	204		0	0	0	0	0	1		35
23	LAC	126		0	3	2	2	0	9	10	22
24	MCSP	189		0	0	0	0	0	7		19
25	NKSP	147		0	2	2	0	0	3	5	19
26	PBSP	160		13	0	2	2	0	2		20
27	PVSP	135		0	0	0	0	0	8		25
28	RJD	153		0	0	0	0	0	11	11	23
29	SAC	141		0	0	0	0	0	5	2	5
30	SATF	259		0	0	0	0	0	10	11	27
31	SCC	50		0	24	0	0	0	3		3
32	SOL	141		0	0	0	0	0	3		15
33	SQP	119	55	0	12	5	0	0	6	5	9
34	SVSP	119		0	0	0	0	0	10		29
35	VSP	124		0	0	0	0	0	5		17
36	WSP	159		0	2	0	0	0	3		21
	TOTALS	4648	50	220	163	386	21	8	177	80	525

Attachment 4: CDF/CDCR Camps' IWTS Equipment

	CAMP	OFFENDER PHONES AND RELATED EQUIPMENT				LIVE MONITORING EQUIPMENT		INVESTIGATIVE WORKSTATIONS	
		PHONES	Cut-off Switches	Booths	Enclosure on Wall	Terminals	Speaker boxes	Workstations	Connection
1	Acton	2	2	2	0		1	1	Auto Dialer
2	Alder	4	4	4	0		0	1	Satelite/ Direct Dial
3	Antelope 1	4	0	4	0		0	0	Satelite /Direct Dial
4	Baseline	2	2	2	0		0	1	Satelite /Direct Dial
5	Bautista	4	4	0	4		0	1	Satelite/Auto Dialer
6	Ben Lomond	4	4	4	0		4	1	Satelite/ Direct Dial
7	Chamberlain Creek	3	0	3	0		3	1	Satelite/ Direct Dial
8	Deadwood	2	2	2	0		0	1	Satelite/ Direct Dial
9	Delta	4	0	4	0		0	1	Satelite/ Direct Dial
10	Devil's Garden	4	4	4	0		2	1	Satelite/ Direct Dial
11	Eel River	6	6	0	6		0	1	Satelite/ Direct Dial
12	Fenner Canyon	4	4	4	0		0	1	Satelite/ Direct Dial
13	Francisquito	2	2	2	0		0	1	Satelite/ Direct Dial
14	Gabilan	4	4	4	0		0	1	Satelite/ Direct Dial
15	Growlersberg	3	0	3	0		0	1	Satelite/ Direct Dial
16	High Rock	4	4	0	4		0	1	Satelite/ Direct Dial
17	Holton	2	2	2	0		0	1	Satelite/ Direct Dial
18	Intermountain	3	3	0	0		1	1	Satelite/ Direct Dial
19	Ishi	3	0	0	0		0	1	Satelite /Direct Dial
20	Julius Klein	3	3	3	0		3	1	Satelite/ Direct Dial
21	Konocti	4	4	4	0		4	1	Satelite/ Direct Dial
22	La Cima	3	0	3	0		0	1	Satelite/ Direct Dial
23	Malibu	2	2	2	0		0	1	Satelite/ Direct Dial
24	McCain Valley	4	4	4	0		0	1	Satelite/Auto Dialer
25	Miramonte	2	1	2	0		0	1	Satelite/Auto Dialer
26	Mount Bullion	2	2	0	2		0	1	Satelite/Direct Dial
27	Mountain Home	3	3	0	3		0	1	T1
28	Oak Glen	4	4	0	0		4	1	Satelite/Auto Dialer
29	Owens Valley	2	2	0	2		2	1	Satelite/Auto Dialer
30	Parlin Fork	4	4	4	0		4	1	T1
31	Pilot Rock	2	2	0	2		2	1	Satelite/Direct Dial
32	Pine Grove Youth Camp	2	2	1	1		0	1	Satellite/Auto Dialer
33	Puerta La Cruz	3	3	3	0		0	1	Satelite/Auto Dialer
34	Puerta La Cruz	3	3	3	0		0	1	Satelite/Auto Dialer
35	Rainbow	3	3	3	0		0	1	Satelite/Auto Dialer
36	Salt Creek	4	4	0	4		2	1	Satelite/Auto Dialer
37	Sugar Pine	4	0	0	4		0	1	Satelite/Auto Dialer
38	Trinity River	4	4	4	0		4	1	Satelite/Auto Dialer
39	Vallecito	1	0	0	1		1	1	Satelite/Auto Dialer
40	Valley View	5	5	2	0		2	1	Satelite/Auto Dialer
41	Washington Ridge	4	0	4	0		0	1	Satelite/Auto Dialer
42	Prado	2	2	0	2		0	1	Satelite/Auto Dialer
43	Ventura Conservation Camp	2	0	0	0		0	1	Satelite/Auto Dialer
	Total	136	104	86	35	0	39	42	

Attachment 5: Community Correctional Facilities' IWTS Equipment

OFFENDER PHONES AND RELATED EQUIPMENT							
	CCF Location	Phones	Cut-off Switches	Wall Enclosures	Pedestals with Enclosure	Portables	Investigative Workstations
1	Golden State MCCF	48	0	0	0	0	1
2	Shafter CCF	48	0	0	0	0	2
3	Delano CCF	37	0	0	0	0	2
4	Taft MCCF	48	0	0	0	0	2
5	McFarland	16	0	0	0	0	1
	TOTALS:	197	0	0	0	0	8

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Attachment 6: Community Program IWTS Equipment

OFFENDER PHONES AND RELATED EQUIPMENT							
	IWTS ACRONYMS	PHONES	CUT-OFF SWITCHES	WALL ENCLOSURES	PEDESTALS WITH ENCLOSURE	PORTABLE	INVESTIGATIVE WORKSTATIONS
1	Santa Fe Springs CCTRP	3	3	0	0	0	1
2	San Diego CCTRP	3	3	0	0	0	1
3	Bakersfield CCTRP	3	3	0	0	0	1
4	Stockton CCTRP	2	0	0	0	0	1
5	Sacramento CCTRP	2	0	0	0	0	1
	TOTALS:	13	9	0	0	0	5

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Attachment 7: CDCR Youth Facilities' IWTS Equipment

Facility	OFFENDER TELEPHONES AND RELATED EQUIPMENT							INVESTIGATIVE EQUIPMENT	
	Phones	Cut-off Switches	Booths	Wall Enclosures	Pedestals	VRS	Portable TTY	Workstations	Printer
O.H Close / N.A Chaderjian*	44	44	0	0	44	1	1	0	0
Ventura Youth Correctional Facility	24	24	2	0	0	0	0	1	0
TOTALS:	68	68	2	0	44	1	1	1	0

* O.H. Close and N.A. Chaderjian are two separate Youth facilities that share the same property. For the purposes of the phones, they are combined.

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Attachment 8: Cellular Interdiction Solution (CIS) Equipment

	Equipment (Make/Model)					
	Low Dose Scanners	Baggage X-Ray Scanners	Ferrous Metal Detector	Metal Detector	Covert Security Camera	Cellebrite
	ADANI ConPass SV	ADANI BV 6045	Cellsense Plus CDS	HI-PE Plus	RECONYX Hyperfire Covert Portable Security Camera	UFED 4PC
Sites	Units	Units	Units	Units	Units	Units
ASP	4	2	6	6	4	1
CAC	2	1	6	6	4	0
CAL	1	2	6	6	4	1
CCC	3	3	6	6	4	1
CCI	4	4	6	6	4	1
CCWF	3	2	6	5	4	1
CEN	3	2	6	6	4	1
CHCF	2	2	6	6	3	1
CIM	4	2	6	6	4	1
CIW	2	3	6	6	4	1
CMC	3	3	6	6	4	1
CMF	3	2	6	5	4	1
COR	2	0	6	5	4	1
CRC	3	4	6	6	4	1
CTF	3	2	6	6	3	1
CVSP	3	2	6	5	4	1
DVI	3	1	6	6	4	1
FSP	1	1	6	6	4	1
FWF	0	1	2	5	0	0
HDSP	3	2	6	5	4	1
ISP	3	2	6	6	4	1
KVSP	4	2	6	6	4	1
LAC	1	0	6	6	4	1
MCSP	4	2	6	6	4	1
NKSP	3	2	6	6	4	1
PBSP	3	2	6	6	4	1
PVSP	4	2	6	5	4	1
RJD	3	2	6	6	4	1
SAC	3	2	6	6	4	1
SATF	3	2	6	6	4	1
SCC	3	0	6	6	4	1
SOL	1	1	6	6	4	1
SQP	3	2	6	6	4	1
SVSP	4	2	6	5	4	1
VSP	4	0	6	5	4	1
WSP	3	2	6	6	4	1
NAC (DJJ)	1	1	10	15	4	0
OHC (DJJ)	0	0	0	0	0	0
Pine Grove Camp (DJJ)	0	0	2	2	4	0
VYCF (DJJ)	1	1	5	5	4	0
CAMPS	0	0	43	43	20	0
Total	103	68	272	272	170	34

Attachment 9: CDCR Network Equipment Standards

Wireless Access Points

Part Number	Description	Manufacturer	Quantity
AIR-AP3802I-B-K9 -	Wireless Access Point: Cisco Aironet 3800 Series	Cisco	(TBD Per Site)
AIR-AP1562I-B-K9	Wireless Access Point: Cisco Aironet 1560 Series Outdoor	Cisco	(TBD Per Site)
AIR-AP1562D-B-K9	Wireless Access Point: Cisco Aironet 1560 Series Outdoor	Cisco	(TBD Per Site)
Every Access Point Must also include each of the following:			
C1FPAIRK9 -	Cisco ONE Foundation Perpetual - Wireless	Cisco	(TBD Per Site) 1 per WAP
CON-ECMU - C1FPAIR - SWSS UPGRADES C1	Foundation Perpetual - Wireless	Cisco	(TBD Per Site) 1 per WAP
C1APAIRK9 -	Cisco ONE Advanced Perpetual - Wireless	Cisco	(TBD Per Site) 1 per WAP
CON-ECMU-C1APAIR - SWSS UPGRADES C1	Advanced Perpetual – Wireless	Cisco	(TBD Per Site) 1 per WAP

Network IDF Switches

Part Number	Description	Manufacturer	Quantity
JL074A	HPE Aruba 3810M 48G PoE+ 1-slot Switch	Hewlett Packard Enterprise	1
JL087A	Aruba x372 54 VDC 1050W Power supply	Hewlett Packard Enterprise	1
JL083A	Aruba 3810M 4SFP+ module	Hewlett Packard Enterprise	1
J4859C	X121 1G SFP LC LX Transceiver Mini-GBIC (requires 2)	Hewlett Packard Enterprise	2
If more than 48 ports are necessary a second, third, or fourth switch must be added and each switch must also include the following:			
JL084A	HPE Aruba 3810M 4-Port Stacking Module	Hewlett Packard Enterprise	1
J9578A	Aruba 3800/3810M 0.5m Stacking Cable	Hewlett Packard Enterprise	1

Parole & Satellite Offices Firewalls

Part Number	Description	Manufacturer	Quantity
SRX320	SRX320 (Hardware Only, require SRX300-JSB or SRX300-JSE to complete the System) with 8GE (w 2x SFP), 4G RAM, 8G Flash and 2x MPIM slots. Includes external power supply and cable. RMK not included	Juniper	1
SRX320-CS-BUN-1	1 year subscription for Application Security, IPS, AV, URL filtering and Anti-Spam for SRX320	Juniper	1
SRX320-JSE	SRX320 Junos Software Enhanced with Firewall, NAT, IPSec, Routing, Switching, MPLS and Application Security Services (must order SRX320 to complete the system)	Juniper	1
SRX320-RMK0	SRX320 rack mount kit with adaptor tray	Juniper	1
SVC-COR-SRX320JSE	Juniper Care Core Support for SRX320-JSE	Juniper	1
SVC-ND-SRX320HW	Juniper Care Next Day Support for SRX320 (SOFTWARE SUPPORT IS NOT INCLUDED, must be purchased separately)	Juniper	1

Institution Firewalls

Part Number	Description	Manufacturer	Quantity
SRX1500-AC	SRX1500 with 16x1G, 4x10G (SFP+) on-board ports, 1x AC PSU and 120GB SSD	Juniper	1
SRX1500-JSE	SRX1500 Juniper Secure Edge software with Firewall, NAT, IPSec, Routing, Switching, MPLS and Application Security services (requires SRX1500-AC or SRX1500-DC to complete the system)	Juniper	1
EX-SFP-10GE-SR	Small Form Factor Pluggable 10 Gigabit Ethernet (SFP+) SR Optics	Juniper	4
JPSU-400W-AC	Juniper Power Supply Unit, 400W AC, Slim 1RU Form Factor	Juniper	1
CBL-EX-PWR-C13-C14	AC Power Cable, Patch Cord (10A/250V, 2.5meter)	Juniper	2
SRX-SFP-1GE-SX	Small Form Factor Pluggable 1000Base-SX Gigabit Ethernet Optic Module	Juniper	2
SRX1500-ATP-1	1 year subscription for Sky Advanced Threat Protection on SRX1500	Juniper	1
SRX1500-IPS-1	1 year subscription for intrusion prevention signature updates on SRX1500	Juniper	1
SVC-ND-SRX1500HW	Juniper Care Next Day Support for SRX1500-AC/SRX1500-DC (SOFTWARE SUPPORT IS NOT INCLUDED, must be purchased separately)	Juniper	1
SVC-COR-SRX1500JSE	Juniper Care Core Support for SRX1500-JSE	Juniper	1

Miscellaneous Accessories

Part Number	Description	Manufacturer	Quantity
A3L980-03-ORG-S	3 FT. CAT6 RJ-45 Patch Cables, Belkin (Orange) snagless	Belkin	(TBD Per Site)
A3L980-05-ORG-S	5 FT. CAT6 RJ-45 Patch Cables, Belkin (Orange) snagless	Belkin	(TBD Per Site)
A3L980-07-ORG-S	7 FT. CAT6 RJ-45 Patch Cables, Belkin (Orange) snagless	Belkin	(TBD Per Site)
A3L980-10-ORG-S	10 FT. CAT6 RJ-45 Patch Cables, Belkin (Orange) snagless	Belkin	(TBD Per Site)
A3L980-03-BLU	3 FT. CAT6 RJ-45 Patch Cables, Belkin (Blue) snagless	Belkin	(TBD Per Site)
A3L980-05-BLU	5 FT. CAT6 RJ-45 Patch Cables, Belkin (Blue) snagless	Belkin	(TBD Per Site)
A3L980-07-BLU	7 FT. CAT6 RJ-45 Patch Cables , Belkin (Blue) snagless	Belkin	(TBD Per Site)
A3L980-10-BLU	10 FT. CAT6 RJ-45 Patch Cables, Belkin (Blue) snagless	Belkin	(TBD Per Site)
A3L980b03-BLU-S	Use for Wireless Standards: 3-FT. CAT6 RJ45 Patch Cable, Belkin (Blue) snagless=550 MHZ	Belkin	(TBD Per Site)
A3L980b07-BLU-S	Use for Wireless Standards: 7-FT. CAT6 RJ45 Patch Cable, Belkin (Blue) snagless=550 MHZ	Belkin	(TBD Per Site)
F2F802LL-03M	3 Meter Fiber Jumpers, LC/LC, 9/125 , duplex, Singlemode, Belkin	Belkin	(TBD Per Site)
N/A	5 Meter Fiber Jumpers, LC/LC 9/125, duplex, Singlemode	Belkin	(TBD Per Site)
F2F802LL-10M	10 Meter Fiber Jumpers, LC/LC, 9/125, duplex, Singlemode	Belkin	(TBD Per Site)
F2F202LL-03M	3 Meter Fiber Jumpers, LC/LC, 62.5/125, Multimode, Belkin	Belkin	(TBD Per Site)
F2F402LL-03M	3 Meter Fiber Jumpers, LC/LC, 50/125, Multimode, Belkin	Belkin	(TBD Per Site)

EXHIBITS

EXHIBIT 20: BUSINESS REQUIREMENTS

Refer to spreadsheet attachment.

EXHIBIT 21: TECHNICAL REQUIREMENTS

Refer to spreadsheet attachment.

DRAFT

SOW EXHIBIT-D WORK AUTHORIZATION FORM

WORK AUTHORIZATION REQUEST FORM

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 # DGS-IFB-11-126805.

CDCR-HQ Project Manager

Date

Contractor Project Manager

Date

DRAFT

Offender Communication and Technology Services (OCTS) Requirements Workbook

This workbook must be completed by the Bidder and submitted as part of their responsive bid. The following worksheets are included in the OCTS Requirements Workbook.

OCTS Requirements

The requirements are presented in the following columns.

Category

The high level organization of the Requirements.

Function

The functional goal category for the Requirements.

Req #

The unique ID number associated with each Requirement.

Requirement Description

The description of the actual Requirement.

Type

The requirement type, as follows:

M - Mandatory, all responsive Bids must meet these requirements.

MS - Mandatory Scored; fulfillment of requirement must be included in a responsive Bid. Score is based upon the ability of the Bidder to demonstrate functionality identified in the requirement, method to achieve the requirement, and other

DS - Desirable Scored; Bidder may optionally include in their Bid. If it is included, points are awarded.

Bidder Response

In order for their proposal to be considered responsive, **the Bidder must complete all sections below**, for the Business and Technical Requirements worksheets, for every requirement listed.

Bidder Agrees to Meet Requirement (Y/N)

Record either "Y" or "N" in this column, indicating that the Bid includes satisfaction of the requirement. Note: any Bid which does not include a "Y" after every Mandatory requirement will be considered non-responsive and not eligible for evaluation/consideration.

Describe the Proposed Solution to Meet or Exceed Requirement. If the Proposed Solution is in the Proposal, provide the Reference Location.

Bidders must provide a description of the proposed solution to meet or exceed the requirement. If the proposed solution is described in sufficient detail elsewhere in the Bidder's proposal, the Bidder must identify the page number and starting line number within the Business Proposal, Technical Proposal or Solution Proposal narrative that describes how the Bidder will perform the requirement. A description or reference must be provided for (M) Mandatory and (MS) Mandatory Scored type requirements. Requirement type specified as (DS) Desirable Scored are optional; however, no points will be awarded if this column is left blank. References to Marketing Materials or Literature are NOT acceptable.

Bidder's Name:					
CATEGORY: Communication					
Req #	Function	Requirement Description	Type	Bidder Agrees to Meet Requirement (Y/N)	Bidder's Response Describe the Proposed Solution to Meet or Exceed Requirement. If the Proposed Solution is in the Proposal, provide the Reference Location.
COM-001	Outbound Call Process for Domestic and International Calls	<p>The OCTS shall be configured such that an offender will be led through a series of commands in either English or Spanish to communicate the prompts in order to initiate the call.</p> <ol style="list-style-type: none"> 1) The offender will receive a prompt to select either English or Spanish to continue the call initiation process. 2) The offender will be instructed (in English or Spanish, as they have chosen) to enter the area code and seven (7)-digit telephone number for the domestic called party they wish to contact. 3) The offender will be instructed (in English or Spanish as they have chosen) to enter the international telephone number. 4) The ITS will be configured to allow for the input of enough digits to accommodate 01 + Country Code + City Code+ Telephone Number. or enter the country code, area code and the telephone number for the international called party they wish to contact. 5) Once the telephone number has been entered, the keypad will be disabled for the remainder of the call. The CDCR Operations Manager may elect to allow extra digits dialed. 6) After the offender has entered the ten-digit telephone number to call, the OCTS 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 an Alert Number the OCTS will process the call according to instructions in OCTS Facility Phone List, which may require the OCTS to notify the appropriate CDCR Authorized Staff. 9) The offender will be prompted to provide their name. The offender will be required to provide their name before call processing will proceed. If nothing is provided, the prompt will repeat three (3) times. If after three (3) prompts nothing is provided, then the call will be terminated. 10) After the offender has provided their name, there will be no more prompts until the call is connected to the called party. <p>Contractor shall describe how outbound domestic and international calls will be processed.</p>	M		
COM-002	Call Flow Charts	The Contractor shall provide flow chart(s) of the call flow process from the point of the offender going off-hook through all possibilities of call completion. 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.	M		
COM-003	Interface with California Relay Service (CRS) Call Centers	The Contractor shall use a FCC authorized VRS provider to carry VRS traffic. Contractor shall provide a description of the process the system will employ to route VRS calls through the VRS providers so that the VRS call center can process the calls to the desired called party. Additionally, Contractor shall provide a description of the process the system will employ to ensure that the called party is not billed by the Contractor for the VRS calls.	M		
COM-004	Call Setup Branding	<p>Call Setup Branding is defined as the first recorded message played or shown to the called party when they answer the call. All Call Setup Branding messages will be provided via a SLI, text and audible recording. 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/relay the offender name that was provided in the outbound call process.</p> <p>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 Contractor shall identify the single digit that will be used to meet this requirement.</p> <p>The called parties shall have the ability to accept or deny prepaid calls from an offender 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 Contractor, if an account is not already in place. The Contractor shall identify the digit the called party will press to hear the toll free number to contact the Contractor's Customer Service to obtain information about an existing prepaid call account or receive information on how to set up a prepaid account.</p> <p>The message shall play in its entirety unless interrupted by pressing a State defined keypad number, voice prompt or On-Screen button. The CDCR Operations Manager shall have the ability to define at what point in the message and which keypad numbers, voice prompt or on-screen button, 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.</p>	M		
COM-005	OCTS Call Blocking by Called Party	The OCTS shall provide Call Blocking. The branding message shall provide the option for the called party to block a call. When the call is blocked, the called party will hear a recording or shall be presented with a website that provides the Contractor's Customer Service contact telephone number or gives the called party the option to be directly connected to the Contractor's Customer Service Representative. When a Video Call to a Video Call is rejected, the called party will be directed to the Contractor's website for the Customer Service contact telephone number or gives the called party the option to be directly connected to the Contractor's Customer Service Representative.	M		
COM-006	OCTS Outbound Only Calls	The OCTS shall allow offenders to process only outbound calls. The Contractor shall configure the OCTS so that in no case shall inbound calls be processed.	M		
COM-007	Calling Other CDCR Facilities	The OCTS shall prohibit calls to any other California correctional facility.	M		
COM-008	Maximum Ring Time	The OCTS shall include a maximum ring time for all calls prior to disconnecting a call. OCTS calls will automatically disconnect once the maximum ring time is reached. The amount of ring time shall adjustable by the CDCR Operations Manager.	M		
COM-009	Extra Dialed Digits	The OCTS shall be capable of preventing the processing of additional digits from an offender after all call processes have been completed for an authorized OCTS call. The CDCR Operations Manager shall be provided the capability to allow extra dialed digits to access features of the system as a result of system prompts to the offender.	M		
COM-010	Three-way Call Prevention	The OCTS shall allow offenders to reach the called party dialed, and will prohibit the offender from being able to reach an additional party without hanging up the receiver or terminating the call first, which will prevent Three-Way Calling and Call Forwarding.	M		
COM-011	OCTS Blocked Calls by CDCR Authorized Staff	<p>The OCTS shall provide the CDCR authorized staff with a method to block all OCTS calls to a specific telephone number. The ability for a CDCR authorized user to block a call shall be based upon the user's profile.</p> <p>Called Party Blocking variable parameters:</p> <ol style="list-style-type: none"> 1) Block OCTS calls to a specific telephone number from a correctional facility; or, 2) Statewide. 	M		

COM-012	Blocking Specific Types of Telephone Numbers by OCTS	The OCTS 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 excluding VRI; 4) Telephone numbers that incur charges (e.g., 972-, 976-); and, 5) Long distance carrier access numbers (e.g., 10333, 10288).	M		
COM-013	Capability to restrict VRS and ASL-VCS calls to only CDCR preapproved numbers.	The solution must be able to store and manage preapproved numbers.	M		
COM-014	Restricted offender Access to VRS/ASL-VCS	Solution must be able to identify and only allow authorized offenders access to the VRS/ASL-VCS system.	M		
COM-015	Call Validation	All calls shall be validated against all applicable databases on a real time basis to restrict access to blocked numbers, payphones, pagers or other devices.	M		
COM-016	Designated CDCR Hot Lines	The OCTS shall allow offenders to dial a fictitious ten-digit number that emulates standard dialing options and connects calls to a designated CDCR hot line. These calls will not be charged. These calls will be processed and stored on the OCTS where the investigative user can retrieve the call. The hot line calls shall be configurable to be recorded or non-recorded. Call Detail Records (CDR) data strings shall be generated for all calls. 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, Hardwired Monitoring, and Investigative Monitoring. 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.	M		
COM-017	Calls to Other State Agencies' Hot Lines	The OCTS shall allow offenders to dial a specific ten-digit telephone number and connect 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. Contractor shall describe how they will satisfy these requirements.	M		
COM-018	Call Denial and Identification	The OCTS shall provide select call completion denial information and playback to the offender. When a call cannot be completed, the system shall display and/or play one of the following announcements to the offender 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. The system shall allow for modification of any announcement as determined by the CDCR Operations Manager.	M		
COM-019	Overlay Message	Overlay is defined as the message that is played and displayed randomly throughout the call. The Overlay Message shall use a SLI, text and audible means to communicate. The OCTS 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 offender 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 OCTS 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 OCTS call. The system must allow this function to be engaged or not engaged at the State's discretion.	M		
COM-020	Call Termination Message	The OCTS shall provide a notification to notify the offender and called party that the call will end due to the expiration time. Prior to terminating a call, the offender and called party shall be informed 60 seconds and 30 seconds prior to the expiration. The method of notification must take into account any disabilities or type of call for both parties. The OCTS shall provide the CDCR Operations Manager with the capability of changing the intervals when the call termination messages shall be played/displayed.	M		
COM-021	Ability to provide VRS communication when one of the party is hearing-capable.	The OCTS Solution shall Provide outbound, non-confidential VRS communication for offenders who communicate through sign language to communicate through an interpreter with a family member/friend/attorney who is hearing-capable.	M		
COM-022	Ability to provide an ASL-VCS point-to-point (P2P) video communication when both parties' primary language is American Sign Language.	Provide outbound, non-confidential ASL-VCS video communication for offenders who communicate through sign language directly to a family member/friend/attorney who also communicates through American Sign Language.	M		
COM-023	Capability for offender friends and family to receive a VRS and an ASL-VCS video call.	Contractor's solution shall not require offender friends and family to pay for any software required to receive a VRS and an ASL-VCS call. Any software required to be downloaded on the offender's family and friends shall be provided free of charge.	M		
COM-024	VRS Device to a Hearing Capable Called Party through VRS provider	The VRS shall include the ability to complete calls from a VRS to a hearing capable called party through VRS provider.	M		
COM-025	OCTS Call Control Features	The OCTS shall include the Call Control Features described below. Each of the Call Control Features shall include variable control parameters described in this section. The OCTS 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. Call control features shall include but not limited to: 1) Calling schedule variable parameters: 1) Time of day; 2) Day, week or month; or, 3) Correctional facility. The OCTS shall verify that the destination number can be processed based upon the OCTS Call Control Features, that have been set for the system and the CDCR facility.	M		
COM-026	OCTS Time Between Completed Calls	The OCTS shall be capable of being configured to control the amount of time between calls made on the OCTS offender call devices. The State shall be capable of enabling or disabling this feature.	M		
COM-027	OCTS Call Duration	Call duration is the total amount of minutes an offender may converse with the called party on a OCTS call. The State shall be capable of enabling, disabling and determining call duration.	M		

COM-028	System-access time constraints and time limitations	Contractor solution shall have the ability to set time constraints and limit the length of each session.	M		
COM-029	OCTS Non-Confidential Calls	All calls made from the OCTS devices 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 the OCTS devices to specific phone numbers.	M		
COM-030	OCTS 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 OCTS communications and sessions.	M		
COM-031	OCTS Detection of Unusual or Suspicious Dialing	The OCTS shall provide a means of detecting unusual or suspicious number sequences dialed or dialing patterns, detect extra dialed digits from either the called party or the offender which the system identifies as possible attempts to commit fraud. Contractor shall provide the State with a list of the types of activities detected and how this information will be reported.	M		
COM-032	OCTS Detection of Three-Way Calls	The OCTS shall provide the capability of detecting suspected and confirmed Three-Way Calls. The OCTS shall identify a suspected or detected Three-Way Calls using an visual indicator that can be easily distinguished from other calls. The system shall be configured to automatically report detected Three-Way Calls. The CDCR Operations Manager shall have the ability to configure this functionality on a facility or individual called number basis.	MS		
COM-033	OCTS Flagging, Warning, or Disconnecting Three-Way Calls	The OCTS shall include the capability to terminate, monitor, barge-in and flag, at the CDCR Operations Manager's discretion, any detected Three-Way call. The system shall be configurable to automatically allow or terminate detected and suspected Three-Way Calls. The CDCR Operations Manager shall have the ability to configure this functionality on a facility or individual called number basis. The system shall provide the ability to configure and identify individual called numbers for automatic and manual disconnect or permissive Three-Way Calling exceptions.	M		
COM-034	OCTS Detection of Call Forwarding	The OCTS 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 OCTS shall include the capability to terminate, monitor, barge-in or flag, at the CDCR Operations Manager's discretion, any detected Call Forwarding. Contractor shall provide the detection capability to detect Call Forwarding. Contractor shall detect the following types of Call Forwarding: 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.	M		
COM-035	OCTS LIVE MONITORING	The Contractor shall provide OCTS Live Monitoring Capability in multiple locations where OCTS are installed that may include control booths in housing units, ADA Offices and hospitals. OCTS Live Monitoring shall allow custody staff to listen and view in real-time offender conversations and scan, barge-in, and terminate sessions. The OCTS shall have the capability of turning on and off the OCTS devices within the officer's span of control. The OCTS Live Monitoring shall provide multiple authorization level Log-Ins. OCTS Live Monitoring displays shall be configurable only with various authorization levels that allow or deny modification of display or settings.	M		
COM-036	OCTS Live Monitoring Equipment	The Contractor shall provide all equipment necessary for the OCTS Live Monitoring deployed at each facility where OCTS are deployed at no cost to the State.	M		
COM-037	OCTS Graphical User Interface (GUI)	The OCTS Live Monitoring shall employ an industry standard GUI that includes intuitive command standards for desktop, screen and window behavior.	M		
COM-038	OCTS Live Monitoring Display Content Requirements	The OCTS Live Monitoring shall provide authorized staff with access to view the following information that will appear in a font size of 12 or larger: 1) OCTS station number (within the contractor's network) for each device; 2) Location and OCTS device identification number of the OCTS device being monitored; 3) Current date and time; 4) Incremental call duration timer (mm:ss) for each call; 5) One (1) to 12 OCTS call devices shall be displayed simultaneously on a single screen; 6) Indicators for each OCTS device that is off-hook; 7) Indicator for call currently monitored; 8) An indicator to reflect the equipment is communicating with the network; 9) An indicator for the key to press for the help screen; and, 10) An indicator (blinking cursor) that reflects the navigational position on the screen.	M		
COM-039	OCTS Live Monitoring Functionality Requirements	The OCTS shall provide the following functionality requirement for Live Monitoring for the offender OCTS calling devices within their designated Span of Control: 1) Scan and monitor active calls (individual and all devices within Span of Control). Scan mode shall be programmable and set to scan in intervals approved by CDCR Operations Manager; 2) Park, listen and view 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 OCTS calling device on or reactivate a OCTS calling device (individual and all devices within Span of Control); 8) Turn OCTS calling device off or disconnect a call (individual and all devices 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.	M		

COM-040	OCTS Scan and Live Monitoring of Multiple Calls	The OCTS Live Monitoring shall have the capability to scan and monitor a selected number of calls in progress. The number of simultaneously scanned conversations from a single OCTS Live Monitoring Station shall not exceed the total amount of monitored devices that appear on the monitoring screen. The system shall indicate which device 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 stop and start the scanning to monitor any call in progress.	M		
COM-041	Park, Listen and View Calls	The OCTS Live Monitoring shall have the capability to park, listen and view an active call. The system shall indicate which offender OCTS calling device is being monitored at any given time and show the status of each offender OCTS calling device, in-use or idle.	M		
COM-042	Hands-Free Monitoring	The OCTS Live Monitoring shall have the capability to listen to and view 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.	M		
COM-043	Termination of Active Calls	The OCTS Live Monitoring shall be able to manually terminate calls for a single or group of offender OCTS calling devices within the Span of Control. Live Monitoring shall have a defined list of OCTS calling devices 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.	M		
COM-044	OCTS Barge-In To Active Calls	The OCTS Live Monitoring shall have the capability for the authorized staff monitoring calls to interrupt or barge in and talk on selected offender calls. After the barge in is complete, the system shall have the ability to resume the call or disconnect the call.	M		
COM-045	Access a "Help" Menu	The OCTS Live Monitoring 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 OCTS Live Monitor key functionality on the screen. The designated keystroke shall have the ability to toggle in and out of this menu.	M		
COM-046	OCTS Live Monitoring Display of Active Call	The time between the first possible detection of a call in progress within the Span of Control of the OCTS Live Monitoring shall not exceed two (2) seconds before the active call appears on the display screen.	M		
COM-047	OCTS Live Monitoring Stealth	The OCTS shall provide the capability to monitor calls in progress without the offender or called party's awareness that the call is being monitored.	M		
COM-048	OCTS Live Monitoring Volume/Video	The audible volume and video quality of the call shall remain the same when the call is monitored. The volume and/or video shall not be impacted if one (1) or more authorized users are monitoring a call.	M		
COM-049	Multiple Users Monitoring a Live Call with OCTS	The OCTS Monitoring shall allow atleast three (3) simultaneous live monitoring authorized users on the same call at the same time from different locations or access methods.	M		
COM-050	Software Controlled Manual Termination	The OCTS shall include the ability for authorized CDCR staff to manually terminate calls for a single or group of OCTS devices. The OCTS shall be able to, at a minimum, terminate: 1) Individual calls; 2) All Calls (within Span of Control); 3) Individual OCTS device; and, 4) All OCTS devices (within profile Span of Control) by: a) OCTS device ID; b) Bank or group of OCTS devices; c) CDCR Facility building/section; d) CDCR Facility; e) Statewide Adult; f) Statewide Youth; and, g) Statewide CDCR Facilities.	M		
COM-051	OCTS Facility Phone List	The OCTS Facility Phone List consist of specific telephone numbers that are being monitored by CDCR Authorized Staff. The telephone numbers in the OCTS 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 number 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.	M		
COM-052	OCTS Facility Phone List Screen Details	The Facility Call 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 Information (Name, Address, City, State, Zip); 4) Alert Groups; and, 5) Notes (minimum of 250 characters).	M		
COM-053	OCTS Facility Phone List Search Criteria	Searching for a specific number shall include the following drop down options either populated by the Contractor or the authorized user: 1) Filter by CDCR Facility (all CDCR Facilities); 2) Filter by CDCR Housing Unit; 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.	M		

COM-054	OCTS Alert Group Functionality	When a call is made to a specific number activated in an alert group the following OCTS 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 offender 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. 4) If the call is terminated, then the call shall be flagged with a unique identifier in the end code of the CDR. The Contractor 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. 5) 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.	M		
COM-055	OCTS 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.	M		
COM-056	Deleting an Alert Group or Telephone Number from OCTS	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.	M		
COM-057	OCTS Alert Number Notification	The OCTS 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.	M		
COM-058	OCTS 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.	M		
COM-059	Recordings and Monitoring	All sessions shall be recorded and available to CDCR-designated staff on the contractor's system and accessible from any computer located in the Facility with network access. No special purpose hardware or software shall be required. Recording shall include, telephone call and any voice portions of calls using Voice Carry Over (VCO) or Hearing Carry Over(HCO) and Video. The, audio and video 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.	M		
COM-060	Recordings and Monitoring Availability	All recordings shall be available to CDCR for a minimum of 7 years.	M		
COM-061	Forwarding a Recorded Call File on the OCTS System	The OCTS system shall allow an authorized user to send a recorded OCTS call to another authorized user's computer or mobile phone for playback. Before the authorized user receiving the forwarded recorded call is connected to the call, the user will be required to enter a unique code before having the capability to listen to the recorded call.	M		
COM-062	Forwarding a Monitored Call	The OCTS system shall allow an authorized user to forward a monitored OCTS call to another authorized user's computer or mobile phone for monitoring. Before the authorized user receiving the forwarded call is connected to the call, the user will be required to enter a unique code before having the capability to listen to the monitored call.	M		
COM-063	OCTS Search Criteria for Call Recording	The recording system shall have the capability to search (locate/sort) call recordings based upon any of the following CDR fields: 1) CDCR Facility; 2) OCTS device Location; 3) Offender ID Number 4) Start date/time; 5) Destination number called; 6) OCTS device ID/Station number; 7) End date/time; 8) Duration of call; and, 9) Complete or incomplete call.	M		
COM-064	OCTS Recording Access from Search Results	After a CDR search, the results shall be linked to the Recordings to enable playback and/or viewing from the results page.	M		
COM-065	OCTS Recording Playback Capability	Authorized users shall have the ability to access the Recording Database to play, rewind, pause, fast-forward, designate a specific area to loop back within the recording and vary speed of playback. The OCTS shall be able to go to a specified call duration location within the call without the playback of the entire call.	M		
COM-066	OCTS 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 system shall begin recording offender conversations when the offender initiates the call session. The recording shall capture the system prompts, required recorded messages and when the offender provides their name. The CDCR Operations Manager shall identify any exceptions to this requirement.	M		
COM-067	OCTS "Do Not Record" Numbers	The recording system shall have the ability to not record specific telephone numbers authorized by the CDCR Operations Manager. The Contractor's staff shall not set a "do not record" number without the written consent by the CDCR Operations Manager.	M		
COM-068	OCTS 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.	M		
COM-069	OCTS Playback of Recording on Other Types of Media	The OCTS shall have the ability to playback on other types of media. 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 or any audio or video media device.	M		
COM-070	OCTS 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 call. Authenticity must meet the regulatory requirements and chain-of-evidence for admissibility in a Court of Law.	M		
COM-071	OCTS Simultaneous Replay	The OCTS shall allow the capability for multiple recordings to be played back simultaneously. Playback or download of recorded calls must not interrupt any other on-going calls being recorded.	M		
COM-072	Call Detail Records (CDR)	A call detail record data string shall be generated for all calls which include incomplete and completed calls.	M		

COM-073	Call Detail Records (CDR)	<p>The OCTS 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 CDCR 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.</p> <p>The Contractor shall provide CDCR with the ability to securely download a daily OCTS CDR file in a delimited text format that contains the offender call attempts from the CDCR facilities. The OCTS CDR retrieval shall be available to the CDCR Operations Manager using a Secure File Transfer Protocol (SFTP) client application to connect to the Contractor's server and download the previous calendar day's OCTS CDR files.</p>	M		
COM-074	OCTS Search Functionality	<p>The authorized staff shall have ability to search the OCTS 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.</p> <p>The OCTS 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.</p>	M		
COM-075	OCTS Call Detail Record Content	<p>At a minimum the following information shall be captured and stored for all calls attempted:</p> <ol style="list-style-type: none"> 1) Correctional facility from which call was placed; 2) Offender ID Number; 3) Offender Name; 4) Device Location; 5) Device Station Number; 6) Start date and time (mm:ss); 7) End date and time (mm:ss); 8) Call duration (mm:ss); 9) Call completion status (complete or incomplete call); 10) offender's identification number; 11) Destination Number (dialed digits); 12) Destination Number's city and state, or city and country for International Calls; 13) Destination Device (distinguish between cellular, land line, etc.); 14) Start Code (Method in which the call was accepted or denied); 15) Reason for call not completed (i.e. call blocked, station off), if applicable; 16) Type of call (Local, IntraLATA, InterLATA, Interstate, International); 17) Duration from acceptance to termination (Conversation Minutes); 18) Alert (whether an alert was issued for the call); 19) Type of alert (e.g., Three-Way Calling, Hot List Number); 20) Filename of recording; 21) End Code (Method of Termination). <p>Contractor shall provide a sample of the CDR data string that will be provided with the OCTS.</p>	M		
COM-076	OCTS Daily Call Detail Records Retrieval	<p>The Contractor shall provide CDCR with the ability to securely download a daily OCTS CDR file in a delimited text format that contains the offender call attempts from the CDCR facilities. The OCTS CDR retrieval shall be available to the CDCR Operations Manager using a Secure File Transfer Protocol (SFTP) client application or connect to the Contractor's server and download the previous calendar day's OCTS CDR files.</p>	M		
COM-077	OCTS User Group Configuration	<p>A group of OCTS Call Control Features with the same variable parameter settings is known as a OCTS User Group Configuration. The OCTS shall provide the CDCR Operations Manager with the capability of configuring the parameters for each feature for a specific User Group. Each OCTS User Group Configuration shall be assignable as a default configuration for each OCTS calling device group.</p> <p>The OCTS shall provide the CDCR Operations Manager with the capability of maintaining at least 15 multiple OCTS User Group Configurations. These User Group Configurations will be derived from various combinations of OCTS Call Control Features.</p>	M		
COM-078	OCTS Administrative Control	<p>The Contractor shall provide CDCR with OCTS Administrative Control functionality to generate user profiles and access fields within the OCTS that will be limited to the CDCR Operations Manager and authorized staff. This functionality will be accessed from a State computer using the Contractor's hosted web-based OCTS application. OCTS 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 offender use of the system, view trouble tickets, facilitate training of CDCR staff on OCTS operation and capabilities, and perform system tests. The OCTS shall comply with the CDCR password policy and require the user to change their password at CDCR Operations Manager specified intervals.</p>	M		
COM-079	Single User OCTS Mapping Verification	<p>The OCTS shall include the ability for a single State OCTS administrative user to verify a OCTS device and physical location match the OCTS service database description. While this function is being performed, the OCTS shall prevent outgoing calls from being made by offenders while mapping verification is performed.</p>	M		
COM-080	CDCR OCTS ROLE-BASED USER PROFILES	<p>The OCTS shall provide for role-based user profiles, allowing specific functions and features unique to each role. The Contractor shall be responsible for the System Administrator User activities. The CDCR Operations Manager will be responsible for the Operations Administrator, Live Monitoring User, Investigative User, Contracted Staff User, and State Contract Manager User. Each OCTS User shall have unique identification credentials and be verified for identity authentication. The OCTS 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.</p> <p>The CDCR OCTS Users shall be able to access the OCTS services in one of the following roles:</p>	M		
COM-081	Contractor Systems Administrator Profile	<ol style="list-style-type: none"> 1) System Administrator <ol style="list-style-type: none"> a) Create and manage System and Operations 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 Contractor. 	M		

COM-082	CDCR Operations Administrator Profile	<p>2) Operations Administrator</p> <p>a) Create and manage Live Monitoring Terminal User, Investigative User, Contracted Staff User, and State Contract Manager User accounts;</p> <p>b) Request and maintain updated list of System and Operations Administrator User accounts as needed;</p> <p>c) Set and reset user authentication credentials;</p> <p>d) View OCTS configuration of facilities;</p> <p>e) Generate audit reports that include but are not limited to alarms, usage, and Service Level Agreement reports;</p> <p>f) Generate operational reports for executive consumption;</p> <p>g) Request maintenance and operations assistance from System Administrators;</p> <p>h) Generate system health status reports; and,</p> <p>i) Generate customer service/trouble ticket reports;</p> <p>j) Change own password</p>	M		
COM-083	CDCR OCTS Live Monitoring User Profile	<p>3) Live Monitoring User</p> <p>a) Perform OCTS Live Monitoring functionality;</p> <p>b) Change own password;</p> <p>c) Flag calls; and,</p> <p>d) Input notes on OCTS platform.</p>	M		
COM-084	CDCR OCTS Investigative User Profile	<p>4) Investigative User</p> <p>a) Perform OCTS Investigative functionality;</p> <p>b) Change own password;</p> <p>c) Request data file delivery via Secure File Transport Protocol (SFTP), and,</p> <p>d) Activate and Deactivate Alert Groups.</p>	M		
COM-085	CDCR OCTS Contracted Staff User Profile	<p>5) Contracted Staff User</p> <p>a) Perform limited functionality based upon authorized access assigned by the Operations Administrator; and,</p> <p>b) Change own password.</p>	M		
COM-086	CDCR OCTS State Contractor Manager User Profile	<p>6) State Contract Manager User</p> <p>a) View and Generate authorized OCTS Reports; and,</p> <p>b) View Service Level Agreement report.</p> <p>c) Change own password</p>	M		
COM-087	CDCR OCTS AUTHORIZED USER PROFILE FUNCTIONALITY	<p>Authorized CDCR users will have access to the OCTS to perform specific activities in support of their functions at each location as identified in their profiles.</p> <p>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.</p> <p>The CDCR Operations Manager shall have the ability to create, update and delete CDCR staff profiles to include:</p> <ol style="list-style-type: none"> 1) CDCR staff name; 2) OCTS 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. 	M		
COM-088	CDCR OCTS AUTHORIZED USER PROFILE FUNCTIONALITY	<p>CDCR staff CDR database access by:</p> <ol style="list-style-type: none"> 1) OCTS device ID; 2) Bank or group of OCTS device sets; 3) CDCR Facility Yard and Building; 4) CDCR Facility; 5) Statewide Adult and Juvenile Facilities and, 6) CDCR staff access permissions. 	M		
COM-089	OCTS Call Control Feature Package Parameter Settings	<p>The CDCR Operations Manager shall have the ability to create, update and delete Call Control Feature parameters, including Feature Package assignments for:</p> <ol style="list-style-type: none"> 1) OCTS Calling Schedules; 2) Time Between Completed OCTS Calls; 3) OCTS Call Duration; and, 4) OCTS Extra Dialed Digits Prevention. 	M		
COM-090	OCTS Blocked Number Administration	<p>The CDCR Operations Manager shall have the ability to create, update and delete numbers that are blocked for OCTS device by:</p> <ol style="list-style-type: none"> 1) Bank or group of OCTS device sets; 2) CDCR Facility building/section; 3) CDCR Facility; 4) Statewide Adult and Juvenile Facilities; and, 5) Statewide CDCR Facilities 	M		
COM-091	CDCR OCTS User Access to Specific CDCR Facilities	<p>The Contractor shall ensure that CDCR Operations Manager has the ability to create, update, and delete the list of specific facilities that each CDCR OCTS authorized user can access.</p>	M		
COM-092	Single OCTS Log-Ons	<p>System software shall allow the CDCR Operations Manager to configure the OCTS to only allow single instance Log-Ons for CDCR OCTS Authorized User accounts. CDCR OCTS Authorized Users shall have the ability to only have a single Log-Ons and not have simultaneous logon capability for a single user account.</p>	M		
COM-093	Contractor Hosted Web-Based OCTS Management Application	<p>The Contractor shall host a web-based OCTS Management application 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.</p> <p>The web-based OCTS Management application shall be compatible with Microsoft Internet Explorer 11 or newer.</p>	M		
COM-094	System Use Notification OCTS Log-In Screen	<p>Upon log-in, the web-based OCTS Management application shall:</p> <ol style="list-style-type: none"> 1) Display an approved system use notification message or banner before granting access to the OCTS service that provides privacy and security notices consistent with applicable federal laws, Executive Orders, directives, policies, regulations, standards, and guidance, and state that: <ol style="list-style-type: none"> 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. <p>The Contractor shall modify the notice at the CDCR Operations Manager's request.</p>	M		
COM-095	OCTS Log-Out Screen	<p>The web based OCTS application shall allow the authorized user to Log-Out of the system prior to closing the web browser.</p>	M		
COM-096	OCTS Concurrent Session Control	<p>The application shall limit the number of concurrent sessions for each system account to a single session.</p>	M		

COM-097	OCTS Management Application Session Expiration	The application shall default to a 15-minute time out user session after 15-minutes of inactivity and prevent further access to the system. This time out shall be configurable based on CDCR's requirements.	M		
COM-098	OCTS Remote Access Capability	OCTS shall provide the capability for CDCR authorized staff to remotely access the investigative system through the Contractor hosted web-based application.	M		
COM-099	Tracking Contractor Personnel OCTS Access	The OCTS shall track activity of Contractor personnel, including any Subcontractors that log-in to the OCTS system for any purpose, including viewing or editing data, systems administration and support, or other technical reasons. The Contractor personnel user accounts shall be assigned by the System Administrator at the individual level, without the use of "generic" or "multi-user" accounts.	M		
COM-100	Tracking System and Operations Administrator's User Profile OCTS Access	The OCTS shall track all System and Operations Administrator's user activities, including modifications to system configuration, user privileges, data records, or other functions.	M		
COM-101	Non-Tracking User Class	The OCTS 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.	M		
COM-102	TRACKING OCTS ACCESS	The OCTS shall provide a method for tracking live monitoring and investigative activities and transactions conducted on the OCTS for each authorized user.	M		
COM-103	Recordings and Monitoring	The OCTS System shall log access to recordings for auditing purposes. Shall include at a minimum: CDCR Staff User that accessed recording, date and timestamp of access, whether recording was copied.	M		
COM-104	Multiple OCTS Database Access	The OCTS databases shall allow records access by multiple users from multiple locations while maintaining data integrity.	M		
COM-105	OCTS Database Search Capability	The OCTS shall allow search and retrieval of all data as defined in the user profile, regardless of location. All databases shall be searchable on all fields. Search results shall be printable.	M		
COM-106	OCTS Export Data Format	At any time upon request, the Contractor shall fulfill the State's request for OCTS data, including current and archived Call Detail Records (CDR), offender 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, as determined by CDCR Operations Manager at time of request; and, 3) Clearly noted data fields including the database schema.	M		
COM-107	OCTS Data File	Upon the request of the State, the 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.	M		
COM-108	OCTS WEB SITE PORTALS	The Contractor shall provide a OCTS 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 OCTS 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 Contractor shall make system changes at no additional cost or increase to billing rates.	M		
COM-109	OCTS Public Web Site	The Contractor shall provide and maintain a OCTS 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) Contract language and amendments; 3) Customer's Frequently Asked Questions (FAQs); 4) Customer ordering instructions; 5) End-User Escalation Process; 6) URL to the OCTS on-line User Guide; 7) URL to State and/or CDCR web site; 8) Customer Service toll free numbers; 9) Customer service trouble reporting contact information; and, 10) Access to End-User account.	M		
Training and Training Documentation					
TR-001	General OCTS Training Requirements	The Contractor shall provide a customized training plan as described in OCTS Training Plan approved by CDCR. The training shall employ an on-site, hands-on, classroom and train-the-trainer approach. The Contractor will use Certified Trainers as described in Trainer Certification by CDCR.	M		
TR-002	Training	The Contractor shall provide Administration, Live Monitoring and Investigative Training on-site in a hands-on environment following initial installation and prior to activation at each facility or location as identified by the CDCR PMs, or selected representative. Each site will require at a minimum two (2) training session during normal business hours as requested by the CDCR Operations Manager.	M		
TR-003	Offender Training	The Contractor shall provide on-site training for offenders in the use of the OCTS devices. The training shall take place following initial installation and prior to activation at each facility or location as identified by the CDCR PMs, or selected representative. Each site will require at a minimum two (2) training session during normal business hours as requested by the CDCR Operations Manager.	M		
TR-004	Trainer Certification by CDCR	The 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 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 OCTS.	M		
TR-005	Training Documentation	Contractor shall provide necessary training documentation (materials and user manuals) and/or access to training services on its Vendor-Hosted Secured Network Portal for all end users and administrators. Online training documentation and/or services shall be accessible twenty-four hours a day, seven days a week, three hundred sixty-five days a year (24x7x365).	M		
TR-006	OCTS Offender Device Guide(s)	The Contractor shall prepare and provide an offender guide that includes instructions in English and Spanish for CDCR approval. The guide will include instructions and contact information for log-in and operation of the OCTS device. The 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 Contractor annually or as needed.	M		

TR-007	OCTS Live Monitoring User Guide	The Contractor shall prepare and provide a OCTS Live Monitoring User Guide 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 Contractor's Private Web Site and shall be specific to the OCTS. Hardcopies shall be laminated and posted at each OCTS Live Monitoring location. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the OCTS Vendor-Hosted Secured Network Portal. The Contractor shall modify the User Guide as directed by the State.	M		
TR-008	OCTS User Guide for the Public Customer	The Contractor shall prepare and provide a OCTS 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 OCTS accounts, receiving calls, blocking 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 OCTS Public Web site. Pamphlets will be mailed to customers by the Contractor upon request. Soft copies in .pdf and .doc will be provided to CDCR and available on the OCTS Private Portal. The Contractor shall input updates to the User Guide provided by the CDCR Operations Manager or as required.	M		
TR-009	OCTS USER MANUALS FOR CDCR AUTHORIZED STAFF	The Contractor shall provide and maintain current OCTS User Manuals for CDCR Authorized Staff for all OCTS features. 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the OCTS functionality. There shall be no references to any features or functionalities that are not provided in the OCTS environment. 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the OCTS hardware 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 Contractor shall develop and maintain current hard-copy and online documentation of each CDCR user manual necessary for the OCTS and make the documentation available to CDCR upon request.	M		
TR-010	OCTS On-Line Manual	Contractor shall provide access to an on-line manual specific for the OCTS. Authorized users will be able to search and find operating instructions for specific functionality.	M		
TR-011	OCTS Investigative User Guide	The Contractor shall prepare and provide a User Guide for OCTS Investigative CDCR Staff 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 Contractor's OCTS Private Web site and shall be specific to the OCTS. Hard copies 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 OCTS Private Web site. The Contractor shall modify the User Guide as directed by the State.	M		
TR-012	Public Customer Brochures	Instructional brochures shall be available on-line to Public Customer explaining the branding, monitoring, and recording requirements for all OCTS services (where applicable). Upon request, the Contractor shall provide soft copies of the brochures to the CDCR Operations Manager.	M		
TR-013	OCTS System Administration Manuals	The 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.	M		
General					
	Legal Disclaimer	The solution should contain an acknowledgement, legal disclaimer on all activities by the caller or the sender that communications will be monitored, stored, and recorded.	M		
	Offender Personal Identification Numbers (PINs)	The Contractor shall provide a OCTS service that has the capability to use of offender Personal Identification Numbers (PINs). The OCTS service shall have the capability to disable the PIN functionality if the State elects not to use PINs during the term of the Contract.	M		
E-Message					
EM-001	Sending and Receiving e-message	Ability for offenders to send and receive non confidential e-message to friends and family	M		
EM-002	e-message ADA Compliance	Contractor shall comply with all aspects of ADA compliance. ADA compliance shall be applied to all of the system and shall meet the all ADA requirements as they pertain to the End Users. Focus shall be to specifically comply with the ADA to ensure that the structural and programmatic access of this technology is designed and demonstrated as meeting those accessibility requirements	M		
EM-003	e-message for Visually Impaired	Contractor shall propose solutions that would assist the visually impaired offenders access to Incoming/Outbound e-messages	MS		
EM-004	Kiosk Usage Time Constraints	The solution shall allow CDCR to set time constraints of when the offenders may utilize the kiosk. The use of kiosk default will be set to 20 minutes per session	M		
EM-005	Kiosk Session Restrictions	The solution shall require a two (2) hour gap between sessions. The number of times an offender may use the kiosk during the week shall be determined by the CDCR operations manager	M		
EM-006	e-message Limitations	The solution shall not limit the number of Inbound/Outbound e-messages	M		
EM-007	Wireless Shutdown Feature	The solution shall allow the CDCR operations manager the ability to shut down the wireless access point	M		
EM-008	Offender e-message Contacts	The solution must be able to store offender contact and their e-message addresses. The solution shall also record and store the IP addresses utilized by the sending contact.	M		
EM-009	Outgoing e-message Restrictions	The solution must restrict all outbound e-messages to the offenders approved contacts. Additionally, the solution must allow for the tracking and provide a database to conduct link analysis of the contacts to identify connectivity with offenders.	M		
EM-010	Offender e-message Contact Access	The CDCR staff shall have access to the offenders contacts	M		
EM-011	Access to e-message	The solution shall allow the offender access to Incoming/Outbound e-message via the Kiosk and the Tablet	M		
EM-012	Offender ID Security	Contractor shall provide the method of insuring offender ID security. This shall provide strong authentication (Biometric, 2FA, etc.) processes to lower the likelihood of credentials being shared or used by other offenders.	MS		
EM-013	Screening e-message	Incoming/outgoing e-message shall be screened by the system using keyword search before download is allowed. Keyword screening would evaluate risk level of e-mail. Unacceptable or questionable (moderate to high risk) e-mail shall be held or staged at a central location computer for CDCR approval before it is available for offender delivery or download. At minimum; Keyword search may be edited at any time. Keyword search shall be able to identify coded messages and e-messages in foreign language. The solution should also have the ability to restrict/ cancel delivery of e-messages that contain the identified keywords. Contractor solution shall provide the capability to maintain separate keywords search list for Inbound and Outbound e-messages.	M		
EM-014	e-message Attachments	The solution shall have the ability for the Incoming e-message to include photos and video clips	M		
EM-015	Outbound e-message Restrictions	The outbound e-messages shall not have the ability to include photos or video clips	M		
EM-016	e-message E-Card Attachments	The Outbound e-messages may allow the offender to attach a preapproved stock e-cards to the e-messages	M		
EM-017	e-message Photo Attachment Control	The solution shall allow for separate view of photos from messages and the ability for CDCR staff to reject/accept any combination of those	M		

EM-018	Censored e-messages, Photos, and Attachments	The solution must send an automated notification to the sender if an e-message, photo, and/or attachment was censored and not delivered due to CDCR Title 15 violations.	M		
EM-019	e-message Approval	The solution shall have the capability for the CDCR to manage e-message approvals at either an institution level and or state level	M		
EM-020	e-message Printing	The solution shall have the ability to allow the offender to print the e-message or photo. The solution shall be allow the offender to print the photo in color or black and white at their own expense.	M		
EM-021	e-message Retention	The Incoming\Outbound e-messages shall be available to CDCR for a minimum of 7 years. The OCTS shall allow an option to archive select e-messages for longer than 7 years due to pending litigation, prosecution, and investigation.	M		
EM-022	e-message CDCR Administration	Select CDCR staff shall have full access to the Vendor-Hosted Secured Network Portal to perform a variety of tasks associated with administering, monitoring, and/or overseeing the Solution, including, but not limited to: a) Granting and/or denying offender access to e-message services b) Full ability to investigate any and all data related to CDCR, any offender and/or any of their family/friends who are/were registered on the Vendor-Hosted Secured Network and/or utilizing any service(s) made available through this Contract c) Ability to track and investigative activities and transactions conducted on the OCTS for each authorized user	M		
EM-023	e-message Offender Activity Access	All offender e-message activity shall be stored and available to the CDCR from any computer without requiring special hardware or software	M		
EM-024	Data Export	At any time upon request, the Contractor shall fulfill the State's request for OCTS data, including current and archived offender contact list, offender e-messages, and transaction information including number inbound and outbound e-messages, photos, video clips, etc., contained within the OCTS 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, as determined by CDCR Operations Manager at time of request; and, 3) Clearly noted data fields including the database schema.	M		
EM-025	Data File	Upon the request of the State, the Contractor shall produce a comma delimited (*.CSV) text file of all data elements within the OCTS database 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.	M		
EM-026	e-message Font Restriction	The solution shall only allow e-messages to be typed in black font	M		
EM-027	e-message Foreign Language	The solution shall allow all outbound foreign languages specified by CDCR Operations Manager	M		
EM-028	e-message to CDCR Staff	The solution shall allow the offender to send Outbound e-message to selected CDCR group/staff designated by the operations manager	M		
Photo					
PH-001	Receiving Photos	The solution shall have the capability for the offenders to receive photos, both separately or attached to Incoming e-messages.	M		
PH-002	Preventing Outgoing Photos	The solution shall prevent and restrict the offender to send photos.	M		
PH-003	Screening Photos	Incoming photos shall be screened by the system before download is allowed. Screening would evaluate risk level of the photo. Unacceptable or questionable (moderate to high risk) photos shall be held or staged at a central location for CDCR approval before it is available for offender delivery or download.	M		
PH-004	Censored Photos	The solution must send an automated notification to the sender if a photo was censored and not delivered due to CDCR Title 15 violations.	M		
PH-005	Photo Printing	The solution shall allow the offender to print the photo in either black and white or color without printing the accompanying e-message	M		
PH-006	Photo Printing Resources	Contractor shall furnish the required hardware and resources for printing of the photos	M		
PH-007	Photo Retention	The Incoming photos shall be available to CDCR for a minimum of 7 years. The OCTS shall allow an option to archive select photos for longer than 7 years due to pending litigation, prosecution, and investigation.	M		
Video Clips					
VC-001	Receiving Video Clips	The solution shall have the capability for the offenders to receive video clips.	M		
VC-002	Video Clip Duration	The video clips shall be limited to a duration of 30 seconds or less.	M		
VC-003	Preventing Outgoing Video Clips	The solution shall prevent and restrict the offender to send or produce video clips.	M		
VC-004	Screening Video Clips	Incoming video clips shall be screened by the system before download is allowed. Screening would evaluate risk level of the video clip. Unacceptable or questionable (moderate to high risk) clip shall be held or staged at a central location for CDCR approval before it is available for offender delivery or download	M		
VC-005	Censored Video Clips	The solution must send an automated notification to the sender if a video clip was censored and not delivered due to CDCR Title 15 violations.	M		
VC-006	Video Clip Access	The video clips shall be available on the Kiosk or the Tablet for the offender to view.	M		
VC-007	Video Clip Retention	The Incoming video clips shall be available to CDCR for a minimum of 7 years. The OCTS shall allow an option to archive select video clips for longer than 7 years due to pending litigation, prosecution, and investigation.	M		
Electronic Letter					
EL-001	Sending Electronic Letter	The solution shall provide the capability for friends and families to send an electronic letter to the offender.	M		
EL-002	Electronic Letter Service	The service shall be available to the friends and families via the contractor's website and shall not require special hardware or software	M		
EL-003	Screening Electronic Letter	Incoming electronic letters shall be screened by the system by keyword search before download is allowed. Keyword screening would evaluate risk level of the electronic letter. Keyword search shall be able to identify coded messages and e-letters in foreign language. Unacceptable or questionable (moderate to high risk) letter shall be held or staged at a central location for CDCR approval before it is available for offender delivery or download	M		
EL-004	Censored Electronic Letter	The solution must send an automated notification to the sender if an electronic letter was censored and not delivered due to CDCR Title 15 violations.	M		
EL-005	Electronic Letter Printing	Designated CDCR staff shall be able to print the electronic letter via the contractor's solution without requiring special hardware or software.	M		
EL-006	Electronic Letter Printing Resources	Contractor shall furnish the required hardware and resources for the printing of the electronic letters	M		
EL-007	Electronic Letter Retention	The incoming electronic letter shall be available to CDCR for a minimum of 7 years. The OCTS shall allow an option to archive select electronic letters for longer than 7 years due to pending litigation, prosecution, and investigation.	M		
Voice-message					
VM-001	Receiving Voice-message	The solution shall provide the capability for offenders to receive incoming voice-messages.	DS		
VM-002	Voice-message Hardware/Software	The service shall not require any special hardware or software to leave a voice-message for the offender.	DS		
VM-003	Retrieving Voice-message	The solution shall allow the offender to retrieve voice-messages via the Telephone, Kiosk or the Tablet	DS		
VM-004	Screening Voice-message	Incoming voice-messages shall be screened by the system by keyword search before being released to the offender. Screening would evaluate risk level of the voice-message. Keyword search shall be able to identify coded and foreign language messages. Unacceptable or questionable (moderate to high risk) voice-message shall be held or staged at a central location for CDCR approval before it is available for offender delivery or download.	DS		
VM-005	Voice-message Retention	The Incoming voice-messages shall be available to CDCR for a minimum of 7 years. The OCTS shall allow an option to archive select voice-messages for longer than 7 years due to pending litigation, prosecution, and investigation.	DS		

Bidder's Name:					
CATEGORY: ADA					
				Bidder's Response	
Req #	Function	Requirement Description	Type	Bidder Agrees to Meet Requirement (Y/N)	Describe the Proposed Solution to Meet or Exceed Requirement. If the Proposed Solution is in the Proposal, provide the Reference Location.
ADA-010	ADA Telephone Requirements				

ADA-011	Accessibility for mobility impaired/wheelchair users	<p>Contractor shall be in compliance with 2010 ADA Standards for Accessible Design to address at a minimum the following standards:</p> <ul style="list-style-type: none"> • Approach space • Toe Clearance • Knee Clearance • Reach Ranges • Operable Parts • Multiple Wheelchair Access/Use Limits • Accessible Routes • Assistive Listening System (Hands free) 	M		
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ADA-100	ADA Kiosk Requirements				
ADA-110	Accessibility for mobility impaired/wheelchair users	<p>Contractor shall be in compliance with 2010 ADA Standards for Accessible Design to address at a minimum the following standards:</p> <ul style="list-style-type: none"> • Approach space • Toe Clearance • Knee Clearance • Reach Ranges • Operable Parts • Multiple Wheelchair Access/Use Limits • Accessible Routes 	M		
ADA-120	Vision Impaired Users	<p>Contractor shall be in compliance with 2010 ADA Standards for Accessible Design to address at a minimum the following standards:</p> <ul style="list-style-type: none"> • Protrusion Limits • Accessibility Routes • Speech Output 	M		
ADA-121	Large Text Format Capable Display Screens	Kiosk must have the ability to increase the text format to a large size so that it is readable by sight impaired offenders. Also the screens for the Kiosk must be an appropriate size to accommodate the larger text format and minimize scrolling to read content.	M		
ADA-122	Vision Impaired User Keyboard	Contractor will provide the capability to provide visually enhanced keyboards for vision impaired offenders utilizing features such as enlarged font/symbols, raised lettering, and/or braille keys.	M		
ADA-123	Assistive Technology (audio vs text)	Contractor shall employ Assistive Technology to ensure vision impaired offenders are afforded reasonable accommodation to the services provided through the Kiosks.	M		

ADA-130	Hearing Impaired Users	Contractor shall be in compliance with 2010 ADA Standards for Accessible Design to address at a minimum: <ul style="list-style-type: none"> • Volume Controls - Provide the offender the capability to adjust the sound volume to accommodate hearing impaired offenders. • Assistive Listening 	M		
ADA-131	Closed Captioning (text vs audio)	Contractor shall employ closed captioning for hearing impaired offenders where audio is being presented or used to relay information and instructions. Kiosk must have the capability to display closed captioning formatted videos and sound bits.	M		
ADA-140	Other Kiosk ADA Accessibility Requirements Considered				
ADA-141	Configurable Kiosk Session Time Limits based on Disability	Kiosk must have the capability to be configurable to adjust individual offender usage time limits based on the offender's disability. This will allow more time during a Kiosk session for offenders that need more session time due to their disability.	M		
ADA-200	ADA Tablet Requirements				
ADA-210	Vision Impaired	Contractor shall provide as a minimum the following capabilities on the Tablet to provide reasonable accommodation to vision impaired offenders: <ul style="list-style-type: none"> • Adjustable Display Size (Zoom In and Out Capability) • Adjustable Font Size • Adjustable Background Color Display for better readability • Text-to-Speech Capable (e.g. audio books) • Speech-to-Text Capable for composing documents (e.g. emails, letters, filling out forms) • Auxiliary Keyboard with optional enlarged lettering, or raised letters/symbols. 	M		
ADA-211	Large Text Format Capable Display Screens	Tablets must have the ability to increase the text format to a large size so that it is readable by sight impaired offenders. Also the screens for the Tablet must be an appropriate size to accommodate the larger text format and minimize scrolling to read content.	M		
ADA-220	Hearing Impaired	Contractor shall provide as a minimum the following capabilities on the Tablet to provide reasonable accommodation to hearing impaired offenders: <ul style="list-style-type: none"> • Closed Caption Capability • Adjustable Volume Controls • Headphones for use with Hearing Aids • Visual/vibration alarms or alerts versus audible 	M		
ADA-300	Video Calling				
ADA-301	Hearing Impaired Reasonable Accommodation	Contractor shall provide capabilities and features that allow for reasonable accommodation to hearing impaired offenders capabilities on the Video Calling device.	M		
ADA-302	Video Calling Volume Controls	Contractor shall provide volume control capabilities on the Video Calling device/equipment.	M		
ADA-303	Video Calling Camera Angle	Video Calling equipment shall have the ability to adjust the camera angle in order to accommodate video services for offenders that may be in wheelchairs and for offenders that communicate through sign language and need their hands visible.	M		
ADA-304	Video Calling Assistive Listening	Contractor shall provide assistive Listening capabilities on the Video Calling device/equipment.	M		
ADA-400	ADA Offender Documentation				

ADA-401	ADA Tutorials and Instructions	All tutorials and instructions shall be provided to take into account ADA and reasonable accommodation for hearing impaired, sight impaired, offenders with learning disabilities, and low reading level (TABE score less than 4.0). Methods to accommodate this could include, sign language, text (larger size), braille, and voice tutorials.	M		
ADA-500	Request for Reasonable Accommodation and ADA Services				

Bidder's Name:					
CATEGORY: Other Tablet-Kiosk Features					
				Bidder's Response	
Req #	Function	Requirement Description	Type	Bidder Agrees to Meet Requirement (Y/N)	Describe the Proposed Solution to Meet or Exceed Requirement. If the Proposed Solution is in the Proposal, provide the Reference Location.
MTS-100 Management Tools and Support Services					
MTS-101	Management System	Provide an overall management system to be used by authorized CDCR Staff to Manage, Monitor, Track, and Investigate all Offender and Customer usage, privileges, communication, and activities.	M		
MTS-102	Flag and Monitor Offender Communication	Provide the capability for IGI/ISU to flag and monitor all inbound and outbound communication to/from specific offenders and customers for investigative purposes.	M		
MTS-103	Customized Alerts	Contractor shall provide the capability for CDCR staff to set or customize alerts based on offender and customer activity. Alerts will be sent to CDCR staff member via email, SMS, or other appropriate means as specified by CDCR.	M		
MTS-104	Controlled Communication Between Offenders and CDCR Staff	Contractor shall provide a system that allows for controlled communication between offenders and authorized CDCR staff within a closed network/system.	DS		
MTS-105	Confidential Information/Communication	Provide the capability for Offenders to confidentially provide information to Investigation Services Unit (ISU) or Institutional Gang Investigator (IGI). <ul style="list-style-type: none"> • No record of submission should be left on tablet for safety of offender. ISU confidential info channel for submission. Reporting icon to provide confidential information to ISU <ul style="list-style-type: none"> • Must have the ability to look unused after correspondence sent from Tablet 	DS		
MTS-106	Staff Training	Staff trained by the contractor on approved systems and how the system may be compromised by offenders	M		
MTS-107	Metrics Reporting	Provide Weekly and Monthly Metrics Reports as specified by CDCR	M		
MTS-108	Customer Support	Provide a 24/7/365 Help Desk to respond to customers consisting of CDCR staff, Offenders, and outside customers accessing contractor's services. The Help Desk must have: <ul style="list-style-type: none"> • Single toll free number for customers to call • Capability for a customer to submit a Trouble Ticket via email • Knowledgeable staff to accurately respond to inquiries and support request • Ability to track and monitor the Trouble Tickets • Ability for the ticket to remain open until the issues has been resolved 	M		

Offender Communication and Technology Services (OCTS) Requirements Workbook

This workbook must be completed by the Bidder and submitted as part of their responsive bid. The following worksheets are included in the OCTS Requirements Workbook.

OCTS Requirements

The requirements are presented in the following columns.

Category

The high level organization of the Requirements.

Function

The functional goal category for the Requirements.

Req #

The unique ID number associated with each Requirement.

Requirement Description

The description of the actual Requirement.

Type

The requirement type, as follows:

M - Mandatory, all responsive Bids must meet these requirements.

MS - Mandatory Scored; fulfillment of requirement must be included in a responsive Bid. Score is based upon the ability of the Bidder to demonstrate functionality identified in the requirement, method to achieve the requirement, and other

DS - Desirable Scored; Bidder may optionally include in their Bid. If it is included, points are awarded.

Bidder Response

In order for their proposal to be considered responsive, **the Bidder must complete all sections below**, for the Business and Technical Requirements worksheets, for every requirement listed.

Bidder Agrees to Meet Requirement (Y/N)

Record either "Y" or "N" in this column, indicating that the Bid includes satisfaction of the requirement. Note: any Bid which does not include a "Y" after every Mandatory requirement will be considered non-responsive and not eligible for evaluation/consideration.

Bidder's Name:				
CATEGORY: Telephones				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
TEL-101	Telephone Hardware And Enclosure Requirements	The Contractor shall provide and install all the telephone equipment at each correctional facility and location covered by this Contract at no cost to the State. Telephone sets will be used by offenders to place calls via the OCTS. The Contractor shall be responsible for all modifications to existing enclosures necessary to mount the proposed telephone set. The Contractor shall install additional 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.	M	
TEL-102	Telephones	The 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 telephones 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; 7) Cannot be disassembled and used as weapons; and, 8) No removable parts, including receiver ear and mouthpieces, and the window for dialing instructions.	M	

Bidder's Name:				
CATEGORY: VRS/ASL-VCS				
Req #	Function	Requirement Description	Type	Bidder's Agrees to Meet Requirement (Y/N)
VRS-101	VRS/ASL-VCS Hardware Requirements	The Contractor shall provide and install all the VRS/ASL-VCS equipment at each correctional facility and location covered by this Contract at no cost to the State. VRS/ASL-VCS sets will be used by offenders to place calls via the OCTS. The Contractor shall be responsible for all modifications to existing enclosures necessary to mount the proposed VRS/ASL-VCS set. The Contractor shall install additional VRS/ASL-VCS equipment 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.	M	
VRS-102	VRS/ASL-VCS Monitors	Monitors must be Energy Star compliant with a minimum level of EPEAT Bronze. Monitors must be a minimum of 17 inch in size across the diagonal, having an associated graphics control board with video drivers. Monitor shall be able to withstand operating temperatures of 105 degrees Ferenheit and 100% humidity	M	

Bidder's Name:				
CATEGORY: Tablet				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
TAB-100	Tablet Features and Requirements			
TAB-101	Tablet Hardware Requirements	Provide portable devices that meet the following hardware requirements: 1) Integrated 3.5mm audio headphone / microphone combo port 2) Wi-Fi capable, which is administrable at the OS or other 3rd party utility level (can enable and disable as needed) 3) Possess a 802.11 wireless radio that supports the 5ghz spectrum. Tablet will only be allowed to operate on the 5Ghz spectrum. 4) Integrated location indicator support that cannot be turned off by a user 5) Integrated microphone with noise cancelling technology 6) Gravity sensor function for automated screen orientation 7) UL and FCC certified 8) Brightness adjustment for screen and ambient light sensor 9) Possess an external QWERTY keyboard or have the ability to be utilized with an keyboard peripheral 10) Tablet must not have bluetooth capability or must be disabled at the OS or other 3rd party utility security level and prevented from being enabled by offender and CDCR staff.	M	
TAB-102	Tablet Camera	If the Tablet contains a camera, the camera must be disabled at the OS or other 3rd party utility security level and prevented from being enabled by offender and CDCR staff.	M	
TAB-103	Clear View Technology	Contractor shall provide a Tablet that has clear view technology to allow complete viewing of the internal components.	M	
TAB-104	Electronic Tablet Assignment	Contractor shall ensure the device is electronically assigned to offender-no scribing. The intent of this requirements is to eliminate the need to physically scribe or engrave the Tablets. The Tablet's unique identification must be externally displayed, easily readable, and be protected so that it cannot be removed. The identification must be visible by CDCR staff.	M	

TAB-105	Searchable Tablet	Contractor shall ensure that the Tablet is readily searchable by selected, authorized staff. This will allow authorized staff to login into the tablet and search for content that may pose a security or safety concern, or may contain illegal/contraband material.	M	
TAB-106	Abuse and Tamper Resistance	Tablet must be designed and built to withstand abuse and prevent tampering.	M	
TAB-107	Charging Requirements	Contractor shall provide tablets that are rechargeable using standard 120 V/60Hz AC power and be "UL" or equivalently listed and be certified by a Nationally Recognized Testing Laboratory to be compliant with the FCC regulations. Portable power adapter must be clear view technology and use a barrel connection. If charging stations are used, they must be constructed to only adapt to the tablets and no other device. Charging time must be less than 60 minutes to fully charge or provide a minimum of 6 hours prolonged use on a tablet that has less than 10% battery power.	M	
TAB-108	Prolonged Battery Life	Tablet must be able to withstand a minimum of 6 hours of heavy use with a single charge.	M	
TAB-109	Pinch and Zoom for Touch Screen Devices	The Tablet with touch screen capability must have the ability to pinch and zoom to allow users to view content without having to scroll side to side (right and left). The requirement is to ensure that items viewed on the device are able to be adjusted in size to avoid the offender having to scroll. However there are cases where in order to view the item or text in a readable size for the offender, the viewing size must be increased which may require the offender to scroll or page over to view content. The desire is to have the Tablet/device default to be able to resize and view all content without having to scroll. Then the offender could zoom in or enlarge the content for readability. For non-touch screen devices, resolution changes must be possible to avoid scrolling.	M	

TAB-110	Tablet Software Requirements	Provide portable devices that meet the following software requirements: 1) Static and streaming video playback formats: MP4, M4V, 3GP, 3G2, WMV, ASF, AVI, FLV, MKV, WEBM 2) Static and streaming audio playback: MP3, M4A, 3GA, AAC, OGG, OGA, WAV, WMA, AMR, AWB, FLAC, MIDI 3) Graphics viewing in common file types such as .gif, .jpg, .bmp 4) Proprietary and open source electronic book capable (e.g. .pdb, .epub, .pdf, etc.) 5) Compatible to work with open source software sourced through industry standard providers (Google, Microsoft, Apple), depending on device OS 6) Text to speech, speech to text, and other standard ADA feature capabilities 7) Screen response and refresh times to be less than 3 seconds, regardless of function in use.	M	
TAB-111	Highlight Text and Bookmark Pages	Provide the ability for the Offender to highlight text and bookmark pages when reading book files of any type on the Tablet.	M	
TAB-112	Basic Productivity Tools	Provide the basic productivity tools for the Offender to take notes, use word processing, create spreadsheet, and create presentation documents and save locally or to internal networked storage locations. Storage locations will be reviewable by staff.	M	
TAB-113	Tablet Screen Size	Contractor shall provide Tablets that have at least a 7 inch in size across the diagonal.	M	
TAB-115	Tablet Peripherals	Provide Offender Tablets that can support the ability to add external keyboards, mice, etc. based on program needs.	M	
TAB-116	Offender Long Term Identification	Integrate an Offender ID functionality to Tablet operation for long term identification tracking purposes.	DS	

Bidder's Name:				
CATEGORY: Kiosk				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
KOS-001	Abuse and Tamper Resistance	Kiosk must be designed and built to withstand abuse and prevent tampering.	M	
KOS-002	Kiosk Enclosure Requirements	<p>The Contractor shall provide a kiosk design to be of standalone style for inside/outside locations. The kiosk enclosure/housing needs to be self contained, rugged and secure. No crevices that can enable offenders to damage or spill into the enclosure and damage the kiosk. If there are no enclosures, contractor is to explain in detail the plan for mounting and security of the hardware.</p> <p>The kiosk enclosure design shall be constructed as follows:</p> <ol style="list-style-type: none"> 1) 14-gauge (or heavier) steel case; 2) Rugged steady beaded welded construction that is weather-resistant; 3) 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. 4) Shall not have removable parts, glass, sharp edges, or Plexiglas or similar material; 5) Shall have no portion that be disassembled and used as weapons; and 6) Shall have no external components, other than a handset, required to provide connectivity or sync an Offender Tablet or any other authorized device (e.g. USB cable). 	M	
KOS-003	Locking, Tamper Resistant, and Vandalism Resistant	Kiosk Enclosures must have heavy duty locking mechanisms, hinges, door mechanisms capable of resisting offender tampering and vandalism.	M	
KOS-004	Kiosks Hardware	Hardware must be contained in the kiosk enclosure.	M	
KOS-005	Kiosk Color and Finish	The Kiosk must have a powder coated finish that is stainless steel or must be of a neutral color and easily cleaned;	M	
KOS-006	Kiosk Exterior	Kiosk shall not bear company names or logos.	M	
KOS-007	Kiosk Mounting	<p>The Kiosk must have the ability to be anchored to the floor and or the wall. Security fasteners will be used to secure the enclosure to the wall and/or floor.</p> <p>Surface-mounted Kiosks must have no access to the back.</p> <p>The Contractor shall ensure that each enclosure can be easily unsecured from the floor or the wall by authorized personnel. Enclosure must have sealed opening(s) for power and phone lines as needed.</p>	M	

KOS-008	Kiosk Openings	Kiosks must have sealed opening(s) for power and data lines per CDCR Design Standards.	M	
KOS-009	Kiosk Ventilation	Kiosks must have adequate ventilation to include fans if needed for equipment/components.	M	
KOS-010	Kiosk Drawing and Specifications	Pictures, artist renderings and drawings of the proposed kiosk design shall be included with the proposal. Contractor shall provide design and construction specifications for the kiosk equipment and enclosure.	M	
KOS-011	Kiosk Seating Solution	Contractor shall provide a seating solution to include the hardware and installation at no cost to the State. Solution must be able to comply with ADA standards.	M	
KOS-012	Display Screen/Monitor	Contractor shall not provide a touch screen monitor of the "overlay" or "membrane" type.	M	
KOS-013	Touch Screen/Keyboard	Kiosk shall contain either a touch screen, keyboard, or both. If only a touch screen is used, the contractor must satisfy the range of motion and accessibility to all parts of the screen for a wheelchair offender. Also if a keyboard is used, the surface mounting of the keyboard must meet the ADA requirements for accessibility.	M	
KOS-014	Pinch and Zoom for Touch Screen Kiosk	Kiosk with touch screen capability must have the ability to pinch and zoom to allow users to view content without having to scroll side to side (right and left). The requirement is to ensure that items viewed on the device are able to be adjusted in size to avoid the offender having to scroll. However there are cases where in order to view the item or text in a readable size for the offender, the viewing size must be increased which may require the offender to scroll or page over to view content. The desire is to have the Kiosk default to be able to resize and view all content without having to scroll. Then the offender could zoom in or enlarge the content for readability. For non-touch screen Kiosk, resolution changes must be possible to avoid scrolling.	M	
KOS-015	Kiosk Privacy	Contractor shall provide privacy capabilities of each kiosk (e.g., privacy filters/wings) without jeopardizing security.	M	
KOS-016	Display Privacy	The kiosk display must reduce the ability to read the screen when viewed from the side to prevent others from viewing displayed information.	M	
KOS-017	Kiosk Quantities	Provide standalone kiosks in each facility, meeting or exceeded minimum number of kiosks per facility as specified by CDCR. Offender-to-Kiosk ratio will typically be between 50 to 75 offenders to one kiosk.	M	

Bidder's Name:				
CATEGORY: Infrastructure				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
INF-101	Infrastructure	The Contractor shall be responsible to provide, install, and test all infrastructure required to provide the OCTS system and meet all of its requirements at no cost to the State. The Contractor may be allowed to use existing infrastructure but only with the expressed and formal authorization and approval by the CDCR Operations Manager. The Contractor shall not receive nor accept authorization from the local institution or facility staff.	M	
INF-102	Horizontal Wiring Requirement	The Contractor shall provide, install, and test all data wiring required to provide data and voice services. The Contractor shall provided CAT 6 (550Mhz) rated wiring at a minimum. A minimum of two data lines to each Wireless Access Point (WAP) is required.	M	
INF-103	Industry Standards	All Contractor installed wiring and cabling infrastructures for the OCTS shall meet all current applicable Federal, State, and Local Codes, Standards, and Regulations. All OCTS wiring and cabling shall be concealed, to the extent possible, from plain view. Any external or exposed cabling/wiring that must be externally mounted or exposed must be encased in hardened conduit as specified by the CDCR's Design Criteria Guidelines, Design and Construction Policy Guidelines, and Telecommunications Design and Engineering Guidelines cabling requirements to ensure a secure installation. In addition, the Contractor must meet the requirements for shrouding exposed conduit as specified in the aforementioned guidelines. 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 Contractor shall meet CDCR's Design Criteria Guidelines, Design and Construction Policy Guidelines, and Telecommunications Design and Engineering Guidelines cabling requirements to ensure a secure installation.	M	
INF-104	Cable Path Fill-Ratio Requirements	The Contractor shall furnish and install any additional cable path with applicable fill ratios as specified by BICSI standards. This shall include any distribution, riser or station cabling.	M	
INF-105	Connecting Equipment for OCTS	The Contractor shall provide all wiring and cabling necessary to interconnect the equipment to the jacks, distribution blocks, and Main Point of Entry (MPOE) in the designated telecommunications rooms and designated termination points.	M	

INF-106	OCTS Power Requirements	The Contractor is responsible for any new circuits and power runs required to support the OCTS at no cost to the State.	M	
INF-107	Uninterruptible Power	<p>The Contractor shall provide all equipment necessary to maintain 100% functionality for the OCTS for a minimum of 30 minutes due to a loss of commercial power in the CDCR institutions and facilities. The Contractor must provide an OCTS capable of full recovery from a power outage automatically or remotely once power is restored.</p> <p>The 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. Outages resulting from backup generator testing will not be considered a stop clock condition in calculating Service Level Agreements (SLAs).</p>	M	
INF-108	OCTS Pre-Installation Documentation	<p>Unless otherwise stated, the final approved drawings and/or diagrams shall be delivered to CDCR at least 30 calendar days prior to installation at each CDCR facility.</p> <p>The Contractor shall provide hard and electronic copies of network infrastructure cabling 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. In addition, the Contractor shall provide the specifications and drawings of the OCTS Enclosures. These specifications, drawings and/or diagrams shall be subject to approval by CDCR prior to the commencement of work. Such approval does not relieve the 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.</p> <p>Where necessary the Contractor shall provide Professional Engineer Stamped drawings for California State Fire Marshall review, approval, and permitting prior to performing any construction or installation of infrastructure that require coring or penetration of flooring or walls.</p>	M	

INF-109	OCTS As-Built Documentation	<p>In instances where the actual installation of network infrastructure cabling deviates from the model system drawings and diagrams, the Contractor shall notify the CDCR Operations Manager of the deviation and provide drawings and diagrams appropriate to the installation one (1) full size, one (1) half size, and one (1) electronic.</p> <p>The Contractor shall provide the final As-Built drawings one (1) full size, one (1) half size, and one (1) electronic to CDCR for approval. The delivered drawings and diagrams must reflect all changes made during the installation. The Contractor shall identify the changes by "clouding" the original design to show both the original design and the alterations made.</p>	M	
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Bidder's Name:				
CATEGORY: Network				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
NET-101	Network	Contractor shall provide the ability for devices to securely connect and update operating systems, software, content, configurations, etc. on a regular basis.	M	
NET-102	Network Management	The Network management will be divided between the Contractor and CDCR. The Contractor will manage the network once it leaves CDCR's network from the Contractor's local server/router to the Contractor's Internet Service Provider (ISP) and beyond. CDCR will manage the network across the local CDCR infrastructure from the core distribution switch up to and including the Wireless Access Point. The end device (Tablet/Kiosk) is the responsibility of the contractor.	M	
NET-103	Internet Service Provider (ISP)	Contractor shall provide, install, and maintain a separate ISP circuit for Ingress and Egress traffic to and from each of the Institutions and Facilities to support OCTS. CDCR's ISP circuit will not be used to support OCTS traffic.	M	
NET-104	Scalable Network	Contractor must provide a network architecture that is scalable and does not impact performance of the existing CDCR network.	M	
NET-106	CDCR Network Connectivity	The Contractor shall work with CDCR Network Engineering to utilize the CDCR Wireless Network established for offender use. The Contractor shall utilize the CDCR Infrastructure via VLAN on the CDCR's IDF Switch back to the MDF. The Contractor shall be responsible for providing, installing, and testing all cabling/wiring required from the IDF to a contractor provided Wireless Access Point (WAP) and /or Kiosk/Tablet Wall mount at no cost to the State.	M	

NET-107	IDF Network Switches	Contractor must provide additional switches or replace existing CDCR switches for OCTS connectivity if the number of available ports is less than 20% after OCTS requirements are taken into account. The Contractor will provide CDCR a 48-port switch to replace an existing 24-port switch if the number of available ports is below 20%. In the case where the existing CDCR switch is a 48-port switch and the number of available ports is below 20%, the Contractor shall provide CDCR a second, third or fourth 48-port switch (stacked) as required to maintain at least 20% port availability based on the stacked switch port count. All switches shall be provided at no cost to the State and will be managed and become property of CDCR. The Contractor must provision a maintenance and service plan for the duration of the contract and transfer ownership to CDCR. The IDF switches must be the make and model as specified by CDCR. Refer to CDCR Network Equipment Specifications sheet.	M	
NET-108	Uninterrupted Power System (UPS)	Contractor shall purchase, provide, and install UPS to support scheduled and unscheduled power outages as required. The Contractor shall be responsible to maintain and replace defective units during the length of the contract.	M	
NET-109	Wireless Access Points (WAPs)	Contractor shall be responsible to provide and install all Wireless Access Points (WAPs) required to provide the offender access coverage to ensure connectivity to the OCTS from their Tablets. The WAPs will be provided, installed, and maintained by the Contractor at no cost to the State. The WAPs will be managed and become property of CDCR. The WAPs must be the make and model as specified by CDCR. Refer to CDCR Network Equipment Specifications sheet.	M	
NET-110	Wireless Coverage	Contractor shall provide wireless coverage for all offender services provided through the Tablet at all housing units and within offender dorms at a minimum. The wireless network will be available 98.5% of the time for offender use. The wireless coverage will be designed to operate on the 5Ghz spectrum.	M	
NET-111	Equipment Storage and Shipping	Contractor shall provide storage for the network switches until CDCR is able to configure the switches. Once the switches are configured, the Contractor shall provide shipping for the switches to be delivered to each of the institutions and facilities as specified by CDCR.	M	
NET-112	Service Set Identifier (SSID)	If Tablets/Kiosks/VCS/ASL-VCS require an SSID connection to the CDCR Wireless Network, CDCR will need to assign and provide them to the Contractor. SSIDs will meet a minimum security level of WPA2 AES Pre-Share Key (PSK). The pre-shared key can be agreed upon by the contractor and CDCR to allow for a minimum level of encryption and wireless control.	M	

NET-113	Infrastructure and Network at Camps	The infrastructure at the CDCR Camps may not be robust enough to support the minimum OCTS requirements. All OCTS deployments at the Institutions and Camps shall be standardized and the contractor must procure the necessary CDCR equipment to have CDCR controlled LAN and wireless deployments at the Camps. The OCTS Contractor will be required to run fiber, cabling, and install switches at each of the Camp locations. CDCR retains the right to request the contractor fully deploy their own Server, Routing, Switching, Fiber, and Copper network separate from the CDCRs existing network deployment should it be determined the overall management and quality of the CDCR network would be impacted by the OCTS at the Camps.	M	
NET-114	IP Scopes	The Contractor shall obtain IP address scopes from CDCR for use with offender Tablets to support connectivity to the network. This will ensure Contractor IPs do not conflict with CDCR's utilized IPs. CDCR will require the use of a standard IP scope to be used at every site thus possibly requiring NATing by the contractor.	M	
NET-115	Network Architecture	Contractor must propose and implement a network architecture that is within the CDCR standards and guidelines. If different by location, please specify the architecture for each location. CDCR shall reserve the right to deny a proposed design based on possible conflict with existing CDCR design or future deployments.	M	
NET-116	Other Network Equipment	Contractor shall provide CDCR a list of any other network equipment not already mentioned required for your proposed network. Any equipment not already specified by CDCR must be reviewed and approved by CDCR.	M	
NET-117	Bandwidth Availability	Contractor shall specify the bandwidth required to provide OCTS services. If different by facility, please outline the bandwidth for each facility.	M	
NET-118	Bandwidth Capacity	Contractor must provide adequate bandwidth for a user-friendly experience. Contractor shall provide additional bandwidth per CDCR request at no cost to CDCR.	M	
NET-119	Data Storage Location	Contractor shall store all data in the Continental United States of America.	M	
NET-120	Linked Data Network	Contractor must allow for the kiosks to be data linked within an institution, and best case to be linked throughout the CDCR.	M	

NET-121	OCTS Network Design Requirements	<p>The Contractor shall install and test all OCTS local and network equipment, circuits, hardware, security, software and any other components required for a fully operational system.</p> <p>Contractor shall provide a description of all network components that support the OCTS requirements that include:</p> <ol style="list-style-type: none">1) Phone system/Enclosure;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.	M	
NET-122	Offender Access to OCTS Provided Content and Services	<p>Contractor shall provide the capability for the Offenders to access content and services either through downloads or streaming. The Offender must be able to have access to the OCTS content/services and be able to use it at various locations in the institution. The focus is to have the offenders be able to access the Wireless Network and use the Tablets in the housing units, dayrooms, gyms, libraries, dining halls, chapels, visiting areas, and classrooms.</p> <p>The Contractor must provide wireless network coverage to ensure reliable connectivity to the Tablets and full functionality.</p>	M	

Bidder's Name:				
CATEGORY: Interfaces				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
INT-101	Interface with Existing CDCR Systems	The Contractor shall develop and provide all required interfaces to existing CDCR systems/programs required to meet the requirements of the OCTS. Contractor will work with CDCR staff and system/program Contractor to establish the format, data fields required, and the method of transfer for any data. All development and implementation of the interfaces will be at no cost to the State. In addition, cost for these efforts will not be passed on to offenders and family/friends in the form of rate increases or any other charges.	M	
INT-102	Interface Functionality	The Contractor shall provide a system that will interface with the CDCR's existing systems/programs to provide offenders the ability to access information, submit and process requests, and allow full functionality of the OCTS services. The interfaces shall also reduce the manual input required by CDCR staff and update information in the existing CDCR systems/programs. A list and description of the potential CDCR systems/programs that would require an interface are described in Appendix XX. Note for CDCR Only: Appendix XX will contain high level descriptions of SOMS, TRACS, HCARTS, etc. that may require an interface.	M	
INT-103	System Interface Description	The Contractor must supply a detailed definition of system interfaces. The system interfaces should include any and all connections if applicable including database, web services, systems, external entities.	M	
INT-104	Data Exchange Formats	The OCTS must have the ability to import and export data in a variety of standard formats, including fixed width, delimited, csv, xml, text, and Microsoft Excel. Data exchanged via XML must meet standards for Extensible Markup Language (XML) Structures and Schema. The Contractor will need to be able to send and receive data in a predefined flat file format for all requested interfaces.	M	
INT-105	Application Programming Interface (API)	The OCTS must expose application programming interface (API) data interfaces so that automated data checking and provision is capable of being implemented with other agencies and vendors in the future.	M	
INT-106	Error Handling Capability	The Contractor must have error handling capabilities in file processing. Errors must be identified when they occur and the appropriate people notified.	M	
INT-107	Data Restoration	Originating data files created by the Contractor must be kept for at least seven days in case of error or system failure where a process needs to be repeated.	M	

INT-108	Secure Internet Access	Provide secure internet network access to support the full functional capabilities of the CCHCS Cerner HealthLife Application to include Google ReCaptcha.	DS	
INT-109	Third Party Application Password Reset	Provide the capability for the offender to receive an e-mail from the CCHCS Cerner HealthLife application supporting the HealthLife registration and password reset processes.	DS	

Bidder's Name:				
CATEGORY: Security				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
SEC-101	Network Security	Contractor shall provide network security that prevents potential hacking or unauthorized use of the network. Contractor must describe how the proposed network security meets security requirements for a correctional environment.	M	
SEC-102	Intrusion Detection System and Intrusion Protection System (IDS/IPS)	Contractor shall be required to have IDS/IPS on the OCTS firewall that manages the OCTS traffic outside the CDCR network. The Contractor shall allow or provide CDCR access or copies of summarized or report data of anomalous or malicious events and remediation/containment activity.	M	
SEC-103	Network/Data Breaches and Unauthorized Disclosures	Contractor shall have sole responsibility for any network/data breaches and unauthorized disclosures, including notification of anyone affected by such breach or unauthorized disclosure.	M	
SEC-104	Firewalls	<p>Contractor shall purchase and provide firewall devices with the appropriate licensing, including a license for management at all Camps, Parole, and remote locations for offender and parolee access. Firewalls shall be provided at no cost to the State and will be managed and become property of CDCR. The Firewalls will be used to manage all (both CDCR and OCTS) traffic entering and exiting the CDCR network side. The Contractor must provision a maintenance and service plan for the duration of the contract and transfer ownership to CDCR. The firewalls must be the make and model as specified by CDCR. Refer to CDCR Network Equipment Specifications sheet</p> <p>Contractor shall also be required to purchase and provide firewall devices with appropriate licensing (possible next generation features) for management at each institution. These firewalls shall be provided at no cost to the State and will be managed and become property of CDCR. The Firewalls will be used to manage all (both CDCR and OCTS) traffic entering and exiting the CDCR network side. The Contractor must provision a maintenance and service plan for the duration of the contract and transfer ownership to CDCR. The firewalls must be the make and model as specified by CDCR. Refer to CDCR Network Equipment Specifications sheet.</p> <p>The Contractor shall provide their own firewall/IDS system to secure Ingress/Egress traffic on the OCTS circuit separate from the firewall securing access from the OCTS to the CDCR network</p>	M	

SEC-105	Two-Factor Authentication	<p>Login to the Tablet/Kiosk and access to some of the CDCR offered offender services must use a two-factor authentication. The two-factor authentication must not require a separate reader device but must be integrated into the Tablet/Kiosk. CDCR defines two-factor authentication as a combination of two separate types of authentication factors such as some physical object (token, card with embedded chip,), something known only to the user such as a password or PIN, and physical characteristic of the user (biometric), such as fingerprint, voice, iris, facial recognition, etc. One of the factors must not require a camera to be used (e.g. facial recognition, scanning).</p> <p>Two-factor authentication or some level of strong authentication is intended to mitigate illicit and fraudulent activity and protect offender personal information from within their account access. In common misuse cases, access to account resources is shared and traded to facilitate fraudulent activity. The sharing of access to resources may happen either willingly or under coercion. This requirement is intended to raise the level of difficulty needed to abuse account access to private offender information within their accounts.</p> <p>If the Contractor has an alternative method to mitigate these issues, CDCR will evaluate it and determine if it is acceptable.</p>	M	
SEC-106	Hard Drive Encryption	<p>The contractor shall ensure hard drive encryption consistent with validated cryptography standards as referenced in FIPS 140-2, Security Requirements for Cryptographic Modules for all personal data, unless the state approves the storage of personal data on a contractor portable device in order to accomplish work as defined in the statement of work.</p>	M	
SEC-107	Protection of Personal Privacy and Data	<p>Protection of personal privacy and data shall be an integral part of the business activities of the contractor to ensure there is no inappropriate or unauthorized use of state information at any time. To this end, the contractor shall safeguard the confidentiality, integrity and availability of state information and comply with the appropriate and applicable standards (e.g. HIPAA).</p>	M	
SEC-108	Unauthorized Safeguards	<p>The contractor shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of personal data and non-public data. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the contractor applies to its own personal data and non-public data of similar kind.</p>	M	
SEC-109	Ownership of Data	<p>All data that is not specifically protected (Customer Proprietary Network Information (CPNI)) under federal law - Section 222 of the Communications Act 1934, as amended, 47 U.S.C Section 222 as well as State laws obtained by the contractor in the performance of this contract shall become and remain property of the state. CDCR shall own the data at all stages in raw and processed form. All data processing shall be reviewable by CDCR personnel.</p>	M	

SEC-110	Encryption of Personal Data	All personal data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the contractor is responsible for encryption of the personal data. Encryption shall meet the minimum NIST 800-38G standards.	M	
SEC-111	Non-Public Data Encryption	Unless otherwise stipulated, the contractor shall encrypt all non-public data at rest and in transit. The state shall identify data it deems as non-public data to the contractor. The level of protection and encryption for all non-public data shall be identified and made a part of this contract. A minimum of 128-bit encryption shall be used.	M	
SEC-112	Data Use Restrictions	At no time shall any data or processes – that either belong to or are intended for the use of the state or its officers, agents or employees – be copied, disclosed or retained by the contractor or any party related to the service provider for subsequent use in any transaction that does not include the state. The contractor shall not use any information collected in connection with the service issued from the contract for any purpose other than fulfilling the service.	M	
SEC-113	Encryption Standards	The system must provide encryption capabilities that meet the Federal Information Processing Standard (FIPS) 140-2 and a minimum of 128-bit encryption as defined by CDCR.	M	
SEC-114	Data Security Policies and Standards	The OCTS must meet or exceed all state published policies and standards for data management, technology management, accessibility and data security including both static (saved/stored) and dynamic (transmitted) data. Refer to the Bidder's Library for references to security policies and standards the State requires.	M	
SEC-115	Connections to External Resources	The OCTS shall not have any embedded ids, passwords, or connection data to external resources. All connections to external resources shall be configured in the system by the system administrator with system accounts provided by the system administrator. At no point in time shall the connection data or accounts be shared with anyone outside of the state, including subcontractors.	M	
SEC-116	Security Certification	Contractor's architecture/security must be certified by a third party as secure. The vendor should provide annual third-party security assessment or penetration test reports to demonstrate compliance and effectiveness against the SAM5300/NIST 800-53 controls. If the vendor uses hosting providers outside of their control to demonstrate compliance, proof of compliance with SOC 2, SSAE 16 Type I and Type II Audits will suffice. These compliance requirements are to be kept current during the duration of the contract. For any payment card information that is stored on financial systems or providers, the PCI DSS compliance requirement would apply.	M	
SEC-117	HIPAA Compliance	The Contractor shall be in compliance with HIPAA for all PHI and PII.	M	

Bidder's Name:				
CATEGORY: Web-Based Applications				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
WEB-001	External Customer Website	Contractor hosted, externally-facing website accessed by offender friends and family members to provide capability to emails, send photographs, send Videoclips, and place funds to the offender's OCTS account after it has gone through restitution.	M	
WEB-002	External Customer Website to Create Accounts and Request Correspondence with Offenders	Contractor hosted, externally-facing website accessed by offender friends and family members to create accounts and request electronic correspondence with offender.	M	
WEB-003	OSS Private Web Site	The Contractor shall provide and maintain a OCTS Private Web Site that shall be updated weekly. The Contractor shall use the OCTS 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.	M	
WEB-004	Access to external service provider websites / portals.	Provide ability to access current and future 3rd party rehabilitative and educational service provider's interactive websites, through the CDCR Staff networks.	M	

CDCR 2018 and 2019 IWTS CALL VOLUME BY CALL TYPE

Calendar Year		Local	IntraLATA	InterLATA	Interstate	International	Total
		Minutes	Minutes	Minutes	Minutes	Minutes	Minutes
2018	Adult	10,903,445	60,288,236	150,906,796	15,217,727	146,571	237,462,775
	Youth	66,348	540,353	2,340,940	54,493	-	3,002,134
	Total	10,969,793	60,828,589	153,247,736	15,272,220	146,571	240,464,909
2019	Adult	11,395,203	63,905,611	170,419,410	16,690,216	156,095	262,566,535
	Youth	77,069	402,078	1,290,429	38,849	-	1,808,425
	Total	11,472,272	64,307,689	171,709,839	16,729,065	156,095	264,374,960

CDCR 2019 EIC Metrics - All 5 Pilot Sites

Month	Average Offenders Registered	Average Tablets	Emails Outbound (sent)	Emails Inbound (received)	Attachments Inbound (received)	Snap n' Send Inbound (received)	Videogram Inbound (received)	Songs	Albums	eBooks	Games	Printouts
Jan-2019	10,522	6,515	282,205	234,488	249,926	27,357	9,268	24,658	4,246	162	2,379	3,522
Feb-2019	10,698	6,674	233,916	195,144	206,472	26,962	8,152	24,818	4,673	31	2,082	2,543
Mar-2019	10,822	6,822	261,651	217,024	229,855	30,591	9,232	33,807	5,930	-	2,849	3,229
Apr-2019	10,745	7,217	194,321	154,479	166,976	30,209	8,749	33,602	5,229	-	2,477	2,926
May-2019	10,739	7,026	209,989	171,385	185,181	30,648	9,947	30,405	4,919	-	1,920	3,080
Jun-2019	10,808	6,989	244,896	209,430	224,845	33,497	10,942	28,081	4,349	-	1,779	3,366
Jul-2019	10,879	7,096	316,397	270,946	287,515	36,304	12,632	29,092	4,895	-	1,983	3,527
Aug-2019	10,929	7,167	334,847	282,941	298,744	35,339	11,688	29,690	6,430	-	2,102	3,805
Sep-2019	10,967	7,616	344,227	296,054	310,775	35,897	12,662	27,893	5,036	-	2,084	3,432
Oct-2019	10,818	7,475	361,934	310,153	325,421	36,745	11,661	27,615	5,517	-	2,614	3,177
Nov-2019	10,832	7,272	347,501	258,530	300,616	36,089	11,818	26,915	5,391	-	5,866	2,871
Dec-2019	10,838	7,270	355,005	293,212	310,401	41,463	14,425	33,246	6,466	-	4,577	3,354