

California Department of Corrections and Rehabilitation



**REQUEST FOR PROPOSAL (RFP)**

**RFP CDCR08112020**

**PART 1 – BIDDER INSTRUCTIONS**

**FOR**

**Communications And Technology Solution (CTS)**

**08/11/2020**

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 CDCR08112020**

## **PART 1 – BIDDER INSTRUCTIONS**

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## TABLE OF CONTENTS

<b>PART 1 – BIDDER INSTRUCTIONS</b> .....	<b>4</b>
<b>1 INTRODUCTION</b> .....	<b>13</b>
1.1 PURPOSE OF THIS REQUEST FOR PROPOSAL .....	13
1.2 BACKGROUND .....	13
1.3 TERM OF CONTRACT .....	14
1.4 CURRENT AND PROPOSED ENVIRONMENT .....	14
1.4.1 Current Environment .....	14
1.4.2 Proposed Environment .....	29
1.4.3 Solution Objectives .....	30
1.4.4 Business Model Objectives .....	30
1.5 AMERICANS WITH DISABILITIES ACT (ADA) .....	39
<b>2 BIDDING INSTRUCTIONS</b> .....	<b>40</b>
2.1 BIDDER ADMONISHMENT .....	40
2.2 COMMUNICATIONS AND CONTACTS .....	40
2.2.1 Procurement Official .....	41
2.2.2 Questions Regarding the Solicitation Document .....	42
2.2.3 Intent to Bid .....	42
2.2.4 Bidders' Library .....	43
2.2.5 Conceptual Discussions (M) .....	43
2.2.6 Site Visit (M) .....	44
2.2.7 Cloud Computing Services .....	44
2.3 KEY ACTION DATES .....	44
2.4 RULES GOVERNING COMPETITION .....	46
2.4.1 Identification and Classification of Solicitation Requirements .....	46
2.4.2 Solicitation Documents .....	46
2.4.3 Examination of the Work .....	47
2.4.4 Exclusion for Conflict of Interest .....	47
2.4.5 Confidentiality .....	47
2.4.6 Addenda .....	48
2.4.7 Bidder's Cost .....	48
2.4.8 Discounts .....	48
2.4.9 Signature of Proposal .....	49
2.4.10 Irrevocable Offer .....	49
2.4.11 False or Misleading Statements .....	49
2.4.12 Joint Bids (Not Applicable) .....	49
2.4.13 Bonds .....	49
2.4.14 Unfair Practices Act and Other Laws .....	49

2.4.15	Fair Employment and Housing Commission Regulations.....	49
2.4.16	Plastic Trash Bag Certification Violations .....	50
2.4.17	Air or Water Pollution Violations.....	50
2.5	<b>BIDDING STEPS</b> .....	50
2.5.1	Compliance Phase .....	51
2.5.2	Proposal Submission Phase (M).....	51
2.5.3	Withdrawal and Resubmission/Modification of Proposals .....	52
2.5.4	Disposition of proposals .....	52
2.6	<b>PROTESTS (NOT APPLICABLE)</b> .....	52
2.7	<b>NEGOTIATIONS</b> .....	52
2.8	<b>PRIMARY BIDDER</b> .....	53
<b>3</b>	<b>ADMINISTRATIVE REQUIREMENTS</b> .....	<b>53</b>
3.1	<b>ABILITY TO PERFORM</b> .....	53
3.2	<b>SUBCONTRACTORS</b> .....	54
3.2.1	Bidder Declaration Form (M).....	54
3.3	<b>AMENDMENT</b> .....	55
3.3.1	Availability of Technology and Additional Service Items (M) .....	55
3.4	<b>FINANCIAL RESPONSIBILITY INFORMATION</b> .....	56
3.4.1	Financial Stability .....	56
3.4.2	Financial STATEMENTS (Not Applicable).....	56
3.4.3	Responsibility Certification (M).....	56
3.5	<b>GENERAL PROVISIONS</b> .....	56
3.5.1	General Provisions – Information Technology (GSPD-401IT-09/05/2014) .....	57
3.5.2	Cloud Computing Services Special Provisions .....	57
3.6	<b>INSURANCE AND LIABILITY GENERAL REQUIREMENTS</b> .....	57
3.6.1	Acceptance.....	57
3.6.2	Coverage Term .....	57
3.6.3	Cancellation.....	57
3.6.4	Deductibles.....	58
3.6.5	Contract Termination.....	58
3.6.6	Primary Insurance .....	58
3.7	<b>COMMERCIAL GENERAL LIABILITY</b> .....	58
3.8	<b>WORKERS' COMPENSATION/EMPLOYER'S LIABILITY (M)</b> .....	58
3.9	<b>AUTOMOBILE LIABILITY (M)</b> .....	59
3.10	<b>ADMINISTRATIVE REQUIREMENTS DOCUMENT (M)</b> .....	59
3.11	<b>COVER LETTER (M)</b> .....	59
3.12	<b>INCLUDE THE DATE SIGNED.STD 213, STANDARD AGREEMENT (M)</b> .....	59
3.13	<b>STATEMENT OF WORK (M)</b> .....	59
3.14	<b>CONFIDENTIALITY STATEMENT (M)</b> .....	60

3.15	SECRETARY OF STATE CERTIFICATION (M).....	60
3.16	SELLER’S PERMIT (M) .....	61
3.17	PAYEE DATA RECORD (STD 204) (M) .....	61
3.18	IRAN CONTRACTING ACT OF 2010 (M).....	61
3.19	CALIFORNIA CIVIL RIGHTS LAWS (M) .....	62
3.20	BONDS AND OTHER SECURITY DOCUMENTS (M).....	62
3.21	SOCIOECONOMIC PROGRAMS .....	63
3.21.1	Bidder’s Preference and Incentive Declaration (M) .....	63
3.21.2	Disabled Veteran Business Enterprise (DVBE) Program .....	63
3.21.3	Small Business Preference (O).....	65
3.21.4	Non-Small Business Subcontractor Preference (O) .....	65
3.21.5	Commercially Useful Function (M) If Applicable .....	66
3.21.6	Target Area Contract Preference Act (TACPA) .....	67
3.22	PRODUCTIVE USE REQUIREMENTS.....	67
3.22.1	Customer In-Use .....	68
3.22.2	Customer References for Productive Use Requirements (M) .....	69
3.22.3	Hardware/Equipment .....	70
3.22.4	Hardware Warranty .....	70
3.23	PUBLIC WORKS REQUIREMENTS (M).....	70
3.23.1	Laws to be Observed .....	71
3.24	CONTRACTOR’S LICENSE (M) .....	72
<b>4</b>	<b>BID REQUIREMENTS.....</b>	<b>73</b>
4.1	QUALIFICATION REQUIREMENTS .....	73
4.1.1	Bidder Qualifications (MS) .....	74
4.1.2	Bidder References (m) .....	74
4.1.3	Staff Qualifications (MS) .....	75
4.1.4	Staff References (M).....	81
4.2	SOLUTION REQUIREMENTS .....	82
4.2.1	Business and Technical Requirements (MS).....	82
4.2.2	Narrative Response RequirementS (MS) .....	85
<b>5</b>	<b>COST.....</b>	<b>90</b>
5.1	COST WORKBOOK (MS) .....	91
5.2	COST WORKBOOK INSTRUCTIONS .....	91
5.3	PROJECT PAYMENT TERMS (NOT APPLICABLE).....	93
<b>6</b>	<b>PROPOSAL/BID FORMAT AND SUBMISSION REQUIREMENTS.....</b>	<b>93</b>
6.1	PREPARATION .....	93



6.2	COMPLETION OF PROPOSALS .....	94
6.3	DATE, TIME, AND ADDRESS OF SUBMITTALS .....	94
6.4	UPLOAD AND NAMING .....	94
	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. ....	94
6.5	FORMATTING .....	94
6.6	FINAL PROPOSAL FORMAT AND CONTENT .....	95
6.6.1	Volume 1: Response to ADMINISTRATIVE AND Proposal Requirements .....	95
6.6.2	Volume 2: Cost.....	96
<b>7</b>	<b>EVALUATION .....</b>	<b>96</b>
7.1	EVALUATION TEAM.....	97
7.2	EVALUATION STEPS .....	97
7.2.1	Evaluation of Required Information and Requirements .....	97
7.2.2	Receipt and Preliminary Review .....	98
7.2.3	Mandatory Requirements Evaluation .....	98
7.2.4	Validation against Requirements .....	98
7.3	FINAL PROPOSAL EVALUATION .....	98
7.3.1	Errors in the Final Proposal.....	100
7.3.2	Rejection of Proposals .....	101
7.3.3	Administrative Requirements Evaluation .....	102
7.3.4	Qualification requirements evaluation .....	102
7.3.5	Solution requirements evaluation.....	106
7.3.6	Calculate Bidder Proposal Non-Cost Score.....	106
7.3.7	Cost Evaluation .....	107
7.3.8	Socioeconomic Programs .....	108
7.3.9	Bidder Final Score Calculation and Rank Determination.....	111
7.4	NEGOTIATIONS .....	112
7.4.1	Negotiation Invitation.....	113
7.4.2	Demonstrations (Mandatory).....	113
7.4.3	Best and Final Offer Submission (BAFO) .....	113
7.4.4	Evaluation of BAFO Submission .....	114
7.5	SELECTING THE PROPOSED AWARDEE .....	114
7.6	DEBRIEFING .....	115
<b>8</b>	<b>INFORMATIONAL ATTACHMENTS .....</b>	<b>116</b>
	<b>PART 2 – BIDDER RESPONSE .....</b>	<b>121</b>

<b>APPENDIX A, STATEMENT OF WORK .....</b>	<b>123</b>
<b>SOLICITATION FORMS .....</b>	<b>124</b>
<b>EXHIBIT 2: INTENT TO BID .....</b>	<b>128</b>
<b>EXHIBIT 3: CONFIDENTIALITY STATEMENT .....</b>	<b>130</b>
<b>EXHIBIT 4: RESPONSE TO ADMINISTRATIVE REQUIREMENTS .....</b>	<b>132</b>
<b>EXHIBIT 5: BIDDER DECLARATION GSPD 05-105 .....</b>	<b>135</b>
<b>EXHIBIT 6: SECRETARY OF STATE CERTIFICATION.....</b>	<b>137</b>
<b>EXHIBIT 7: WORKERS’ COMPENSATION CERTIFICATION .....</b>	<b>139</b>
<b>EXHIBIT 8: SELLER’S PERMIT CERTIFICATION .....</b>	<b>141</b>
<b>EXHIBIT 9: PAYEE DATA RECORD .....</b>	<b>143</b>
<b>EXHIBIT 10: IRAN CONTRACTING ACT OF 2010.....</b>	<b>145</b>
<b>EXHIBIT 11: CALIFORNIA CIVIL RIGHTS LAWS CERTIFICATION .....</b>	<b>148</b>
<b>EXHIBIT 12: BOND AND OTHER SECURITY DOCUMENTS .....</b>	<b>150</b>
<b>EXHIBIT 13: DVBE DECLARATIONS.....</b>	<b>152</b>
<b>EXHIBIT 14: BIDDING PREFERENCES AND INCENTIVES.....</b>	<b>154</b>
<b>EXHIBIT 15: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION.....</b>	<b>156</b>
<b>EXHIBIT 16: TACPA PREFERENCE REQUEST FORMS .....</b>	<b>158</b>
<b>EXHIBIT 17: LIST OF PROPOSED SUBCONTRACTORS (PUBLIC WORKS) .....</b>	<b>160</b>
<b>EXHIBIT 18: CONTRACTOR’S LICENSE INFORMATION .....</b>	<b>163</b>
<b>EXHIBIT 19: BIDDER QUALIFICATION FORM – INSTRUCTIONS .....</b>	<b>165</b>
EXHIBIT 19.1: BIDDER QUALIFICATIONS FORM .....	167
EXHIBIT 19.2: BIDDER REFERENCE FORM.....	170
<b>EXHIBIT 20: KEY STAFF QUALIFICATIONS FORM – INSTRUCTIONS .....</b>	<b>173</b>
EXHIBIT 20.1: STAFF - QUALIFICATIONS FORM – PROJECT MANAGER .....	175
EXHIBIT 20.2: STAFF - QUALIFICATIONS FORM – ON-SITE INSTALLATION MANAGER .....	178
EXHIBIT 20.3: STAFF - QUALIFICATIONS FORM – IMPLEMENTATION MANAGER.....	181
EXHIBIT 20.4: STAFF - QUALIFICATIONS FORM – TRAINER(S).....	184

EXHIBIT 20.5: STAFF - QUALIFICATIONS FORM – MAINTENANCE AND OPERATIONS  
MANAGER..... 187

EXHIBIT 20.6: STAFF - QUALIFICATIONS FORM – CUSTOMER SUPPORT MANAGER 190

**EXHIBIT 21: STAFF - REFERENCE FORM..... 193**

**EXHIBIT 22: BUSINESS AND TECHNICAL REQUIREMENTS ..... 196**

**EXHIBIT 23: DELIVERABLES TABLE ..... 198**

**EXHIBIT 24: NARRATIVE RESPONSES ..... 200**

EXHIBIT 24.1: COMMUNICATIONS ..... 201

EXHIBIT 24.2: INFORMATION SERVICES..... 202

EXHIBIT 24.3: CDCR AND THIRD PARTY APPLICATION AND CONTENT ..... 203

EXHIBIT 24.4: ENTERTAINMENT ..... 204

EXHIBIT 24.5: TABLETS ..... 205

EXHIBIT 24.6: KIOSK ..... 206

EXHIBIT 24.7: NETWORK ..... 207

EXHIBIT 24.8: SECURITY..... 208

EXHIBIT 24.9: TECHNOLOGY REFRESH..... 209

EXHIBIT 24.10: INNOVATION AND TECHNOLOGY ENHANCEMENT..... 210

EXHIBIT 24.11: PROJECT MANAGEMENT METHODOLOGY ..... 211

EXHIBIT 24.12: INVESTIGATIVE SOLUTION AND TECHNOLOGY ..... 212

**EXHIBIT 25: COST WORKSHEETS ..... 212**

**EXHIBIT 26: RESPONSIBILITY CERTIFICATION..... 215**

**ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL ..... 217**

**ATTACHMENT 2: SOLICITATION SUBMISSION CHECKLIST..... 219**

**ATTACHMENT 5: GLOSSARY OF TERMS..... 220**

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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 Incarcerated individual communications, provide electronic access to new services and increase access to existing services for Incarcerated individuals through advancements in technology to increase rehabilitative opportunities. (Hereafter referred to as "Incarcerated individuals Communications and Technology Solution (CTS)"). 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 incarcerated individuals 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 Incarcerated individuals 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 CTS 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 Incarcerated individual 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 adults and youths, 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 Incarcerated individuals;
- 3) Publicly or privately owned Community Correctional Facilities (CCF) with disciplinary, release, and custody oversight Incarcerated individuals;
- 4) Privately owned facilities Community Programs (CP's) with disciplinary, release and custody oversight for females Incarcerated individuals; 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 adults and 600 youths . 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 CTS Contract based upon activation or deactivation of facilities to accommodate 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 telephones is based upon the design of the facility, available infrastructure, and other CDCR policies. IWTS equipment includes: 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. Incarcerated individual's assignments include: dispatch to wildland fires, response to emergencies, and assisting with a variety of community work projects.

The individuals housed at these facilities are trained with firefighting skills. The quantity of telephones is based upon design of the camp, capacity, and available infrastructure (on-site and provided by the Local Exchange Carrier) to support phones. IWTS equipment includes wall-mounted 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 individuals 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 telephones is based upon the design of the CCF or CP, available infrastructure, and capacity. IWTS equipment includes: 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 telephones is based upon design and capacity of the facility/camp, available infrastructure, and population. IWTS equipment includes: 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 calls. The equipment and quantities can be found in Attachment 6, Bidder's Library.

#### **1.4.1.3 CTS 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 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, 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) telephones at adult facilities and sixty eight (68) telephones at youth facilities, designed to accommodate non-confidential personal calls. Coinless, tamper-resistant telephones are designated exclusively for incarcerated individuals.

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 Incarcerated individuals to make domestic calls and international calls prepaid by the called party or collect where available to Incarcerated individuals 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 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 calls;
- 6) Ability to block calls to specific telephone numbers upon request; and,
- 7) Programming features allowing centralized investigations.

#### **1.4.1.4.1 COINLESS TELEPHONES**

Telephones have special tamper resistant steel housings with break-resistant handsets attached by armor-shielded cords and steel lanyards. All 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 phones are located outside. Currently CDCR has authorized phone booths to be installed outside as an alternative for reliability during inclement weather conditions.
- 2) Telephones on mobile carts are currently used at California State Prison, San Quentin (CSP-SQ), and California City Correctional Facility (CAC) for condemned individuals 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 phones are installed on a mobile cart and rolled to the front of the cell. The handset cord is long enough to go through cell bars and allow the individual to sit on the end of the bottom bed. The telephone line cord is plugged into the back of the 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 individual makes a call.

#### **1.4.1.4.2 CUT-OFF SWITCHES**

All telephones are capable of being shut off manually by CDCR staff. Some locations utilize physical cut-off switches that are hardwired to 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 TELEPHONE ENCLOSURES, PEDESTALS AND CARTS**

Although the majority of telephones are wall-mounted inside 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 the 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 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 telephone conversations and scan, interrupt and terminate calls. This equipment has the capability of turning on and off designated 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 recordings, and ability to save 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. TDD calls are processed on the IWTS network and the current contractor maintains and services the TDDs.

Individuals with hearing disabilities are not sent to fire camps. However, portable TDDs are provided, as needed, in the event an incarcerated individual 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 calls. The requirements were established to notify the incarcerated individuals 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 individuals are aware of the recording and/or monitoring.
- 2) Branding is the initial recorded message the incarcerated individuals and called parties hear during the call process. The branding is different for adults and youths. The Incarcerated individual and called party cannot talk to each other when the branding is played.
  - a) The Incarcerated individual and called party hear "...this call and your telephone number will be recorded and monitored. you have a collect call from <Incarcerated individual's name> an Incarcerated individual 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 Incarcerated individual and called party to be connected until this required branding announcement ends.
  - b) The Incarcerated individual and called party hear "...you have a collect call from <Incarcerated individual state's their name> an Incarcerated individual 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 Incarcerated individual 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 Incarcerated individual and called party, "This recorded call is from an Incarcerated individual at a California Correctional Facility." The random overlay is played in the background of the call and does not block the conversation between the Incarcerated individual and called party. The random overlay is a tool to protect the public from receiving calls from Incarcerated individuals 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 Incarcerated individual at a California correctional facility.
- 4) Call Termination recorded messages are played for the Incarcerated individual and called party at two (2) separate times towards the end of the call. The Incarcerated individual and called party hear "you have 60 seconds remaining" and "you have 30 seconds remaining."

#### **1.4.1.4.8 IWTS RECORDINGS**

The call 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 Incarcerated individuals to place calls to Sexual Abuse Hot Lines, or any other confidential line designated by CDCR at no cost to CDCR or the Incarcerated individual. 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 the youth 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 individuals 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 Incarcerated individual 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, Incarcerated individuals 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.

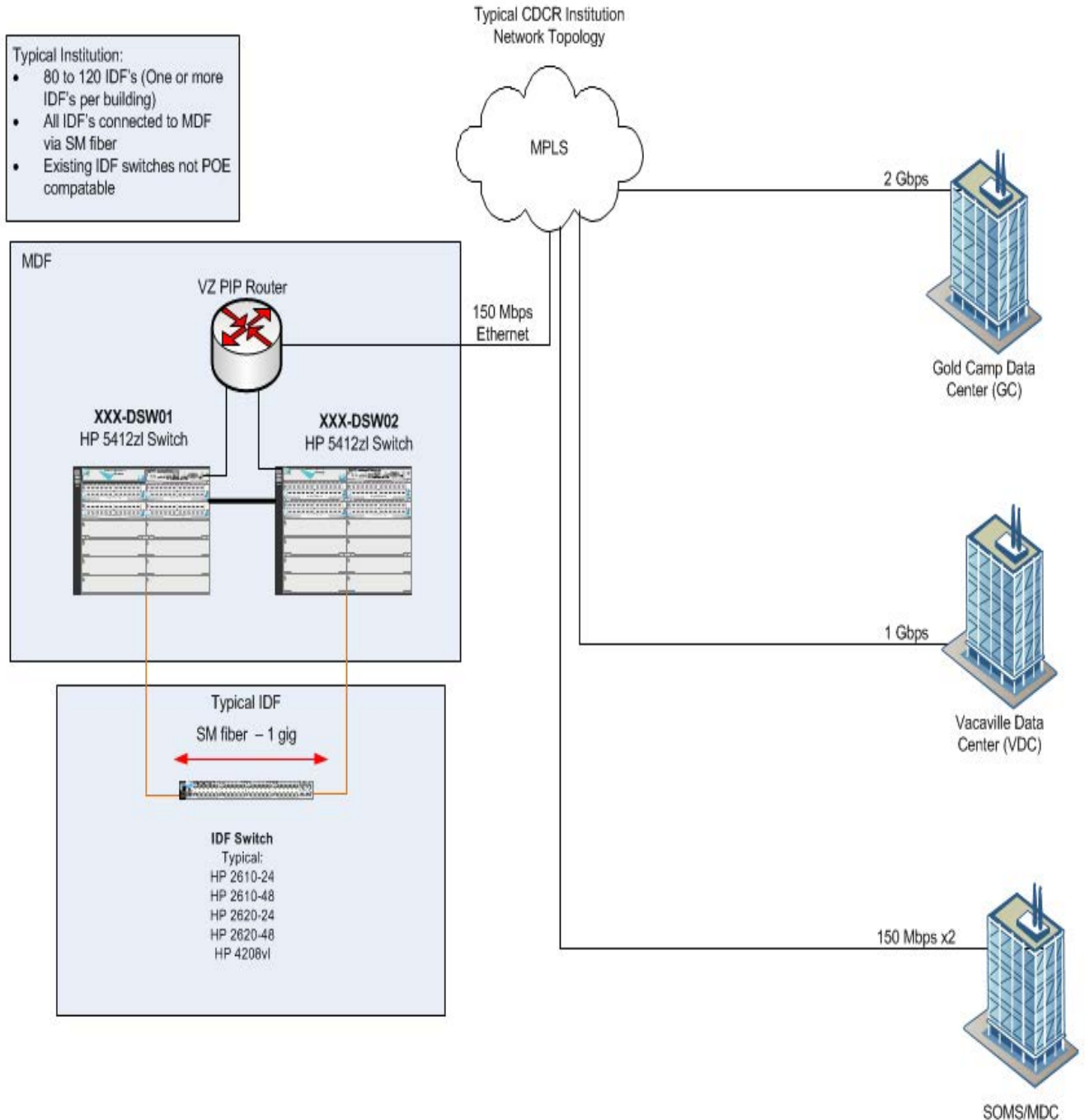
#### **1.4.1.12 CURRENT CDCR NETWORK TOPOLOGY**

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**

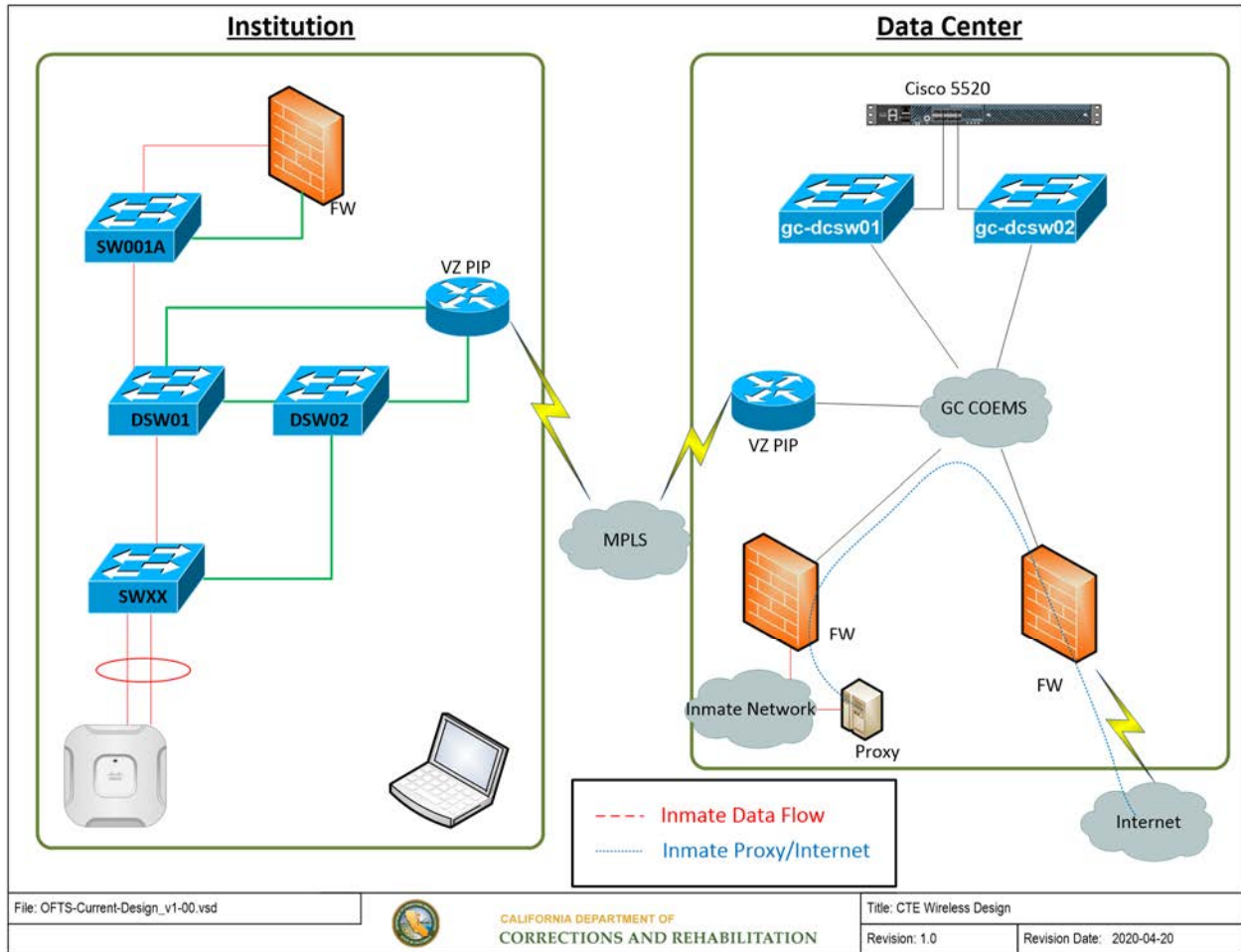


Figure 1-2: Inmate Data Flow

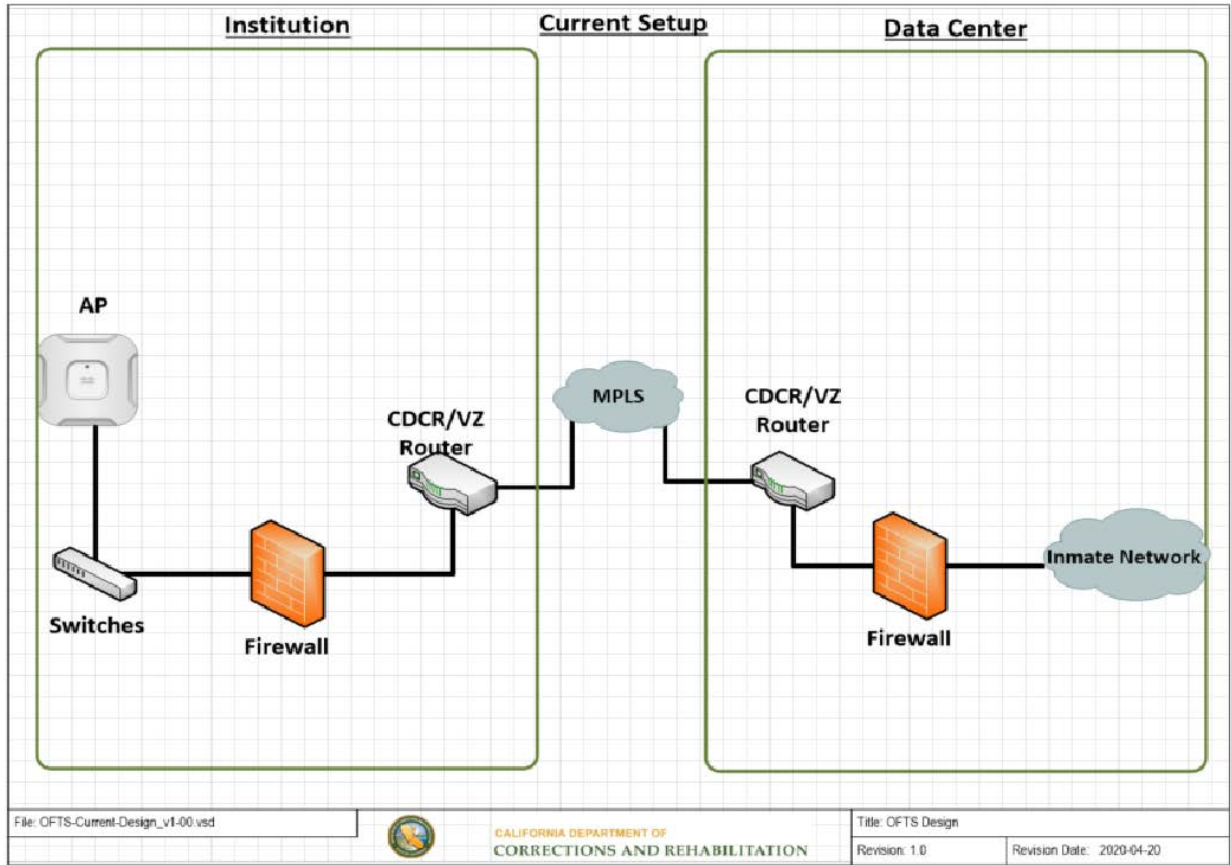


Figure 1-3: Simplified Inmate Data Flow

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 1.4.4.7 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 CTS Project will provide and issue every individual a Tablet at no cost as part of the project to allow each individual to retain the Tablet in their possession and ensure access to the CTS services being provided. The one-to-one ratio of Tablets to individuals will provide all Incarcerated individuals with authorized services and reduce the issues of individuals 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 CTS Project is not strictly technological in nature. A significant portion of the effort involves business process optimization. CTS improves Incarcerated individuals rehabilitation through the innovative use of technology and streamlined processes. The proposed new environment will deliver Communications and Technology Solution to all individuals and will continue to evolve over a period of years. The software components of CTS 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 CTS Program together with every part of CDCR will reengineer the State of California's 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 services are offered. Many operational processes that touch an Incarcerated individual will be impacted in some way.

### **1.4.3 SOLUTION OBJECTIVES**

The CDCR is seeking implementation of a Communications and Technology Solution that includes the services for Incarcerated individuals in the following areas:

- Communication
- Information Services
- Access to Third Party and CDCR-provided Application and Content
- Entertainment (Optional)

In addition to the services for the Incarcerated Individuals, the CTS will include Investigative Tools/Support, a Management System for Staff, and network infrastructure to support the CTS 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 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 Incarcerated individuals.
- Ensure Incarcerated individual access to services within mandated time frames and 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 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 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 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 individuals in compliance with ADA, FCC, and California PSC.
- Ensure wheelchair access for physically disabled individuals to communication service devices in compliance with ADA.
- Provide authorized hot lines for Incarcerated individuals to use that are not monitored.
- Provide authorized CDCR staff the capability to monitor, record, and store all 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 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 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 communication services, the most significant change is the implementation of live video calling and electronic messaging. In the proposed environment, Incarcerated individuals will have the ability to schedule and make video calls. . 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. Incarcerated individuals will not have the ability to send but only receive e-letters, photos and video clips. The Incarcerated individuals 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 Incarcerated individual and the family and friend corresponding with the Incarcerated individual 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 CTS 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 individuals 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 individuals to comply with ADA, FCC, and California PSC regulations and guidelines. Assistive Technology should be used to ensure visually impaired individuals 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 Incarcerated individual 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 access to general information regarding policies, regulations, procedures, manuals, and other essential information.



- Establish an electronic repository where Incarcerated individuals could access and search for information.
- Reduce number of hard copy documents requested or required to provide Incarcerated individuals.

The CTS will provide the capability for CDCR to download and update CDCR Policies, Rules, Regulations, Operating Procedures, Manuals, and Information for the Incarcerated individuals to access electronically via the 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 information documents will be provided by the CTS contractor. The following are some samples of the documents and files that will be available and included in 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 Incarcerated individuals
- Restitution Responsibility Information for Adults
- 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 individuals 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 Incarcerated individuals 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 Incarcerated individual directly.

#### **1.4.4.3 CDCR AND THIRD PARTY APPLICATION AND CONTENT**

The Prime Contractor shall provide the Incarcerated individual access to CDCR and Third Party Application and Content such as Education and Rehabilitative Services, Health Care Services, Law Library, Trust and Banking Services, Appeals and Grievances and Canteen Services on the Kiosk and Tablets as required. The Prime Contractor shall work with CDCR staff to implement CDCR and Third Party application and content as required.

#### **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.
- Provide access to eBooks appropriate in a correctional setting.
- The catalog of eBooks, games, music, and videos/movies being offered shall be pre-approved by CDCR.
- The contractor shall describe the contents offered for free and the content that are offered at a cost.

As with the current environment, CDCR would utilize the services to provide the Incarcerated individuals 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 Incarcerated individuals 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 consumption. Authorized CDCR staff shall have access to monitor the entertainment content the Incarcerated individual is downloading or streaming on demand and may suspend or disable content at the Incarcerated individual 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 Incarcerated individuals 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 Incarcerated individual 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 Incarcerated individuals.
- Improve reporting and metrics to measure and demonstrate compliance and quality improvement.

As a result of new and improved services being provided to the Incarcerated individuals, 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 Incarcerated individual and family/friends communication, activities, and services. Authorized CDCR staff will need the capability to grant access to services based on the Incarcerated individual's privilege group, status, and restrictions. Access to the management tool should be Web based and have easy access.

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 services being provided by the CTS.

#### **1.4.4.6 INVESTIGATIVE TOOLS AND SUPPORT**

A critical portion of the CTS 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 Incarcerated individuals 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 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, CTS 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, etc. Search tools such the ability to conduct keyword searching analytics on live/ recorded Incarcerated individual 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 CTS.

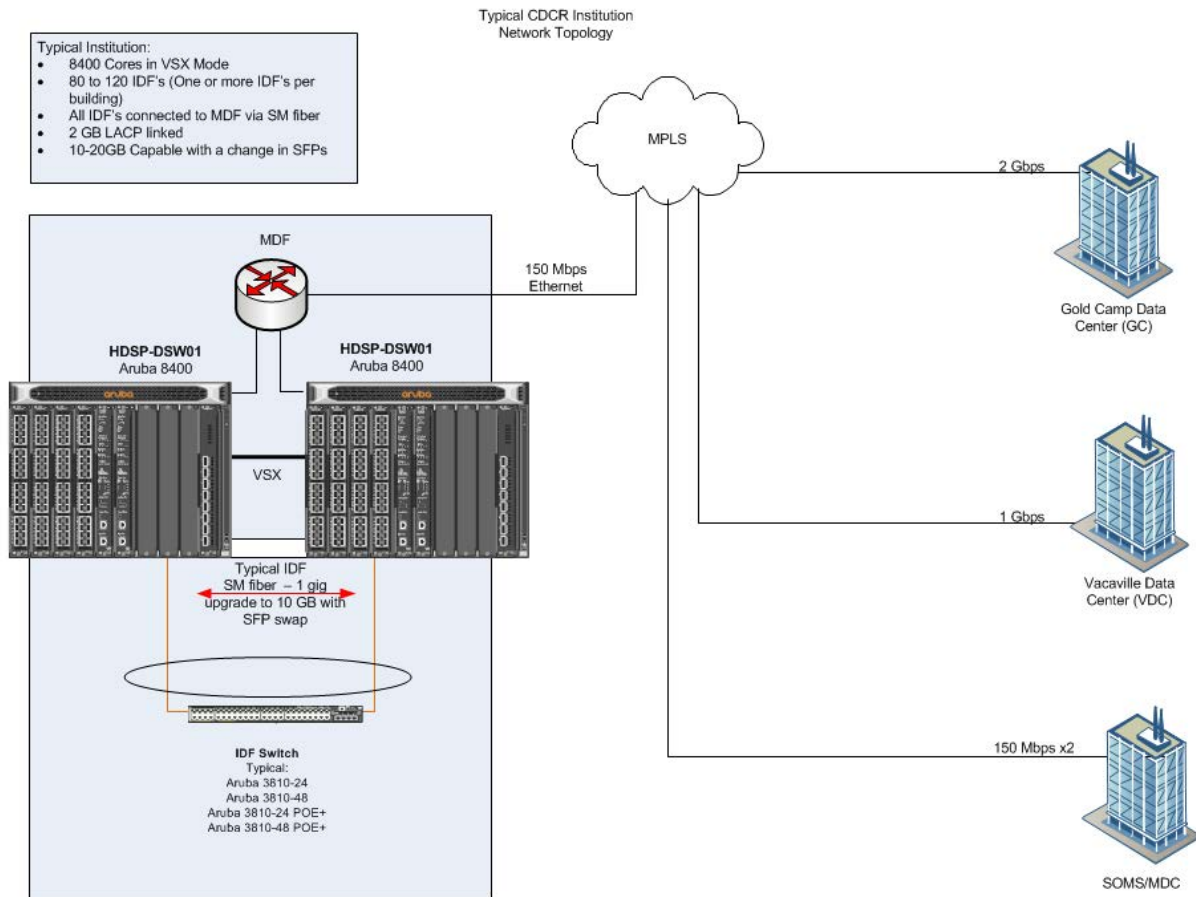
Other capabilities would be desirable that provide location based services to identify the location of information related to cellphones and calls and identify cellphone calls to or from a geographic location that is related to criminal activity or a threat to the institution.

- 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.



**Figure 1-4: New Equipment Standard**

CDCR has architected an Inmate Network utilizing VLANs assigned on their IDF network switches to isolate the Incarcerated individual traffic from the CDCR network. The Contractor shall incorporate the CTS network connectivity through the use of VLANs that are assigned by CDCR on the IDF switches and allow the CTS traffic to utilize the CDCR pathway to the MDF where it will then be handed off to the CTS Contractor’s router/switch/firewall and access the CTS 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: CTS Proposed Network.

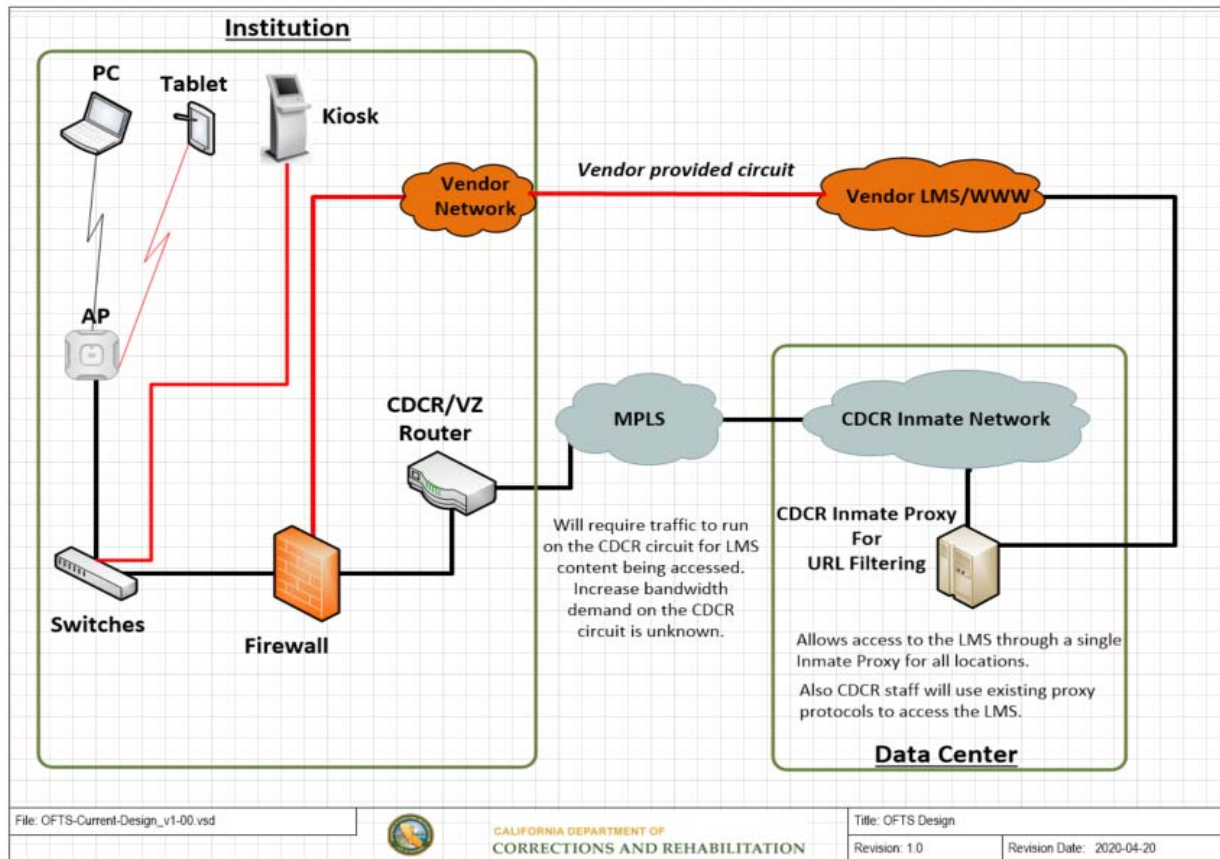


Figure 1-5: CTS Proposed Network

### 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**



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.ca.gov](http://www.caleprocure.ca.gov).

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:	<a href="mailto:Emily.Klahn@state.ca.gov">Emily.Klahn@state.ca.gov</a>
Phone:	916-628-5661
Secondary Procurement Official:	David Sanchez
Email:	<a href="mailto:David.Sanchez@state.ca.gov">David.Sanchez@state.ca.gov</a>
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 is encouraged to review the information in the Bidders' Library to gain a thorough understanding of the CTS 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 CTS 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 Visits 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)**

The State will make a decision if site visits will occur when the State posts the Q&A and Addendum set. 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 CTS 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 2-2: 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 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) <b>Exhibit 2</b> , 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 <sup>1</sup>	September 10, 2020
7.	Site Visit	September 16-22, 2020
8.	Conceptual Discussions	October 5-9, 2020
9.	Last day to submit Proposal <sup>2</sup>	October 28, 2020, 5:00 PM PT
10.	Evaluation Period <sup>3</sup>	October 29-November 13, 2020
11.	Negotiation, includes Demo	November 30-December 9 , 2020
12.	Contract Award(s)	December 31, 2020
<sup>1</sup> All dates approximate and may be adjusted as conditions indicate. <sup>2</sup> All dates after submission of proposal are approximate and may be adjusted as conditions indicate without addendum to this solicitation. <sup>3</sup> 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 mandatory requirement 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. Any deviation of any requirement, 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](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 “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 Exhibit 4.1 as a cover letter with their response.

1. 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.
2. Include the email and phone number of the person signing the letter.

### **3.12 INCLUDE THE DATE SIGNED.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.

### **3.13 STATEMENT OF WORK (M)**

Appendix 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.<sup>1</sup>

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

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

(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)**

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 8: 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 14 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 14 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 14 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: DVBE Declaration. The form is available at:

[https://www.documents.dgs.ca.gov/dgs/fmc/gsp/pd/pd\\_843.pdf](https://www.documents.dgs.ca.gov/dgs/fmc/gsp/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, 1<sup>st</sup> 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 CTS equipment required to provide the services specified in the SOW. Refer to Appendix A, SOW, Section 20.1 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 Appendix A, SOW, Section 20.1 Hardware Requirements and Section 31 Warranty for additional information on the warranties for the CTS 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 (M)**

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.

Any "Unsatisfactory" ratings provided by the reference will result in a "Fail" rating for the entire reference form.

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 CTS 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 CTS. 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 Incarcerated individuals on the CTS functions, features, and services provided. Responsible for providing classroom and hands-on instruction at all the CDCR institutions and facilities where CTS is being implemented.

**Maintenance and Operations Manager:** Responsible for the maintenance and operational support for the CTS 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 manner. 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"> <li>• At least six (6) years of project management experience on large, complex projects</li> <li>• Must possess an active Project Management Professional (PMP) certification from the Project Management Institute (PMI).</li> <li>• At least six (6) years project management experience in deploying projects in a Correctional environment at a county, state or federal level</li> <li>• At least three (3) years' experience in telecommunications and Incarcerated individual communications.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in managing projects installing, testing, and implementing wireless network technology.</li> <li>• Experience managing projects in a correctional facility in the State of California.</li> </ul>

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

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



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

#### 4.1.4 STAFF REFERENCES (M)

The bidder must complete and submit as part of their Final Proposal, Exhibit 21: Staff Reference Form. 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.

Any "Unsatisfactory" ratings provided by the reference will result in a "Fail" rating for the entire reference form.

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 (MS)**

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 (MS)**

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:

<b>CATEGORY: Staff Tools and Services</b>					
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder's Response</b>	
				<b>Bidder Agrees to Meet Requirement (Y/N)</b>	<b>Describe the Proposed Solution to Meet or Exceed Requirement. If the Proposed Solution is in the Proposal, provide the Reference Location.</b>
MTS-101	Management System	Provide an overall management system to be used by authorized CDCR Staff to Manage, Monitor, Track, and Investigate all Incarcerated individual 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 24.8 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: Information Services
- Exhibit 24.3: CDCR and Third Party Application and Content
- Exhibit 24.4: Entertainment
- Exhibit 24.5: Tablets
- Exhibit 24.6: Kiosks
- Exhibit 24.7: Network
- Exhibit 24.8: Security
- Exhibit 24.9: Technology Refresh
- Exhibit 24.10: Innovation and Technology Enhancement
- Exhibit 24.11: Project Management Methodology
- Exhibit 24.12: Investigate Solution and Technology

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"> <li>• Describe how the outbound domestic and international telephone and video calls will be processed;</li> <li>• Describe how the CTS will prohibit outbound calls from being placed to another CDCR facility;</li> <li>• Describe how the CTS solution detects and prevents prohibited calls (Three Way, Conference, 800, etc.);</li> <li>• Contractor shall indicate how the CTS solution identifies and validates end users and enable CDCR to manage communication (telephone, video call, VRS and ASL-VCS, and e-messages) ;</li> <li>• Describe how the CTS will process call to CDCR and other State agencies designated hot lines (PREA, etc.); and/or;</li> <li>• Any additional types not listed above.</li> </ul> <p>Describe how the Contractor will ensure data integrity while allowing multiple accesses to the same CDCR recording.</p>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.2:  Information Services	Section 2.2.2.2	<p>Describe in detail how the Contractor’s proposed CTS solution will provide the Incarcerated individual access to general information regarding policies, regulations, and other essential information. The description will address and include the following:</p> <ul style="list-style-type: none"> <li>• Provide a repository to store the DOM, Title 15;</li> <li>• Describe any limits to the format and size for the information documents;</li> <li>• Describe how the Contractor will ensure the information documents are ADA compliant;</li> <li>• Describe how important announcements can be provided to Incarcerated individuals on the CTS solution</li> </ul>
Exhibit 24.3: CDCR and Third Party Application and Content	Section 2.2.2.3	<p>Describe in detail how the Contractor’s proposed solution will provide the Incarcerated individual access to CDCR and Third Party Application and Content. Describe how the Contractor will implement the solution without compromising security.</p> <p>Any features in addition to the mandatory requirements already identified in the RFP.</p>
Exhibit 24.4: Entertainment	Section 2.2.2.4	<p>Describe in detail the proposed 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"> <li>• Quantity and type of available e-Books and games provided at no cost.</li> <li>• Periodic promotional offers for discounted entertainment items if offered.</li> <li>• Contemporary list of e-Books offered in addition to the Gutenberg list if offered.</li> <li>• Music Catalog containing large quantity and numerous genres to choose from.</li> <li>• How music, e-Books, games, and videos are screened prior to being offered to Incarcerated individuals.</li> <li>• Procedures to remove items that are deemed inappropriate or restricted for the Incarcerated individuals.</li> <li>• Identify any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.5: Tablets	Section 20.1.3	<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"> <li>• Variations of screen sizes offered. (Minimum is 7”).</li> <li>• Method used to track Tablet location and precision of location</li> <li>• Security features to prevent unauthorized use of a tablet or sharing of tablet (Biometrics).</li> <li>• Storage capability</li> <li>• Screen resolution</li> <li>• Brightness adjustments, color options for screen contrast, fonts, and highlighting.</li> <li>• Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>
Exhibit 24.6: Kiosk (If Applicable)	20.1.4	<p>Describe in detail the proposed CTS solution and how it meets the functionality, features and applications provided with the Kiosk. The description will address and include the following:</p> <ul style="list-style-type: none"> <li>• Variations of screen sizes offered. (Minimum is 17”).</li> <li>• Security features to prevent tampering and vandalism.</li> <li>• Privacy capabilities without jeopardizing security.</li> <li>• Screen resolution</li> <li>• Accessibility</li> <li>• Brightness adjustments, color options for screen contrast, fonts, and highlighting.</li> <li>• Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</li> <li>• If there are no enclosures, contractor is to explain in detail the plan for mounting and security of the hardware.</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>



Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.7: Network	Section 2.2.2.7	<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"> <li>• Vendor owned equipment space and power requirements</li> <li>• Bandwidth required and additional available bandwidth for growth and ensure performance.</li> <li>• Number of concurrent users supported.</li> <li>• Network performance, availability, and response time for downloading and access.</li> <li>• Describe how the proposed CTS solution will provide services in the housing units, within cells, and dorms.</li> <li>• Server location for the proposed network.</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>
Exhibit 24.8: 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"> <li>• How proposed network meets security requirements for a correctional environment and prevents potential hacking or unauthorized use.</li> <li>• Method of Intrusion Detection and Prevention, notifications for potential breaches</li> <li>• Method for Incarcerated individual's to log on to tablets and access services</li> <li>• Compliance with industry Security standards</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>
Exhibit 24.9: Technology Refresh	Section 24	<p>Describe in detail the Contractor Technology Refresh Policy and how it ensures relevant and timely upgrades by adhering to security best practices, manufactures standards and industry best practices.</p> <p>Any features in addition to the mandatory requirements already identified in the RFP.</p>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.10: Innovation and Technology Enhancement	Section 24.1	Describe in detail how the Contractor's proposed CTS solution shall evolve, supplement, and enhance the goods and services provided and keep pace with and utilize technological advancements and improvements.  Any features in addition to the mandatory requirements already identified in the RFP.
Exhibit 24.11: Project Management Methodology	Section 14	Describe in detail the Contractor's Project Management Methodology and how the Contractor will ensuring the transition of current services and implementation of new technology and services is planned, coordinated with CDCR, baselined, and then completed on schedule.
Exhibit 24.12: Investigative Solution and Technology	Section 2.2.2.6	Describe in detail the Contractor's Investigative Solution and Technologies for telephone and video call conversations, voice biometrics, e-message correspondence, link and data analysis, and keyword search analytics.

## 5 COST

Cost is a primary evaluation criterion weighted at 30% of the total 2,000 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.

**The State has established not-to-exceed (NTE) rates for this procurement. Bidder's rates for calls must not exceed \$.05 per minute. Bidders may propose rates lower than the NTE identified.**

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 Incarcerated individuals, family, and friends. Since no commissions are paid to the State, the pricing for CTS 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 (MS)**

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: Communications
- Tab 4, Cost Worksheet #3: 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 Incarcerated individuals 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 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 Incarcerated individual.

**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 CDCR08112020;

- 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:

- Exhibit 2: Intent to Bid (if not already submitted in earlier in Key Action Dates)
- Exhibit 3: Confidentiality Statement (if not already submitted in earlier in Key Action Dates)
- Exhibit 4: Response to Administrative Requirements
- Exhibit 5: Bidder Declarations 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: DVBE Declarations (if applicable)
- Exhibit 14: Bidding Preferences and Incentives
- Exhibit 15: Commercially Useful Function (CUF) Certification
- Exhibit 16: TACPA Preference Request Forms (if applicable)

- Exhibit 17: List of Proposed Subcontractors (Public Works)
- Exhibit 18 Contractors License Information
- Exhibit 19.1: Bidder Qualification Form
- Exhibit 19.2: Bidder Reference Form
- Exhibit 20.1: Staff – Qualifications Form – Project Manager
- Exhibit 20.2: Staff – Qualifications Form – On-Site Installation Manager
- Exhibit 20.3: Staff – Qualifications Form – Implementation Manager
- Exhibit 20.4: Staff – Qualifications Form – Trainer(s)
- Exhibit 20.5: Staff – Qualifications Form – Maintenance and Operations Manager
- Exhibit 20.6: Staff – Qualifications Form – Customer Support Manager
- Exhibit 21: Staff – Reference Form
- Exhibit 22: Business and Technical Requirements
- Exhibit 23: Deliverables Table
- Exhibit 24.1 Through 24.12: Narrative Responses
- Exhibit 25: Cost Worksheets
- Exhibit 26: Responsibility Certification

## **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 1,400
Bidder Qualification Forms	Pass/Fail
Bidder Qualification Forms – Desirable Scored	20
Bidder Reference Forms	20
Staff Qualification Forms	Pass/Fail
Staff Qualification Forms – Desirable Scored	5
Staff Reference Forms	15
Exhibit 22: Business and Technical Requirements	500
Exhibit 23: Deliverables Table	Pass/Fail
Exhibit 24.1 – 24.12: Narrative Responses	840
Section 5, Cost	Maximum Points 600
Cost Worksheets	600
Incentive and Preference Points	Maximum Points 200
Maximum Small Business Preference Points	100

DVBE Incentive	100
Maximum Total Score with preference points applied	2,200

### 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

**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/revise 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 CDCR08112020 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

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
<b>Total Non-Cost Score</b>	<b>1,400.00</b>	<b>1125.00</b>	<b>1245.00</b>	<b>1100.00</b>
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
<b>Total Evaluated <b>Cost Score</b></b> (points awarded)	<b>600</b>	<b>480.00</b>	<b>570.00</b>	<b>600.00</b>
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: 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.
3. Attachment 3: Glossary of Terms. This attachment includes definitions, acronyms and abbreviations for terms used in the solicitation and in the SOW.

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California Department of Corrections and Rehabilitation



**REQUEST FOR PROPOSAL (RFP)**

**RFP CXXXXXXX-X**

**PART 2 – BIDDER RESPONSE**

**FOR**

**Communications and Technology Solution CTS**

**08/11/2020**

**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**

Refer to the Word file on Cal eProcure labeled, “Appendix A: Statement of Work” for purposes of this RFP.

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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 <b>STANDARD AGREEMENT</b> 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

<b>STATE AGENCY'S NAME</b> California Department of Corrections and Rehabilitation
<b>CONTRACTOR'S NAME</b>

2. The term of this Agreement is: 1/1/2021 or upon CDT approval, whichever is later, through 12/31/2026 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 22. Business and Technical Requirements
- Exhibit 23: Deliverables Table
- Exhibit 24.1-24.12 Narrative Responses
- Exhibit 25, Cost Worksheets

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.**

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

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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](mailto: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](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.

RFP Section*	Administrative Requirement – RFP Section 3	Bidder Agrees Yes / No
2.8	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/qs/pd/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/faqseller.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](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](https://www.documents.dgs.ca.gov/dgs/fmc/gspd/pd/pd_843.pdf)
- I am not claiming the DVBE incentive.

**EXHIBIT 14: 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:

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**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 <b>NO</b> goods involved, check <b>N/A</b> 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 Incarcerated individual 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 Incarcerated individuals. 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 Incarcerated individual 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:

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Printed Name:

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Reference Title or role on the project:

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Reference Email:

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Reference Phone:

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## 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 CTS 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 Incarcerated individual 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 Incarcerated individual 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 Incarcerated individual communication projects.  Points: 0 = None 1 = 3 years 2 = Greater than 3 years		

Total Maximum Points Possible:	4	
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**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 Incarcerated individuals.		
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 Incarcerated individual population.		
15	Desirable Scored	Greater than four (4) years of experience providing and conducting training to correctional staff and Incarcerated individuals.  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 Incarcerated individual 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 Incarcerated individual 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 Incarcerated individual 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 this Exhibit 21, 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 Exhibit 21, 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 this Exhibit 21 and return the form(s) to the Bidder.

1	Bidder:	
2	Bidder’s Key Staff Name:	
3	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:	
6	Satisfaction Rating to be completed by the Staff’s Reference: Using the following scale: 0 = Unsatisfactory, 1 = Marginal, 2 = Satisfactory, 3 = Excellent Circle only one number for each question below.	
6	How would you rate the individual’s overall performance?	0 1 2 3
7	How would you rate the individual’s effectiveness at communicating (orally and in writing) with project members and stakeholders?	0 1 2 3
8	How would you rate your satisfaction with the individual’s products and deliverables they provided?	0 1 2 3

9	How would you rate the individual's ability to perform in a correctional environment?	0 1 2 3
10	How was the individual's attitude in terms of being customer oriented?	0 1 2 3
11	How would you rate the individual's knowledge and expertise in their assigned project role?	0 1 2 3

By signing below, I declare that I have reviewed the information contained in Exhibits 20.1 through 20.6 and that the information is true and correct.

Reference Signature:

Date:

---

Printed Name:

---

Reference Title or role on the project:

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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**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.1	<b>Communications</b>
<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"><li><i>Describe how the outbound domestic and international telephone and video calls will be processed;</i></li><li><i>Describe how the CTS will prohibit outbound calls from being placed to another CDCR facility;</i></li><li><i>Describe how the CTS solution detects and prevents prohibited calls (Three Way, Conference, 800, etc.);</i></li><li><i>Contractor shall indicate how the CTS solution identifies and validates end users and enable CDCR to manage communication (telephone, video call, VRS and ASL-VCS, and e-messages) ;</i></li><li><i>Describe how the CTS will process call to CDCR and other State agencies designated hot lines (PREA, etc.); and/or;</i></li><li><i>Any additional types not listed above.</i></li> <li><i>Describe how the Contractor will ensure data integrity while allowing multiple accesses to the same CDCR recording.</i></li></ul>	
Bidder's Response:	

### EXHIBIT 24.2: INFORMATION SERVICES

NARRATIVE RESPONSE FORM	
SOW Reference	Business Need or Requirement
Section 2.2.2.2	<b>Information Services</b>
<p><i>Describe in detail how the Contractor’s proposed CTS solution will provide the Incarcerated individual access to general information regarding policies, regulations, and other essential information. The description will address and include the following:</i></p> <ul style="list-style-type: none"><li><i>• Provide a repository to store the DOM, Title 15;</i></li><li><i>• Describe any limits to the format and size for the information documents;</i></li><li><i>• Describe how the Contractor will ensure the information documents are ADA compliant;</i></li><li><i>• Describe how important announcements can be provided to Incarcerated individuals on the CTS solution</i></li><li><i>•</i></li></ul>	
Bidder’s Response:	

**EXHIBIT 24.3: CDCR AND THIRD PARTY APPLICATION AND CONTENT**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.3	<b>CDCR and Third Party Application and Content</b>
<i>Describe in detail how the Contractor’s proposed solution will provide the Incarcerated individual access to CDCR and Third Party Application and Content. Describe how the Contractor will implement the solution without compromising security.</i>	
<i>Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder’s Response:	

**EXHIBIT 24.4: ENTERTAINMENT**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.4	<b>Entertainment</b>
<p><i>Describe in detail the proposed Entertainment items being offered and how the service will be implemented and supported. The description will include the following:</i></p> <ul style="list-style-type: none"> <li>• <i>Quantity and type of available e-Books and games provided at no cost.</i></li> <li>• <i>Periodic promotional offers for discounted entertainment items if offered.</i></li> <li>• <i>Contemporary list of e-Books offered in addition to the Gutenberg list if offered.</i></li> <li>• <i>Music Catalog containing large quantity and numerous genres to choose from.</i></li> <li>• <i>How music, e-Books, games, and videos are screened prior to being offered to Incarcerated individuals.</i></li> <li>• <i>Procedures to remove items that are deemed inappropriate or restricted for the Incarcerated individuals.</i></li> <li>• <i>Identify any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	

**EXHIBIT 24.5: TABLETS**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 20.1.3	<b>Tablets</b>
<p><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></p> <ul style="list-style-type: none"> <li>• <i>Variations of screen sizes offered. (Minimum is 7").</i></li> <li>• <i>Method used to track Tablet location and precision of location</i></li> <li>• <i>Security features to prevent unauthorized use of a tablet or sharing of tablet (Biometrics).</i></li> <li>• <i>Storage capability</i></li> <li>• <i>Screen resolution</i></li> <li>• <i>Brightness adjustments, color options for screen contrast, fonts, and highlighting.</i></li> <li>• <i>Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	

**EXHIBIT 24.6: KIOSK**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 20.1.4	<b>Kiosk (If Applicable)</b>
<p><i>Describe in detail the proposed CTS solution and how it meets the functionality, features and applications provided with the Kiosk. The description will address and include the following:</i></p> <ul style="list-style-type: none"> <li>• <i>Variations of screen sizes offered. (Minimum is 17").</i></li> <li>• <i>Security features to prevent tampering and vandalism.</i></li> <li>• <i>Privacy capabilities without jeopardizing security.</i></li> <li>• <i>Screen resolution</i></li> <li>• <i>Accessibility</i></li> <li>• <i>Brightness adjustments, color options for screen contrast, fonts, and highlighting.</i></li> <li>• <i>Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</i></li> <li>• <i>If there are no enclosures, contractor is to explain in detail the plan for mounting and security of the hardware.</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	

**EXHIBIT 24.7: NETWORK**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.7	<b>Network</b>
<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"> <li>• <i>Vendor owned equipment space and power requirements</i></li> <li>• <i>Bandwidth required and additional available bandwidth for growth and ensure performance.</i></li> <li>• <i>Number of concurrent users supported.</i></li> <li>• <i>Network performance, availability, and response time for downloading and access.</i></li> <li>• <i>Describe how the proposed CTS solution will provide services in the housing units, within cells, and dorms.</i></li> <li>• <i>Server location for the proposed network.</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	

**EXHIBIT 24.8: SECURITY**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 18	<b>Security</b>
<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"> <li>• <i>How proposed network meets security requirements for a correctional environment and prevents potential hacking or unauthorized use.</i></li> <li>• <i>Method of Intrusion Detection and Prevention, notifications for potential breaches</i></li> <li>• <i>Method for Incarcerated individual’s to log on to tablets and access services</i></li> <li>• <i>Compliance with industry Security standards</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder’s Response:</p>	



**EXHIBIT 24.9: TECHNOLOGY REFRESH**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 24	<b>Technology Refresh</b>
<i>Describe in detail the Contractor Technology Refresh Policy and how it ensures relevant and timely upgrades by adhering to security best practices, manufactures standards and industry best practices.</i>	
<i>Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder's Response:	

**EXHIBIT 24.10: INNOVATION AND TECHNOLOGY ENHANCEMENT**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 24.1	<b>Innovation and Technology Enhancement</b>
<i>Describe in detail how the Contractor's proposed CTS solution shall evolve, supplement, and enhance the goods and services provided and keep pace with and utilize technological advancements and improvements.</i>	
<i>Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder's Response:	

**EXHIBIT 24.11: PROJECT MANAGEMENT METHODOLOGY**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 14	<b>Project Management Methodology</b>
<i>Describe in detail the Contractor's Project Management Methodology and how the Contractor will ensuring the transition of current services and implementation of new technology and services is planned, coordinated with CDCR, baselined, and then completed on schedule.</i>	
Bidder's Response:	

**EXHIBIT 24.12: INVESTIGATIVE SOLUTION AND TECHNOLOGY**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.6	<b>Investigative Solution and Technology</b>
Describe in detail the Contractor's Investigative Solution and Technologies for telephone and video call conversations, biometrics, e-message correspondence, link and data analysis, and keyword search analytics.	
Bidder's Response:	

**EXHIBIT 25: COST WORKSHEETS**

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			
<b>Name of Bidder:</b>			
<b>Contact Person:</b>			
<b>Contact Email and Phone Number:</b>			
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.)

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?

- Uploaded and formatted as identified in Section 6.
- No cost data provided in any volumes, except in Volume 2.
- Cost Complies with NTE rates
- Exhibits 2-24 and 26 have been completed in their entirety and are submitted as separate files within a folder labeled Volume 1

Volume 2: Cost

- Exhibit 25: Cost Worksheets, submitted in native file format within a folder labeled Volume 2

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 CTS RFP CDCR08112020 and the resulting Contract, the following words and phrases shall have the indicated meanings.

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

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

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

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 CTS data and reports.

Barge-in – ability for an authorized CDCR staff to interrupt a CTS 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 CTS that documents the details of the telephone, video phone, VRS, and the ASL-VCS.

Call Detection – means of detecting unusual or suspicious activities on a CTS call.

Call Duration – the total amount of minutes an Incarcerated individual may converse with the called party on a CTS call.

Call Forwarding – CTS calls forwarded by a called party to a third party.

Called Party – Incarcerated individuals family or friend

CCHCS – California Correctional Health Care Services provides care that includes medical, dental and mental health services, to California’s Incarcerated individual population.

CDCR – California Department of Corrections and Rehabilitation. Primary consumer for Incarcerated individual 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 CTS for the duration of the contract.

CDT – California Department of Technology. CDT will be responsible for the CTS Contract Administration.

Censored – communication that is not released to an Incarcerated individual or their family or friends

Credentials – a document or certificate proving a person's identity or qualifications.

Device ID – The unique identifier on all CTS devices.

DTMF – Dual Tone Multi-Frequency

E-Cards – pre-approved greeting cards

Electronic Letter – an inbound letter similar to an email from a family or friend to an Incarcerated individual. These letters are printed by staff and delivered to the Incarcerated individual

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 a CTS call for unusual or suspicious activity

GUI – Graphical User Interface

Health Care Services – medical care provided to Incarcerated individuals in the institutions.

Hearing Carry Over – allows speech disabled user with hearing capabilities to listen to the called party.

Hotline Call – calls originating from the adult or youth Incarcerated individual to a designated hot line (i.e. PREA, other State Agencies)

Inbound Call – calls originating from the public to an Incarcerated individual. Inbound calls are prohibited and shall not be processed by the CTS.

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 CTS hardware either permanently installed on the wall or floor utilized by the Incarcerated individuals to consume CTS 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

Live Monitoring – real-time listening or viewing of the Incarcerated individual 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 activities shall be recorded and monitored by authorized CDCR staff.

Non-Confidential Emails – emails exchanged between the Incarcerated individual and their family or friends.

Incarcerated individual – Adult and Youth in the care of the CDCR

CTS – Communications and Technology Solution

CTS Management Application – web-based application used for administrative management of CTS features.

Outbound Call – telephone, video phone, VRS, or ASL-VCS calls originating from an Incarcerated individual to their family or friends.

Overlay Message – message that is played or displayed randomly throughout the telephone or video communication.

PINs – Personal Identification Numbers

Post Release Community Supervision (PRCS) – parolee under the supervision of a county agency and not the CDCR.

Prime Contractor – the primary CTS contractor under contract with the State who has full responsibility of completing and managing the CTS 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 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 CTS 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 – CTS 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 Incarcerated individual and the called party the call will end due to expiration of time.

Three-Way Calling – Calling that involves connecting three (3) distinct parties.

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 CTS.

User Manual – a comprehensive CTS user instruction that contains detailed and clear instructions on the operations of the CTS hardware and software.

User Privilege – administrative privileges assigned individually to users and/or groups.

Video Call – simultaneous real-time audio and video communication between Incarcerated individual and their family or friends.

Video Clips – brief recorded video from a family or friend to an Incarcerated individual

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 Incarcerated individual who may be blind or have diminished vision.

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 Incarcerated individual.





**Table A-1: Bidder’s Library Table of Contents**

Document Name	Originating Entity	Date
CDCR Institution and Conservation 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
<a href="#">International Call Rates</a>	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-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_2019	CDCR	1/1/2017
<b>2020 Design and Construction Policy Guidelines</b>	<b>CDCR</b>	<b>1/01/2020</b>
<b>2020 Design Criteria Guidelines</b>	<b>CDCR</b>	<b>1/1/2020</b>
<b>Structured Cabling Guidelines FPCM IECS Version 3.0 07292020</b>	<b>CDCR</b>	<b>1/26/2020</b>
CLOUD COMPUTING SERVICES SPECIAL PROVISIONS	CDCR	5/11/2016
Gate Clearance Form	CDCR	10/2015
PREA Form	CDCR	UNK

## Offender Communication and Technology Services (CTS) 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 CTS Requirements Workbook.

### CTS 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 factors/features.

**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					
				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.
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-001	Outbound Call Process for Domestic and International Calls	<p>The CTS shall be configured such that an offender will be led through a series of commands/prompts in either English or Spanish to initiate a call.</p> <p>1) Once the telephone number has been entered, the keypad will be disabled for the remainder of the call. The telephone number will be validated before processing the call.</p> <p>2) If the called number passes the validation process, then the call process will continue. If the called number is valid and identified as an Alert Number the CTS will process the call according to instructions in CTS Facility Phone List, which may require the CTS to notify the appropriate CDCR Authorized Staff.</p> <p>3) The offender will be prompted and required to provide their name before the call is processed. If nothing is provided, the prompt will repeat multiple times. If after prompts nothing is provided, then the call will be terminated. The CDCR Operations Manager will determine the number of times the prompts will be repeated.</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.	MS		
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 previously recorded in the outbound call process. The called party will be given the option to request the rate for all domestic calls.</p> <p>The called parties shall have the ability to accept or deny prepaid calls from an offender by inputting a 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.</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 or video until the Call Setup message has been played and the called party has accepted the call.</p>	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-005	CTS Call Blocking by Called Party	The CTS 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	CTS Outbound Only Calls	The CTS shall allow offenders to process only outbound calls. The Contractor shall configure the CTS so that in no case shall inbound calls be processed.	M		
COM-007	Calling Other CDCR Facilities	The CTS shall prohibit calls to any other California correctional facility.	M		
COM-008	Maximum Ring Time	The CTS shall include a maximum ring time for all calls prior to disconnecting a call. CTS 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 CTS shall be capable of preventing the processing of additional digits from an offender after all call processes have been completed for an authorized CTS 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 CTS 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	CTS Blocked Calls by CDCR Authorized Staff	The CTS shall provide the CDCR authorized staff with a method to block all CTS 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.  Called Party Blocking variable parameters: 1) Block CTS calls to a specific telephone number from a correctional facility; or, 2) Statewide.	M		
COM-012	Blocking Specific Types of Telephone Numbers by CTS	The CTS 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	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-014	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		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-015	Designated CDCR Hot Lines	<p>The CTS 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 CTS where the investigative user can retrieve the call.</p> <p>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.</p> <p>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.</p>	M		
COM-016	Calls to Other State Agencies' Hot Lines	<p>The CTS 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.</p>	M		
COM-017	Call Denial and Identification	<p>The CTS 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:</p> <ol style="list-style-type: none"> <li>1) Line is out of service;</li> <li>2) Line is busy;</li> <li>3) No answer;</li> <li>4) Number is blocked (includes blockage by LEC, called party, CDCR facility or other reason for being blocked);</li> <li>5) Dialed number is not a valid number.</li> </ol> <p>The system shall allow for modification of any announcement as determined by the CDCR Operations Manager.</p>	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-018	Overlay Message	<p>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 CTS 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.</p> <p>The CTS 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 CTS call. The system must allow this function to be engaged or not engaged at the State's discretion.</p>	M		
COM-019	Call Termination Message	The CTS 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 CTS shall provide the CDCR Operations Manager with the capability of changing the intervals when the call termination messages shall be played/displayed.	M		
COM-020	Ability to provide VRS communication when one of the party is hearing-capable.	The CTS Solution shall Provide outbound, non-confidential VRS communication for offenders who communicate through sign language through an interpreter with a family member/friend/attorney who is hearing-capable.	M		
COM-021	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-022	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-023	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-024	CTS Call Control Features	<p>The CTS shall include the Call Control Features described below. Each of the Call Control Features shall include variable control parameters described in this section. The CTS 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.</p> <p>Call control features shall include but not limited to:</p> <ol style="list-style-type: none"> <li>1) Calling schedule variable parameters:</li> <li>1) Time of day;</li> <li>2) Day, week or month; or,</li> <li>3) Correctional facility.</li> </ol> <p>The CTS shall verify that the destination number can be processed based upon the CTS Call Control Features, that have been set for the system and the CDCR facility.</p>	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-025	CTS Time Between Completed Calls	The CTS shall be capable of being configured to control the amount of time between calls made on the CTS offender call devices. The State shall be capable of enabling or disabling this feature.	M		
COM-026	CTS Call Duration	Call duration is the total amount of minutes an offender may converse with the called party on a CTS call. The State shall be capable of enabling, disabling and determining call duration.	M		
COM-027	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-028	CTS Non-Confidential Calls	All calls made from the CTS 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 CTS devices to specific phone numbers.	M		
COM-029	CTS 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 CTS communications and sessions.	M		
COM-030	CTS Detection of Unusual or Suspicious Dialing	The CTS 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-031	CTS Detection of Three-Way Calls	The CTS shall provide the capability of detecting suspected and confirmed Three-Way Calls. The CTS shall identify a suspected or detected Three-Way Calls using a 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.  The CTS 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.	MS		



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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-033	CTS Detection of Call Forwarding	<p>The CTS 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.</p> <p>The CTS shall include the capability to terminate, monitor, barge-in or flag, at the CDCR Operations Manager's discretion, any detected Call Forwarding.</p> <p>Contractor shall provide the detection capability to detect Call Forwarding. Contractor shall detect the following types of Call Forwarding:</p> <ol style="list-style-type: none"> <li>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;</li> <li>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,</li> <li>3) Calls to "follow me" numbers.</li> </ol> <p>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.</p>	MS		
COM-034	CTS LIVE MONITORING	<p>The Contractor shall provide CTS Live Monitoring Capability in multiple locations where CTS are installed that may include control booths in housing units, ADA Offices and hospitals. CTS Live Monitoring shall allow custody staff to listen and view in real-time offender conversations and scan, barge-in, and terminate sessions. The CTS shall have the capability of turning on and off the CTS devices within the officer's span of control.</p> <p>The CTS Live Monitoring shall provide multiple authorization level Log-Ins. CTS Live Monitoring displays shall be configurable only with various authorization levels that allow or deny modification of display or settings.</p>	M		
COM-035	CTS Live Monitoring Equipment	The Contractor shall provide all equipment necessary for the CTS Live Monitoring deployed at each facility where CTS are deployed at no cost to the State.	M		
COM-036	CTS Graphical User Interface (GUI)	The CTS Live Monitoring shall employ an industry standard GUI that includes intuitive command standards for desktop, screen and window behavior.	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-037	CTS Live Monitoring Display Content Requirements	The CTS Live Monitoring shall provide authorized staff with access to view the following information (at a minimum) that will appear in a font size of 12 or larger: 1) CTS station number (within the contractor's network) for each device; 2) Location and CTS device identification number of the CTS device being monitored; 3) Current date and time; 4) Incremental call duration timer (mm:ss) for each call; 5) One (1) to 12 CTS call devices shall be displayed simultaneously on a single screen; 6) Indicators for each CTS 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-038	CTS Live Monitoring Functionality Requirements	The CTS shall provide the following functionality requirement for Live Monitoring for the offender CTS 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 CTS calling device on or reactivate a CTS calling device (individual and all devices within Span of Control); 8) Turn CTS 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-039	CTS Scan and Live Monitoring of Multiple Calls	The CTS 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 CTS 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-040	Park, Listen and View Calls	The CTS Live Monitoring shall have the capability to park, listen and view an active call. The system shall indicate which offender CTS calling device is being monitored at any given time and show the status of each offender CTS calling device, in-use or idle.	M		
COM-041	Hands-Free Monitoring	The CTS 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		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-042	Termination of Active Calls	The CTS Live Monitoring shall be able to manually terminate calls for a single or group of offender CTS calling devices within the Span of Control. Live Monitoring shall have a defined list of CTS 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-043	CTS Barge-In To Active Calls	The CTS 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-044	CTS 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 CTS Live Monitoring shall not exceed two (2) seconds before the active call appears on the display screen.	M		
COM-045	CTS Live Monitoring Stealth	The CTS 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-046	CTS 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-047	Multiple Users Monitoring a Live Call with CTS	The CTS 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-048	Software Controlled Manual Termination	The CTS shall include the ability for authorized CDCR staff to manually terminate calls for a single or group of CTS devices.  The CTS shall be able to, at a minimum, terminate: 1) Individual calls; 2) All Calls (within Span of Control); 3) Individual CTS device; and, 4) All CTS devices (within profile Span of Control) by: a) CTS device ID; b) Bank or group of CTS devices; c) CDCR Facility building/section; d) CDCR Facility; e) Statewide Adult; f) Statewide Youth; and, g) Statewide CDCR Facilities.	M		
COM-049	CTS Facility Phone List	The CTS Facility Phone List consist of specific incarcerated individuals and destination telephone numbers that are being monitored by CDCR Authorized Staff. The individuals and telephone numbers in the CTS 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 individuals and 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		

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COM-050	CTS 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) Incarcerated Caller's Information (Name, CDCR number, PID); 5) Alert Groups; and, 6) Notes (minimum of 250 characters).	M		
COM-051	CTS Facility Phone List Search Criteria	Searching for a specific offender or 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) Incarcerated Caller's Name (all names included in Facility Phone List under this field); 5) Alert Group (all names included in Facility Phone List under this field); and, 6) 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-052	CTS Alert Group Functionality	When a call is made from a specific individual or to a specific number activated in an alert group the CTS will allow at minimum two (2) CDCR Authorized Users to receive an alert on their telephone or mobile phone. The CDCR user will be required to enter a unique numeric code before the authorized user is connected to the call. 1) 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. 2) If the alerted call is answered by the CDCR Authorized User. 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. 3) 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. 4) The CTS shall allow a minimum of two (2) e-mail addresses to be entered to receive a notification that will include the specific number dialed, the date, time, and CDCR facility.	M		
COM-053	CTS 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-054	Deleting an Alert Group or Telephone Number from CTS	An alert group or specific offender or telephone number can only be deleted by the authorized user who originally set the alert group or by a CDCR Operations Manager.	M		

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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.
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-055	CTS Alert Number Notification	The CTS 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-056	CTS 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 offenders or 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 offender is using CTS system or number is dialed.	M		
COM-057	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 call recording file is opened or played.	M		
COM-058	Recordings and Monitoring Availability	All telephone, video and VRS and ASL-VCS call recordings shall be available to CDCR for a minimum of 7 years.	M		
COM-059	Forwarding a Recorded Call File on the CTS System	The CTS system shall allow an authorized user to send a recorded CTS 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-060	Forwarding a Monitored Call	The CTS system shall allow an authorized user to forward a monitored CTS 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-061	CTS 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) CTS device Location; 3) Offender ID Number 4) Start date/time; 5) Destination number called; 6) CTS device ID/Station number; 7) End date/time; 8) Duration of call; and, 9) Complete or Incomplete call.	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-062	CTS 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-063	CTS 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 CTS shall be able to go to a specified call duration location within the call without the playback of the entire call.	M		
COM-064	CTS 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-065	CTS "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-066	CTS Playback, Download, Save, and Transfer Rate	Recordings shall stream and begin playback immediately. Download or transfer of file shall operate concurrently while streaming. The downloaded file shall have the option to be saved locally once the download is completed.	M		
COM-067	CTS Playback of Recording on Other Types of Media	The CTS 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-068	CTS 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-069	CTS Simultaneous Replay	The CTS 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-070	Call Detail Records (CDR)	A call detail record data string shall be generated for all calls which include incomplete and completed calls.	M		
COM-071	Call Detail Records (CDR)	The CTS 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.  The Contractor shall provide CDCR with the ability to securely download a daily CTS CDR file in a delimited text format that contains the offender call attempts from the CDCR facilities. The CTS 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 CTS CDR files.	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-072	CTS Search Functionality	<p>The authorized staff shall have ability to search the CTS 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 CTS 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-073	CTS 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"> <li>1) Correctional facility from which call was placed;</li> <li>2) Offender ID Number;</li> <li>3) Offender Name;</li> <li>4) Device Location;</li> <li>5) Device Station Number;</li> <li>6) Start date and time (mm:ss);</li> <li>7) End date and time (mm:ss);</li> <li>8) Call duration (mm:ss);</li> <li>9) Call completion status (complete or incomplete call);</li> <li>10) offender's identification number;</li> <li>11) Destination Number (dialed digits);</li> <li>12) Destination Number's city and state, or city and country for International Calls;</li> <li>13) Destination Device (distinguish between cellular, land line, etc.);</li> <li>14) Start Code (Method in which the call was accepted or denied);</li> <li>15) Reason for call not completed (i.e. call blocked, station off), if applicable;</li> <li>16) Type of call (Local, IntraLATA, InterLATA, Interstate, International);</li> <li>17) Duration from acceptance to termination (Conversation Minutes);</li> <li>18) Alert (whether an alert was issued for the call);</li> <li>19) Type of alert (e.g., Three-Way Calling, Hot List Number);</li> <li>20) Filename of recording;</li> <li>21) End Code (Method of Termination).</li> </ol> <p>Contractor shall provide a sample of the CDR data string that will be provided with the CTS.</p>	M		
COM-074	CTS Daily Call Detail Records Retrieval	<p>The Contractor shall provide CDCR with the ability to securely download a daily CTS CDR file in a delimited text format that contains the offender call attempts from the CDCR facilities. The CTS 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 CTS CDR files.</p>	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-075	CTS User Group Configuration	<p>A group of CTS Call Control Features with the same variable parameter settings is known as a CTS User Group Configuration. The CTS shall provide the CDCR Operations Manager with the capability of configuring the parameters for each feature for a specific User Group. Each CTS User Group Configuration shall be assignable as a default configuration for each CTS calling device group.</p> <p>The CTS shall provide the CDCR Operations Manager with the capability of maintaining at least 15 multiple CTS User Group Configurations. These User Group Configurations will be derived from various combinations of CTS Call Control Features.</p>	M		
COM-076	CTS Administrative Control	The Contractor shall provide CDCR with CTS Administrative Control functionality to generate user profiles and access fields within the CTS 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 CTS application. CTS 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 CTS operation and capabilities, and perform system tests. The CTS shall comply with the CDCR password policy and require the user to change their password at CDCR Operations Manager specified intervals.	M		
COM-077	Single User CTS Mapping Verification	The CTS shall include the ability for a single State CTS administrative user to verify a CTS device and physical location match the CTS service database description. While this function is being performed, the CTS shall prevent outgoing calls from being made by offenders while mapping verification is performed.	M		
COM-078	CDCR CTS ROLE-BASED USER PROFILES	<p>The CTS 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 CTS User shall have unique identification credentials and be verified for identity authentication. The CTS 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 CTS Users shall be able to access the CTS services in one of the following roles:</p>	M		
COM-079	Contractor Systems Administrator Profile	<p>1) System Administrator</p> <p>a) Create and manage System and Operations Administrator User accounts;</p> <p>b) Maintain database of all role-based profiles;</p> <p>c) Update system software;</p> <p>d) Troubleshoot application programming and code;</p> <p>e) Repair system software;</p> <p>f) Generate system health status reports;</p> <p>g) Generate Ad Hoc Reports requested by State;</p> <p>h) Provide back-up and recovery of stored data; and</p> <p>i) Other functions identified by the Contractor</p>	M		



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COM-080	CDCR Operations Administrator Profile	2) Operations Administrator a) Create and manage Live Monitoring Terminal User, Investigative User, Contracted Staff User, and State Contract Manager User accounts; b) Request and maintain updated list of System and Operations Administrator User accounts as needed; c) Set and reset user authentication credentials; d) View CTS configuration of facilities; e) Generate audit reports that include but are not limited to alarms, usage, and Service Level Agreement reports; f) Generate operational reports for executive consumption; g) Request maintenance and operations assistance from System Administrators; h) Generate system health status reports; and, i) Generate customer service/trouble ticket reports; j) Change own password.	M		
COM-081	CDCR CTS Live Monitoring User Profile	3) Live Monitoring User a) Perform CTS Live Monitoring functionality; b) Change own password; c) Flag calls; and, d) Input notes on CTS platform.	M		
COM-082	CDCR CTS Investigative User Profile	4) Investigative User a) Perform CTS Investigative functionality; b) Change own password; c) Request data file delivery via Secure File Transport Protocol (SFTP), and, d) Activate and Deactivate Alert Groups.	M		
COM-083	CDCR CTS Contracted Staff User Profile	5) Contracted Staff User a) Perform limited functionality based upon authorized access assigned by the Operations Administrator; and, b) Change own password.	M		
COM-084	CDCR CTS State Contractor Manager User Profile	6) State Contract Manager User a) View and Generate authorized CTS Reports; and, b) View Service Level Agreement report. c) Change own password.	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-085	CDCR CTS AUTHORIZED USER PROFILE FUNCTIONALITY	<p>Authorized CDCR users will have access to the CTS 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"> <li>1) CDCR staff name;</li> <li>2) CTS Log-on information;</li> <li>3) Reset assigned password (eight (8) to 14 characters, letters and numbers);</li> <li>4) Access classification (monitoring, management and/or investigative);</li> <li>5) Access to reports;</li> <li>6) Access to Blocked Number database;</li> <li>7) Access to specific Hot Line Recordings;</li> <li>8) Access to Recorded calls database;</li> <li>9) Access to Trouble ticket log;</li> <li>10) Span of Control;</li> <li>11) Ability to enter notes;</li> <li>12) Ability to read notes;</li> <li>13) Ability to view calls played; and</li> </ol>	M		
COM-086	CDCR CTS AUTHORIZED USER PROFILE FUNCTIONALITY	<p>CDCR staff CDR database access by:</p> <ol style="list-style-type: none"> <li>1) CTS device ID;</li> <li>2) Bank or group of CTS device sets;</li> <li>3) CDCR Facility Yard and Building;</li> <li>4) CDCR Facility;</li> <li>5) Statewide Adult and Juvenile Facilities and;</li> <li>6) CDCR staff access permissions.</li> </ol>	M		
COM-087	CTS 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"> <li>1) CTS Calling Schedules;</li> <li>2) Time Between Completed CTS Calls;</li> <li>3) CTS Call Duration; and,</li> <li>4) CTS Extra Dialed Digits Prevention.</li> </ol>	M		
COM-088	CTS Blocked Number Administration	<p>The CDCR Operations Manager shall have the ability to create, update and delete numbers that are blocked for CTS device by:</p> <ol style="list-style-type: none"> <li>1) Bank or group of CTS device sets;</li> <li>2) CDCR Facility building/section;</li> <li>3) CDCR Facility;</li> <li>4) Statewide Adult and Juvenile Facilities; and,</li> <li>5) Statewide CDCR Facilities.</li> </ol>	M		
COM-089	CDCR CTS User Access to Specific CDCR Facilities	The Contractor shall ensure that CDCR Operations Manager has the ability to create, update, and delete the list of specific facilities that each CDCR CTS authorized user can access.	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-090	Single CTS Log-Ons	System software shall allow the CDCR Operations Manager to configure the CTS to only allow single instance Log-Ons for CDCR CTS Authorized User accounts. CDCR CTS Authorized Users shall have the ability to only have a single Log-Ons and not have simultaneous logon capability for a single user account.	M		
COM-091	Contractor Hosted Web-Based CTS Management Application	The Contractor shall host a web-based CTS 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.  The web-based CTS Management application shall be compatible with the latest versions of industry standard browsers for both PC and Apple platforms.	M		
COM-092	System Use Notification CTS Log-In Screen	Upon log-in, the web-based CTS Management application shall: 1) Display an approved system use notification message or banner before granting access to the CTS service that provides privacy and security notices consistent with applicable federal laws, Executive Orders, directives, policies, regulations, standards, and guidance, and state that: a) Users are accessing an official 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) Users must accept applicable terms and conditions, and the system must log the acceptance AND the system must reissue the requirement each time there is a change to the terms and conditions  The Contractor shall modify the notice at the CDCR Operations Manager's request.	M		
COM-093	CTS Log-Out Screen	The web based CTS application shall allow the authorized user to Log-Out of the system prior to closing the web browser.	M		
COM-094	CTS Concurrent Session Control	The application shall limit the number of concurrent sessions for each system account to a single session.	M		
COM-095	CTS 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-096	CTS Remote Access Capability	CTS shall provide the capability for CDCR authorized staff to remotely access the investigative system through the Contractor hosted web-based application.	M		
COM-097	Tracking Contractor Personnel CTS Access	The CTS shall track activity of Contractor personnel, including any Subcontractors that log-in to the CTS 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-098	Tracking System and Operations Administrator's User Profile CTS Access	The CTS shall track all System and Operations Administrator's user activities, including modifications to system configuration, user privileges, data records, or other functions.	M		
COM-099	Non-Tracking User Class	The CTS 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		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-100	TRACKING CTS ACCESS	The CTS shall provide a method for tracking live monitoring and investigative activities and transactions conducted on the CTS for each authorized user.	M		
COM-101	Recordings and Monitoring	The CTS 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-102	Multiple CTS Database Access	The CTS databases shall allow records access by multiple users from multiple locations while maintaining data integrity.	M		
COM-103	CTS Database Search Capability	The CTS 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-104	CTS Export Data Format	At any time upon request, the Contractor shall fulfill the State's request for CTS 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-105	CTS 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-106	CTS WEB SITE PORTALS	The Contractor shall provide a CTS 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 CTS 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-107	CTS Public Web Site	The Contractor shall provide and maintain a CTS public web site that shall be updated regularly. 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 CTS 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		
	<b>Training and Training Documentation</b>				

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
TR-001	General CTS Training Requirements	The Contractor shall provide a customized training plan as described in CTS 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 CTS 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 CTS.	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	CTS 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 CTS 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	CTS Live Monitoring User Guide	The Contractor shall prepare and provide a CTS 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 CTS. Hardcopies shall be laminated and posted at each CTS Live Monitoring location. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the CTS Vendor-Hosted Secured Network Portal. The Contractor shall modify the User Guide as directed by the State.	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
TR-008	CTS User Guide for the Public Customer	The Contractor shall prepare and provide a CTS 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 CTS 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 CTS 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 CTS Private Portal. The Contractor shall input updates to the User Guide provided by the CDCR Operations Manager or as required.	M		
TR-009	CTS USER MANUALS FOR CDCR AUTHORIZED STAFF	The Contractor shall provide and maintain current CTS User Manuals for CDCR Authorized Staff for all CTS features. 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the CTS functionality. There shall be no references to any features or functionalities that are not provided in the CTS environment. 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the CTS 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 CTS and make the documentation available to CDCR upon request.	M		
TR-010	CTS On-Line Manual	Contractor shall provide access to an on-line manual specific for the CTS. Authorized users will be able to search and find operating instructions for specific functionality.	M		
TR-011	CTS Investigative User Guide	The Contractor shall prepare and provide a User Guide for CTS 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 CTS Private Web site and shall be specific to the CTS. 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 CTS 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 CTS services (where applicable). Upon request, the Contractor shall provide soft copies of the brochures to the CDCR Operations Manager.	M		
TR-013	CTS 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		
<b>General</b>					
	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		

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.
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
	Offender Personal Identification Numbers (PINs)	The Contractor shall provide a CTS service that has the capability to use of offender Personal Identification Numbers (PINs). The CTS service shall have the capability to enable or disable the PIN functionality if the State elects.	M		
	<b>E-Message</b>				
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 <u>accessibility requirements</u>	M		
EM-003	e-message for Visually Impaired	Contractor shall propose solutions that would assist the visually impaired offenders access to <u>Incoming\Outbound e-messages</u>	MS		
EM-004	Kiosk Usage Time Constraints	The solution shall allow CDCR to set time constraints of when the offenders may utilize the kiosk. <u>The use of kiosk default will be set to 20 minutes per session</u>	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		

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.
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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		
	<b>Photo</b>				
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		



Bidder's Name:					
CATEGORY: Communication					
Req #	Function	Requirement Description	Type	Bidder's Response	
				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.
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
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 CTS shall allow an option to archive select photos for longer than 7 years due to pending litigation, prosecution, and investigation.	M		
<b>Video Clips</b>					
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 CTS shall allow an option to archive select video clips for longer than 7 years due to pending litigation, prosecution, and investigation.	M		
<b>Electronic Letter</b>					
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 CTS shall allow an option to archive select electronic letters for longer than 7 years due to pending litigation, prosecution, and investigation.	M		
<b>Voice-message</b>					
VM-001	Receiving Voice-message	The solution shall provide the capability for offenders to receive incoming voice-messages.	D		

Bidder's Name:					
CATEGORY: Communication					
					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.
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
VM-002	Voice-message Hardware/Software	The service shall not require any special hardware or software to leave a voice-message for the offender.	D		
VM-003	Retrieving Voice-message	The solution shall allow the offender to retrieve voice-messages via the Telephone, Kiosk or the Tablet	D		
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.	D		
VM-005	Voice-message Retention	The incoming voice-messages shall be available to CDCR for a minimum of 7 years. The CTS shall allow an option to archive select voice-messages for longer than 7 years due to pending litigation, prosecution, and investigation.	D		

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.
<b>ADA-010 ADA Telephone Requirements</b>					
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"> <li>• Approach space</li> <li>• Toe Clearance</li> <li>• Knee Clearance</li> <li>• Reach Ranges</li> <li>• Operable Parts</li> <li>• Multiple Wheelchair Access/Use Limits</li> <li>• Accessible Routes</li> <li>• Assistive Listening System (Hands free)</li> </ul>	M		
<b>ADA-100 ADA Kiosk Requirements</b>					
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"> <li>• Approach space</li> <li>• Toe Clearance</li> <li>• Knee Clearance</li> <li>• Reach Ranges</li> <li>• Operable Parts</li> <li>• Multiple Wheelchair Access/Use Limits</li> <li>• Accessible Routes</li> </ul>	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"> <li>• Protrusion Limits</li> <li>• Accessibility Routes</li> <li>• Speech Output</li> </ul>	M		
ADA-121	Large Text Format Capable Display Screens	Kiosks and 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 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		

Bidder's Name:					
CATEGORY: ADA					
Req #	Function	Requirement Description	Type	Bidder's Response	
				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.
<b>ADA-010</b>	<b>ADA Telephone Requirements</b>				
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"> <li>• Volume Controls - Provide the offender the capability to adjust the sound volume to accommodate hearing impaired offenders.</li> <li>• Assistive Listening</li> </ul>	M		
ADA-131	Closed Captioning (text vs audio)	Contractor shall employ closed captioning for hearing impaired offenders where audio is being presented and embedded close captioning is available or used to relay information and instructions. Kiosk and tablets must have the capability to display closed captioning formatted videos and sound bits or text versions of the video must be available on the device for use by hearing impaired associates.	M		
ADA-140	<b>Other Kiosk ADA Accessibility Requirements Considered</b>				
ADA-141	Configurable Session Time Limits based on Disability	Kiosks and tablets 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. Alternatively, dedicated devices can be proposed for disabled offenders to have access to content on an unlimited basis.	M		
<b>ADA-200</b>	<b>ADA Tablet Requirements</b>				
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"> <li>• Adjustable Display Size (Zoom In and Out Capability)</li> <li>• Adjustable Font Size</li> <li>• Adjustable Background Color Display for better readability</li> <li>• Text-to-Speech Capable (e.g. audio books)</li> <li>• Speech-to-Text Capable for composing documents (e.g. emails, letters, filling out forms)</li> <li>• Auxiliary Keyboard with optional enlarged lettering, or raised letters/symbols.</li> </ul>	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		

Bidder's Name:					
CATEGORY: ADA					
Req #	Function	Requirement Description	Type	Bidder's Response	
				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.
<b>ADA-010</b>	<b>ADA Telephone Requirements</b>				
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"> <li>• Closed Caption Capability</li> <li>• Adjustable Volume Controls</li> <li>• Headphones for use with Hearing Aids</li> <li>• Visual/vibration alarms or alerts versus audible</li> </ul>	M		
<b>ADA-300</b>	<b>Video Calling</b>				
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		
<b>ADA-400</b>	<b>ADA Offender Documentation</b>				
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		

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.
<b>MTS-100 Management Tools and Support Services</b>					
MTS-101	Management System	Provide an overall management system to be used by authorized CDCR Staff to Manage, Monitor, Track, and Investigate all Users (Offender and Customers) usage, privileges, communication, and activities.	MS		
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	Confidential Information/Communication	Provide the capability for Offenders to confidentially provide information to Investigation Services Unit (ISU) or Institutional Gang Investigator (IGI). • 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 • Must have the ability to look unused after correspondence sent from Tablet	MS		
MTS-105	Staff Training	Staff trained by the contractor on approved systems and how the system may be compromised by offenders	M		
MTS-106	Metrics Reporting	Provide Weekly and Monthly Metrics Reports as specified by CDCR	M		
MTS-107	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: • 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		
<b>ITS-200 Investigative Tools and Support</b>					
ITS-201	Digital Forensic Team Training Support	Contractor shall provide Digital Forensic Team (DFT) basic and advance training support for CDCR and contract examiners to maintain knowledge/ skills/ abilities to maintain compatibility with technological advances in electronic devices including contraband cell phones, computers, tablets, drones, etc.	M		
ITS-202	Analytical Database Support	Contractor shall provide analytical database support to provide a link analysis program, such as Palantir currently used by CDCR, that can be linked to CDCR datasets for comparison analysis with data extracted from CTS at no additional cost to CDCR. This must include contract support to cover update/ licensing costs at no cost to CDCR.	M		
ITS-203	Data Activity on Offender Tablets/Kiosks/Devices	Contractor shall provide the capability to have forensic/ analytical access to data activity on approved offender tablets, kiosks or other related digital devices, to include real-time/ historical activity, to include calls, video calls, e-messages, etc.	M		
ITS-204	Call Transcription	Contractor shall provide a comprehensive tool for the CTS to accurately transcribe recorded offender telephone and video calls immediately upon call completion.	MS		
ITS-205	Keyword Searching Analytics	Contractor shall provide the ability to conduct keyword searching analytics on live/ recorded and transcribed offender calls.	M		
ITS-206	Identify IP Address	Contractor shall provide the ability to identify and access the IP address associated with any activity related to the approved electronic devices and/ or related databases.	M		
ITS-207	Digital Forensic Examiner/ Analytical Support	Contractor shall provide 10 fulltime Contractors to perform Digital Forensic Examiner/ Analytical support to CDCR.	M		

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.
ITS-208	Software/ Hardware to Support Digital Data	Contractor will provide Digital Software/ Hardware necessary for a central data repository. Contractor shall provide digital software and hardware to upload/ transfer of digital data extracted by forensic examinations to the central data repository used for data analysis/ comparison.	M		
ITS-209	Investigative Tools	Contractor will provide investigative tools including biometrics and identification of all calling parties (offender/ outside callers and recipients) to identify and verify callers for analysis of criminal activity.	DS		
ITS-210	Link Analysis Support for Investigations	Contractor will provide CDCR the ability to link the analytical database with other allied agencies for link analysis in support of investigations.	DS		

## Offender Communication and Technology Services (CTS) 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 CTS Requirements Workbook.

### CTS 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 factors/features.

**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 CTS. 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	
TEL-103	Non-programmable Telephones	Telephones installed at correctional facilities shall not be programmable. Telephones shall not be capable of being used to program any feature of the CTS.	M	
TEL-104	Telephone Identifiers	All telephones shall use unique identifiers, provided by the CDCR Operations Manager, that will be referenced in all database files. The identifiers shall include the site, yard, and housing unit at a minimum.	M	
TEL-105	Volume and Noise Control	All of the telephones shall be equipped with volume controls which allow offenders to amplify the called party's voice. Telephones shall reduce background noise through the use of confidencers or directional microphones in the handset.	M	
TEL-106	Offender Telephones for Mobility Impaired	The contractor shall provide telephones equipped with ADA compliant assistive listening system capability for mobility impaired offenders.	M	

Bidder's Name:				
CATEGORY: Telephones				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
TEL-107	No Coin Slots/Card Slots	The telephones shall be manufactured without any coin/card slots. The covering of existing coin slots is not in compliance with this requirement. The telephones shall not use physical items such as smart cards or magnetic swipe cards.	M	
TEL-108	Armored Handset Cord	The armored handset cords for the 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.	M	
TEL-109	Offender Outdoor Telephones	The Contractor shall provide "all-weather" telephones to be used as required by the State. This applies to all outside telephones required throughout the State. The telephones must be weather and spray resistant (Bellcore TR-TSY-000456, NEMA 3R, or similar) as they may be exposed to extreme weather conditions.	M	
TEL-110	Offender Telecommunications 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.	M	
TEL-111	CTS Telephone Enclosures that Include Booths and Wall Mounted	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 CTS telephone booths and pedestals.  The existing telephone enclosures that include all booths, wall, and pedestals, will become property of CDCR upon the expiration of the current IWTS contract. The Contractor will be responsible for providing all additional or replacement telephone enclosures (booths, wall	M	

Bidder's Name:				
CATEGORY: Telephones				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
TEL-112	Telephone Booth Enclosure Design	The Contractor shall provide telephone booth enclosures for telephones installed inside or outside. The 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.	M	
TEL-113	Booth Enclosure Door Option	In most locations, the Contractor shall provide booth enclosures without doors. In limited locations, the 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.	M	
TEL-114	Telephone Enclosure Finish	Telephone enclosures shall be non-rusting and non-reflecting, with matte finish.	M	
TEL-115	Americans with Disabilities Act (ADA) Requirements	Enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.	M	

Bidder's Name:				
CATEGORY: VRS/ASL-VCS				
Req #	Function	Requirement Description	Type	Bidder's Bidder 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 CTS. 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	
VRS-103	VRS/ASL-VCS Touch Screen	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.	M	
VRS-104	VRS/ASL-VCS Non-Programmable	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 CTS.	M	
VRS-105	VRS/ASL-VCS Identifiers	All VRS/ASL-VCS shall use unique identifiers, provided by the CDCR Operations Manager, that will be referenced in all database files. The identifiers shall include the site, yard, and housing unit at a minimum.	M	
VRS-106	Volume and Noise Control	All of the VRS/ASL-VCS shall be equipped with volume controls which allow the offender to amplify the called party's voice. VRS/ASL-VCS shall reduce background noise through the use of confidencers or directional microphones in the handset.	M	

Bidder's Name:				
CATEGORY: VRS/ASL-VCS				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
VRS-107	No Coin Slots/Card Slots	The VRS/ASL-VCS shall be manufactured without any coin/card slots. The covering of existing coin slots is not in compliance with this requirement. The VRS/ASL-VCS shall not use physical items such as smart cards or magnetic swipe cards. All VRS/ASL-VCS shall use unique identifiers, provided by the CDCR Operations Manager that will be referenced in all database files.	M	
VRS-108	Armored Handset Cord	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.	M	
VRS-109	VRS/ASL-VCS Enclosures	The 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.  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	M	

Bidder's Name:				
CATEGORY: VRS/ASL-VCS				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
VRS-110	VRS/ASL-VCS Enclosure Design Requirements	<p>The video phone enclosure design shall be constructed as follows:</p> <ol style="list-style-type: none"> <li>1) 14-gauge (or heavier) steel case;</li> <li>2) Rugged steady beaded welded construction that is weather-resistant;</li> <li>3) Powder coated finish that is stainless steel or must be of a neutral color and easily cleaned;</li> <li>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.</li> <li>5) Shall not have removable parts, glass, sharp edges, or Plexiglas or similar material;</li> <li>6) Shall have no portion that be disassembled and used as weapons;</li> <li>7) No removable parts, including receiver ear and mouthpieces, and the window for dialing instructions.</li> <li>8) Enclosures shall contain Heavy duty locking mechanisms, hinges, door mechanisms capable of resisting offender tampering and vandalism.</li> <li>9) Enclosure must have adequate ventilation to include fans if needed for components.</li> </ol>	M	
VRS-111	VRS/ASL-VCS Enclosure Mounting Requirements	<p>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.</p> <p>Surface-mounted VCS/ASL-VCS must have no access to the back of the VRS/ASL-VCS.</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	
VRS-112	Americans with Disabilities Act (ADA) Requirements	Enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.	M	

Bidder's Name:				
CATEGORY: Video Calling Services (VCS)				
				Bidder's Response
Req #	Function	Requirement Description	Type	Bidder Agrees to Meet Requirement (Y/N)
VCS-101	VCS Hardware Requirements	The Contractor shall provide and install all the VCS equipment at each correctional facility and location covered by this Contract at no cost to the State. Equipment will be used by offenders to place video calls via the CTS. The Contractor shall be responsible for all modifications to existing enclosures necessary to mount the proposed equipment. The Contractor shall install additional 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 CTS shall allow flexibility for Video Calling from locations as determined by the State.	M	
VCS-102	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, or big enough to identify all callers in span of control and 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	
VCS-103	VCS Touch Screen	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.	M	
VCS-104	VCS Non-Programmable	VCS installed at correctional facilities shall not be programmable. VCS shall not be capable of being used to program any feature of the CTS.	M	
VCS-105	VCS Identifiers	All VCS shall use unique identifiers, provided by the CDCR Operations Manager, that will be referenced in all database files. The identifiers shall include the site, yard, and housing unit at a minimum.	M	
VCS-106	Volume and Noise Control	All of the VCS shall be equipped with volume controls which allow the offender to amplify the called party's voice. VCS shall reduce background noise through the use of confidencers or directional microphones in the handset or device.	M	

Bidder's Name:				
CATEGORY: Video Calling Services (VCS)				
				Bidder's Response
Req #	Function	Requirement Description	Type	Bidder Agrees to Meet Requirement (Y/N)
VCS-108	Armored Handset Cord	The armored handset cords for the 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.	M	
VCS-108a	Use of Headphones	VCS shall allow for optional use of headphones using 3.5mm jack	DS	
VCS-109	VCS Enclosures	<p>The Contractor shall provide VCS installed inside; mounted on a wall, or have the option to be attached to a pedestal. The VCS enclosures shall provide privacy for the offender, but allow the offender to be visually accessible by CDCR staff. The Contractor shall provide the VCS with background blurring software/feature or partitions as determined by the CDCR Operations Manager.</p> <p>Prior to installation, CDCR will inspect all enclosures, shelves, pedestals, and other mounting apparatus to ensure requirements are met.</p> <p>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</p>	M	



Bidder's Name:				
CATEGORY: Video Calling Services (VCS)				
				Bidder's Response
Req #	Function	Requirement Description	Type	Bidder Agrees to Meet Requirement (Y/N)
VCS-110	VCS Enclosure Design Requirements	<p>The video phone enclosure design shall be constructed as follows:</p> <ol style="list-style-type: none"> <li>1) 14-gauge (or heavier) steel case;</li> <li>2) Rugged steady beaded welded construction that is weather-resistant;</li> <li>3) Powder coated finish that is stainless steel or must be of a neutral color and easily cleaned;</li> <li>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.</li> <li>5) Shall not have removable parts, glass, sharp edges, or Plexiglas or similar material;</li> <li>6) Shall have no portion that be disassembled and used as weapons;</li> <li>7) No removable parts, including receiver ear and mouthpieces, and the window for dialing instructions.</li> <li>8) Enclosures shall contain Heavy duty locking mechanisms, hinges, door mechanisms capable of resisting offender tampering and vandalism.</li> <li>9) Enclosure must have adequate ventilation to include fans if needed for components.</li> </ol>	M	
VCS-111	VCS Enclosure Mounting Requirements	<p>The 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.</p> <p>Surface-mounted VCS must have no access to the back of the enclosure.</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	
VCS-112	Americans with Disabilities Act (ADA) Requirements	Enclosures and video phone shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.	M	
VCS-113	VCS Background Blurring	The VCS shall have the capability of blurring the background and focus only on the offenders face to enable safety and security of staff and other offenders	DS	

Bidder's Name:				
CATEGORY: Tablet				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
<b>TAB-100</b>	<b>Tablet Features and Requirements</b>			
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) Ability to use a management device to identify approximate location of Tablet when powered on with feature that cannot be disabled 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 capable of being 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.	MS	

Bidder's Name:				
CATEGORY: Tablet				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
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. Contractor shall provide charging carts for bulk charging the tablets. The CDCR Operations Manager will determine the location requiring charging carts.	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	

Bidder's Name:				
CATEGORY: Tablet				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
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, voice 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.	DS	
TAB-112	Tablet Screen Size	Contractor shall provide Tablets that have at least a 7 inch in size across the diagonal.	M	
TAB-113	Tablet Peripherals	Provide Offender Tablets that can support the ability to add external keyboards, mice, etc. based on program needs.	M	
TAB-114	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"> <li>1) 14-gauge (or heavier) steel case;</li> <li>2) Rugged steady beaded welded construction that is weather-resistant;</li> <li>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.</li> <li>4) Shall not have removable parts, glass, sharp edges, or Plexiglas or similar material;</li> <li>5) Shall have no portion that be disassembled and used as weapons; and</li> <li>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).</li> </ol>	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	

Bidder's Name:				
CATEGORY: Kiosk				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
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 CTS 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 CTS shall meet all current applicable Federal, State, and Local Codes, Standards, and Regulations. All CTS 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 CTS	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	

Bidder's Name:				
CATEGORY: Infrastructure				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
INF-106	CTS Power Requirements	The Contractor is responsible for any new circuits and power runs required to support the CTS 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 CTS for a minimum of 30 minutes due to a loss of commercial power in the CDCR institutions and facilities. The Contractor must provide an CTS 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	CTS 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 CTS 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	



<b>Bidder's Name:</b>				
<b>CATEGORY: Infrastructure</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
INF-109	CTS 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	

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 CTS. CDCR's ISP circuit will not be used to support CTS 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 CTS connectivity if the number of available ports is less than 20% after CTS 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	

Bidder's Name:				
CATEGORY: Network				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
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 CTS 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 to enable CTS services to be provided in common areas of all housing units and 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/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 CTS requirements. All CTS 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 CTS 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 CTS at the Camps.	M	

Bidder's Name:				
CATEGORY: Network				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
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 CTS 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	CTS Network Design Requirements	<p>The Contractor shall install and test all CTS 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 CTS requirements that include:</p> <ol style="list-style-type: none"> <li>1) Phone system/Enclosure;</li> <li>2) Recording storage system (local and remote);</li> <li>3) Administrative data storage and associated transport (local and remote);</li> <li>4) Active monitoring system, if applicable; and,</li> <li>5) Remote access system.</li> </ol>	M	

<b>Bidder's Name:</b>				
<b>CATEGORY: Network</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
NET-122	Offender Access to CTS Provided Content and Services	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 CTS 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, dorms, libraries, visiting areas, and classrooms. The Contractor must provide wireless network coverage to ensure reliable connectivity to the Tablets and full functionality.	MS	

<b>Bidder's Name:</b>				
<b>CATEGORY: Interfaces</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
INT-101	Interface with Existing CDCR Systems	The Contractor shall develop and provide all required interfaces to CDCR and Third Party systems/programs required to meet the requirements of the CTS. Contractor will work with CDCR staff and Third Party 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 and Third Party existing systems/programs to provide offenders the ability to access information and allow full functionality of the CTS services. The interfaces shall also reduce the manual input required by CDCR staff and update information in the existing CDCR systems/programs such as SOMS and TRACS (Offender Banking and Trust System). Contractor shall provide description of system.	MS	
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 CTS 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 CTS 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	

<b>Bidder's Name:</b>				
<b>CATEGORY: Interfaces</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
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	

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.	MS	
SEC-102	Intrusion Detection System and Intrusion Protection System (IDS/IPS)	Contractor shall be required to have IDS/IPS on the CTS firewall that manages the CTS 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.	MS	
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, and remote locations for offender 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 CTS) 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 CTS) 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 CTS circuit separate from the firewall securing access from the CTS to the CDCR network</p>	M	



Bidder's Name:				
CATEGORY: Security				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
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>	DS	
SEC-106	Hard Drive Encryption	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.	M	
SEC-107	Protection of Personal Privacy and Data	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).	M	
SEC-108	Unauthorized Safeguards	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.	M	

Bidder's Name:				
CATEGORY: Security				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
SEC-109	Ownership of Data	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.	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 CTS 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.	MS	
SEC-115	Connections to External Resources	The CTS 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	

<b>Bidder's Name:</b>				
<b>CATEGORY: Security</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
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	

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 friends and family of incarcerated to provide capability to send emails, eCards, photographs, video clips, and place funds to the CTS account without bypassing applicable restitution.	MS	
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 communication or correspondence with offender.	MS	
WEB-003	CTS Private Web Site	The Contractor shall provide and maintain a CTS Private Web Site that shall be updated weekly at a minimum. The website shall be username and password protected so the information viewed by CDCR remains confidential to CDCR. The Contractor shall use the CTS 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. The website shall be username and password protected so the information viewed by CDCR remains confidential to CDCR.	MS	



## **California Department of Corrections and Rehabilitation**

COMMUNICATIONS AND TECHNOLOGY SOLUTION (CTS)

Statement of Work

# Table of Contents

<b>1</b>	<b>BACKGROUND AND PURPOSE</b>	<b>9</b>
1.1	Background	9
1.2	Purpose	10
<b>2</b>	<b>CURRENT ENVIRONMENT AND PROPOSED ENVIRONMENT</b>	<b>10</b>
<b>2.1</b>	<b>Current Environment</b>	<b>10</b>
2.1.1	Adult facilities	11
2.1.2	Youth Facilities	12
2.1.3	CDCR Field Offices	12
2.1.4	Telephone System	12
2.1.5	Domestic And International Call Volumes and Call Rates	16
2.1.6	Space And Space Conditioning	17
2.1.7	Facility Cable Plant And Infrastructure	17
2.1.8	Managed Access Systems (MAS)	17
2.1.9	Cellphone Interdiction Solutions (CIS)	18
2.1.10	Video Relay Service (VRS)	18
2.1.11	Enterprise Inmate Communications (EIC) Pilot	19
<b>2.2</b>	<b>Proposed Environment</b>	<b>23</b>
2.2.1	Solution Objectives	23
2.2.2	Business Model Objectives	24
<b>3</b>	<b>TERM OF CONTRACT</b>	<b>31</b>
<b>4</b>	<b>CONTRACT CONTACTS</b>	<b>31</b>
<b>5</b>	<b>GENERAL REQUIREMENTS</b>	<b>32</b>
<b>5.1</b>	<b>Compliance Requirements</b>	<b>32</b>
5.1.1	Local, State, and Federal Statutory and Regulatory Compliance	32
5.1.2	Legislative Compliance	33
5.1.3	ADA Compliance	33
5.1.4	FCC Regulations Compliance	33
5.1.5	FCC Regulations Video Relay Services Compliance	33
5.1.6	VRS and ASL-VCS Calls	33
5.1.7	Equipment and Installation Compliance	33
5.1.8	CDCR Policy and Regulations Compliance	33
5.1.9	CDCR Log-In Screen Policy Compliance	33

5.1.10	Contractor Privacy Policy and Terms of Conditions	34
5.2	General Requirements	34
5.3	Documentation Requirements	34
<b>6</b>	<b>SOLUTION REQUIREMENTS</b>	<b>35</b>
<b>7</b>	<b>DATA CENTER FACILITY ENVIRONMENT</b>	<b>35</b>
<b>8</b>	<b>STATE'S ROLES AND RESPONSIBILITIES</b>	<b>36</b>
<b>9</b>	<b>CONTRACTOR'S ROLES AND RESPONSIBILITIES</b>	<b>37</b>
<b>10</b>	<b>KEY STAFF QUALIFICATIONS AND SKILLS</b>	<b>37</b>
<b>11</b>	<b>KEY PERSONNEL CHANGES</b>	<b>38</b>
<b>12</b>	<b>ESCALATION PROCESS</b>	<b>38</b>
<b>13</b>	<b>CHANGE CONTROL PROCEDURES</b>	<b>38</b>
<b>14</b>	<b>CONTRACTOR TASKS AND DELIVERABLE REQUIREMENTS</b>	<b>39</b>
14.1	CTS Project Management Plan	39
14.2	Project Schedule	39
14.3	Escalation Plan	39
14.4	Configuration Management Plan	40
14.5	Weekly status reports	40
14.6	Security Management Plan	40
14.7	Contingency and Disaster Recovery Plans	41
14.8	Acceptance Test Plan	41
14.9	Training Plan	41
14.10	CTS CDCR User manual	41

14.11	CTS CDCR Live monitoring User Guide	42
14.12	CTS CDCR Investigative Staff User Guide	42
14.13	CTS CDCR Operations Manager User Manual	42
14.14	CTS Customer Guides and Brochures	43
14.15	CTS TRAINING Materials	43
14.16	CTS Maintenance and Service Plan	43
<b>15</b>	<b>DELIVERABLE ACCEPTANCE/REJECTION PROCESS</b>	<b>44</b>
<b>16</b>	<b>DATA HANDLING AND OWNERSHIP</b>	<b>44</b>
<b>17</b>	<b>REPORTING</b>	<b>44</b>
17.1	Investigative Reports	45
17.2	Custom Query Reports	46
17.3	Alert Group Reports	46
17.4	Station Configuration Report	46
17.5	Ad hoc Reports	47
17.6	User ID Creation Report	48
17.7	Audit Log Report	48
17.8	Live monitoring Activity Report	48
17.9	Passive Acceptance Report	48
17.10	Blocked Number Report	48
17.11	Do Not Record Report	48
17.12	Data Backup Validation Reports	49
17.13	Monthly Reports	49
17.14	Trouble Ticket Report	49



17.15	Customer Service Call Volume Report	50
17.16	Customer Service Issues Report	50
17.17	Service, Support, and Maintenance Reports	50
17.18	Inventory Report	50
17.19	Network Performance Report	51
17.20	COMMUNICATION Volume Report	52
17.21	Revenue Tracking Report	52
17.22	Service Level Agreement Reports	52
17.23	Trouble Ticket Report	52
17.24	Catastrophic Outage SLA Report	53
17.25	SLA Summary Report	53
17.26	Executive Outage Summary Report	53
17.27	Annual SLA Trouble Ticket Summary Report	54
17.28	Report Screen Menus	54
<b>18</b>	<b>SECURITY</b>	<b>54</b>
<b>19</b>	<b>DISASTER RECOVERY</b>	<b>55</b>
<b>20</b>	<b>HARDWARE AND SOFTWARE NEEDS</b>	<b>56</b>
<b>20.1</b>	<b>Hardware Requirements</b>	<b>56</b>
20.1.1	Telephones	56
20.1.2	video calling services	58
20.1.3	Video Relay System/American Sign Language Video Calling System (VRS/ASL-VCS)	60
20.1.4	Tablets	62
20.1.5	Kiosks	64
20.1.6	Network Equipment	66
<b>20.2</b>	<b>Software Requirements</b>	<b>67</b>
20.2.1	Software In-Use Requirements	67
20.2.2	Software Maintenance	68
20.2.3	Software Testing	68

20.2.4	CDCR and third PARTY APPLICATIONS	68
<b>21</b>	<b>COMPATIBILITY AND INTERFACE</b>	<b>68</b>
<b>22</b>	<b>SYSTEM INSTALLATION</b>	<b>69</b>
22.1	Contractor Site Walks and Participation	69
22.2	Contractor Staff and Resource Background Checks	69
22.3	Cabling and Power Installation	69
22.4	Uninterruptible Power	70
22.5	Pre-Installation Documentation	70
22.6	As-Built Documentation	71
<b>23</b>	<b>SYSTEM IMPLEMENTATION</b>	<b>71</b>
<b>24</b>	<b>TECHNOLOGY REFRESH</b>	<b>71</b>
24.1	Availability of Technology and Additional Service Items	72
<b>25</b>	<b>SYSTEM TESTING AND ACCEPTANCE PROCEDURES</b>	<b>73</b>
<b>26</b>	<b>TRANSITION OF OPERATION TO NEW CONTRACTOR OR STATE</b>	<b>73</b>
<b>27</b>	<b>KNOWLEDGE OF TRANSFER AND/OR TRAINING</b>	<b>74</b>
27.1	CDCR Training and Knowledge Transfer	74
27.2	End User Customer Training	75
<b>28</b>	<b>MAINTENANCE AND OPERATIONS (M&amp;O)</b>	<b>76</b>
28.1	Remote Management	76
28.2	Trouble Ticket Reporting and Tracking System	77
28.3	CTS Trouble Ticket Priority Definitions and Response Table	78
28.4	CTS Support	80

<b>28.5</b>	<b>CTS End User Support</b>	<b>81</b>
<b>28.6</b>	<b>Preventive and Routine Maintenance</b>	<b>82</b>
<b>29</b>	<b>HELP DESK/CALL CENTER</b>	<b>82</b>
<b>30</b>	<b>INSURANCE AND LIABILITY REQUIREMENTS</b>	<b>83</b>
30.1.1	Acceptance	83
30.1.2	Coverage Term	83
30.1.3	Cancellation	83
30.1.4	Deductibles	83
30.1.5	Contract Termination	84
30.1.6	Primary Insurance	84
<b>30.2</b>	<b>COMMERCIAL GENERAL LIABILITY</b>	<b>84</b>
<b>30.3</b>	<b>WORKERS' COMPENSATION/EMPLOYER'S LIABILITY (M)</b>	<b>84</b>
<b>30.4</b>	<b>Automobile LIABILITY</b>	<b>84</b>
<b>31</b>	<b>WARRANTY</b>	<b>85</b>
<b>32</b>	<b>SERVICE LEVEL AGREEMENTS (SLAS)</b>	<b>85</b>
<b>32.1</b>	<b>General Requirements</b>	<b>85</b>
<b>32.2</b>	<b>RIGHTS AND REMEDIES</b>	<b>85</b>
<b>32.3</b>	<b>TROUBLE TICKET STOP CLOCK CONDITIONS (SCC)</b>	<b>86</b>
<b>32.4</b>	<b>SERVICE LEVEL AGREEMENTS (SLAs)</b>	<b>87</b>
32.4.1	Availability	87
32.4.2	Catastrophic Outage (CAT)	88
32.4.3	COMMUNICATION Records and Recording Information Loss	89
32.4.4	Excessive Outage	90
32.4.5	TRANSITION-In TIMELINES	91
32.4.6	IMPLEMENTATION TIMELINES	92
32.4.7	Security Breach	93
<b>33</b>	<b>(RESERVED FOR FUTURE USE)</b>	<b>94</b>
<b>34</b>	<b>UNANTICIPATED TASKS</b>	<b>94</b>

<b>35 BUDGET DETAIL AND PAYMENT PROVISIONS</b>	<b>95</b>
35.1 Contract Administrative Fee	95
35.2 NONREIMBURSEMENT OF ADDITIONAL COSTS	95
<b>36 GSPD-401IT GENERAL PROVISIONS – INFORMATION TECHNOLOGY</b>	<b>95</b>
<b>37 STATEWIDE USE</b>	<b>95</b>
<b>38 GLOSSARY OF TERMS</b>	<b>96</b>
<b>39 ATTACHMENTS</b>	<b>99</b>
Exhibits	119

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# **1 BACKGROUND AND PURPOSE**

The intent of this document is to provide clear definition of the scope of the Communications and Technology Solution (CTS) Project work, as well as the required project outcomes to be achieved. To accomplish CTS 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 individuals, there's a limited number of TTY/TDD phones available at designated institutions where these individuals reside. In the past couple of years, Video Relay Service/American Sign Language-Video Calling System (VRS/ASL-VCS) was implemented for hearing impaired individuals that use American Sign Language as their primary means of communication. In addition to 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 incarcerated individuals 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 incarcerated individuals through advancements in technology to increase rehabilitative opportunities. Throughout this document, the term individual will refer to both Adult and Youth Incarcerated Individuals.

An integral part of an individual's rehabilitation are the continued support and connections with their families, friends and communities. By providing services via 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 a Communications and Technology Solution (CTS) to focus on this need for connections. This system will enhance individual's communication user experience, provide new services and increase access to existing services 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 CTS shall be completed no more than 18 months following Contract award. The CTS 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 a 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 incarcerated individuals, 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 Incarcerated individuals;

- 3) Publicly or privately owned Community Correctional Facilities (CCF) with disciplinary, release, and custody oversight;
- 4) Privately owned facilities Community Programs (CP's) with disciplinary, release and custody oversight for females ; 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 adults. CDCR operated three (3) youth facilities and one (1) youth fire camp, housing approximately 600 youths. 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 CTS Contract based upon activation or deactivation of facilities to accommodate 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 telephones is based upon the design of the facility, available infrastructure, and other CDCR policies. IWTS equipment includes: 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. Individual's assignments include: dispatch to wildland fires, response to emergencies, and assisting with a variety of community work projects.

The individuals housed at these facilities are trained with firefighting skills. The quantity of telephones is based upon design of the camp, capacity, and available infrastructure (on-site and provided by the Local Exchange Carrier) to support the phones. IWTS equipment include walls-mounted 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 incarcerated individuals 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 telephones is based upon the design of the CCF or CP, available infrastructure, capacity, and population. IWTS equipment includes: 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 telephones is based upon design and capacity of the facility/camp, available infrastructure, and population. IWTS equipment includes: 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 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 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, 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) telephones at adult facilities and sixty-eight (68) telephones at youth facilities designed to accommodate incarcerated individual originated, non-confidential personal calls. Coinless, tamper-resistant telephones are designated exclusively for incarcerated individuals.

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 the 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 incarcerated individual 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 the calls;
- 6) Ability to block calls to specific telephone numbers upon request; and,
- 7) Programming features allowing centralized investigations.

#### **2.1.4.1 COINLESS TELEPHONES**

Telephones have special tamper resistant steel housings with break-resistant handsets attached by armor-shielded cords and steel lanyards. All 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 phones are located outside. Currently CDCR has authorized phone booths to be installed outside as an alternative for reliability during inclement weather conditions.

- 2) Telephones on mobile carts are currently used at California State Prison, San Quentin (CSP-SQ) for condemned individuals 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 phones are installed on a mobile cart and rolled to the front of the cell. The handset cord is long enough to go through cell bars and allow the individual to sit on the end of the bottom bed. The telephone line cord is plugged into the back of the 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 individual makes a call.

#### **2.1.4.2 CUT-OFF SWITCHES**

All telephones are capable of being shut off manually by CDCR staff. Some locations utilize physical cut-off switches that are hardwired to the 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 TELEPHONE ENCLOSURES, PEDESTALS AND CARTS**

Although the majority of the telephones are wall-mounted inside 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 the 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 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 telephone conversations and scan, interrupt and terminate calls. This equipment has the capability of turning on and off designated 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 call recordings, and ability to save 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 TDD calls are not processed on the IWTS network; however, the current contractor maintains and services the TDDs.

Individuals with hearing disabilities are not sent to fire camps. However, portable TDDs are provided, as needed, in the event an incarcerated individual 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 calls. The requirements were established to notify the incarcerated individuals 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 incarcerated individuals are aware of the recording and/or monitoring.
- 2) Branding is the initial recorded message the incarcerated individuals and called parties hear during the call process. The branding is different for adults and youths. The incarcerated individual and called party cannot talk to each other when the branding is played.

- a) The individual and called party hear "...this call and your telephone number will be recorded and monitored. you have a collect call from <Incarcerated individual's name> an Incarcerated individual 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 Incarcerated individual and called party to be connected until this required branding announcement ends.
  - b) The Incarcerated individual and called party hear "...you have a collect call from <Incarcerated individual state's their name> an incarcerated individual 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 Incarcerated individual 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 incarcerated individual and called party, "This recorded call is from an individual 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 incarcerated individuals 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 individual at a California correctional facility.
  - 4) Call Termination recorded messages are played for the incarcerated individual and called party at two (2) separate times towards the end of the call. The individual and called party hear "you have 60 seconds remaining" and "you have 30 seconds remaining."

#### **2.1.4.8 IWTS RECORDINGS**

The 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 individuals to place calls to Sexual Abuse Hot Lines, or any other confidential line designated by CDCR at no cost to CDCR or the individual. 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 youths 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 individuals 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 incarcerated individual 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, individuals 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.

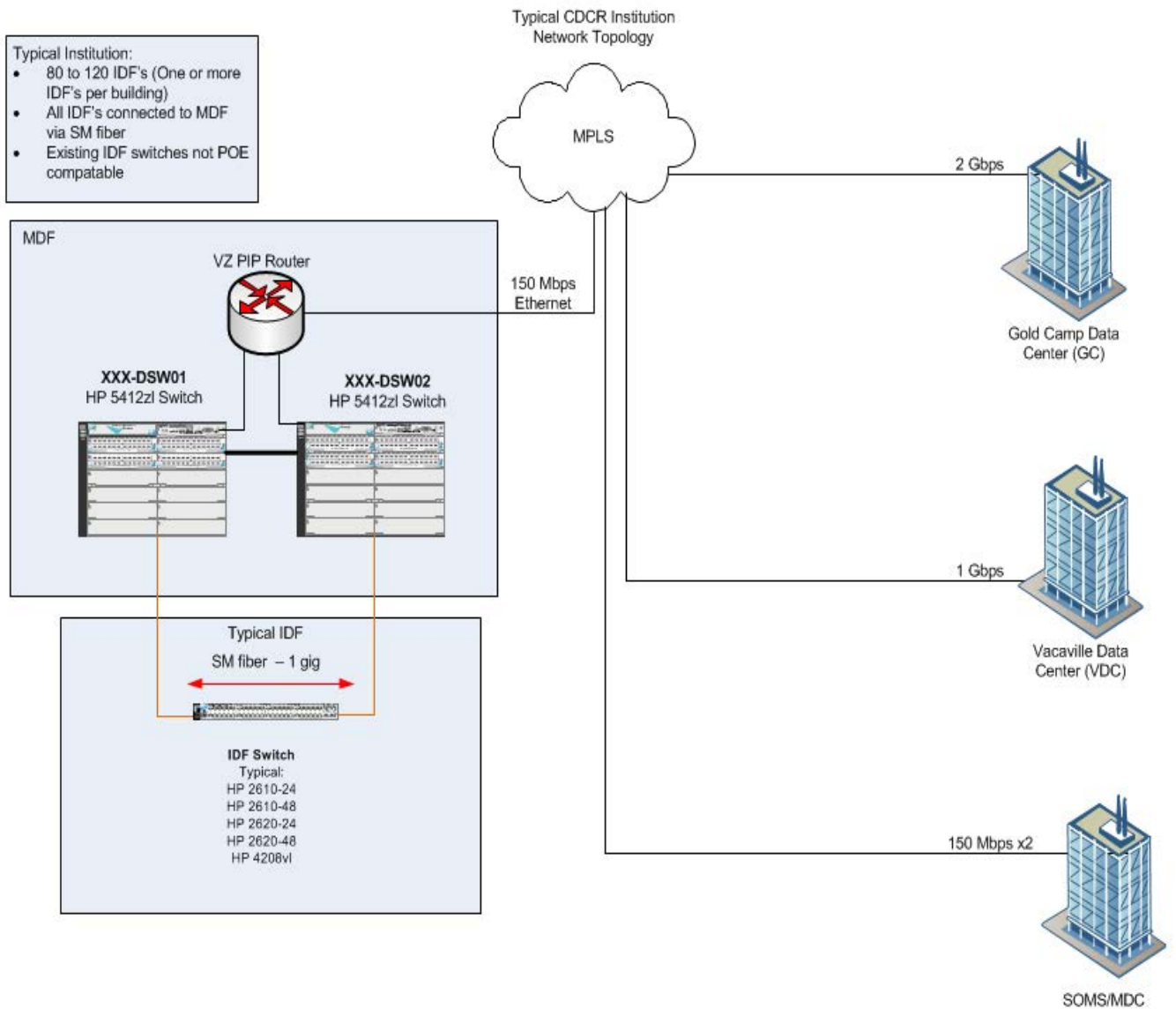
### **2.1.11.2 CURRENT CDCR NETWORK TOPOLOGY**

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**



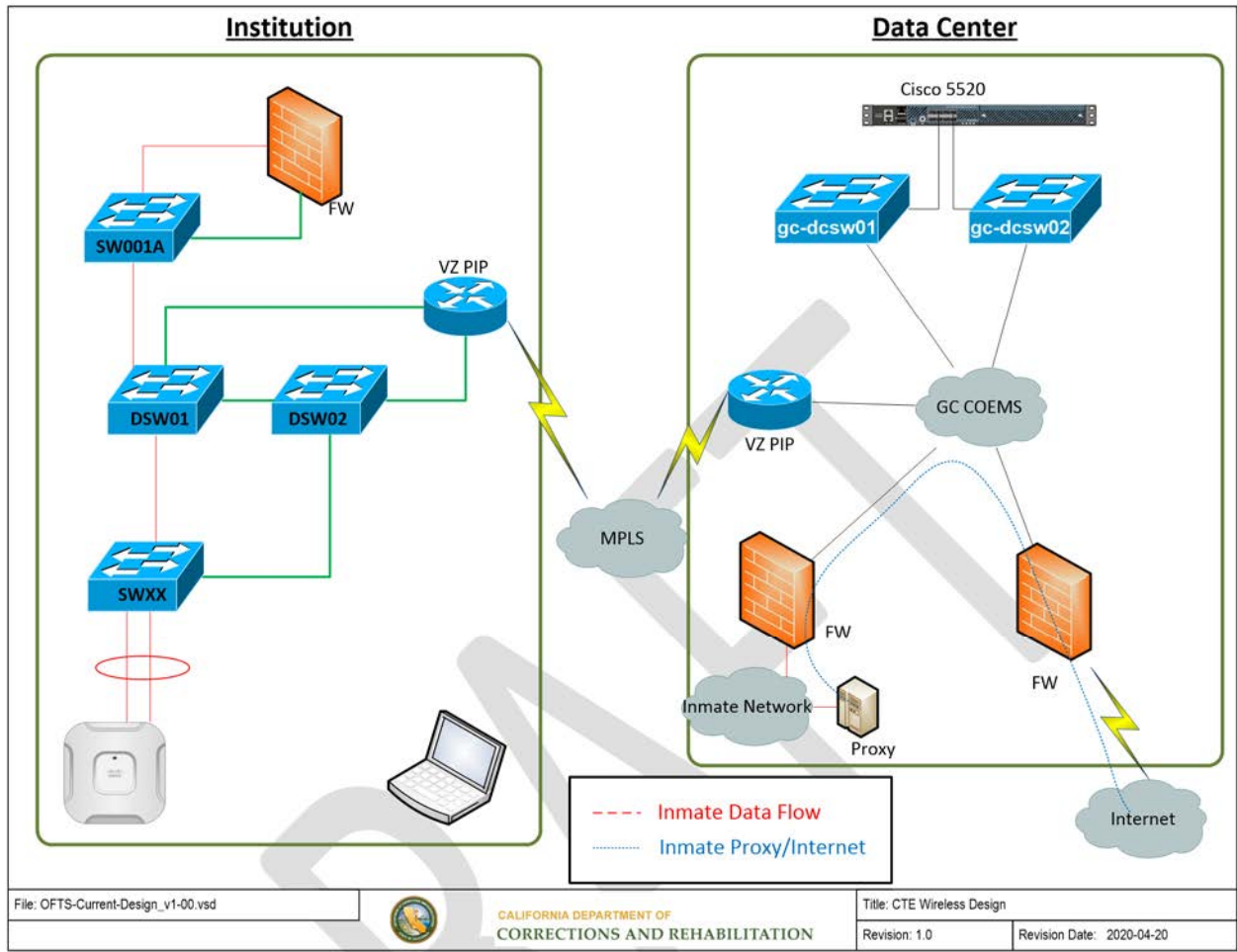


Figure 2-2: Inmate Data Flow

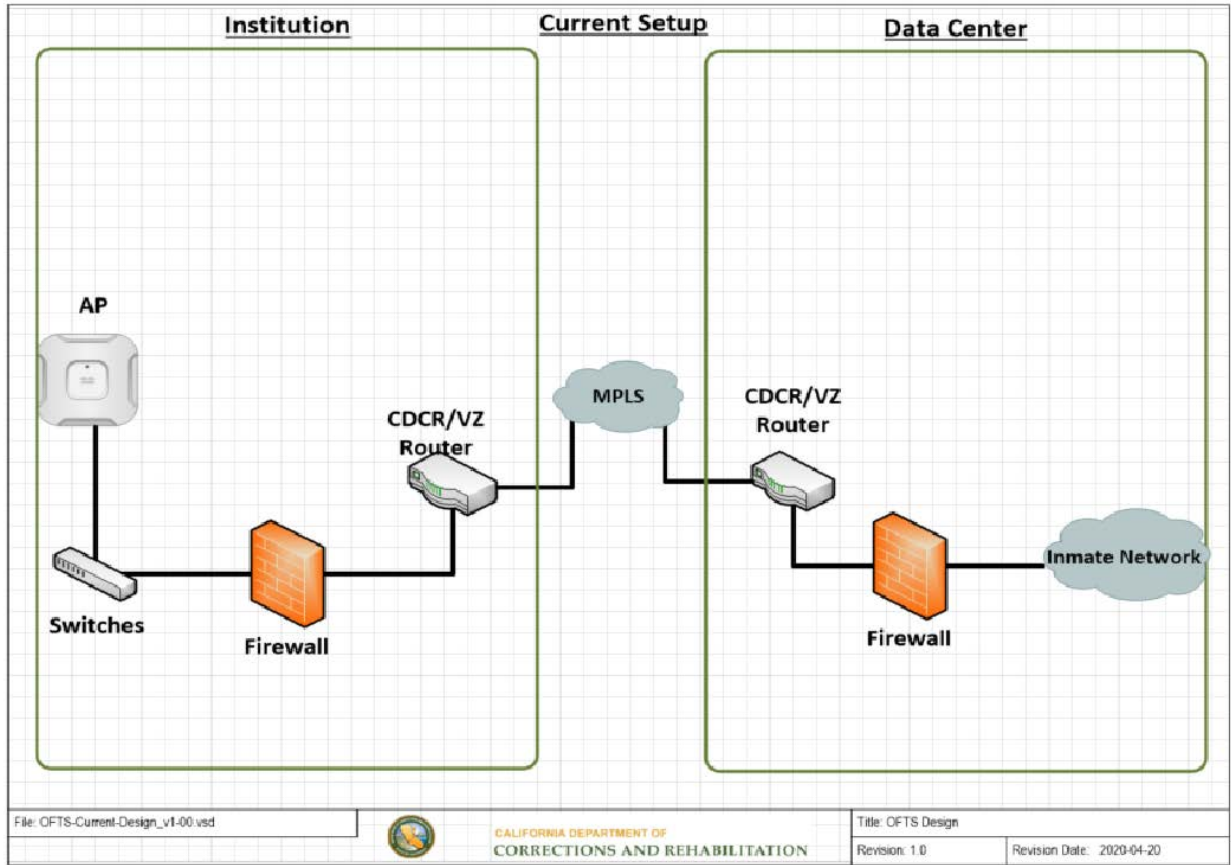


Figure 2-3 Simplified Inmate Data Flow

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 Communications and Technology Solution (CTS) to all individuals and will continue to evolve over a period of years. The software components of CTS and use of technology will enable new corrections processes not possible in today's CDCR correctional environment. CTS improves the connection between the incarcerated individuals and families and friends by increasing communication and supporting the rehabilitative efforts of the individuals. The CTS 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 CTS Program together with every part of CDCR will reengineer the State of California's 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 services are offered. Many operational processes that touch an incarcerated individual will be impacted in some way.

### **2.2.1 SOLUTION OBJECTIVES**

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

- Communication
- Information Services
- Access to CDCR and Third Party provided Application and Content
- Entertainment (Optional)

In addition to the services, the CTS will include Investigative Tools/Support, a Management System for Staff, and network infrastructure to support the CTS 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 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 incarcerated individuals.
6. Ensure access to services within mandated time frames and 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 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 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 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 individuals in compliance with ADA, FCC, and California PSC.
- C. Ensure wheelchair access for physically disabled individuals to communication service devices in compliance with ADA.
- D. Provide authorized hot lines that are not monitored.
- E. Provide authorized CDCR staff the capability to monitor, record, and store all 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 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 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, incarcerated individuals, and called parties. At some future date, CDCR may look to Tablets as a means to place voice calls. The processes and procedures governing 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 communication services, the most significant change is the implementation of live video calling and electronic messaging. In the proposed environment, individuals 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. Incarcerated individuals will not have the ability to send but only receive e-letters, photos and video clips. The incarcerated individuals 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 of 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 incarcerated individuals and family and friend corresponding with the incarcerated individual 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 CTS 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 individuals 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 individuals to comply with ADA, FCC, and California PSC regulations and guidelines. Assistive Technology should be used to ensure visually impaired individuals 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 incarcerated individual 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 access to general information regarding policies, regulations, procedures, manuals, and other essential information.
- B. Establish an electronic repository where individuals could access and search for information.
- C. Reduce number of hard copy documents requested or required to provide incarcerated individuals.

The CTS will provide the capability for CDCR to download and update CDCR Policies, Rules, Regulations, Operating Procedures, Manuals, and Information for the individuals to access electronically via the 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 information documents will be provided by the CTS 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
- Restitution Responsibility Information for Adult Incarcerated individuals
- 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 include access and view through the Tablet/Kiosk. Another feature that will be available is the capability to distribute information and important announcements

directly to individuals 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 incarcerated individual directly.

### **2.2.2.3 CDCR and Third Party Application and Content**

The Prime Contractor shall provide the incarcerated individual access to CDCR and Third Party Application and Content such as Education and Rehabilitative Services, Health Care Services, Law Library, Trust and Banking Services, Appeals and Grievances and Canteen Services on the Kiosk and Tablets as required. The Prime Contractor shall work with CDCR staff to implement CDCR and Third Party application and content as required.

### **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.
- C. Provide access to eBooks appropriate in a correctional setting.
- D. The catalog of eBooks, games, music, and videos/movies being offered shall be pre-approved by CDCR.
- E. The contractor shall describe the contents offered to the individuals for free and the content that are offered at a cost. .

As with the current environment, CDCR would utilize the services to provide the incarcerated individuals 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 individuals 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 consumption. Authorized CDCR staff shall have access to monitor the entertainment content the incarcerated individual is downloading or streaming on demand and may suspend or disable content at the individual 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 incarcerated individuals 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 incarcerated individual 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.
- 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 incarcerated individuals, 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 incarcerated individuals and family/friends communication, activities, and services. Authorized CDCR staff will need the capability to grant access to services based on the incarcerated individual's privilege group, status, and restrictions. Access to the management tool should be Web based and have easy access

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 services being provided by the CTS.

#### **2.2.2.6 Investigative Tools and Support**

A critical portion of the CTS 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 incarcerated individuals 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, CTS 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, etc. Search tools such as the ability to conduct keyword searching analytics on live/ recorded 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



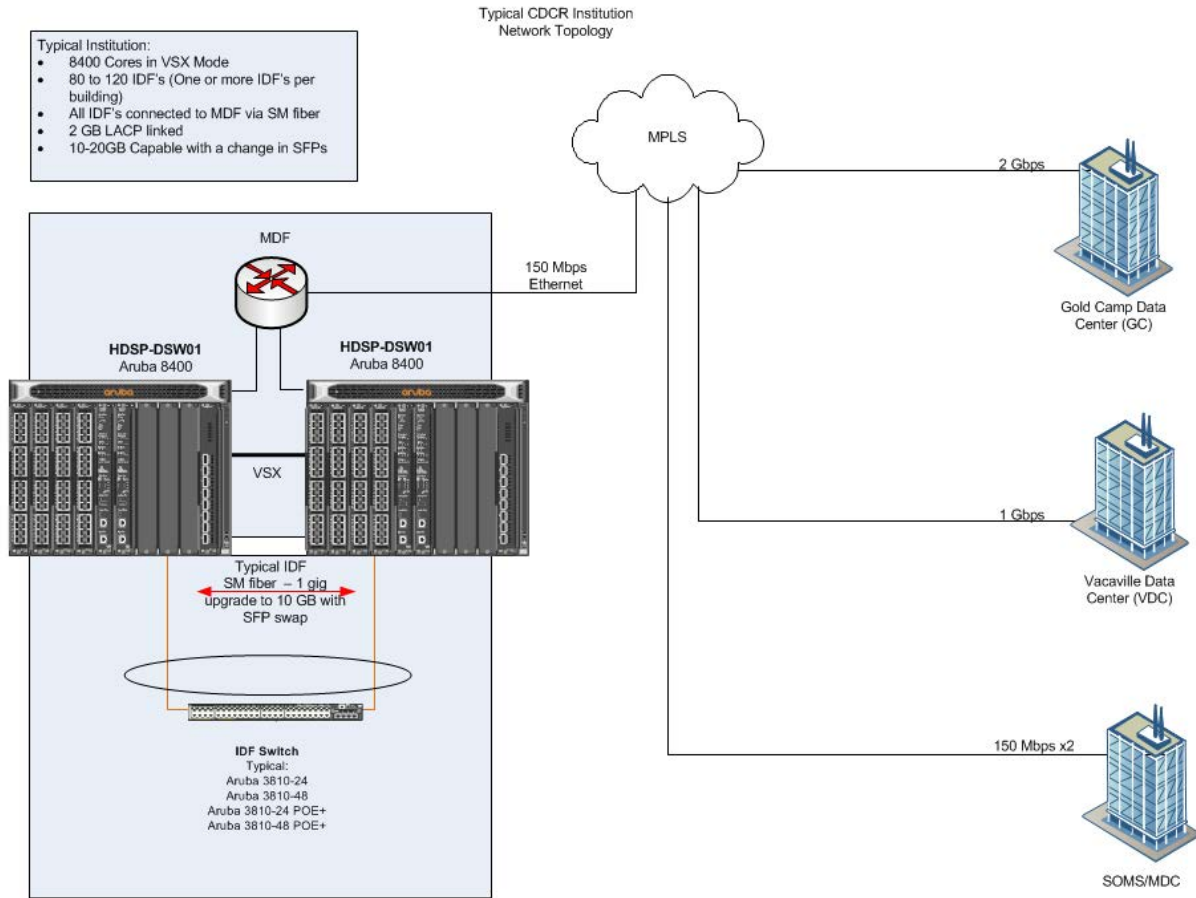
the ability to link the analytical database with other allied agencies for link analysis in support of investigations.

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 CTS.

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 incarcerated individual traffic from the CDCR network. The Contractor shall incorporate the CTS network connectivity through the use of VLANs that are assigned by CDCR on the IDF switches and allow the CTS traffic to utilize the CDCR pathway to the MDF where it will then be handed off to the CTS Contractor's router/switch/firewall and access the CTS 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: CTS Proposed Network.

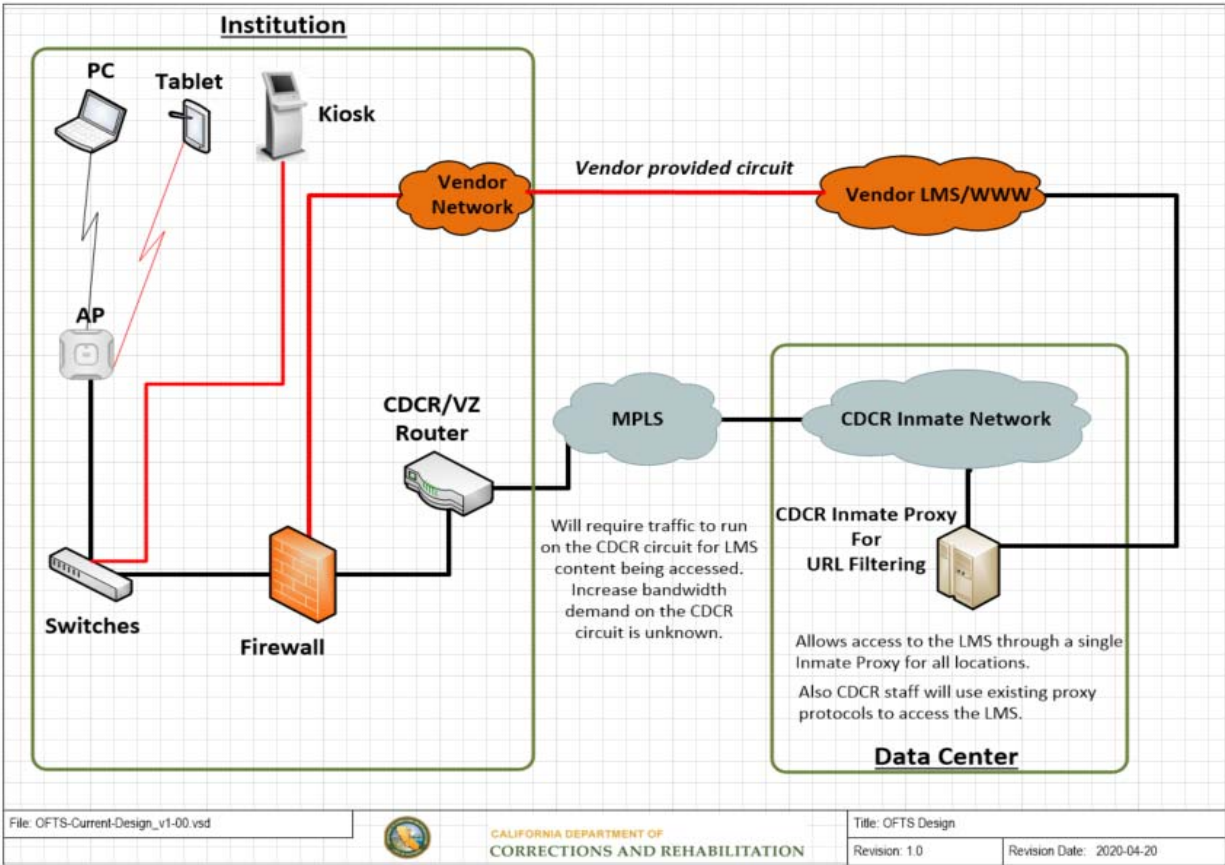


Figure 2-5: CTS Proposed Network

### 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: <a href="mailto:CIOSTNDCDCRContractAdminUnit@state.ca.gov">CIOSTNDCDCRContractAdminUnit@state.ca.gov</a>	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 individuals 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 CTS 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 Communications and Technology Solution 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, incarcerated individual, 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](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 CTS 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 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 family/friends that will use the CTS 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 individuals. The CDCR has a diverse incarcerated 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 individuals can have equal access to the programs and services provided by the CTS.

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 CTS 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 CTS 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 CTS 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 CTS and make the documentation available to CDCR Operations Manager upon request. The Prime Contractor shall explicitly define how the CTS 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 CTS 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 CTS databases and shall be responsible for the management and administration of all the databases associated with CTS. 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 CTS databases), and reports. This does not include real-time audio and video packets or configuration files associated with CTS network control systems.

The CTS shall provide secure, multi-level database access control configurations and definable staff levels as described in CDCR CTS Role-Based User Profiles. The CTS 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 CTS 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 CTS system shall broadcast database updates to all appropriate CTS locations on the network concurrently and without operator intervention.

The CTS shall provide hardware and software capable of archiving all CTS data. Automatic archiving of the database files shall be accomplished without requiring manual intervention or degradation to the use of the CTS System. The archiving function will be used to comply with the redundancy requirement as described in CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS services. The State will retain core technology management functions for strategic planning, quality assurance, contract management, and specific CTS 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 CTS 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 Contractors 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 Contractors must provide experienced professionals and skilled technical staff necessary for the implementation, support, and Maintenance and Operations of the CTS 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 CTS 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 Contractors 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 CTS project.

## **12 ESCALATION PROCESS**

The Prime Contractor shall provide an Escalation Plan which details procedures, processes, and personnel for use during a CTS 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 CTS Project Manager, the Prime Contractor shall clarify the relationship of the Project Manager in the escalation process.

The CTS 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 a CTS 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 CTS 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 CTS 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 CTS hardware and software, along with the documentation, consistent and current.

The CTS Configuration Management Plan shall be updated and provided to CDCR Operations Manager when CTS components are modified, installed, or upgraded. The components shall include all CTS 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 CTS PROJECT MANAGEMENT PLAN**

The Prime Contractor shall submit a proposed CTS 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 CTS Project Management Plan shall address installation and the on-going management of the CTS Contract components. The Prime Contractor will meet with the State to finalize the CTS Project Management Plan within 30 calendar days of Contract award. The CTS 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 CTS 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 CTS PM Plan shall include materials and decisions from the CDCR Project Manager.

The CTS 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 CTS 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 CTS implementation and describe how they will keep the project on schedule. The CTS 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 a CTS 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 CTS Project

Manager, the Prime Contractor shall clarify the relationship of the Project Manager in the escalation process.

The CTS 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 a CTS Configuration Management Plan to the CDCR Operations Manager for approval at least 30 calendar days prior to any planned implementation. The CTS 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 CTS hardware and software, along with the documentation, consistent and current.

The CTS Configuration Management Plan shall be updated and provided to CDCR Operations Manager when CTS components are modified, installed, or upgraded. The components shall include all CTS 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 a CTS Security Management Plan that details and demonstrates the physical and data security requirements for both the CTS system and the Prime Contractor's facilities and processes. This plan shall address the requirements regarding the following:

- 1) CTS Network Security;

- 2) Intrusion Detection System and Intrusion Protection System (IDS/IPS)
- 3) CTS Live Monitoring Security;
- 4) CTS Investigative System Network Security;
- 5) CTS Investigative Software/Hardware Security;
- 6) CTS Data Management; and
- 7) CTS 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 CTS 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 CTS. The Acceptance Test Plan must be provided 90 days prior to placing any CTS features in operation and must be approved by CDCR.

#### **14.9 TRAINING PLAN**

The CTS Training Plan shall contain a complete syllabus of how CDCR Authorized staff will be effectively taught to use the CTS. 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 CTS 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 CTS Training Plan shall be subject to approval by CDCR Operations Manager and modifications as directed. The CTS 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 CTS CDCR USER MANUAL**

The Prime Contractor shall provide and maintain current CTS CDCR User Manuals for CDCR Authorized Staff for all CTS features.

- 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the CTS functionality. There shall be no references to any features or functionalities that are not provided in the CTS environment.
- 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the CTS 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 CTS and make the documentation available to CDCR upon request.

#### **14.11 CTS CDCR LIVE MONITORING USER GUIDE**

The Prime Contractor shall prepare and provide a CTS 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 CTS. Hardcopies shall be laminated and posted at each CTS Live Monitoring location. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the CTS Contractor-Hosted Secured Network Portal. The Prime Contractor shall modify the CDCR User Guide as directed by the State.

#### **14.12 CTS CDCR INVESTIGATIVE STAFF USER GUIDE**

The Prime Contractor shall prepare and provide a CTS 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 CTS CDCR Investigative Staff User Guide will be made available on the Prime Contractor's CTS Private Web site and shall be specific to the CTS. 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 CTS Private Web site. The Prime Contractor shall modify the CTS CDCR Investigative Staff User Guide as directed by the State.

#### **14.13 CTS 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 CTS CUSTOMER GUIDES AND BROCHURES**

The Prime Contractor shall prepare and provide a CTS 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 CTS 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 CTS 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 CTS 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 CTS services (where applicable). Upon request, the Prime Contractor shall provide soft copies of the brochures to the CDCR Operations Manager.

#### **14.15 CTS TRAINING MATERIALS**

Contractor shall provide training materials that instruct the incarcerated individuals to easily navigate through the phone, kiosk, and tablet. In addition provide the training materials on new processes and procedures to access the 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 user guides, quick reference cards/sheets, and on-line help, frequently asked questions (FAQs), video clips, and posters.

The Prime Contractor shall prepare and provide a 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 CTS 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 CTS 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, CTS maintenance procedures and scheduling plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components that includes all CTS 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 CTS Maintenance and Service Plan shall include the schedule of required regular CTS 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 CTS 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 CTS 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 CTS databases and shall be responsible for the management and administration of all the data and databases associated with the Communications and Technology Solution. The data stored in the all the CTS databases is confidential and the property of the CDCR. Data is defined as information and content specific to call recordings, call detail records, e-messages including pictures and video grams, and investigative tools. The security and privacy of the CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS Private Web Site.

## **17.1 INVESTIGATIVE REPORTS**

The CTS shall be capable of generating the following Reports from the CTS 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 CTS 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 CTS 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) CTS Station Identifier;
- 7) CDCR Facility;
- 8) CTS Station Location within the CDCR facility;
- 9) Destination Number (with partial field search capability using a wild card);
- 10) Date and Time of CTS 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 CTS 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 CTS shall provide Call Frequency Report by Origination and Destination calls from a specific CTS 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 CTS 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 CTS Facility Contact List as an active Alert Group by a specific CDCR Authorized User.

## **17.4 STATION CONFIGURATION REPORT**

The CTS Station Configuration Report lists the unique CTS device station number for each CTS device within the designated facility(s). This report shall list the CTS Station Identifier, the station location and the last time the station configuration record was updated.

## 17.5 AD HOC REPORTS

CTS 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 CTS 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 CTS 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 CTS will include user friendly filters and sort criteria to customize the Ad Hoc Reports. The authorized CDCR Staff shall request from the Prime Contractor CTS Ad Hoc Reports that may include a compilation of information from the other reports described in CTS 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) CTS Station Type;
- 7) CTS 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 individual, 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 CTS 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 CTS 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 CTS 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 CTS Live Monitoring Terminals during a specific reporting period. This report shall include the identification of the CTS 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 CTS 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 CTS Blocked Number Report details the telephone numbers that have been identified as unauthorized to receive CTS calls. The CTS 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 CTS 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 CTS 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**

CTS 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 CTS Trouble Ticket Report tracks the status and activity of trouble ticket activity each month. The CTS 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 CTS Trouble Ticket Report are as follows:

- 1) CTS 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 CTS Trouble Ticket Summary Report.

### **17.15 CUSTOMER SERVICE CALL VOLUME REPORT**

The CTS 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 CTS 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 CTS 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 CTS 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 CTS Customer Service Issues Summary Report.

### **17.17 SERVICE, SUPPORT, AND MAINTENANCE REPORTS**

The CTS 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 CTS activities.

### **17.18 INVENTORY REPORT**

The Current CTS Inventory Report provides the CDCR Operations Manager with a complete accounting of the equipment located at CDCR facilities and connected to the CTS (whether the Prime Contractor installed or State owned). The Current CTS 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) CTS 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 CTS.
  - b) Equipment Identification Number;
  - c) Equipment Location:
    - i) Housing Unit;
    - ii) Yard Location; or,
    - iii) Building Location.
  - d) Type of CTS Device:
    - i) Standard CTS device (fixed); or
    - ii) CTS device (portable).
  - e) Type of CTS Enclosure:
    - i) Wall enclosure or
    - ii) Pedestal enclosure
  - f) Type of CTS 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 CTS 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 CTS 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 CTS Call Volume Summary Report.

## **17.21 REVENUE TRACKING REPORT**

The Prime Contractor shall provide as part of the monthly revenue reports a Monthly CTS Revenue Tracking Report. The Monthly CTS 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 CTS 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 incarcerated individuals for each SLA applied.

The Monthly CTS 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**

CTS CAT outages shall be reported independently on a per occurrence basis. A CTS 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 CTS 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**

A CTS Executive Outage Summary Report may be requested by the CDCR Operations Manager for any significant network outage or critical service failure. A CTS 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 CTS 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 a CTS 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 CTS 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 CTS 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](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 CTS 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 CTS 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 CTS telephones shall be capable of mounting to concrete walls, stainless steel shrouded columns, mobile carts, or internal/external enclosures. Telephones installed at correctional facilities shall not be programmable. Telephones shall not be capable of being used to program any feature of the CTS. 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 CTS 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 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 telephones shall be equipped with volume controls which allow offenders to amplify the called party's voice. Telephones shall reduce background noise through the use of confidencers or directional microphones in the handset.

The 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 telephones required throughout the State. The 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 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 telephones installed inside or outside. The 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 CTS 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.

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

### **20.1.2 VIDEO CALLING SERVICES**

The Prime Contractor shall provide and install all the Video Calling Services (VCS) equipment at correctional facilities and locations as specified by CDCR. VCS will be used to place video calls via the CTS. The Prime Contractor shall be responsible for all modifications to existing enclosures necessary to mount the proposed VCS set. The Prime Contractor shall install additional 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 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 VCS installed inside; mounted on a wall, or have the option to be attached to a pedestal. The VCS enclosures shall provide privacy, but allow the incarcerated individual to be visually accessible by CDCR staff. The Contractor shall provide the VCS with background blurring software/feature or partitions as needed to obstruct the view and prevent a security risk. Prior to installation, CDCR will inspect all enclosures, shelves, pedestals, and other mounting apparatus to ensure requirements are met. The VCS shall meet the ADA requirements and ADA Accessibility Guidelines (ADAAG).

All VCS devices shall use unique identifiers, provided by the CDCR Operations Manager that will be referenced in all database files. VCS installed at correctional facilities shall not be programmable. VCS shall not be capable of being used to program any feature of the CTS.

### **20.1.2.1 Video Calling Services Construction Specifications**

The enclosures must contain all hardware and software necessary to provide a “turnkey” enclosure that provides Video Calling 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 tampering and vandalism.
- 9) Enclosure must have adequate ventilation to include fans if needed for components.

The armored handset cords for the 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 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 must have no access to the back of the video phone device.

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.

Video Calling sets and enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.

#### **20.1.2.2 Video Calling Services 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 VIDEO RELAY SYSTEM/AMERICAN SIGN LANGUAGE VIDEO CALLING SYSTEM (VRS/ASL-VCS)**

The Prime Contractor shall provide and install all the VRS/ASL-VCS equipment at correctional facilities and locations as specified by CDCR. VRS/ASL-VCS sets will be used to place calls via the CTS. 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, but allow the incarcerated individual to be visually accessible by CDCR staff. The Contractor shall provide the VCS with background blurring software/feature or partitions as needed to obstruct the view and prevent a security risk. 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 CTS.

### **20.1.3.1 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 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.

VRS and ASL-VCS and enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.

### **20.1.3.2 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.

### **20.1.4 TABLETS**

The Contractor shall provide Tablets to every incarcerated individual at no cost to the State, the incarcerated individual, and the family/friends. The Contractor will retain ownership of the 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 5 GHz 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 incarcerated individual 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. Contractor shall provide charging carts for bulk charging the tablets. The CDCR Operations Manager will determine the location requiring charging carts.

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 incarcerated individuals and CDCR staff.

Provide 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 individuals-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.

#### **20.1.4.1 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 individual 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 individual 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 individual 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 highlighting text and bookmarking pages when reading book files of any type on the Tablet.

Provide the basic productivity tools for taking 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 ID functionality to Tablet operation for long term identification tracking purposes.

## **20.1.5 KIOSKS**

The Prime Contractor shall provide and install Kiosks in housing units, long-term care facilities, and other CDCR specified locations where offenders are housed. The Contractor shall retain ownership of the Kiosk equipment and shall be responsible for all the scheduled maintenance, repairs, replacement, support, and service for the term of the contract.

### **20.1.5.1 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 individuals 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 a 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 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.

### **20.1.5.2 Display Monitor/Screen**

Kiosk should contain a touch screen; however, a durable security centered keyboard will also be considered especially supporting disabled individuals 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 individual having to scroll. However there are cases where in order to view the item or text in a readable size, the viewing size must be increased which may require the individual 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 individual could zoom in or enlarge the content for readability.

For non-touch screen Kiosk, resolution changes must be possible to avoid scrolling

## **20.1.6 NETWORK EQUIPMENT**

### **20.1.6.1 Network Switches**

#### **20.1.6.1.1 IDF Network Switches**

Contractor must provide additional switches or replace existing CDCR switches for CTS connectivity if the number of available ports is less than 20% after CTS 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.

#### **20.1.6.2 Wireless Access Points (WAPs)**

Contractor shall be responsible to provide and install all Wireless Access Points (WAPs) required to provide coverage to ensure connectivity to the CTS from the 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.

#### **20.1.6.3 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 incarcerated individuals 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 CTS) 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 CTS) 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 CTS circuit separate from the firewall securing access from the CTS to the CDCR network

#### **20.1.6.4 Uninterruptible Power Supply (UPS)**

The Prime Contractor shall provide all equipment necessary to maintain 100% functionality for the contractor's main CTS 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 a CTS 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 CTS. 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 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 CTS 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 CTS 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 CTS 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 AND THIRD PARTY APPLICATIONS**

The Prime Contractor shall allow CDCR and Third Party developed and approved applications to be loaded on the Kiosks and Tablets as required. 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 CTS Management application, CDCR and Customer facing web portal that is compatible with current industry standard web browser.

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 CTS. All development and implementation of the interfaces will be at no cost to the State, incarcerated individuals or their family and friends. The CTS 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 CTS.

## **22 SYSTEM INSTALLATION**

The Contractor shall be responsible to provide, install, and test all infrastructure required to provide the CTS 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 CTS 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 CTS shall meet all current applicable Federal, State, and Local Codes, Standards, and Regulations. All CTS 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 CTS 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 CTS 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 a CTS 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 CTS 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, new circuit and electrical 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 CTS. The Prime Contractor shall provide a CTS Implementation plan and associated staff that can meet the demands of a phased, multi-site implementation in an efficient manner. The Telephone and VRS/ASL-VCS services shall be implemented first followed by the remaining CTS services. If additional detailed site specific information is required for engineering the CTS 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 CTS 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 CTS 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 CTS

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 this environment is critical to the State's business success, and that the State's needs and requirements with regard to the 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 CTS. The Acceptance Test Plan must be provided 90 days prior to placing any CTS 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 CTS 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 CTS equipment during the Transition-Out process, the Prime Contractor shall agree to relinquish to CDCR all claims of ownership of the CTS equipment identified in CTS Transition Requirements. The transition of ownership of the equipment shall occur in accordance with the CTS 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 CTS services or may include new strategies for providing CTS 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 a CTS Transition Out plan at time such plan is required.

The implementation of a CTS 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 CTS contract, the State will take ownership of the CTS telephone equipment including all CTS 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 CTS calling devices, enclosures, cut-off switches and associated cabling as part of the Transition-Out process to the future CTS 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 CTS 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 CTS.

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 a CTS 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 CTS. Hardcopies shall be laminated and posted at each CTS Live Monitoring location. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the CTS 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 CTS CDCR User Manuals for CDCR Authorized Staff for all CTS features.

- 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the CTS functionality. There shall be no references to any features or functionalities that are not provided in the CTS environment.
- 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the CTS 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 CTS and make the documentation available to CDCR upon request.

The Prime Contractor shall prepare and provide a CTS 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 CTS CDCR Investigative User Guide will be made available on the Prime Contractor's CTS Private Web site and shall be specific to the CTS. 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 CTS 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 CTS. 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 CTS. 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 incarcerated individuals in the use of the CTS 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 a 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 CTS 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 a CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 individuals. 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 CTS 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 a CTS 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 CTS 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 CTS 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 CTS 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: CTS calling devices, Monitoring Equipment, Investigative Equipment, Prime Contractor wiring, network equipment, network transmission, power, software, programming/ configuration) including the Equipment Identification, Current CTS 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, CTS 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 CTS TROUBLE TICKET PRIORITY DEFINITIONS AND RESPONSE TABLE**

<b>Priority</b>	<b>Criteria</b>	<b>Response Target</b>	<b>Resolution Target</b>
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Critical	<p>Impact: Extensive/Widespread</p> <p>Major System or network outage, CTS functionality is 'down' at multiple sites simultaneously or incident marked VIP.</p>	≤ 15 minutes	<p>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.</p>
Major	<p>Impact: Significant/Large</p> <p>CTS functionality is 'down' at one site or one (1) housing unit. A down system includes any CTS network, device, component, service and/or application.</p>	≤ 30 minutes	<p>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.</p> <p>Status updates are provided every four (4) hours or sooner if developments occur.</p>
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 CTS services is of a nature that is not impacting incarcerated individuals 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	Issue will be worked until resolved during regular business hours (8:00 am to 5:00 pm PT, Monday – Friday, except California state holidays).  Status updates will be provided at the end of the business day or sooner as developments occur.
Note: CDCR will work with the Prime Contractor to properly identify the severity of an issue when the issue is first reported. However, CDCR reserves the right to escalate the status of any issue to a higher severity at any time.			

## 28.4 CTS 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 CTS shall possess the capability to automatically notify both the Prime Contractor and selected CDCR Authorized Staff in the event of a CTS Live Monitoring malfunction of the Call Control system, the recording system; the Prime Contractor hosted web-based CTS 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 CTS 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 CTS Private Web Portal to the Prime Contractor's Complaint Tracking and Reporting System.

## **28.5 CTS 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 CTS 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 a CTS 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 CTS 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 CTS equipment shall not require on-site routine and preventative maintenance more than once per month for any site. CTS 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, CTS maintenance procedures and scheduling plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components that includes all CTS 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 CTS Maintenance and Service Plan shall include the schedule of required regular CTS 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, CTS 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 CTS 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 CTS service and environment for use by the Prime Contractor's organization. The Procedures will be submitted to CDCR for approval prior to CTS 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 CTS 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 CTS to the 'back-end' systems that manage, control and support each of the components that make up the complete CTS.

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 CTS 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 CTS 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 CTS 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](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**

<b>SLA Name:</b> Availability (Network, Voice, and Data)
<b>Definition:</b> The percentage of time and CTS service is fully functional and available for use each calendar month.

<p><b>Measurement Process:</b> 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.</p>											
<p><b>Services:</b></p>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<p><b>Objective(s):</b></p> <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>Information Services</td> <td>≥ 95.5%</td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td>≥ 95.5%</td> </tr> <tr> <td>Entertainment Services</td> <td>≥ 95.5%</td> </tr> </tbody> </table>		Services	Monthly Objective	Communication Services	95.5%	Information Services	≥ 95.5%	CDCR and Third Party Application and Content	≥ 95.5%	Entertainment Services	≥ 95.5%
Services	Monthly Objective										
Communication Services	95.5%										
Information Services	≥ 95.5%										
CDCR and Third Party Application and Content	≥ 95.5%										
Entertainment Services	≥ 95.5%										
<p><b>Rights and Remedies</b></p>	<p><b>Per Occurrence:</b> N/A</p>										
	<p><b>Monthly Aggregated Measurements:</b>  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 CTS services were unavailable to the affected Customers (Incarcerated individuals, Family or Friends). The Customers shall also receive credit for one (1) complimentary telephone call for each 60 minute interval the CTS service were unavailable. The outage minutes will be rounded up to the next 60 minute interval if they fall between intervals. Example: 40 minute outage shall be rounded up as 60-minute interval.</p>										

**32.4.2 CATASTROPHIC OUTAGE (CAT)**

<p><b>SLA Name:</b> Catastrophic Outage</p>
<p><b>Definition:</b> Failure of any part of the Network Based CTS 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 CTS services on a system wide basis, or 20% of the overall impact to CDCR operations.</p>

<p><b>Measurement Process:</b> 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 CTS 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-CTS service basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each CTS service is deemed out of service from the first notification until the Contractor determines the CTS service is restored. Any CTS service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p>											
<p><b>Service(s):</b></p>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
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Services	Monthly Objective										
Communication Services	≤2 hours										
Information Services	≤2 hours										
CDCR and Third Party Application and Content	≤ 2 hours										
Entertainment Services	≤2 hours										
<p><b>Rights and Remedies</b></p>	<p><b>Per Occurrence:</b> A CTS Catastrophic (CAT) report shall be provided to CDCR within 30 calendar days of restoration date.</p>										
	<p><b>Monthly Aggregated Measurements:</b> 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 CTS services were unavailable to the affected Customers (Incarcerated individuals, Family or Friends). The Customers shall also receive credit for two (2) complimentary email for each 60 minutes the CTS service were unavailable.</p>										

### 32.4.3 COMMUNICATION RECORDS AND RECORDING INFORMATION LOSS

<p><b>SLA Name:</b> Communication Records and Call Information Loss</p>
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<p><b>Definition:</b> The loss or damage to communication records, including but not limited to Call Detail Records (CDRs), call recordings, messages, photos, videos.</p> <p>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.</p>					
<p><b>Measurement Process</b> 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.</p>					
<p><b>Service(s):</b></p>					
<p>Communication Records and Call Information</p>					
<p><b>Objective (s):</b></p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 80%;"></th> <th style="width: 20%;">Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Records and Call Information Loss</td> <td style="text-align: center;">0%</td> </tr> </tbody> </table>			Monthly Objective	Communication Records and Call Information Loss	0%
	Monthly Objective				
Communication Records and Call Information Loss	0%				
<b>Rights and Remedies</b>	<p><b>Per Occurrence:</b> N/A</p>				
	<p><b>Monthly Aggregated Measurements:</b> Each month the service fails to meet the committed SLA objective shall result in credit for one (1) complimentary telephone call to the CTS individual Customers per lost or damaged communication record or call information.</p>				

### 32.4.4 EXCESSIVE OUTAGE

<p><b>SLA Name:</b> Excessive Outage</p>	
<p><b>Definition:</b> A service failure that remains unresolved for more than the committed objective level.</p>	
<p><b>Measurement Process:</b> 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.</p>	
<p><b>Service(s):</b></p>	
<p>Communication Services</p>	<p>Information Services</p>
<p>CDCR and Third Party Application and Content</p>	<p>Entertainment Services</p>

<b>Objective (s):</b> The Unavailable Time objective shall not exceed:											
	<table border="1"> <thead> <tr> <th>Services</th> <th>Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td>12 hours</td> </tr> <tr> <td>Information Services</td> <td>12 hours</td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td>12 hours</td> </tr> <tr> <td>Entertainment Services</td> <td>12 hours</td> </tr> </tbody> </table>	Services	Monthly Objective	Communication Services	12 hours	Information Services	12 hours	CDCR and Third Party Application and Content	12 hours	Entertainment Services	12 hours
Services	Monthly Objective										
Communication Services	12 hours										
Information Services	12 hours										
CDCR and Third Party Application and Content	12 hours										
Entertainment Services	12 hours										
<b>Rights and Remedies</b>	<b>Per Occurrence: N/A</b>										
	<b>Monthly Aggregated Measurements:</b> 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 CTS Customers with open accounts (Incarcerated individuals, Family or Friends) at location(s) where outage occurred.										

### 32.4.5 TRANSITION-IN TIMELINES

<b>SLA Name:</b> Transition-In	
<b>Definition:</b> This SLA is the transition of new rates and services.	
<b>Measurement Process:</b> This SLA is based on the contractor meeting the commitment dates for Transition-In as specified in the Contractor's approved Transition Plan.	
<b>Service(s):</b>	
Communication Services	Information Services
CDCR and Third Party Application and Content	Entertainment Services

<b>Objective (s):</b>	
	<b>Monthly Objective</b>
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
<b>Rights and Remedies</b>	<b>Per Occurrence: N/A</b>
	<b>Monthly Aggregated Measurements:</b> Credit or rebate of one (1) telephone call per incarcerated individual per day at affected facility.

### 32.4.6 IMPLEMENTATION TIMELINES

<b>SLA Name:</b> Implementation	
<b>Definition:</b> Implementation Timelines	
<b>Measurement Process:</b> This SLA is based on the percentage of successful implementation of services met by the commitment dates for the approved Contractor's Implementation Plan.	
<b>Service(s):</b>	
Communication Services	Information Services
CDCR and Third Party Application and Content	Entertainment Services
<b>Objective (s):</b>	
	<b>Monthly Objective</b>
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
<b>Rights and Remedies</b>	<b>Per Occurrence: N/A</b>
	<b>Monthly Aggregated Measurements:</b> Credit or rebate of one (1) telephone call per incarcerated individual per day at affected facility.



### 32.4.7 SECURITY BREACH

<b>SLA Name:</b> Security Breach											
<b>Definition:</b> 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><b>Measurement Process:</b> 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>											
<b>Service(s):</b>											
Communication Services	Information Services										
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<p><b>Objective (s):</b> The Unavailable Time objective shall not exceed:</p> <table border="1"> <thead> <tr> <th>Services</th> <th>Each Occurrence</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td><b>2 hours</b></td> </tr> <tr> <td>Information Services</td> <td><b>2 hours</b></td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td><b>2 hours</b></td> </tr> <tr> <td>Entertainment Services</td> <td><b>2 hours</b></td> </tr> </tbody> </table>		Services	Each Occurrence	Communication Services	<b>2 hours</b>	Information Services	<b>2 hours</b>	CDCR and Third Party Application and Content	<b>2 hours</b>	Entertainment Services	<b>2 hours</b>
Services	Each Occurrence										
Communication Services	<b>2 hours</b>										
Information Services	<b>2 hours</b>										
CDCR and Third Party Application and Content	<b>2 hours</b>										
Entertainment Services	<b>2 hours</b>										
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> A CTS 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.										
	<b>Monthly Aggregated Measurements:</b> 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 CTS services were unavailable to the affected Customers (Incarcerated individuals, Family or Friends).										

### **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 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**

After completion of the Transition-In phase and for the remaining term of the Contract, an annual Contract Administrative Fee of \$200,000 will be payable by the Prime Contractor, in monthly increments of \$16,666.66 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.

### **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 CTS 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](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

25, 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 CTS **RFP CXXXXXX-D** and the resulting Contract, the following words and phrases shall have the indicated meanings.

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

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

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

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 CTS data and reports.

Barge-in – ability for an authorized CDCR staff to interrupt a CTS 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 CTS that documents the details of the telephone, video phone, VRS, and the ASL-VCS.

Call Detection – means of detecting unusual or suspicious activities on a CTS call.

Call Duration – the total amount of minutes an individual may converse with the called party on a CTS call.

Call Forwarding – CTS calls forwarded by a called party to a third party.

Called Party – family or friends

CCHCS – California Correctional Health Care Services provides care that includes medical, dental and mental health services, to California's incarcerated individual population.

CDCR – California Department of Corrections and Rehabilitation. Primary consumer for Communications 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 CTS for the duration of the contract.

CDT – California Department of Technology. CTS Contract Administrator.

Censored – communication that is not released to an incarcerated individual or their family or friends

Credentials – a document or certificate proving a person's identity or qualifications.

Device ID – The unique identifier on all CTS devices.

DTMF – Dual Tone Multi-Frequency

E-Cards – pre-approved greeting cards

Electronic Letter – an inbound letter similar to an email from a family or friend to an incarcerated individual. These letters are printed by staff and delivered to the individual by the mailroom.

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 a CTS call for unusual or suspicious activity

GUI – Graphical User Interface

Health Care Services – medical care provided to individuals in the institutions.

Hearing Carry Over – allows speech disabled user with hearing capabilities to listen to the called party.

Hotline Call – calls originating from the adult or youth incarcerated individual to a designated hot line (i.e. PREA, other State Agencies)

Inbound Call – calls originating from the public to an incarcerated individual. Inbound calls are prohibited and shall not be processed by the CTS.

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 CTS hardware either permanently installed on the wall or floor utilized by the individuals to consume CTS 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

Live Monitoring – real-time listening or viewing of the 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 activity shall be recorded and monitored by authorized CDCR staff.

Non-Confidential Emails – emails exchanged between the incarcerated individual and their family or friends.

Incarcerated Individual – Adult and Youth in the care of the CDCR

CTS – Communications and Technology Solution

CTS Management Application – web-based application used for administrative management of CTS features.

Outbound Call – telephone, video, VRS, or ASL-VCS calls originating from an incarcerated individual to their family or friends.

Overlay Message – message that is played or displayed randomly throughout the telephone or video communication.

PINs – Personal Identification Numbers

Post Release Community Supervision (PRCS) – parolee under the supervision of a county agency and not the CDCR.

Prime Contractor – the primary CTS contractor under contract with the State who has full responsibility of completing and managing the CTS 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 family and friends.

Rehabilitative – provide access to educational opportunities to individuals 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.

SLARR – shall mean the total of the Service Level Agreement Rights and Remedies for CTS 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 – CTS 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 incarcerated individual and the called party the call will end due to expiration of time.

Three-Way Calling – Calling that involves connecting three (3) distinct parties.

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 CTS.

User Manual – a comprehensive CTS user instruction that contains detailed and clear instructions on the operations of the CTS hardware and software.

User Privilege – administrative privileges assigned individually to users and/or groups.

Video Call – simultaneous real-time audio and video communication between incarcerated individual and their family or friends.

Video Clips – brief recorded video from a family or friend to an incarcerated individual

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 individual who may be blind or have diminished vision.

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 incarcerated individual.

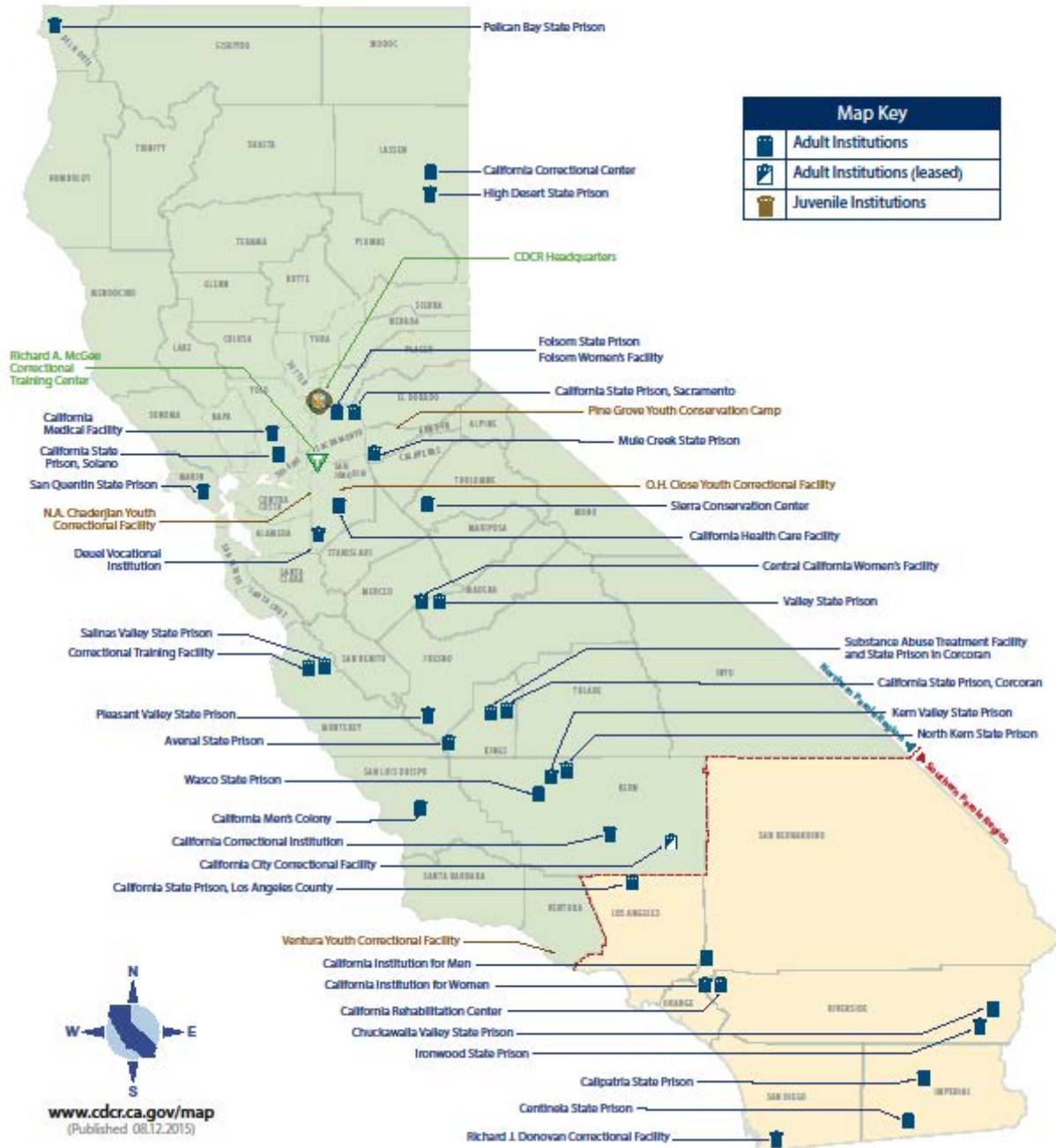
## **39 ATTACHMENTS**

- 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
- Attachment 6: Community Program IWTS Equipment
- Attachment 7: DJJ Youth Facilities' IWTS Equipment
- Attachment 8: Cellular Interdiction Solution (CIS) Equipment
- Attachment 9: CDCR Network Equipment Standards

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

<b>DJJ Youth Facilities</b>	<b>Physical Address</b>
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 Aqueduct-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
	<b>TOTALS</b>	<b>4648</b>	<b>50</b>	<b>220</b>	<b>163</b>	<b>386</b>	<b>21</b>	<b>8</b>	<b>177</b>	<b>80</b>	<b>525</b>



### 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
	<b>Total</b>	<b>136</b>	<b>104</b>	<b>86</b>	<b>35</b>	<b>0</b>	<b>39</b>	<b>42</b>	

**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
	<b>TOTALS:</b>	<b>197</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>

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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 CCTRTP	3	3	0	0	0	1
2	San Diego CCTRTP	3	3	0	0	0	1
3	Bakersfield CCTRTP	3	3	0	0	0	1
4	Stockton CCTRTP	2	0	0	0	0	1
5	Sacramento CCTRTP	2	0	0	0	0	1
	<b>TOTALS:</b>	<b>13</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>

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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
<b>TOTALS:</b>	<b>68</b>	<b>68</b>	<b>2</b>	<b>0</b>	<b>44</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>

\* 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
<b>Total</b>	<b>103</b>	<b>68</b>	<b>272</b>	<b>272</b>	<b>170</b>	<b>34</b>

## 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 22: BUSINESS AND TECHNICAL REQUIREMENTS**

Refer to spreadsheet attachment.

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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

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**California Department of Corrections and Rehabilitation  
Cost Proposal  
Instructions**

**Due October 28, 2020 by 3:00 p.m. PST**

<b>INSTRUCTIONS</b>
1. Please populate <b>ALL</b> cells shaded in <b>YELLOW</b> cells within the Cost Proposal and Cost List Tab. 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.
2. Per the RFP, the state requires a solution that is revenue generating or cost neutral. Therefore, the response to this cost proposal shall yield <b>no cost to the state</b> . Additionally, the vendor must complete the "Cost List" tab for all proposed services in which fees will be charged to offenders and their family and friends.
3. Tab 2 is the Summary Cost Worksheets that will be used for Evaluation and Scoring of the Cost Proposal. This spreadsheet is automatically calculated and will not require any input from the Bidder.
4. For Tab 3, the Anticipated Call Volume are in no way an indication of what can be expected or guaranteed to be produced. The amounts are only for the purposes of evaluating the Cost Proposals for scoring in this RFP.
5. For Tab 4, the Anticipated Annual Transactions are in no way an indication of what can be expected or guaranteed to be produced . The amounts provided in the spreadsheet are only for the purposes of evaluating the Cost Proposals for scoring in the RFP.  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 items list as "No Charge" will not be changed and are required to be provided at no charge to the State or Offender.
6. For 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.
7. Tab 6 is provided to allow the Bidder's to include any other costs or fees that were not included in the previous Cost Tabs. These costs or fees will not be scored as part of the Cost proposal.

<b>California Department of Corrections and Rehabilitation</b>	
<b>Cost Proposal</b>	
<b>Cost Workbook</b>	
<b>Respondent:</b>	<b>Company X</b>
<b>Item Description</b>	<b>Annual Cost</b>
Telephone Call Rates and Charges	\$0.00
Other Offender Communication	\$0.00
Offender Services and Entertainment (OPTION 1)	\$0.00
Offender Services and Entertainment (OPTION 2)	\$0.00
<b>OPTION 1 Total</b>	<b>\$0.00</b>
<b>OPTION 2 Total</b>	<b>\$0.00</b>
<b>Other Charges:</b>	
**Prepaid Account One-time Transaction Fee	\$0.00
***Advance Pay Call Transaction Fee - per use	\$0.00

**California Department of Corrections and Rehabilitation  
 Cost Proposal**

Cost Workbook

**Respondent:** Company X

**Offender Communications**

**Telephone Call Rates and Charges**

Item Description	Proposed Fee to Offender, Family, or Friend (per minute)	Anticipated Annual Call Volume (minutes)	Gross Revenue Generated
Adult - Local and IntraLATA		71,191,681	\$0.00
Adult - InterLATA		150,906,796	\$0.00
Adult - Interstate		15,217,727	\$0.00
Youth - Local and IntraLATA		606,701	\$0.00
Youth - InterLATA		2,340,940	\$0.00
Youth - Interstate		54,493	\$0.00
International Calls		146,571	\$0.00
			<b>\$0.00</b>

**Other Offender Communication**

Each E-mail		73,450,000	\$0.00
Each Attachment		10,000,000	\$0.00
Each Photograph		3,510,000	\$0.00
Each e-Card		2,120,000	\$0.00
Each Video Gram		1,410,000	\$0.00
Each Video Call (i.e. Video Visitation)		1,800,000	\$0.00
			<b>\$0.00</b>

**Other Charges:**

**Prepaid Account One-time Transaction Fee			
***Advance Pay Call Transaction Fee - per use			

\*\*Prepaid Account One-time Transaction Fee is a one-time fee to setup a prepaid account and is a nonrecurring fee. Once a prepaid account is established, the customer will not be required to pay this fee again when adding funds to the Prepaid Account.

\*\*\*Advance Pay One Call Transaction Fee is an automated payment method fee (via debit or credit card) used with a prepaid calling option that does not have a minimum balance requirement and does not require setting up a Prepaid account.



California Department of Corrections and Rehabilitation			
Cost Proposal			
Cost Workbook			
Respondent:	Company X		
Offender Services and Entertainment			
Item Description	Proposed Fee to Offender, Family, or Friend (per Transaction)	Anticipated Annual Transactions	Gross Revenue Generated
Each e-Book		740,000	\$0.00
Each Game Puchase		400,000	\$0.00
Each Printed Page (B/W)		500,000	\$0.00
Each Printed Page (Color)		300,000	\$0.00
<b>OPTION 1:</b>			
Each Song Purchase		7,150,000	\$0.00
Each Music Album		1,170,000	\$0.00
Each Movie Rental		1,500,000	\$0.00
<b>OPTION 1 Total</b>			<b>\$0.00</b>
<b>OPTION 2:</b>			
	Proposed Fee to Offender, Family, or Friend (Monthly Subscription Fee)	Anticipated Annual Subscriptions	
Music Subscription Services		750,000	\$0.00
Movie Subscription Services		750,000	\$0.00
<b>OPTION 2 Total</b>			<b>\$0.00</b>
Access to CDCR and Third Party Application and Content	No Charge		
Internal Communication/Messaging	No Charge		
CDCR-Initiated Messaging	No Charge		
Hotline Communications/Reporting	No Charge		

<b>California Department of Corrections and Rehabilitation</b>	
<b>Cost Proposal</b>	
<b>Cost Workbook</b>	
<b>Respondent:</b>	<b>Company X</b>
<b>Tablet Accessories</b>	
Item Description	Proposed Cost to Offender, Family, or Friend
Earbuds	
Keyboards	
Screen Protectors	
Enter Item Description	
Enter Item Description	



Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
14.1	CTS Project Management Plan	<ul style="list-style-type: none"> <li>The Plan shall address an 18 month implementation of all required equipment and services following Contract award. The CTS Project Management Plan shall address installation and the on-going management of the CTS Contract components.</li> <li>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).</li> <li>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 CTS PM Plan shall include materials and decisions from the CDCR Project Manager.</li> <li>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.</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>The State Executive Steering Committee (ESC) monitors project progress against the PMP.</li> <li>The State ESC reviews and approves changes made to project resources, schedule, goals, cost estimates, and procurement strategies.</li> <li>The State Project Sponsor provides guidance and direction for key business strategies and resolves all major policy issues.</li> <li>The State CTS Project Manager (PM) manages the activities associated with the project schedule, monitors and controls the project, and produces regular progress reports.</li> <li>The State CTS Program Manager provides ensures program subject matter experts are available as needed.</li> <li>The State CTS PM approves all project deliverables.</li> </ul>	30 calendar days after contract execution	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
14.2	Project Schedule	<ul style="list-style-type: none"> <li>• Drafted in Microsoft Project 2013 or an later version</li> <li>• Maps the activities and tasks to be undertaken to accomplish each project deliverable and provide required services (i.e., includes Work Breakdown Structure, Phase, Activity, Tasks, Subtasks)</li> <li>• Includes tasks to capture all work packages (e.g., products, outputs) created to complete project deliverables</li> <li>• Schedule should be fully resource loaded (with both Contractor and State staff roles) and baselined</li> <li>• Illustrates the strategy for and timing (i.e., duration, start and end dates, resources, predecessors/successors) to complete system development, installation, testing activities and prepare for and undertake the CTS Implementation, M&amp;O, and Transition activities</li> <li>• Includes tasks and/or milestones for State staff resources, and deliverables review events and approval</li> </ul>	<ul style="list-style-type: none"> <li>• The State CTS PM manages the activities associated with the project schedule, approves proposed schedule changes that do not impact project milestones or timeline, monitors, and controls the project.</li> <li>• The State CTS PM approves all project deliverables.</li> </ul>	30 calendar days after contract execution	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
14.3	Escalation Plan	<ul style="list-style-type: none"> <li>• Contractor shall include details procedures, processes, and personnel for use during a CTS failure in the Escalation Plan.</li> <li>• Contractor shall provide three (3) escalation levels from the organization to address unanticipated difficulties like installation concerns, system downtime, and degradation of services.</li> <li>• 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.</li> <li>• CTS 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.</li> </ul>	<ul style="list-style-type: none"> <li>• The State CTS Project Manager will be responsible for establishing the escalation procedure and process on the State side.</li> <li>• The State CTS Project Manager will identify the escalation levels on the State side that correspond with the escalation levels on the Contractor's side.</li> <li>• The State CTS Project Manager will provide points of contact and contact information for each level of escalation.</li> <li>• The State CTS Project Manager will approve the Escalation Plan.</li> </ul>	30 calendar days after contract execution and periodically updated	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
14.4	Configuration Management Plan	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Plan shall describe the Contractor's process to keep the CTS hardware and software, along with the documentation, consistent and current.</li> <li>• Plan shall be updated and provided to CDCR Operations Manager when CTS components are modified, installed, or upgraded. The components shall include all CTS equipment, hardware, software, and firmware.</li> </ul>	<ul style="list-style-type: none"> <li>• The State CTS Project Manager will review and approve the Configuration Management Plan.</li> </ul>	30 calendar days prior to any planned implementation.	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
14.5	Weekly Status Reports	<ul style="list-style-type: none"> <li>• Weekly Status Reports shall include at a minimum the following:                             <ol style="list-style-type: none"> <li>1) Planned accomplishments/task completed</li> <li>2) Planned accomplishments/task not completed</li> <li>3) Project Schedule status                                     <ol style="list-style-type: none"> <li>a) Task behind schedule</li> <li>b) Task ahead of schedule</li> <li>c) Factors impacting schedule</li> <li>d) Recommendations to avoid schedule slips</li> </ol> </li> <li>4) Issues/Risks                                     <ol style="list-style-type: none"> <li>a) Status of existing issues/risks</li> <li>b) Closed or mitigated issues/risks</li> <li>c) Identification of new issues/risks</li> </ol> </li> <li>5) Mitigation strategy to eliminate or reduce the issue/risk impact</li> <li>6) Tasks planned for the next week</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• The State CTS Project Manager will review and approve the Contractor's report format or provide the format for the report.</li> <li>• The State CTS Project Manager will review and approve the Weekly Status Report.</li> </ul>	Beginning 10 days after Contract Execution; Weekly every Tuesday	



Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
14.6	Security Management Plan	<ul style="list-style-type: none"> <li>• Plan shall detail and demonstrate the physical and data security requirements for both the CTS system and the Prime Contractor's facilities and processes.</li> <li>• plan shall address the requirements regarding the following:                             <ol style="list-style-type: none"> <li>1) CTS Network Security;</li> <li>2) Intrusion Detection System and Intrusion Protection System (IDS/IPS)</li> <li>3) CTS Live Monitoring Security;</li> <li>4) CTS Investigative System Network Security;</li> <li>5) CTS Investigative Software/Hardware Security;</li> <li>6) CTS Data Management; and</li> <li>7) CTS Information Security.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• The State CTS Project Manager will review the Security Management Plan.</li> <li>• The CDCR Information Security Officer (ISO) will review and approve the Security Management Plan.</li> </ul>	60 days after Contract Award	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
14.7	Contingency and Disaster Recovery Plans	<ul style="list-style-type: none"> <li>• Provides 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.</li> <li>• 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 CTS location.</li> <li>• 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.</li> <li>• Plans shall be updated by the Prime Contractor and provided to the State CTS Project Manager annually on the Contract anniversary date.</li> </ul>	<ul style="list-style-type: none"> <li>• The State CTS Program Manager will review the plans for adequacy and approve the Contingency and Disaster Recovery Plans.</li> </ul>	60 days after Contract Award	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
14.9	Training Plan	<ul style="list-style-type: none"> <li>• Plan shall contain a complete syllabus of how CDCR Authorized staff will be effectively taught to use the CTS.</li> <li>• Plan shall include the goals, objectives, timelines, and benchmarks associated with each training component.</li> <li>• Plan shall employ an on-site, hands-on, classroom and train-the-trainer approach.</li> <li>• 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.</li> <li>• Plan shall be subject to approval by CDCR Operations Manager and modifications as directed. The Plan shall be kept current by the Prime Contractor and take into account any modification of features and functionality.</li> </ul>	<ul style="list-style-type: none"> <li>• The State CTS Project Manager will coordinate with State staff for the review of the plan to ensure it meets CDCR's needs.</li> <li>• The CTS Project Manager will conduct the final review and approve the plan.</li> </ul>	At least two (2) weeks prior to the first CDCR Trainer Certification presentation.	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
14.10	CTS CDCR User Manual	<ul style="list-style-type: none"> <li>• Customized User Manuals shall contain information that pertains specifically to CDCR authorized staff's use of the CTS functionality. There shall be no references to any features or functionalities that are not provided in the CTS environment.</li> <li>• User Manuals shall contain detailed and clear instructions on the operation of the CTS hardware and software.</li> <li>• User Manuals shall be provided prior to the installation at the first correctional facility and subject to CDCR approval.</li> <li>• User Manuals shall be updated at each site as software version updates and system configuration changes are made.</li> <li>• Contractor shall develop, provide, and maintain current hard-copy and online documentation of each CDCR user manual necessary for the CTS and make the documentation available to CDCR upon request.</li> </ul>	<ul style="list-style-type: none"> <li>• The State CTS Project Manager will coordinate the review of the User Manuals with subject matter experts and consolidate the comments, changes, and modifications.</li> <li>• The CTS Project Manager will conduct the final review and approve the User Manuals.</li> </ul>	60 days prior to first site implementation.	
14.11	CTS CDCR Live Monitoring User Guide	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• The State CTS Project Manager approves all project deliverables.</li> </ul>	60 days prior to first site implementation.	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
14.12	CTS CDCR Investigative Staff User Guide	<ul style="list-style-type: none"> <li>• Prepare and provide a CTS 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.</li> <li>• Provide hard copies that will be printed in a reproducible size, font and format.</li> <li>• Provide electronic copies in .pdf and .doc format to CDCR and be available on the CTS Private Web site.</li> <li>• Modify the User Guide as directed by the State.</li> </ul>	<ul style="list-style-type: none"> <li>• The State CTS Project Manager will coordinate the review of the User Manuals with subject matter experts and consolidate the comments, changes, and modifications.</li> <li>• The CTS Project Manager will conduct the final review and approve the User Manuals.</li> </ul>	60 days prior to first site implementation.	
14.13	CTS CDCR Operations Manager User Manual	<ul style="list-style-type: none"> <li>• Develop and provide an Operations Manager User Manual that describes the administration of the global system operation and configuration, whether network based or localized on-site.</li> <li>• Provide a description of the CTS features that can be managed and configured by the CDCR Operations Manager.</li> <li>• Provide step-by-step instructions for the CDCR Operations Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• The CTS Project Manager will review and approve the Operations Manager User Manual.</li> </ul>	60 days prior to first site implementation.	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
14.14	CTS Customer Guides and Brochures	<ul style="list-style-type: none"> <li>• Prepare and provide a CTS End User Guide for the Called Party that provides instructions in English and Spanish.</li> <li>• Guide will include instructions and contact information for establishing CTS accounts, receiving calls, blocking calls, frequently asked questions (FAQs), and clarification of all other issues that a called party may be concerned with.</li> <li>• User Guide will be made available on the CTS Public Web site.</li> <li>• 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 CTS Private Portal.</li> <li>• User Guide will be updated as requested by the CDCR Operations Manager or as required.</li> <li>• Instructional brochures shall be available on-line to Public Customer explaining the branding, monitoring, and recording requirements for all CTS services (where applicable).</li> <li>• Upon request, the Contractor shall provide soft copies of the brochures</li> </ul>	<ul style="list-style-type: none"> <li>• The State CTS Project Manager will coordinate the review of the User Manuals with subject matter experts and consolidate the comments, changes, and modifications.</li> <li>• The CTS Project Manager will conduct the final review and approve the User Manuals.</li> </ul>	60 days prior to first site implementation.	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
14.15	CTS Offender Training Materials	<ul style="list-style-type: none"> <li>• Provide training materials to offenders that instruct the offender to easily navigate through the phone, kiosk, and tablet.</li> <li>• Provide the offenders training materials on new processes and procedures to access the offender services being offered on the tablet and kiosk.</li> <li>• Training and instructional material shall be written at a fundamental reading level and provide step-by-step instructions.</li> <li>• Training material shall consist of offender user guides, quick reference cards/sheets, on-line help, frequently asked questions (FAQs), video clips, and posters.</li> <li>• Provide an offender guide that includes instructions in English and Spanish for CDCR approval</li> <li>• Guide will include instructions and contact information for log-in and operation of the CTS device.</li> <li>• Guide will be updated by the Prime Contractor annually or as needed</li> </ul>	<ul style="list-style-type: none"> <li>• The State CTS Project Manager will review and approve Offender Training Materials.</li> </ul>	60 days prior to first site implementation.	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
14.16	CTS Maintenance and Service Plan	<ul style="list-style-type: none"> <li>• Provide maintenance and service plan to include the frequency and speed of maintenance.</li> <li>• Describe, in detail, CTS maintenance procedures and scheduling plans, including any remedial maintenance plans</li> <li>• Schedules shall include a Table of Maintenance Components that includes all CTS hardware with the frequency of required routine and preventative maintenance.</li> <li>• Include a maintenance schedule for each facility that is at the discretion of CDCR and approved by CDCR Operations Manager</li> <li>• Plan shall include the schedule of required regular CTS maintenance for the equipment and software installed at each facility for CDCR Operations Manager final approval prior to installation at each facility</li> </ul>	<ul style="list-style-type: none"> <li>• The State CTS Operations Manager will review and approve the Maintenance and Service Plan.</li> </ul>	30 days prior to first site implementation.	



Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
	CTS Network Design Documentation	<ul style="list-style-type: none"> <li>• Prime Contractor shall provide one (1) master and one (1) hard, and one (1) soft copy of the drawings to CDCR. Electronic drawings shall be in Microsoft Visio.</li> <li>• Drawings shall include both topology (including redundancy) and logical representations of all critical elements to include the following:                             <ol style="list-style-type: none"> <li>1) Premise equipment type and installation requirements (physical);</li> <li>2) Type and capacity of equipment at each off-site location including any backup systems;</li> <li>3) Circuit size/ bandwidth;</li> <li>4) Circuit type;</li> <li>5) Time Division Multiplexing (TDM) call processing components if applicable;</li> <li>6) Internet Protocol (IP) call processing components if applicable; and,</li> <li>7) Prime Contractor shall provide a written description of the various forms of protocols used by the system such as T1/E1, IP, Ethernet and Asynchronous Transfer Mode (ATM) and any applicable Quality of Service (QoS).</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• The CTS Project Manager will coordinate the review of the Network Design Drawings with subject matter experts and consolidate the comments, changes, and modifications.</li> <li>• State Subject Matter Expert(s) provide practical insight and feedback on the design and network need(s) being addressed by this project.</li> <li>• The State CTS Project Manager will obtain approval of the Network Design Documents</li> </ul>	Final approved drawings and/or diagrams shall be delivered to CDCR 45 calendar days after contract award	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
23.5	Design Engineering Drawings	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Provide the specifications and drawings of the CTS Enclosures.</li> <li>• Specifications, drawings and/or diagrams shall be subject to approval by CDCR prior to the commencement of work.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• The CTS Project Manager will coordinate the review of the Design Engineering Drawings with subject matter experts and consolidate the comments, changes, and modifications.</li> <li>• State Subject Matter Expert(s) provide practical insight and feedback on the design and construction need(s) being addressed by this project.</li> <li>• The State CTS Project Manager will obtain approval of the Design Engineering Documents</li> </ul>	Final approved drawings and/or diagrams shall be delivered to CDCR at least 30 calendar days prior to installation at each CDCR facility	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
23.6	As-Built Documentation	<ul style="list-style-type: none"> <li>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.</li> <li>Shall provide the final As-Built drawings one (1) full size, one (1) half size, and one (1) electronic to CDCR for approval.</li> <li>Delivered drawings and diagrams must reflect all changes made during the installation.</li> <li>Documentation shall identify the changes by “clouding” the original design to show both the original design and the alterations made.</li> </ul>	<ul style="list-style-type: none"> <li>The CTS Project Manager will coordinate the review of the As-Built Documentation with subject matter experts and consolidate the comments, changes, and modifications.</li> <li>State Subject Matter Expert(s) provide practical insight and feedback on the design and construction need(s) being addressed by this project.</li> <li>The State CTS Project Manager will obtain approval of the As-Built Documentation.</li> </ul>	30 calendar days after Installation and Construction Site Acceptance.	
25	Acceptance Test Plan	<ul style="list-style-type: none"> <li>Develop and provide an Acceptance Test Plan that includes the process, method, verification, and validation of all the functional requirements for the CTS.</li> </ul>	<ul style="list-style-type: none"> <li>The CTS Project Manager will review and approve the Acceptance Test Plan.</li> </ul>	Provided 90 days prior to placing any CTS features in operation and must be approved by CDCR.	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
25	Test Procedures	<ul style="list-style-type: none"> <li>Develop, document, and provide test procedures used to verify and validate requirements were met.</li> <li>Procedures will include how the requirement was tested.</li> </ul>	<ul style="list-style-type: none"> <li>The CTS Project Manager will review and approve the Test Procedures.</li> </ul>	Provided 90 days prior to placing any CTS features in operation and must be approved by CDCR.	
25	Test Cases	<ul style="list-style-type: none"> <li>Develop, document, and provide test cases used to verify and validate requirements were met.</li> <li>Test Case will be a step-by-step procedure with expected results.</li> <li>Test cases will be real-life scenarios that demonstrate how the requirement was tested and specify the requirement that was tested.</li> </ul>	<ul style="list-style-type: none"> <li>The CTS Project Manager will review and approve the Test Cases.</li> </ul>	Provided 90 days prior to placing any CTS features in operation and must be approved by CDCR.	
25	Test Results	<ul style="list-style-type: none"> <li>Document and provide the test results used to verify and validate requirements were met.</li> <li>Test results will include the test case, requirement being tested, expected result, actual results, date/time of test, and who tested.</li> </ul>	<ul style="list-style-type: none"> <li>The CTS Project Manager will review and approve the Test Results.</li> </ul>	10 days after conducting testing	
25	Test Logs	<ul style="list-style-type: none"> <li>Document a log of all the tests that were conducted to verify and validate requirements.</li> <li>The log will include test date/time, tester, requirement being tested, test results, and pass/fail.</li> </ul>	<ul style="list-style-type: none"> <li>The CTS Project Manager will review and approve the Test Logs.</li> </ul>	10 days after conducting the first test case	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
25	Test Summary Report	<ul style="list-style-type: none"> <li>• Test Summary Report will include a complete summary of all the testing conducted for the system, features, and/or site.</li> <li>• Report will include a high level description of the tests conducted, summary of the results, deviations from tests, issues or risk encountered during testing, and overall conclusion of the tests.</li> </ul>	<ul style="list-style-type: none"> <li>• The CTS Project Manager will review and approve the Test Summary Report.</li> </ul>	10 days after completion of Acceptance Testing	

Ref. SOW Section	Deliverable	Deliverable Description – Reference Statement of Work, Appendix A: for additional deliverable requirements.	State Role	Contractor's Deliverable Due Date	Contractor Agrees to Provide the Deliverable (Yes/No)
26	CTS Transition-Out Plan	<ul style="list-style-type: none"> <li>• Defines the strategy for transition</li> <li>• Identifies Transition roles and responsibilities to provide Transition Services as defined within the Transition Plan</li> <li>• Identifies transition schedules, tasks and activities for installation, operations and support, and maintenance as applicable</li> <li>• Defines resource requirements for software, hardware, facilities as applicable</li> <li>• Defines transition scope and objectives</li> <li>• Identifies roles and responsibilities for transition activities</li> <li>• Defines transition acceptance criteria and management controls</li> <li>• Defines reporting procedures</li> <li>• Identifies risks and contingencies</li> <li>• Identifies transition impacts</li> <li>• Identifies activities to transition configuration control</li> <li>• Identifies approach to decommissioning and transitioning methodology of all technologies/services</li> <li>• Includes a migration support responsibility matrix</li> <li>• De-installation of associated network, if required</li> <li>• De-installation and preparation for transport to new location of state-owned equipment/services, if required</li> </ul>	<ul style="list-style-type: none"> <li>• The CTS Project Manager will review and approve the Transition-Out Plan.</li> </ul>	90 days before Contract Expiration	

California Department of Corrections and Rehabilitation



**REQUEST FOR PROPOSAL (RFP)**

**RFP CDCR08112020**

**PART 1 – BIDDER INSTRUCTIONS**

**FOR**

**Communications And Technology Solution (CTS)**

**08/11/2020**

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 CDCR08112020**

## **PART 1 – BIDDER INSTRUCTIONS**

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## TABLE OF CONTENTS

<b>PART 1 – BIDDER INSTRUCTIONS</b> .....	<b>4</b>
<b>1 INTRODUCTION</b> .....	<b>13</b>
1.1 PURPOSE OF THIS REQUEST FOR PROPOSAL .....	13
1.2 BACKGROUND .....	13
1.3 TERM OF CONTRACT .....	14
1.4 CURRENT AND PROPOSED ENVIRONMENT .....	14
1.4.1 Current Environment .....	14
1.4.2 Proposed Environment .....	29
1.4.3 Solution Objectives .....	30
1.4.4 Business Model Objectives .....	30
1.5 AMERICANS WITH DISABILITIES ACT (ADA) .....	39
<b>2 BIDDING INSTRUCTIONS</b> .....	<b>40</b>
2.1 BIDDER ADMONISHMENT .....	40
2.2 COMMUNICATIONS AND CONTACTS .....	40
2.2.1 Procurement Official .....	41
2.2.2 Questions Regarding the Solicitation Document .....	42
2.2.3 Intent to Bid .....	42
2.2.4 Bidders' Library .....	43
2.2.5 Conceptual Discussions (M) .....	43
2.2.6 Site Visit (M) .....	44
2.2.7 Cloud Computing Services .....	44
2.3 KEY ACTION DATES .....	44
2.4 RULES GOVERNING COMPETITION .....	46
2.4.1 Identification and Classification of Solicitation Requirements .....	46
2.4.2 Solicitation Documents .....	46
2.4.3 Examination of the Work .....	47
2.4.4 Exclusion for Conflict of Interest .....	47
2.4.5 Confidentiality .....	47
2.4.6 Addenda .....	48
2.4.7 Bidder's Cost .....	48
2.4.8 Discounts .....	48
2.4.9 Signature of Proposal .....	49
2.4.10 Irrevocable Offer .....	49
2.4.11 False or Misleading Statements .....	49
2.4.12 Joint Bids (Not Applicable) .....	49
2.4.13 Bonds .....	49
2.4.14 Unfair Practices Act and Other Laws .....	49

2.4.15	Fair Employment and Housing Commission Regulations.....	49
2.4.16	Plastic Trash Bag Certification Violations .....	50
2.4.17	Air or Water Pollution Violations.....	50
2.5	<b>BIDDING STEPS</b> .....	50
2.5.1	Compliance Phase .....	51
2.5.2	Proposal Submission Phase (M).....	51
2.5.3	Withdrawal and Resubmission/Modification of Proposals .....	52
2.5.4	Disposition of proposals .....	52
2.6	<b>PROTESTS (NOT APPLICABLE)</b> .....	52
2.7	<b>NEGOTIATIONS</b> .....	52
2.8	<b>PRIMARY BIDDER</b> .....	53
<b>3</b>	<b>ADMINISTRATIVE REQUIREMENTS</b> .....	<b>53</b>
3.1	<b>ABILITY TO PERFORM</b> .....	53
3.2	<b>SUBCONTRACTORS</b> .....	54
3.2.1	Bidder Declaration Form (M).....	54
3.3	<b>AMENDMENT</b> .....	55
3.3.1	Availability of Technology and Additional Service Items (M) .....	55
3.4	<b>FINANCIAL RESPONSIBILITY INFORMATION</b> .....	56
3.4.1	Financial Stability .....	56
3.4.2	Financial STATEMENTS (Not Applicable).....	56
3.4.3	Responsibility Certification (M).....	56
3.5	<b>GENERAL PROVISIONS</b> .....	56
3.5.1	General Provisions – Information Technology (GSPD-401IT-09/05/2014) .....	57
3.5.2	Cloud Computing Services Special Provisions .....	57
3.6	<b>INSURANCE AND LIABILITY GENERAL REQUIREMENTS</b> .....	57
3.6.1	Acceptance.....	57
3.6.2	Coverage Term .....	57
3.6.3	Cancellation.....	57
3.6.4	Deductibles.....	58
3.6.5	Contract Termination.....	58
3.6.6	Primary Insurance .....	58
3.7	<b>COMMERCIAL GENERAL LIABILITY</b> .....	58
3.8	<b>WORKERS' COMPENSATION/EMPLOYER'S LIABILITY (M)</b> .....	58
3.9	<b>AUTOMOBILE LIABILITY (M)</b> .....	59
3.10	<b>ADMINISTRATIVE REQUIREMENTS DOCUMENT (M)</b> .....	59
3.11	<b>COVER LETTER (M)</b> .....	59
3.12	<b>INCLUDE THE DATE SIGNED.STD 213, STANDARD AGREEMENT (M)</b> .....	59
3.13	<b>STATEMENT OF WORK (M)</b> .....	59
3.14	<b>CONFIDENTIALITY STATEMENT (M)</b> .....	60

3.15	SECRETARY OF STATE CERTIFICATION (M).....	60
3.16	SELLER’S PERMIT (M) .....	61
3.17	PAYEE DATA RECORD (STD 204) (M) .....	61
3.18	IRAN CONTRACTING ACT OF 2010 (M).....	61
3.19	CALIFORNIA CIVIL RIGHTS LAWS (M) .....	62
3.20	BONDS AND OTHER SECURITY DOCUMENTS (M).....	62
3.21	SOCIOECONOMIC PROGRAMS .....	63
3.21.1	Bidder’s Preference and Incentive Declaration (M) .....	63
3.21.2	Disabled Veteran Business Enterprise (DVBE) Program .....	63
3.21.3	Small Business Preference (O).....	65
3.21.4	Non-Small Business Subcontractor Preference (O) .....	65
3.21.5	Commercially Useful Function (M) If Applicable .....	66
3.21.6	Target Area Contract Preference Act (TACPA) .....	67
3.22	PRODUCTIVE USE REQUIREMENTS.....	<del>68</del> <a href="#">6867</a>
3.22.1	Customer In-Use .....	68
3.22.2	Customer References for Productive Use Requirements (M) .....	69
3.22.3	Hardware/Equipment .....	70
3.22.4	Hardware Warranty .....	70
3.23	PUBLIC WORKS REQUIREMENTS (M).....	70
3.23.1	Laws to be Observed .....	71
3.24	CONTRACTOR’S LICENSE (M) .....	72
<b>4</b>	<b>BID REQUIREMENTS.....</b>	<b>73</b>
4.1	QUALIFICATION REQUIREMENTS .....	73
4.1.1	Bidder Qualifications (M/DS).....	74
4.1.2	Bidder References (m).....	74
4.1.3	Staff Qualifications (M/DS).....	75
4.1.4	Staff References (M).....	81
4.2	SOLUTION REQUIREMENTS .....	82
4.2.1	Business and Technical Requirements (MS).....	82
4.2.2	Narrative Response RequirementS (MS) .....	85
<b>5</b>	<b>COST.....</b>	<b>90</b>
5.1	COST WORKBOOK (MS) .....	91
5.2	COST WORKBOOK INSTRUCTIONS .....	91
5.3	PROJECT PAYMENT TERMS (NOT APPLICABLE).....	93
<b>6</b>	<b>PROPOSAL/BID FORMAT AND SUBMISSION REQUIREMENTS.....</b>	<b>93</b>
6.1	PREPARATION .....	93

6.2	COMPLETION OF PROPOSALS .....	94
6.3	DATE, TIME, AND ADDRESS OF SUBMITTALS .....	94
6.4	UPLOAD AND NAMING .....	94
	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. ....	94
6.5	FORMATTING .....	94
6.6	FINAL PROPOSAL FORMAT AND CONTENT .....	95
6.6.1	Volume 1: Response to ADMINISTRATIVE AND Proposal Requirements .....	95
6.6.2	Volume 2: Cost.....	96
<b>7</b>	<b>EVALUATION .....</b>	<b>96</b>
7.1	EVALUATION TEAM.....	97
7.2	EVALUATION STEPS .....	97
7.2.1	Evaluation of Required Information and Requirements .....	97
7.2.2	Receipt and Preliminary Review .....	98
7.2.3	Mandatory Requirements Evaluation .....	98
7.2.4	Validation against Requirements .....	98
7.3	FINAL PROPOSAL EVALUATION .....	98
7.3.1	Errors in the Final Proposal.....	100
7.3.2	Rejection of Proposals .....	101
7.3.3	Administrative Requirements Evaluation .....	102
7.3.4	Qualification requirements evaluation .....	102
7.3.5	Solution requirements evaluation.....	106
7.3.6	Calculate Bidder Proposal Non-Cost Score.....	106
7.3.7	Cost Evaluation .....	107
7.3.8	Socioeconomic Programs .....	108
7.3.9	Bidder Final Score Calculation and Rank Determination.....	111
7.4	NEGOTIATIONS .....	112
7.4.1	Negotiation Invitation.....	113
7.4.2	Demonstrations (Mandatory).....	113
7.4.3	Best and Final Offer Submission (BAFO) .....	113
7.4.4	Evaluation of BAFO Submission .....	114
7.5	SELECTING THE PROPOSED AWARDEE .....	114
7.6	DEBRIEFING .....	115
<b>8</b>	<b>INFORMATIONAL ATTACHMENTS .....</b>	<b>116</b>
	<b>PART 2 – BIDDER RESPONSE .....</b>	<b>121</b>

<b>APPENDIX A, STATEMENT OF WORK .....</b>	<b>123</b>
<b>SOLICITATION FORMS .....</b>	<b>124</b>
<b>EXHIBIT 2: INTENT TO BID .....</b>	<b>128</b>
<b>EXHIBIT 3: CONFIDENTIALITY STATEMENT .....</b>	<b>130</b>
<b>EXHIBIT 4: RESPONSE TO ADMINISTRATIVE REQUIREMENTS .....</b>	<b>132</b>
<b>EXHIBIT 5: BIDDER DECLARATION GSPD 05-105 .....</b>	<b>135</b>
<b>EXHIBIT 6: SECRETARY OF STATE CERTIFICATION.....</b>	<b>137</b>
<b>EXHIBIT 7: WORKERS’ COMPENSATION CERTIFICATION .....</b>	<b>139</b>
<b>EXHIBIT 8: SELLER’S PERMIT CERTIFICATION .....</b>	<b>141</b>
<b>EXHIBIT 9: PAYEE DATA RECORD .....</b>	<b>143</b>
<b>EXHIBIT 10: IRAN CONTRACTING ACT OF 2010.....</b>	<b>145</b>
<b>EXHIBIT 11: CALIFORNIA CIVIL RIGHTS LAWS CERTIFICATION .....</b>	<b>148</b>
<b>EXHIBIT 12: BOND AND OTHER SECURITY DOCUMENTS .....</b>	<b>150</b>
<b>EXHIBIT 13: DVBE DECLARATIONS.....</b>	<b>152</b>
<b>EXHIBIT 14: BIDDING PREFERENCES AND INCENTIVES.....</b>	<b>154</b>
<b>EXHIBIT 15: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION.....</b>	<b>156</b>
<b>EXHIBIT 16: TACPA PREFERENCE REQUEST FORMS .....</b>	<b>158</b>
<b>EXHIBIT 17: LIST OF PROPOSED SUBCONTRACTORS (PUBLIC WORKS) .....</b>	<b>160</b>
<b>EXHIBIT 18: CONTRACTOR’S LICENSE INFORMATION .....</b>	<b>163</b>
<b>EXHIBIT 19: BIDDER QUALIFICATION FORM – INSTRUCTIONS .....</b>	<b>165</b>
EXHIBIT 19.1: BIDDER QUALIFICATIONS FORM .....	167
EXHIBIT 19.2: BIDDER REFERENCE FORM.....	170
<b>EXHIBIT 20: KEY STAFF QUALIFICATIONS FORM – INSTRUCTIONS .....</b>	<b>173</b>
EXHIBIT 20.1: STAFF - QUALIFICATIONS FORM – PROJECT MANAGER .....	175
EXHIBIT 20.2: STAFF - QUALIFICATIONS FORM – ON-SITE INSTALLATION MANAGER .....	178
EXHIBIT 20.3: STAFF - QUALIFICATIONS FORM – IMPLEMENTATION MANAGER.....	181
EXHIBIT 20.4: STAFF - QUALIFICATIONS FORM – TRAINER(S).....	184



EXHIBIT 20.5: STAFF - QUALIFICATIONS FORM – MAINTENANCE AND OPERATIONS  
MANAGER..... 187  
EXHIBIT 20.6: STAFF - QUALIFICATIONS FORM – CUSTOMER SUPPORT MANAGER 190

**EXHIBIT 21: STAFF - REFERENCE FORM..... 193**

**EXHIBIT 22: BUSINESS AND TECHNICAL REQUIREMENTS ..... 196**

**EXHIBIT 23: DELIVERABLES TABLE ..... 198**

**EXHIBIT 24: NARRATIVE RESPONSES ..... 200**

EXHIBIT 24.1: COMMUNICATIONS ..... 201  
EXHIBIT 24.2: INFORMATION SERVICES..... 202  
EXHIBIT 24.3: CDCR AND THIRD PARTY APPLICATION AND CONTENT ..... 203  
EXHIBIT 24.4: ENTERTAINMENT ..... 204  
EXHIBIT 24.5: TABLETS ..... 205  
EXHIBIT 24.6: KIOSK ..... 206  
EXHIBIT 24.7: NETWORK ..... 207  
EXHIBIT 24.8: SECURITY..... 208  
EXHIBIT 24.9: TECHNOLOGY REFRESH..... 209  
EXHIBIT 24.10: INNOVATION AND TECHNOLOGY ENHANCEMENT..... 210  
EXHIBIT 24.11: PROJECT MANAGEMENT METHODOLOGY ..... 211  
EXHIBIT 24.12: INVESTIGATIVE SOLUTION AND TECHNOLOGY ..... 212

**EXHIBIT 25: COST WORKSHEETS ..... 212**

**EXHIBIT 26: RESPONSIBILITY CERTIFICATION..... 215**

**ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL ..... 217**

**ATTACHMENT 2: SOLICITATION SUBMISSION CHECKLIST..... 219**

**ATTACHMENT 5: GLOSSARY OF TERMS..... 220**

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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 Incarcerated individual communications, provide electronic access to new services and increase access to existing services for Incarcerated individuals through advancements in technology to increase rehabilitative opportunities. (Hereafter referred to as "Incarcerated individuals Communications and Technology Solution (CTS)"). 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 incarcerated individuals 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 Incarcerated individuals 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 CTS 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 Incarcerated individual 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 adults and youths, 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 Incarcerated individuals;
- 3) Publicly or privately owned Community Correctional Facilities (CCF) with disciplinary, release, and custody oversight Incarcerated individuals;
- 4) Privately owned facilities Community Programs (CP's) with disciplinary, release and custody oversight for females Incarcerated individuals; 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 adults and 600 youths . 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 CTS Contract based upon activation or deactivation of facilities to accommodate 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 telephones is based upon the design of the facility, available infrastructure, and other CDCR policies. IWTS equipment includes: 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. Incarcerated individual's assignments include: dispatch to wildland fires, response to emergencies, and assisting with a variety of community work projects.

The individuals housed at these facilities are trained with firefighting skills. The quantity of telephones is based upon design of the camp, capacity, and available infrastructure (on-site and provided by the Local Exchange Carrier) to support phones. IWTS equipment includes wall-mounted 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 individuals 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 telephones is based upon the design of the CCF or CP, available infrastructure, and capacity. IWTS equipment includes: 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 telephones is based upon design and capacity of the facility/camp, available infrastructure, and population. IWTS equipment includes: 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 calls. The equipment and quantities can be found in Attachment 6, Bidder's Library.

#### **1.4.1.3 CTS 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 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, 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) telephones at adult facilities and sixty eight (68) telephones at youth facilities, designed to accommodate non-confidential personal calls. Coinless, tamper-resistant telephones are designated exclusively for incarcerated individuals.

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 Incarcerated individuals to make domestic calls and international calls prepaid by the called party or collect where available to Incarcerated individuals 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 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 calls;
- 6) Ability to block calls to specific telephone numbers upon request; and,
- 7) Programming features allowing centralized investigations.

#### **1.4.1.4.1 COINLESS TELEPHONES**

Telephones have special tamper resistant steel housings with break-resistant handsets attached by armor-shielded cords and steel lanyards. All 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 phones are located outside. Currently CDCR has authorized phone booths to be installed outside as an alternative for reliability during inclement weather conditions.
- 2) Telephones on mobile carts are currently used at California State Prison, San Quentin (CSP-SQ), and California City Correctional Facility (CAC) for condemned individuals 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 phones are installed on a mobile cart and rolled to the front of the cell. The handset cord is long enough to go through cell bars and allow the individual to sit on the end of the bottom bed. The telephone line cord is plugged into the back of the 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 individual makes a call.

#### **1.4.1.4.2 CUT-OFF SWITCHES**

All telephones are capable of being shut off manually by CDCR staff. Some locations utilize physical cut-off switches that are hardwired to 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 TELEPHONE ENCLOSURES, PEDESTALS AND CARTS**

Although the majority of telephones are wall-mounted inside 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 the 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 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 telephone conversations and scan, interrupt and terminate calls. This equipment has the capability of turning on and off designated 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 recordings, and ability to save 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. TDD calls are processed on the IWTS network and the current contractor maintains and services the TDDs.

Individuals with hearing disabilities are not sent to fire camps. However, portable TDDs are provided, as needed, in the event an incarcerated individual 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 calls. The requirements were established to notify the incarcerated individuals 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 individuals are aware of the recording and/or monitoring.
- 2) Branding is the initial recorded message the incarcerated individuals and called parties hear during the call process. The branding is different for adults and youths. The Incarcerated individual and called party cannot talk to each other when the branding is played.
  - a) The Incarcerated individual and called party hear "...this call and your telephone number will be recorded and monitored. you have a collect call from <Incarcerated individual's name> an Incarcerated individual 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 Incarcerated individual and called party to be connected until this required branding announcement ends.
  - b) The Incarcerated individual and called party hear "...you have a collect call from <Incarcerated individual state's their name> an Incarcerated individual 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 Incarcerated individual 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 Incarcerated individual and called party, "This recorded call is from an Incarcerated individual at a California Correctional Facility." The random overlay is played in the background of the call and does not block the conversation between the Incarcerated individual and called party. The random overlay is a tool to protect the public from receiving calls from Incarcerated individuals 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 Incarcerated individual at a California correctional facility.
- 4) Call Termination recorded messages are played for the Incarcerated individual and called party at two (2) separate times towards the end of the call. The Incarcerated individual and called party hear "you have 60 seconds remaining" and "you have 30 seconds remaining."

#### **1.4.1.4.8 IWTS RECORDINGS**

The call 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 Incarcerated individuals to place calls to Sexual Abuse Hot Lines, or any other confidential line designated by CDCR at no cost to CDCR or the Incarcerated individual. 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 the youth 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 individuals 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 Incarcerated individual 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, Incarcerated individuals 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.

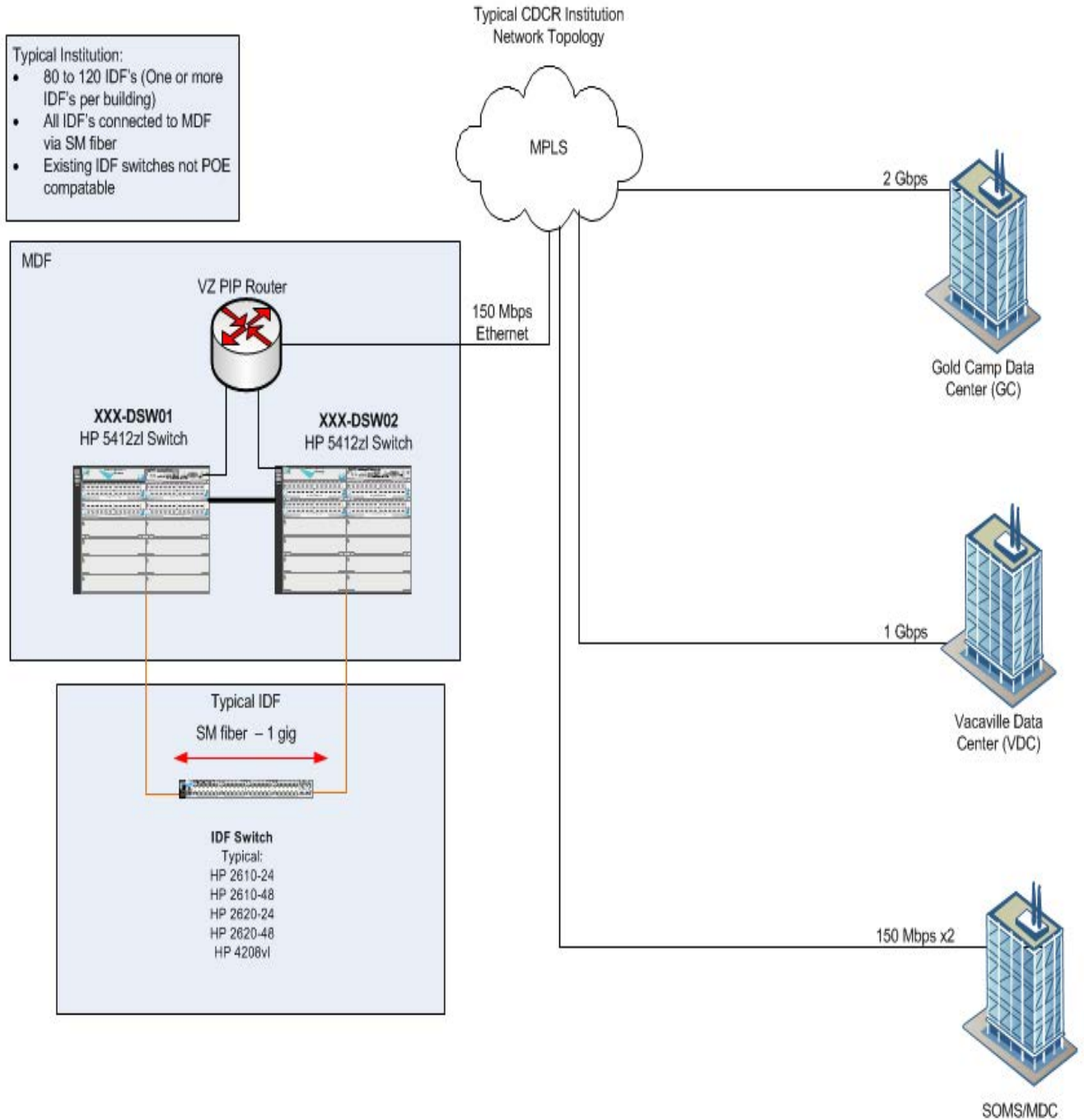
#### **1.4.1.12 CURRENT CDCR NETWORK TOPOLOGY**

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**



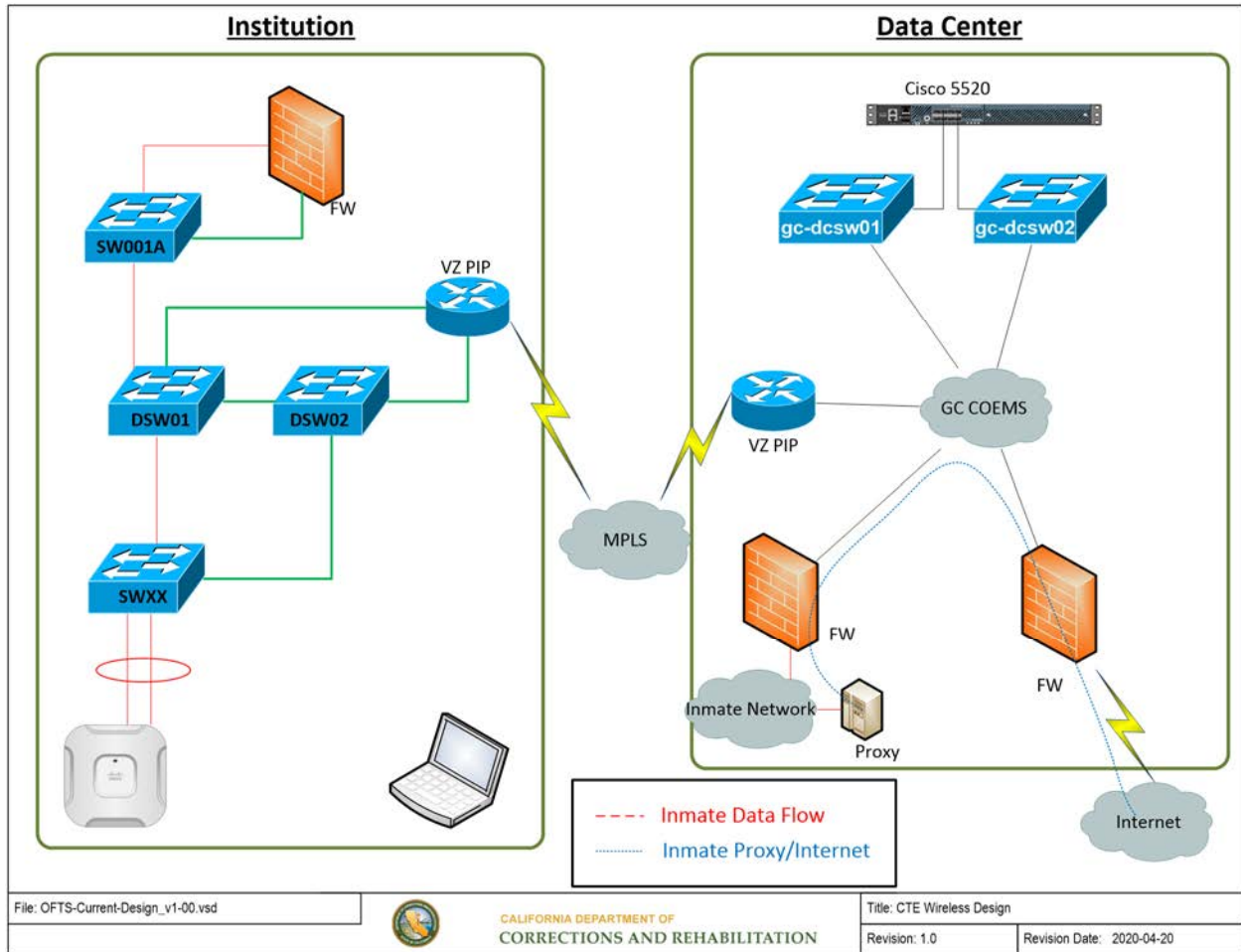


Figure 1-2: Inmate Data Flow

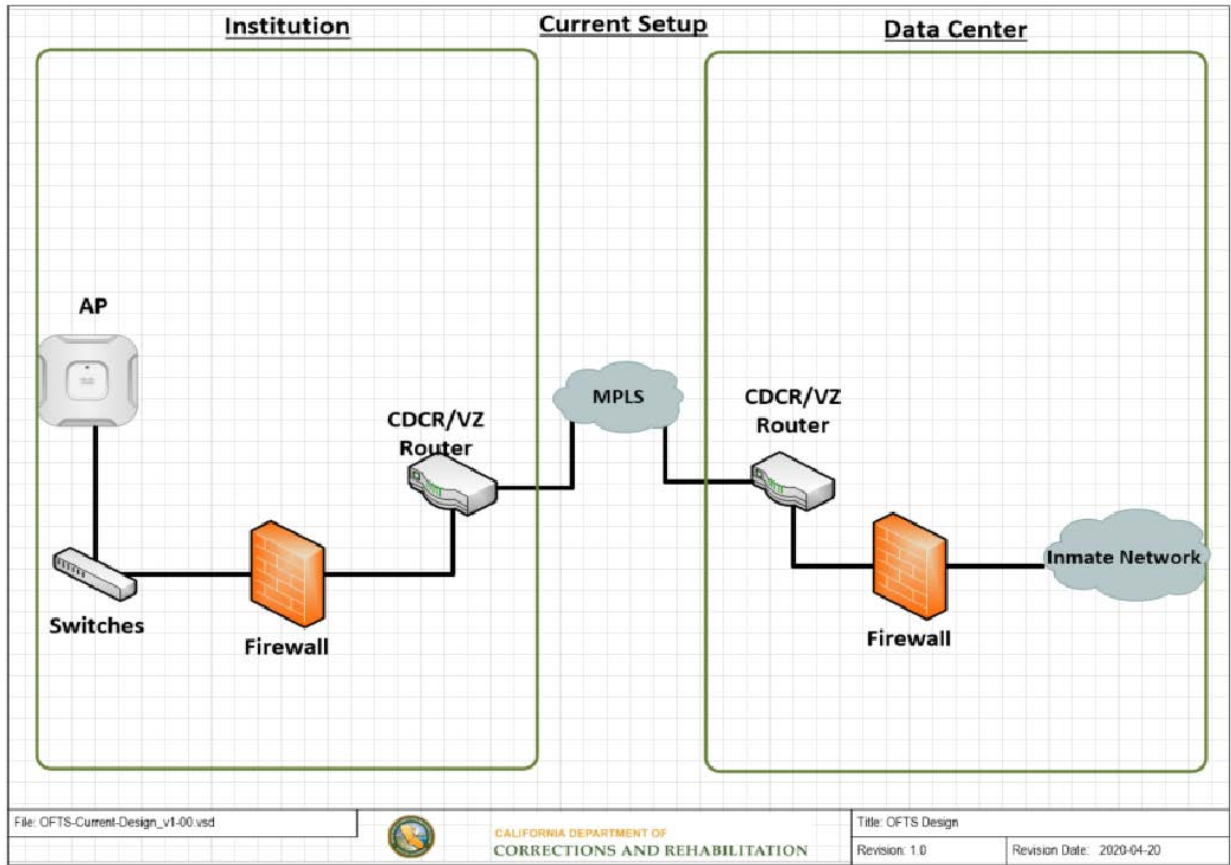


Figure 1-3: Simplified Inmate Data Flow

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 1.4.4.7 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 CTS Project will provide and issue every individual a Tablet at no cost as part of the project to allow each individual to retain the Tablet in their possession and ensure access to the CTS services being provided. The one-to-one ratio of Tablets to individuals will provide all Incarcerated individuals with authorized services and reduce the issues of individuals 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 CTS Project is not strictly technological in nature. A significant portion of the effort involves business process optimization. CTS improves Incarcerated individuals rehabilitation through the innovative use of technology and streamlined processes. The proposed new environment will deliver Communications and Technology Solution to all individuals and will continue to evolve over a period of years. The software components of CTS 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 CTS Program together with every part of CDCR will reengineer the State of California's 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 services are offered. Many operational processes that touch an Incarcerated individual will be impacted in some way.

### 1.4.3 SOLUTION OBJECTIVES

The CDCR is seeking implementation of a Communications and Technology Solution that includes the services for Incarcerated individuals in the following areas:

- Communication
- Information Services
- Access to Third Party and CDCR-provided Application and Content
- Entertainment (Optional)

In addition to the services for the Incarcerated Individuals, the CTS will include Investigative Tools/Support, a Management System for Staff, and network infrastructure to support the CTS 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 access to communication
- Ensure equal access and reasonable accommodation of services provided.
- Ensure access to approved ~~educational content and rehabilitative programs.~~ Third Party and CDCR applications and content.
- Ensure the efficient and effective use of resources.
- Ensure safety and security of institutional staff and Incarcerated individuals.
- Ensure Incarcerated individual access to services within mandated time frames and 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 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 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 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 individuals in compliance with ADA, FCC, and California PSC.
- Ensure wheelchair access for physically disabled individuals to communication service devices in compliance with ADA.
- Provide authorized hot lines for Incarcerated individuals to use that are not monitored.
- Provide authorized CDCR staff the capability to monitor, record, and store all 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 telephones that are placed in designated housing units, Correctional Treatment Centers, ~~Fire-Camps and~~ 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 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 communication services, the most significant change is the implementation of live video calling and electronic messaging. In the proposed environment, Incarcerated individuals will have the ability to schedule and make video calls. - 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. Incarcerated individuals will not have the ability to send but only receive e-letters, photos and video clips. The Incarcerated individuals 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, Fire-Camps and 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 Incarcerated individual and the family and friend corresponding with the Incarcerated individual 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 CTS 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 individuals 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 individuals to comply with ADA, FCC, and California PSC regulations and guidelines. Assistive Technology should be used to ensure visually impaired individuals 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 Incarcerated individual 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 access to general information regarding policies, regulations, procedures, manuals, and other essential information.
- Establish an electronic repository where Incarcerated individuals could access and search for information.
- Reduce number of hard copy documents requested or required to provide Incarcerated individuals.

The CTS will provide the capability for CDCR to download and update CDCR Policies, Rules, Regulations, Operating Procedures, Manuals, and Information for the Incarcerated individuals to access electronically via the 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 information documents will be provided by the CTS contractor. The following are some samples of the documents and files that will be available and included in 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 Incarcerated individuals

- Restitution Responsibility Information for Adults
- 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 individuals 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 Incarcerated individuals 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 Incarcerated individual directly.

#### **1.4.4.3 CDCR AND THIRD PARTY APPLICATION AND CONTENT**

The Prime Contractor shall provide the Incarcerated individual access to CDCR and Third Party Application and Content such as Education and Rehabilitative Services, Health Care Services, Law Library, Trust and Banking Services, Appeals and Grievances and Canteen Services on the Kiosk and Tablets as required. The Prime Contractor shall work with CDCR staff to implement CDCR and Third Party application and content as required.

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



As with the current environment, CDCR would utilize the services to provide the Incarcerated individuals 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 Incarcerated individuals 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 consumption. Authorized CDCR staff shall have access to monitor the entertainment content the Incarcerated individual is downloading or streaming on demand and may suspend or disable content at the Incarcerated individual 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 Incarcerated individuals 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 Incarcerated individual 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 Incarcerated individuals.
- Improve reporting and metrics to measure and demonstrate compliance and quality improvement.

As a result of new and improved services being provided to the Incarcerated individuals, 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 Incarcerated individual and family/friends communication, activities, and services. Authorized CDCR staff will need the capability to grant access to services based on the Incarcerated individual's privilege group, status, and restrictions. Access to the management tool should be Web based and have easy access.

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 services being provided by the CTS.

#### 1.4.4.6 INVESTIGATIVE TOOLS AND SUPPORT

A critical portion of the CTS 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 Incarcerated individuals 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 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, CTS will require the eContractor provide a link analysis program, such as comparable to -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. The Fulltime Contractor support will be located at the CDCR facility.

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, etc. Search tools such the ability to conduct keyword searching analytics on live/ recorded Incarcerated individual 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.

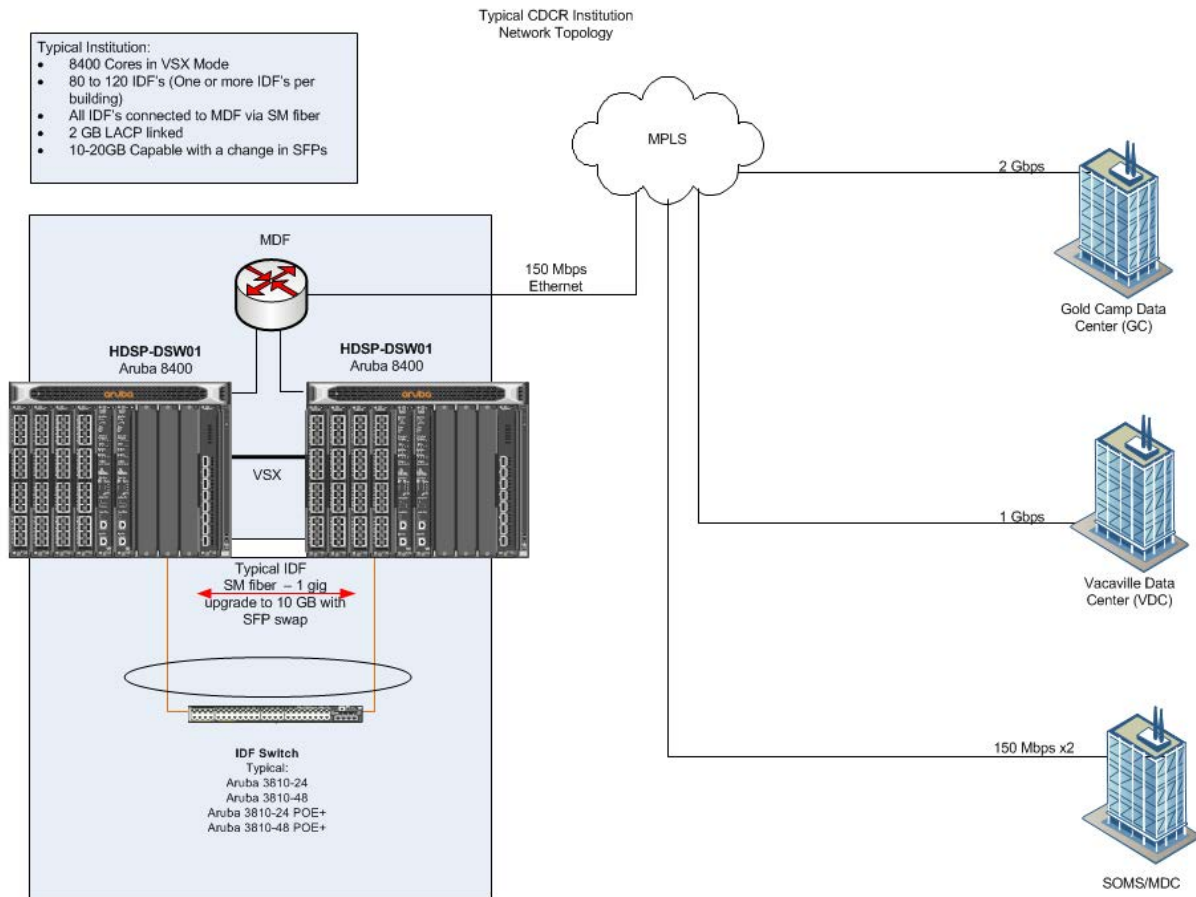
Investigative staff will have the ability to identify and access the IP address associated with any activity related to the approved electronic devices and/ or related databases. In addition, investigative tools including voice biometrics/voice identification of all calling parties (inmates/ outside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

~~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.



**Figure 1-4: New Equipment Standard**

CDCR has architected an Inmate Network utilizing VLANs assigned on their IDF network switches to isolate the Incarcerated individual traffic from the CDCR network. The Contractor shall incorporate the CTS network connectivity through the use of VLANs that are assigned by CDCR on the IDF switches and allow the CTS traffic to utilize the CDCR pathway to the MDF where it will then be handed off to the CTS Contractor's router/switch/firewall and access the CTS 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: CTS Proposed Network.

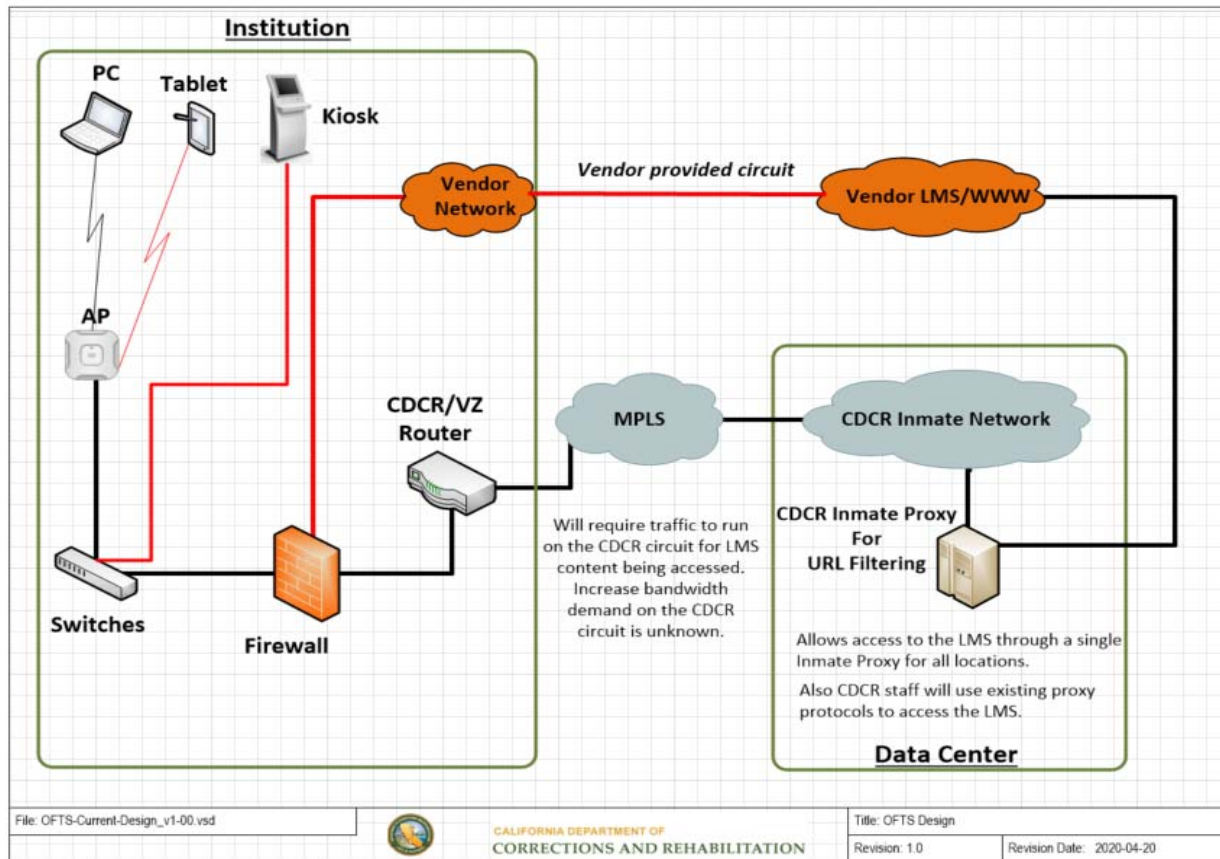


Figure 1-5: CTS Proposed Network

### 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**

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.ca.gov](http://www.caleprocure.ca.gov).

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:	<a href="mailto:Emily.Klahn@state.ca.gov">Emily.Klahn@state.ca.gov</a>
Phone:	916-628-5661
Secondary Procurement Official:	David Sanchez
Email:	<a href="mailto:David.Sanchez@state.ca.gov">David.Sanchez@state.ca.gov</a>
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 is encouraged to review the information in the Bidders' Library to gain a thorough understanding of the CTS 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 CTS 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 Visits 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)**

The State will make a decision if site visits will occur when the State posts the Q&A and Addendum set. 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 CTS 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 2-2: 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 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) <b>Exhibit 2</b> , 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 <sup>1</sup>	September 10, 2020
7.	Site Visit	September 16-22, 2020
8.	Conceptual Discussions	October 5-9, 2020
9.	Last day to submit Proposal <sup>2</sup>	October 28, 2020, 5:00 PM PT
10.	Evaluation Period <sup>3</sup>	October 29-November 13, 2020
11.	Negotiation, includes Demo	November 30-December 9, 2020
12.	Contract Award(s)	December 31, 2020
<sup>1</sup> All dates approximate and may be adjusted as conditions indicate. <sup>2</sup> All dates after submission of proposal are approximate and may be adjusted as conditions indicate without addendum to this solicitation. <sup>3</sup> 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 mandatory requirement 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. Any deviation of any requirement, 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](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 “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 Exhibit 4.1 as a cover letter with their response.

1. 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.
2. Include the email and phone number of the person signing the letter.

### **3.12 INCLUDE THE DATE SIGNED.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.

### **3.13 STATEMENT OF WORK (M)**

Appendix 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.<sup>1</sup>

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

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

(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)**

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 8: 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~~may 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~~ two (2) 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 6021 calendar days of contract award, the surety will execute the Performance Bond or Bidder's Bond requirement. The Letter of Bondability shall be valid until execution of the performance bond.

1b Performance Bond (Required within 1421 Calendar Days of Contract Award)

The Bidder shall furnish to the State Deputy Director of CDT STP, 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. The bond must be in a form satisfactory to the Deputy Director of CDT STP. The bond shall be in effect for not less than two (2) years after Contract execution, or until full implementation and system acceptance whichever is later.

Within 1421 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 1421 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: DVBE Declaration. The form is available at:

[https://www.documents.dgs.ca.gov/dgs/fmc/gsp/pd/pd\\_843.pdf](https://www.documents.dgs.ca.gov/dgs/fmc/gsp/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, 1<sup>st</sup> 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
<b>Category 1 - Critical Software</b> 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
<b>Category 2 - All Information Technology Equipment and Non-critical Software.</b>	Less than \$10,000	1 month
	\$10,000 up to \$100,000	3 months

Information technology equipment is defined in SAM §4819.2.	More than \$100,000	4 months
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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 CTS equipment required to provide the services specified in the SOW. Refer to Appendix A, SOW, Section 20.1 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 Appendix A, SOW, Section 20.1 Hardware Requirements and Section 31 Warranty for additional information on the warranties for the CTS 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 (M/DS)**

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 (M)**

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.

Any "Unsatisfactory" ratings provided by the reference will result in a "Fail" rating for the entire reference form.

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 (M/DS)**

The Bidder is fully responsible for all necessary staffing resources to successfully implement the CTS 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 CTS. 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 Incarcerated individuals on the CTS functions, features, and services provided. Responsible for providing classroom and hands-on instruction at all the CDCR institutions and facilities where CTS is being implemented.

**Maintenance and Operations Manager:** Responsible for the maintenance and operational support for the CTS 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 manner. 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"> <li>• At least <del>six (6)</del><u>five (5)</u> years of project management experience on large, complex projects</li> <li>• Must possess an active Project Management Professional (PMP) certification from the Project Management Institute (PMI) <u>at time of proposal submission or prior to execution of the Contract.</u></li> <li>• At least <del>six (6)</del><u>five (5)</u> years project management experience in deploying projects in a Correctional environment at a county, state or federal level</li> <li>• At least three (3) years' experience in telecommunications and Incarcerated individual communications.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in managing projects installing, testing, and implementing wireless network technology.</li> <li>• Experience managing projects in a correctional facility in the State of California.</li> </ul>

Key Staff Position	Minimum Mandatory Requirements	Desirable Requirements
On-Site Installation Manager(s)	<ul style="list-style-type: none"> <li>• At least <del>six (6)</del>five (5) years coordinating and supervising the installation of projects on-site.</li> <li>• At least three (3) years managing the on-site installation of telecommunication, network, wiring/cabling, and equipment.</li> <li>• At least three (3) years as on-site installation manager in a correctional institution/facility.</li> <li>• At least three (3) years' experience managing multiple, concurrent work crews at the installation site.</li> <li>• Demonstrated ability to develop and manage work plans reflecting daily work over several weeks.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience as an on-site manager at a California State prison.</li> <li>• Experience as the on-site manager at a State Department of Corrections prison.</li> <li>• Demonstrated experience applying and adhering to California Building Codes.</li> </ul>
Implementation Manager	<ul style="list-style-type: none"> <li>• At least <del>six (6)</del>five (5) years of experience implementing Incarcerated individual communications system projects.</li> <li>• At least four (4) years of experience implementing network, wiring/cabling, and equipment in a correctional environment.</li> <li>• At least three (3) years of experience implementing communication, network, wiring/cable, and equipment at a State Department of Corrections prison system.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience implementing a wireless network in a correctional environment.</li> <li>• Successfully completed the implementation of statewide Incarcerated individual communication projects</li> </ul>

Key Staff Position	Minimum Mandatory Requirements	Desirable Requirements
Trainer(s)	<ul style="list-style-type: none"> <li>• At least four (4) years of experience providing and conducting training to correctional staff and Incarcerated individuals.</li> <li>• At least three (3) years of experience providing train-the-trainer training to correctional staff.</li> <li>• Experience providing web-based training and one-on-one training to management and executive staff.</li> <li>• <u>Conducted training for at least two (2) State level Department of Corrections or at least two (2) different facilities within the same agency for staff and Incarcerated individual population.</u><del>Conducted training for at least two (2) State level Department of Corrections or Facility staff and Incarcerated individual population.</del></li> </ul>	<ul style="list-style-type: none"> <li>• Greater than four (4) years of experience providing and conducting training to correctional staff and Incarcerated individuals.</li> <li>• At least three (3) years of experience providing Web-based training and instruction to customers</li> <li>• Possess a training certification <u>for the Contractor CTS Solution.</u></li> </ul>

Key Staff Position	Minimum Mandatory Requirements	Desirable Requirements
Maintenance and Operations Manager	<ul style="list-style-type: none"> <li>• At least six (6) years of experience managing and overseeing State Department of Corrections field support and service operations to maintain Incarcerated individual communication systems.</li> <li>• At least four (4) years of experience and knowledge of telecommunications and network systems.</li> <li>• At least four (4) years of experience and knowledge with the Bidder's products and services being provided as part of this procurement.</li> </ul>	<ul style="list-style-type: none"> <li>• At least three (3) years of experience maintaining and servicing wireless networks.</li> <li>• Greater than six (6) years of experience managing and overseeing telecommunication, network, and equipment in a correctional environment.</li> <li>• Experiencing managing five (5) or more correctional institutions and facilities concurrently to provide maintenance and operational support.</li> </ul>
Customer Service Manager	<ul style="list-style-type: none"> <li>• At least eight (8) years of customer service experience</li> <li>• At least five (5) years of providing customer service to Incarcerated individual family and friends involving services provided in a correctional environment.</li> <li>• At least five (5) years of experience and knowledge with the Bidder's products and services being provided as part of this procurement.</li> <li>• At least three (3) correctional systems in which knowledge and familiarity with correctional policies and procedures were demonstrated.</li> </ul>	<ul style="list-style-type: none"> <li>• Greater than five (5) years providing customer service to Incarcerated individual family and friends involving services provided in a correctional environment.</li> <li>• Knowledgeable in California Department of Corrections and Rehabilitation policies and procedures.</li> <li>• Providing customer services to a Department of Corrections statewide communication system.</li> </ul>

#### **4.1.4 STAFF REFERENCES (M)**

The bidder must complete and submit as part of their Final Proposal, Exhibit 21: Staff Reference Form. 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.

Any "Unsatisfactory" ratings provided by the reference will result in a "Fail" rating for the entire reference form.

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 (MS)

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 (MS)

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:

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 Incarcerated individual 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.

D – Desirable; Bidder may optionally include in their Bid. It will not be scored, if included.

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 for the Business Requirements. A description of the Technical Requirements

is not required in Exhibit 22, Technical Requirements Workbook. 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 24.8~~123~~ 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: Information Services
- Exhibit 24.3: CDCR and Third Party Application and Content

- Exhibit 24.4: Entertainment
- Exhibit 24.5: Tablets
- Exhibit 24.6: Kiosks
- Exhibit 24.7: Network
- Exhibit 24.8: Security
- Exhibit 24.9: Technology Refresh
- Exhibit 24.10: Innovation and Technology Enhancement
- Exhibit 24.11: Project Management Methodology
- Exhibit 24.12: Investigate Solution and Technology
- Exhibit 24.13: Interfaces

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"> <li>• Describe how the outbound domestic and international telephone and video calls will be processed;</li> <li>• Describe how the CTS will prohibit outbound calls from being placed to another CDCR facility;</li> <li>• Describe how the CTS solution detects and prevents prohibited calls (Three Way, Conference, 800, etc.);</li> <li>• Contractor shall indicate how the CTS solution identifies and validates end users and enable CDCR to manage communication (telephone, video call, VRS and ASL-VCS, and e-messages) ;</li> <li>• Describe how the CTS will process call to CDCR and other State agencies designated hot lines (PREA, etc.); and/or;</li> <li>• Any additional types not listed above.</li> </ul> <p>Describe how the Contractor will ensure data integrity while allowing multiple accesses to the same CDCR recording.</p>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.2:  Information Services	Section 2.2.2.2	<p>Describe in detail how the Contractor’s proposed CTS solution will provide the Incarcerated individual access to general information regarding policies, regulations, and other essential information. The description will address and include the following:</p> <ul style="list-style-type: none"> <li>• Provide a repository to store the DOM, Title 15;</li> <li>• Describe any limits to the format and size for the information documents;</li> <li>• Describe how the Contractor will ensure the information documents are ADA compliant;</li> <li>• Describe how important announcements can be provided to Incarcerated individuals on the CTS solution</li> </ul>
Exhibit 24.3: CDCR and Third Party Application and Content	Section 2.2.2.3	<p>Describe in detail how the Contractor’s proposed solution will provide the Incarcerated individual access to CDCR and Third Party Application and Content. Describe how the Contractor will implement the solution without compromising security.</p> <p>Any features in addition to the mandatory requirements already identified in the RFP.</p>
Exhibit 24.4: Entertainment	Section 2.2.2.4	<p>Describe in detail the proposed 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"> <li>• Quantity and type of available e-Books and games provided at no cost.</li> <li>• Periodic promotional offers for discounted entertainment items if offered.</li> <li>• Contemporary list of e-Books offered in addition to the Gutenberg list if offered.</li> <li>• Music Catalog containing large quantity and numerous genres to choose from.</li> <li>• How music, e-Books, games, and videos are screened prior to being offered to Incarcerated individuals.</li> <li>• Procedures to remove items that are deemed inappropriate or restricted for the Incarcerated individuals.</li> <li>• Identify any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.5: Tablets	Section 20.1.3	<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"> <li>• Variations of screen sizes offered. (Minimum is 7”).</li> <li>• Method used to track Tablet location and precision of location</li> <li>• Security features to prevent unauthorized use of a tablet or sharing of tablet (Biometrics).</li> <li>• Storage capability</li> <li>• Screen resolution</li> <li>• Brightness adjustments, color options for screen contrast, fonts, and highlighting.</li> <li>• Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>
Exhibit 24.6: Kiosk (If Applicable)	20.1.4	<p>Describe in detail the proposed CTS solution and how it meets the functionality, features and applications provided with the Kiosk. The description will address and include the following:</p> <ul style="list-style-type: none"> <li>• Variations of screen sizes offered. (Minimum is 17”).</li> <li>• Security features to prevent tampering and vandalism.</li> <li>• Privacy capabilities without jeopardizing security.</li> <li>• Screen resolution</li> <li>• Accessibility</li> <li>• Brightness adjustments, color options for screen contrast, fonts, and highlighting.</li> <li>• Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</li> <li>• If there are no enclosures, contractor is to explain in detail the plan for mounting and security of the hardware.</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.7: Network	Section 2.2.2.7	<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"> <li>• Vendor owned equipment space and power requirements</li> <li>• Bandwidth required and additional available bandwidth for growth and ensure performance.</li> <li>• Number of concurrent users supported.</li> <li>• Network performance, availability, and response time for downloading and access.</li> <li>• Describe <u>if and</u> how the proposed CTS solution will provide services in the housing units, within cells, and dorms.</li> <li>• Server location for the proposed network.</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>
Exhibit 24.8: 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"> <li>• How proposed network meets security requirements for a correctional environment and prevents potential hacking or unauthorized use.</li> <li>• Method of Intrusion Detection and Prevention, notifications for potential breaches</li> <li>• Method for Incarcerated individual's to log on to tablets and access services</li> <li>• Compliance with industry Security standards</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>
Exhibit 24.9: Technology Refresh	Section 24	<p>Describe in detail the Contractor Technology Refresh Policy and how it ensures relevant and timely upgrades by adhering to security best practices, manufactures standards and industry best practices.</p> <p>Any features in addition to the mandatory requirements already identified in the RFP.</p>



Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.10: Innovation and Technology Enhancement	Section 24.1	Describe in detail how the Contractor's proposed CTS solution shall evolve, supplement, and enhance the goods and services provided and keep pace with and utilize technological advancements and improvements.  Any features in addition to the mandatory requirements already identified in the RFP.
Exhibit 24.11: Project Management Methodology	Section 14	Describe in detail the Contractor's Project Management Methodology and how the Contractor will ensuring the transition of current services and implementation of new technology and services is planned, coordinated with CDCR, baselined, and then completed on schedule.
Exhibit 24.12: Investigative Solution and Technology	Section 2.2.2.6	Describe in detail the Contractor's Investigative Solution and Technologies for telephone and video call conversations, voice biometrics, e-message correspondence, link and data analysis, and keyword search analytics.
<u>Exhibit 24.813: Interfaces</u>	<u>Section 4821</u>	<u>Describe in detail the definition of system that will interface with the CDCR and Third Party existing systems. The system interfaces should include any and all connections if applicable including database, web services, systems, and external entities.</u>

## 5 COST

Cost is a primary evaluation criterion weighted at 30% of the total 2,000 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.

**The State has established not-to-exceed (NTE) rates for this procurement. Bidder's rates for calls must not exceed \$.05 per minute. Bidders may propose rates lower than the NTE identified.**

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 Incarcerated individuals, family, and friends. Since no commissions are paid to the State, the pricing for CTS 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 (MS)**

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: Communications
- Tab 4, Cost Worksheet #3: 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 Incarcerated individuals 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 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 Bidder may enter an NA if the services described is not offered by the Bidder.

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 Incarcerated individual.

**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 CDCR08112020;
  - 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:

Exhibit 2: Intent to Bid (if not already submitted in earlier in Key Action Dates)

Exhibit 3: Confidentiality Statement (if not already submitted in earlier in Key Action Dates)

Exhibit 4: Response to Administrative Requirements

Exhibit 5: Bidder Declarations 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: DVBE Declarations (if applicable)

- Exhibit 14: Bidding Preferences and Incentives
- Exhibit 15: Commercially Useful Function (CUF) Certification
- Exhibit 16: TACPA Preference Request Forms (if applicable)
- Exhibit 17: List of Proposed Subcontractors (Public Works)
- Exhibit 18 Contractors License Information
- Exhibit 19.1: Bidder Qualification Form
- Exhibit 19.2: Bidder Reference Form
- Exhibit 20.1: Staff – Qualifications Form – Project Manager
- Exhibit 20.2: Staff – Qualifications Form – On-Site Installation Manager
- Exhibit 20.3: Staff – Qualifications Form – Implementation Manager
- Exhibit 20.4: Staff – Qualifications Form – Trainer(s)
- Exhibit 20.5: Staff – Qualifications Form – Maintenance and Operations Manager
- Exhibit 20.6: Staff – Qualifications Form – Customer Support Manager
- Exhibit 21: Staff – Reference Form
- Exhibit 22: Business and Technical Requirements
- Exhibit 23: Deliverables Table
- Exhibit 24.1 Through 24.123: Narrative Responses
- ~~Exhibit 25: Cost Worksheets~~
- Exhibit 26: Responsibility Certification

## 6.6.2 VOLUME 2: COST

This volume must be in a separate folder containing:

- Exhibit 25: Cost Worksheets #1 - #56

## 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 1,400
Bidder Qualification Forms	Pass/Fail
Bidder Qualification Forms – Desirable Scored	20
Bidder Reference Forms	20
Staff Qualification Forms	Pass/Fail
Staff Qualification Forms – Desirable Scored	5
Staff Reference Forms	15
Exhibit 22: Business and Technical Requirements	<u>Maximum Points</u> 500
<u>Business Requirements</u>	<u>300</u>
<u>Technical Requirements</u>	<u>120</u>
<u>Entertainment</u>	<u>80</u>
Exhibit 23: Deliverables Table	Pass/Fail
Exhibit 24.1 – 24.1 <del>23</del> : Narrative Responses	<u>Maximum Points</u> 840

<u>Communications Solution</u>	<u>140</u>
<u>Support for Third Party and CDCR Application and Content</u>	<u>120</u>
<u>Network and Security</u>	<u>120</u>
<u>Technology Delivery, Refresh, Growth, and Innovation</u>	<u>300</u>
<u>Entertainment</u>	<u>80</u>
<u>Project Management Methodology</u>	<u>80</u>
Section 5, Cost	Maximum Points 600
Cost Worksheets	600
Incentive and Preference Points	Maximum Points 200
Maximum Small Business Preference Points	100
DVBE Incentive	100
Maximum Total Score with preference points applied	2,200

### 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)~~, and (D) 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 24.9123. A Narrative Response form is provided for each Business Need or Requirement identified in Section 4.2.2, Narrative Response Requirements.

The following scoring key will be used to evaluate all Narrative responses:

<b>Scoring Type: Mandatory Scored (MS) Narrative Responses</b>		
<b><u>Evaluation Criteria</u></b>	<b><u>Evaluation Outcome</u></b>	<b><u>Score</u></b>
<ul style="list-style-type: none"> <li>• <u>Response and supporting information:</u></li> <li>• <u>Demonstrates in the Bidder’s own words a thorough, detailed, and comprehensive understanding of the requirement.</u></li> <li>• <u>Demonstrates the ability and intent to meet or exceed the requirement in full.</u></li> <li>• <u>Provides evidence of proven ability to meet or exceed the requirement or detailed plans or methodology that further demonstrates how the requirement will be optimally met or exceeded.</u></li> <li>• <u>Provides an approach that is fully achievable, applies best practices, is clearly and concisely presented, and is logically organized and well-integrated.</u></li> </ul>	<u>Exceeds (E)</u>	<u>100% of the max points available for that Req. Number</u>
<ul style="list-style-type: none"> <li>• <u>Response and supporting information:</u></li> <li>• <u>Demonstrates in the Bidder’s own words a comprehensive understanding of the requirement.</u></li> <li>• <u>Demonstrates the ability and intent to meet the requirement in full.</u></li> <li>• <u>Provides some evidence of proven ability to meet the requirement or detailed plans or methodology that further demonstrates how the requirement will be met.</u></li> </ul>	<u>Good (G)</u>	<u>75% of the max points available for that Req. Number</u>

<ul style="list-style-type: none"> <li>Provides an approach that is mostly achievable, suitable, acceptably presented, sufficiently organized and integrated.</li> </ul>		
<ul style="list-style-type: none"> <li>Response and supporting information:</li> <li>Simply repeats or paraphrases the requirement.</li> <li>Meets or partially meets the RFP requirement without supporting description or literature.</li> <li>Does not demonstrate that the Bidder fully understands the requirement.</li> <li>Provides an approach that is not fully achievable, somewhat suitable, less than acceptably presented, somewhat unorganized, and partially integrated.</li> </ul>	Marginal (M)	50% of the max points available for that Req. Number
<ul style="list-style-type: none"> <li>Response is not relevant; or</li> <li>Response does not demonstrate an understanding of, or inaccurately interpreted the requirement; or</li> <li>The approach is not achievable; or</li> <li>The Bidder failed to provide narrative to support the requirement; or</li> <li>The Bidder provided a narrative that counters or softens the "Yes" response to a mandatory requirement with a statement that "intends" to support the mandatory requirement.</li> </ul>	Unacceptable (U)	0%

### 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

Bidder Proposal Non-Cost Score Calculation			
Bidder	Hypothetical Bidder & Staff Qualification Requirements Score	Hypothetical Bidder Solution Requirements Score	Hypothetical Bidder Proposal Score Summation
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	
$\frac{\text{(Lowest proposed total cost)}}{\text{(Bidder's proposed total cost)}} \times 600 \text{ points} = \text{Bidder cost score}$	

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	$\frac{\$300,000}{\$500,000} \times 1,000 = 600$	600 points
B	\$400,000	$\frac{\$300,000}{\$400,000} \times 1,000 = 750$	750 points
C	\$300,000	$\frac{\$300,000}{\$300,000} \times 1,000 = 1,000$	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

**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 CDCR08112020 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

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
<b>Total Non-Cost Score</b>	<b>1,400.00</b>	<b>1125.00</b>	<b>1245.00</b>	<b>1100.00</b>
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
<b>Total Evaluated <b>Cost Score</b></b> (points awarded)	<b>600</b>	<b>480.00</b>	<b>570.00</b>	<b>600.00</b>
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: 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.
3. Attachment 3: Glossary of Terms. This attachment includes definitions, acronyms and abbreviations for terms used in the solicitation and in the SOW.

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California Department of Corrections and Rehabilitation



**REQUEST FOR PROPOSAL (RFP)**

**RFP CDCR08112020**

**PART 2 – BIDDER RESPONSE**

**FOR**

**Communications and Technology Solution CTS**

**08/11/2020**

**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**

Refer to the Word file on Cal eProcure labeled, “Appendix A: Statement of Work” for purposes of this RFP.

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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 <b>STANDARD AGREEMENT</b> 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

<b>STATE AGENCY'S NAME</b> California Department of Corrections and Rehabilitation
<b>CONTRACTOR'S NAME</b>

2. The term of this Agreement is: 1/1/2021 or upon CDT approval, whichever is later, through 12/31/2026 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 22. Business and Technical Requirements
- Exhibit 23: Deliverables Table
- Exhibit 24.1-24.12 Narrative Responses
- Exhibit 25, Cost Worksheets

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 (If other than an individual, state whether a corporation, partnership, etc.)		<input type="checkbox"/> Exempt Per
BY (Authorized Signature) 	DATE SIGNED	
PRINTED NAME AND TITLE OF PERSON SIGNING		
ADDRESS		
<b>STATE OF CALIFORNIA</b>		
AGENCY NAME		
BY (Authorized Signature) 	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](mailto: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](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.

RFP Section*	Administrative Requirement – RFP Section 3	Bidder Agrees Yes / No
2.8	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/qs/pd/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/faqseller.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](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](https://www.documents.dgs.ca.gov/dgs/fmc/gspd/pd/pd_843.pdf)
- I am not claiming the DVBE incentive.

**EXHIBIT 14: 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:

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**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 <b>NO</b> goods involved, check <b>N/A</b> 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 Incarcerated individual 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 Incarcerated individuals. 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 Incarcerated individual 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:

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Printed Name:

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Reference Title or role on the project:

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Reference Email:

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Reference Phone:

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## 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 CTS 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 <del>six (6)</del> <u>five (5)</u> years of project management experience on large, complex projects		
11	Mandatory	At least <del>six (6)</del> <u>five (5)</u> 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 Incarcerated individual 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 <u>at time of proposal submission or prior to execution of the Contract.at time of proposal submission or at the time of award of the Contract.</u>		Attach PMP Certificate <u>(if Applicable)</u>

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 <del>six (6)</del> <u>five (5)</u> 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 <del>six (6)</del> <u>five (5)</u> years of experience implementing Incarcerated individual 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 incarcerated individual 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 Incarcerated individuals.		
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 <u>or at least two (2) different facilities within the same agency for</u> staff and Incarcerated individual population.		
15	Desirable Scored	Greater than four (4) years of experience providing and conducting training to correctional staff and Incarcerated individuals.  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 <u>for the Contractor CTS Solution</u> .  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 Incarcerated individual 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 Incarcerated individual 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	<p>Greater than five (5) years providing customer service to Incarcerated individual family and friends involving services provided in a correctional environment.</p> <p>Points:</p> <p>0 = No</p> <p>1 = Greater than 5 years; up to 7 years</p> <p>2 = Greater than 7 years</p>		



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 this Exhibit 21, 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 Exhibit 21, 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 this Exhibit 21 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, 1 = Marginal, 2 = Satisfactory, 3 = Excellent Circle only one number for each question below.	
6	How would you rate the individual’s overall performance?	0 1 2 3
7	How would you rate the individual’s effectiveness at communicating (orally and in writing) with project members and stakeholders?	0 1 2 3
8	How would you rate your satisfaction with the individual’s products and deliverables they provided?	0 1 2 3

9	How would you rate the individual's ability to perform in a correctional environment?	0 1 2 3
10	How was the individual's attitude in terms of being customer oriented?	0 1 2 3
11	How would you rate the individual's knowledge and expertise in their assigned project role?	0 1 2 3

By signing below, I declare that I have reviewed the information contained in Exhibits 20.1 through 20.6 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~~24626 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	<p><b>Communications</b></p> <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"> <li><i>Describe how the outbound domestic and international telephone and video calls will be processed;</i></li> <li><i>Describe how the CTS will prohibit outbound calls from being placed to another CDCR facility;</i></li> <li><i>Describe how the CTS solution detects and prevents prohibited calls (Three Way, Conference, 800, etc.);</i></li> <li><i>Contractor shall indicate how the CTS solution identifies and validates end users and enable CDCR to manage communication (telephone, video call, VRS and ASL-VCS, and e-messages) ;</i></li> <li><i>Describe how the CTS will process call to CDCR and other State agencies designated hot lines (PREA, etc.); and/or;</i></li> <li><i>Any additional types not listed above.</i></li> <li><i>Describe how the Contractor will ensure data integrity while allowing multiple accesses to the same CDCR recording.</i></li> </ul>
<p>Bidder's Response:</p>	

**EXHIBIT 24.2: INFORMATION SERVICES**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.2	<b>Information Services</b>
<p><i>Describe in detail how the Contractor’s proposed CTS solution will provide the Incarcerated individual access to general information regarding policies, regulations, and other essential information. The description will address and include the following:</i></p> <ul style="list-style-type: none"><li><i>• Provide a repository to store the DOM, Title 15;</i></li><li><i>• Describe any limits to the format and size for the information documents;</i></li><li><i>• Describe how the Contractor will ensure the information documents are ADA compliant;</i></li><li><i>• Describe how important announcements can be provided to Incarcerated individuals on the CTS solution</i></li><li><i>•</i></li></ul>	
Bidder’s Response:	

**EXHIBIT 24.3: CDCR AND THIRD PARTY APPLICATION AND CONTENT**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.3	<b>CDCR and Third Party Application and Content</b>
<i>Describe in detail how the Contractor’s proposed solution will provide the Incarcerated individual access to CDCR and Third Party Application and Content. Describe how the Contractor will implement the solution without compromising security.</i>	
<i>Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder’s Response:	

**EXHIBIT 24.4: ENTERTAINMENT**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.4	<b>Entertainment</b>
<p><i>Describe in detail the proposed Entertainment items being offered and how the service will be implemented and supported. The description will include the following:</i></p> <ul style="list-style-type: none"> <li>• <i>Quantity and type of available e-Books and games provided at no cost.</i></li> <li>• <i>Periodic promotional offers for discounted entertainment items if offered.</i></li> <li>• <i>Contemporary list of e-Books offered in addition to the Gutenberg list if offered.</i></li> <li>• <i>Music Catalog containing large quantity and numerous genres to choose from.</i></li> <li>• <i>How music, e-Books, games, and videos are screened prior to being offered to Incarcerated individuals.</i></li> <li>• <i>Procedures to remove items that are deemed inappropriate or restricted for the Incarcerated individuals.</i></li> <li>• <i>Identify any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	

**EXHIBIT 24.5: TABLETS**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 20.1.3	<b>Tablets</b>
<p><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></p> <ul style="list-style-type: none"> <li>• <i>Variations of screen sizes offered. (Minimum is 7").</i></li> <li>• <i>Method used to track Tablet location and precision of location</i></li> <li>• <i>Security features to prevent unauthorized use of a tablet or sharing of tablet (Biometrics).</i></li> <li>• <i>Storage capability</i></li> <li>• <i>Screen resolution</i></li> <li>• <i>Brightness adjustments, color options for screen contrast, fonts, and highlighting.</i></li> <li>• <i>Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	

**EXHIBIT 24.6: KIOSK**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 20.1.4	<b>Kiosk (If Applicable)</b>
<p><i>Describe in detail the proposed CTS solution and how it meets the functionality, features and applications provided with the Kiosk. The description will address and include the following:</i></p> <ul style="list-style-type: none"> <li>• <i>Variations of screen sizes offered. (Minimum is 17").</i></li> <li>• <i>Security features to prevent tampering and vandalism.</i></li> <li>• <i>Privacy capabilities without jeopardizing security.</i></li> <li>• <i>Screen resolution</i></li> <li>• <i>Accessibility</i></li> <li>• <i>Brightness adjustments, color options for screen contrast, fonts, and highlighting.</i></li> <li>• <i>Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</i></li> <li>• <i>If there are no enclosures, contractor is to explain in detail the plan for mounting and security of the hardware.</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	

**EXHIBIT 24.7: NETWORK**

NARRATIVE RESPONSE FORM	
SOW Reference	Business Need or Requirement
Section 2.2.2.7	<b>Network</b>
<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"> <li>• <i>Vendor owned equipment space and power requirements</i></li> <li>• <i>Bandwidth required and additional available bandwidth for growth and ensure performance.</i></li> <li>• <i>Number of concurrent users supported.</i></li> <li>• <i>Network performance, availability, and response time for downloading and access.</i></li> <li>• <i>Describe <u>if and</u> how the proposed CTS solution will provide services in the housing units, within cells, and dorms.</i></li> <li>• <i>Server location for the proposed network.</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	



**EXHIBIT 24.8: SECURITY**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 18	<b>Security</b>
<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"> <li>• <i>How proposed network meets security requirements for a correctional environment and prevents potential hacking or unauthorized use.</i></li> <li>• <i>Method of Intrusion Detection and Prevention, notifications for potential breaches</i></li> <li>• <i>Method for Incarcerated individual’s to log on to tablets and access services</i></li> <li>• <i>Compliance with industry Security standards</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder’s Response:</p>	

**EXHIBIT 24.9: TECHNOLOGY REFRESH**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 24	<b>Technology Refresh</b>
<i>Describe in detail the Contractor Technology Refresh Policy and how it ensures relevant and timely upgrades by adhering to security best practices, manufactures standards and industry best practices.</i>	
<i>Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder's Response:	

**EXHIBIT 24.10: INNOVATION AND TECHNOLOGY ENHANCEMENT**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 24.1	<b>Innovation and Technology Enhancement</b>
<i>Describe in detail how the Contractor’s proposed CTS solution shall evolve, supplement, and enhance the goods and services provided and keep pace with and utilize technological advancements and improvements.</i>	
<i>Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder’s Response:	

**EXHIBIT 24.11: PROJECT MANAGEMENT METHODOLOGY**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 14	<b>Project Management Methodology</b>
<i>Describe in detail the Contractor's Project Management Methodology and how the Contractor will ensuring the transition of current services and implementation of new technology and services is planned, coordinated with CDCR, baselined, and then completed on schedule.</i>	
Bidder's Response:	

**EXHIBIT 24.12: INVESTIGATIVE SOLUTION AND TECHNOLOGY**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.6	<b>Investigative Solution and Technology</b>
Describe in detail the Contractor’s Investigative Solution and Technologies for telephone and video call conversations, biometrics, e-message correspondence, link and data analysis, and keyword search analytics.	
Bidder’s Response:	

**EXHIBIT 24.13: INTERFACES**

<b><u>NARRATIVE RESPONSE FORM</u></b>	
<b><u>SOW Reference</u></b>	<b><u>Business Need or Requirement</u></b>
<b><u>Section 21</u></b>	<b><u>Interfaces</u></b>
<u>Describe in detail the definition of system that will interface with the CDCR and Third Party existing systems. The system interfaces should include any and all connections if applicable including database, web services, systems, and external entities.</u>	

**EXHIBIT 25: COST WORKSHEETS**

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			
<b>Name of Bidder:</b>			
<b>Contact Person:</b>			
<b>Contact Email and Phone Number:</b>			
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.)

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?

- Uploaded and formatted as identified in Section 6.
- No cost data provided in any volumes, except in Volume 2.
- Cost Complies with NTE rates
- Exhibits 2-24 and 26 have been completed in their entirety and are submitted as separate files within a folder labeled Volume 1

Volume 2: Cost

- Exhibit 25: Cost Worksheets, submitted in native file format within a folder labeled Volume 2

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 CTS RFP CDCR08112020 and the resulting Contract, the following words and phrases shall have the indicated meanings.

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

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

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

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 CTS data and reports.

Barge-in – ability for an authorized CDCR staff to interrupt a CTS 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 CTS that documents the details of the telephone, video phone, VRS, and the ASL-VCS.

Call Detection – means of detecting unusual or suspicious activities on a CTS call.

Call Duration – the total amount of minutes an Incarcerated individual may converse with the called party on a CTS call.

Call Forwarding – CTS calls forwarded by a called party to a third party.

Called Party – Incarcerated individuals family or friend

CCHCS – California Correctional Health Care Services provides care that includes medical, dental and mental health services, to California’s Incarcerated individual population.

CDCR – California Department of Corrections and Rehabilitation. Primary consumer for Incarcerated individual 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 CTS for the duration of the contract.

CDT – California Department of Technology. CDT will be responsible for the CTS Contract Administration.

Censored – communication that is not released to an Incarcerated individual or their family or friends

Credentials – a document or certificate proving a person's identity or qualifications.

Device ID – The unique identifier on all CTS devices.

DTMF – Dual Tone Multi-Frequency

E-Cards – pre-approved greeting cards

Electronic Letter – an inbound letter similar to an email from a family or friend to an Incarcerated individual. These letters are printed by staff and delivered to the Incarcerated individual

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 a CTS call for unusual or suspicious activity

GUI – Graphical User Interface

Health Care Services – medical care provided to Incarcerated individuals in the institutions.

Hearing Carry Over – allows speech disabled user with hearing capabilities to listen to the called party.

Hotline Call – calls originating from the adult or youth Incarcerated individual to a designated hot line (i.e. PREA, other State Agencies)

Inbound Call – calls originating from the public to an Incarcerated individual. Inbound calls are prohibited and shall not be processed by the CTS.

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 CTS hardware either permanently installed on the wall or floor utilized by the Incarcerated individuals to consume CTS 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

Live Monitoring – real-time listening or viewing of the Incarcerated individual 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 activities shall be recorded and monitored by authorized CDCR staff.



Non-Confidential Emails – emails exchanged between the Incarcerated individual and their family or friends.

Incarcerated individual – Adult and Youth in the care of the CDCR

CTS – Communications and Technology Solution

CTS Management Application – web-based application used for administrative management of CTS features.

Outbound Call – telephone, video phone, VRS, or ASL-VCS calls originating from an Incarcerated individual to their family or friends.

Overlay Message – message that is played or displayed randomly throughout the telephone or video communication.

PINs – Personal Identification Numbers

Post Release Community Supervision (PRCS) – parolee under the supervision of a county agency and not the CDCR.

Prime Contractor – the primary CTS contractor under contract with the State who has full responsibility of completing and managing the CTS 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 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 CTS 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 – CTS 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 Incarcerated individual and the called party the call will end due to expiration of time.

Three-Way Calling – Calling that involves connecting three (3) distinct parties.

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 CTS.

User Manual – a comprehensive CTS user instruction that contains detailed and clear instructions on the operations of the CTS hardware and software.

User Privilege – administrative privileges assigned individually to users and/or groups.

Video Call – simultaneous real-time audio and video communication between Incarcerated individual and their family or friends.

Video Clips – brief recorded video from a family or friend to an Incarcerated individual

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 Incarcerated individual who may be blind or have diminished vision.

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 Incarcerated individual.



**Table A-1: Bidder’s Library Table of Contents**

Document Name	Originating Entity	Date
CDCR Institution and Conservation 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
<u>International Call Rates</u>	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-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_2019	CDCR	1/1/2017
2020 Design and Construction Policy Guidelines	CDCR	1/01/2020
2020 Design Criteria Guidelines	CDCR	1/1/2020
Structured Cabling Guidelines FPCM IECS Version 3.0 07292020	CDCR	1/26/2020
CLOUD COMPUTING SERVICES SPECIAL PROVISIONS	CDCR	5/11/2016
Gate Clearance Form	CDCR	10/2015
PREA Form	CDCR	UNK
<u>Exhibit – Contractor Criminal Intelligence Analyst Requirements</u>	<u>CDCR</u>	<u>9/1/2020</u>
<u>Exhibit – California Weekly Report of Population</u>	<u>CDCR</u>	<u>9/2/2020</u>

## Offender Communication and Technology Services (CTS) 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 CTS Requirements Workbook.

### CTS 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 factors/features.

**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 CTS. 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	
TEL-103	Non-programmable Telephones	Telephones installed at correctional facilities shall not be programmable. Telephones shall not be capable of being used to program any feature of the CTS.	M	
TEL-104	Telephone Identifiers	All telephones shall use unique identifiers, provided by the CDCR Operations Manager, that will be referenced in all database files. The identifiers shall include the site, yard, and housing unit at a minimum.	M	
TEL-105	Volume and Noise Control	All of the telephones shall be equipped with volume controls which allow offenders to amplify the called party's voice. Telephones shall reduce background noise through the use of confidencers or directional microphones in the handset.	M	
TEL-106	Offender Telephones for Mobility Impaired	The contractor shall provide telephones equipped with ADA compliant assistive listening system capability for mobility impaired offenders.	M	

Bidder's Name:				
CATEGORY: Telephones				
Req #	Function	Requirement Description	Type	Bidder's Response
				Bidder Agrees to Meet Requirement (Y/N)
TEL-107	No Coin Slots/Card Slots	The telephones shall be manufactured without any coin/card slots. The covering of existing coin slots is not in compliance with this requirement. The telephones shall not use physical items such as smart cards or magnetic swipe cards.	M	
TEL-108	Armored Handset Cord	The armored handset cords for the 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.	M	
TEL-109	Offender Outdoor Telephones	The Contractor shall provide "all-weather" telephones to be used as required by the State. This applies to all outside telephones required throughout the State. The telephones must be weather and spray resistant (Bellcore TR-TSY-000456, NEMA 3R, or similar) as they may be exposed to extreme weather conditions.	M	
TEL-110	Offender Telecommunications 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.	M	
TEL-111	CTS Telephone Enclosures that Include Booths and Wall Mounted	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 CTS telephone booths and pedestals.  The existing telephone enclosures that include all booths, wall, and pedestals, will become property of CDCR upon the expiration of the current IWTS contract. The Contractor will be responsible for providing all additional or replacement telephone enclosures (booths, wall	M	

Bidder's Name:				
CATEGORY: Telephones				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
TEL-112	Telephone Booth Enclosure Design	The Contractor shall provide telephone booth enclosures for telephones installed inside or outside. The 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.	M	
TEL-113	Booth Enclosure Door Option	In most locations, the Contractor shall provide booth enclosures without doors. In limited locations, the 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.	M	
TEL-114	Telephone Enclosure Finish	Telephone enclosures shall be non-rusting and non-reflecting, with matte finish.	M	
TEL-115	Americans with Disabilities Act (ADA) Requirements	Enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.	M	



Bidder's Name:				
CATEGORY: VRS/ASL-VCS				
Req #	Function	Requirement Description	Type	Bidder's Bidder 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 CTS. 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 Fahrenheit and 100% humidity	M	
VRS-103	VRS/ASL-VCS Touch Screen	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.	M	
VRS-104	VRS/ASL-VCS Non-Programmable	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 CTS.	M	
VRS-105	VRS/ASL-VCS Identifiers	All VRS/ASL-VCS shall use unique identifiers, provided by the CDCR Operations Manager, that will be referenced in all database files. The identifiers shall include the site, yard, and housing unit at a minimum.	M	
VRS-106	Volume and Noise Control	All of the VRS/ASL-VCS shall be equipped with volume controls which allow the offender to amplify the called party's voice. VRS/ASL-VCS shall reduce background noise through the use of confidencers or directional microphones in the handset.	M	

Bidder's Name:				
CATEGORY: VRS/ASL-VCS				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
VRS-107	No Coin Slots/Card Slots	The VRS/ASL-VCS shall be manufactured without any coin/card slots. The covering of existing coin slots is not in compliance with this requirement. The VRS/ASL-VCS shall not use physical items such as smart cards or magnetic swipe cards. All VRS/ASL-VCS shall use unique identifiers, provided by the CDCR Operations Manager that will be referenced in all database files.	M	
VRS-108	Armored Handset Cord	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.	M	
VRS-109	VRS/ASL-VCS Enclosures	The 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.  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	M	

Bidder's Name:				
CATEGORY: VRS/ASL-VCS				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
VRS-110	VRS/ASL-VCS Enclosure Design Requirements	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 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.	M	
VRS-111	VRS/ASL-VCS Enclosure Mounting Requirements	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.	M	
VRS-112	Americans with Disabilities Act (ADA) Requirements	Enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.	M	

Bidder's Name:				
CATEGORY: Video Calling Services (VCS)				
				Bidder's Response
Req #	Function	Requirement Description	Type	Bidder Agrees to Meet Requirement (Y/N)
VCS-101	VCS Hardware Requirements	The Contractor shall provide and install all the VCS equipment at each correctional facility and location covered by this Contract at no cost to the State. Equipment will be used by offenders to place video calls via the CTS. The Contractor shall be responsible for all modifications to existing enclosures necessary to mount the proposed equipment. The Contractor shall install additional 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 CTS shall allow flexibility for Video Calling from locations as determined by the State.	M	
VCS-102	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, or big enough to identify all callers in span of control and having an associated graphics control board with video drivers. Monitor shall be able to withstand operating temperatures of 105 degrees Fahrenheit and 100% humidity.	M	
VCS-103	VCS Touch Screen	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.	M	
VCS-104	VCS Non-Programmable	VCS installed at correctional facilities shall not be programmable. VCS shall not be capable of being used to program any feature of the CTS.	M	
VCS-105	VCS Identifiers	All VCS shall use unique identifiers, provided by the CDCR Operations Manager, that will be referenced in all database files. The identifiers shall include the site, yard, and housing unit at a minimum.	M	
VCS-106	Volume and Noise Control	All of the VCS shall be equipped with volume controls which allow the offender to amplify the called party's voice. VCS shall reduce background noise through the use of confidencers or directional microphones in the handset or device.	M	

Bidder's Name:				
CATEGORY: Video Calling Services (VCS)				
				Bidder's Response
Req #	Function	Requirement Description	Type	Bidder Agrees to Meet Requirement (Y/N)
VCS-108	Armored Handset Cord	The armored handset cords for the 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.	M	
VCS-108a	Use of Headphones	VCS shall allow for optional use of headphones using 3.5mm jack	DS	
VCS-109	VCS Enclosures	<p>The Contractor shall provide VCS installed inside; mounted on a wall, or have the option to be attached to a pedestal. The VCS enclosures shall provide privacy for the offender, but allow the offender to be visually accessible by CDCR staff. The Contractor shall provide the VCS with background blurring software/feature or partitions as determined by the CDCR Operations Manager.</p> <p>Prior to installation, CDCR will inspect all enclosures, shelves, pedestals, and other mounting apparatus to ensure requirements are met.</p> <p>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</p>	M	

Bidder's Name:				
CATEGORY: Video Calling Services (VCS)				
				Bidder's Response
Req #	Function	Requirement Description	Type	Bidder Agrees to Meet Requirement (Y/N)
VCS-110	VCS Enclosure Design Requirements	<p>The video phone enclosure design shall be constructed as follows:</p> <ol style="list-style-type: none"> <li>1) 14-gauge (or heavier) steel case;</li> <li>2) Rugged steady beaded welded construction that is weather-resistant;</li> <li>3) Powder coated finish that is stainless steel or must be of a neutral color and easily cleaned;</li> <li>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.</li> <li>5) Shall not have removable parts, glass, sharp edges, or Plexiglas or similar material;</li> <li>6) Shall have no portion that be disassembled and used as weapons;</li> <li>7) No removable parts, including receiver ear and mouthpieces, and the window for dialing instructions.</li> <li>8) Enclosures shall contain Heavy duty locking mechanisms, hinges, door mechanisms capable of resisting offender tampering and vandalism.</li> <li>9) Enclosure must have adequate ventilation to include fans if needed for components.</li> </ol>	M	
VCS-111	VCS Enclosure Mounting Requirements	<p>The 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 must have no access to the back of the enclosure. 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	
VCS-112	Americans with Disabilities Act (ADA) Requirements	Enclosures and video phone shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.	M	
VCS-113	VCS Background Blurring	The VCS shall have the capability of blurring the background and focus only on the offenders face to enable safety and security of staff and other offenders	DS	

Bidder's Name:				
CATEGORY: Tablet				
Req #	Function	Requirement Description	Type	Bidder's Agrees to Meet Requirement (Y/N)
<b>TAB-100</b>	<b>Tablet Features and Requirements</b>			
TAB-101	Tablet Hardware Requirements	<p>Provide portable devices that meet the following hardware requirements:</p> <ol style="list-style-type: none"> <li>1) Integrated 3.5mm audio headphone / microphone combo port</li> <li>2) Wi-Fi capable, which is administrable at the OS or other 3rd party utility level (can enable and disable as needed)</li> <li>3) Possess a 802.11 wireless radio that supports the 5ghz spectrum. Tablet will only be allowed to operate on the 5Ghz spectrum.</li> <li>4) Ability to use a management device to identify approximate location of Tablet when powered on with feature that cannot be disabled by a user</li> <li>5) Integrated microphone with noise cancelling technology</li> <li>6) Gravity sensor function for automated screen orientation</li> <li>7) UL and FCC certified</li> <li>8) Brightness adjustment for screen and ambient light sensor</li> <li><del>9) Optionally possess an ability to attach an external QWERTY keyboard or have the ability to be utilized with an keyboard peripheral</del></li> <li>9) 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.</li> </ol>	M	
TAB-102	Tablet Camera	If the Tablet contains a camera, the camera must be capable of being 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.	MS	
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	

Bidder's Name:				
CATEGORY: Tablet				
Req #	Function	Requirement Description	Type	Bidder's Agrees to Meet Requirement (Y/N)
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.  Contractor shall provide charging carts for bulk charging the tablets. The CDCR Operations Manager will determine the location requiring charging carts.	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	



Bidder's Name:				
CATEGORY: Tablet				
Req #	Function	Requirement Description	Type	Bidder's Agrees to Meet Requirement (Y/N)
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, voice 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.	DS	
TAB-112	Tablet Screen Size	Contractor shall provide Tablets that have at least a 7 inch in size across the diagonal.	M	
TAB-113	Tablet Peripherals	Provide Offender Tablets that can support the ability to add external keyboards, mice, etc. based on program needs.	DS	
TAB-114	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"> <li>1) 14-gauge (or heavier) steel case;</li> <li>2) Rugged steady beaded welded construction that is weather-resistant;</li> <li>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.</li> <li>4) Shall not have removable parts, glass, sharp edges, or Plexiglas or similar material;</li> <li>5) Shall have no portion that be disassembled and used as weapons; and</li> <li>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).</li> </ol>	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	

Bidder's Name:				
CATEGORY: Kiosk				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
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 CTS 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 CTS shall meet all current applicable Federal, State, and Local Codes, Standards, and Regulations. All CTS 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 CTS	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	CTS Power Requirements	The Contractor is responsible for any new circuits and power runs required to support the CTS at no cost to the State.	M	

Bidder's Name:				
CATEGORY: Infrastructure				
Req #	Function	Requirement Description	Type	Bidder's Response
				Bidder Agrees to Meet Requirement (Y/N)
INF-107	Uninterruptible Power	<p>The Contractor shall provide all equipment necessary to maintain 100% functionality for the CTS for a minimum of 30 minutes due to a loss of commercial power in the CDCR institutions and facilities. The Contractor must provide an CTS 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	CTS 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 CTS 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	

<b>Bidder's Name:</b>				
<b>CATEGORY: Infrastructure</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
INF-109	CTS 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	

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 CTS. CDCR's ISP circuit will not be used to support CTS 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 CTS connectivity if the number of available ports is less than 20% after CTS 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	

Bidder's Name:				
CATEGORY: Network				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
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 CTS 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 to enable CTS services to be provided in common areas of all housing units and 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/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 CTS requirements. All CTS 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 CTS 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 CDCR's existing network deployment should it be determined the overall management and quality of the CDCR network would be impacted by the CTS 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	



Bidder's Name:				
CATEGORY: Network				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
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 CTS 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	CTS Network Design Requirements	<p>The Contractor shall install and test all CTS 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 CTS requirements that include:</p> <ol style="list-style-type: none"> <li>1) Phone system/Enclosure;</li> <li>2) Recording storage system (local and remote);</li> <li>3) Administrative data storage and associated transport (local and remote);</li> <li>4) Active monitoring system, if applicable; and,</li> <li>5) Remote access system.</li> </ol>	M	

<b>Bidder's Name:</b>				
<b>CATEGORY: Network</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
NET-122	Offender Access to CTS Provided Content and Services	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 CTS 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, dorms, libraries, visiting areas, and classrooms. The Contractor must provide wireless network coverage to ensure reliable connectivity to the Tablets and full functionality.	MS	

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 CDCR and Third Party systems/programs required to meet the requirements of the CTS. Contractor will work with CDCR staff and Third Party 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 and Third Party existing systems/programs to provide offenders the ability to access information and allow full functionality of the CTS services. The interfaces shall also reduce the manual input required by CDCR staff and update information in the existing CDCR systems/programs such as SOMS and TRACS (Offender Banking and Trust System). <del>Contractor shall provide description of system.</del>	MS	
<del>INT-103</del>	<del>System Interface Description</del>	<del>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.</del>	<del>M</del>	
INT-104	Data Exchange Formats	The CTS 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 CTS 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	

<b>Bidder's Name:</b>				
<b>CATEGORY: Interfaces</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
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	

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.	MS	
SEC-102	Intrusion Detection System and Intrusion Protection System (IDS/IPS)	Contractor shall be required to have IDS/IPS on the CTS firewall that manages the CTS 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.	MS	
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, and remote locations for offender 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 CTS) 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 CTS) 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 CTS circuit separate from the firewall securing access from the CTS to the CDCR network</p>	M	

Bidder's Name:				
CATEGORY: Security				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
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>	DS	
SEC-106	Hard Drive Encryption	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.	M	
SEC-107	Protection of Personal Privacy and Data	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).	M	
SEC-108	Unauthorized Safeguards	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.	M	

Bidder's Name:				
CATEGORY: Security				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
SEC-109	Ownership of Data	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.	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 CTS 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.	MS	
SEC-115	Connections to External Resources	The CTS 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	

<b>Bidder's Name:</b>				
<b>CATEGORY: Security</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
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	



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 friends and family of incarcerated to provide capability to send emails, eCards, photographs, videoclips, and place funds to the CTS account without bypassing applicable restitution.	MS	
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 communication or correspondence with offender.	MS	
WEB-003	CTS Private Web Site	The Contractor shall provide and maintain a CTS Private Web Site that shall be updated weekly at a minimum. The website shall be username and password protected so the information viewed by CDCR remains confidential to CDCR. The Contractor shall use the CTS 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. The website shall be username and password protected so the information viewed by CDCR remains confidential to CDCR.	MS	

## Offender Communication and Technology Services (CTS) 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 CTS Requirements Workbook.

### CTS 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 factors/features.

**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					
				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.
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-001	Outbound Call Process for Domestic and International Calls	<p>The CTS shall be configured such that an offender will be led through a series of commands/prompts in either English or Spanish to initiate a call.</p> <p>1) Once the telephone number has been entered, the keypad will be disabled for the remainder of the call. The telephone number will be validated before processing the call.</p> <p>2) If the called number passes the validation process, then the call process will continue. If the called number is valid and identified as an Alert Number the CTS will process the call according to instructions in CTS Facility Phone List, which may require the CTS to notify the appropriate CDCR Authorized Staff.</p> <p>3) The offender will be prompted and required to provide their name before the call is processed. If nothing is provided, the prompt will repeat multiple times. If after prompts nothing is provided, then the call will be terminated. The CDCR Operations Manager will determine the number of times the prompts will be repeated.</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.	MS		
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 previously recorded in the outbound call process. The called party will be given the option to request the rate for all domestic calls.</p> <p>The called parties shall have the ability to accept or deny prepaid calls from an offender by inputting a 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.</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 or video until the Call Setup message has been played and the called party has accepted the call.</p>	M		

Bidder's Name:					
CATEGORY: Communication					
Req #	Function	Requirement Description	Type	Bidder's Response	
				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.
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-005	CTS Call Blocking by Called Party	The CTS 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	CTS Outbound Only Calls	The CTS shall allow offenders to process only outbound calls. The Contractor shall configure the CTS so that in no case shall inbound calls be processed.	M		
COM-007	Calling Other CDCR Facilities	The CTS shall prohibit calls to any other California correctional facility.	M		
COM-008	Maximum Ring Time	The CTS shall include a maximum ring time for all calls prior to disconnecting a call. CTS 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 CTS shall be capable of preventing the processing of additional digits from an offender after all call processes have been completed for an authorized CTS 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 CTS 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	CTS Blocked Calls by CDCR Authorized Staff	The CTS shall provide the CDCR authorized staff with a method to block all CTS 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.  Called Party Blocking variable parameters: 1) Block CTS calls to a specific telephone number from a correctional facility; or, 2) Statewide.	M		
COM-012	Blocking Specific Types of Telephone Numbers by CTS	The CTS 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	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-014	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		

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.
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-015	Designated CDCR Hot Lines	<p>The CTS 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 CTS where the investigative user can retrieve the call.</p> <p>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.</p> <p>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.</p>	M		
COM-016	Calls to Other State Agencies' Hot Lines	<p>The CTS 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.</p>	M		
COM-017	Call Denial and Identification	<p>The CTS 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:</p> <ol style="list-style-type: none"> <li>1) Line is out of service;</li> <li>2) Line is busy;</li> <li>3) No answer;</li> <li>4) Number is blocked (includes blockage by LEC, called party, CDCR facility or other reason for being blocked);</li> <li>5) Dialed number is not a valid number.</li> </ol> <p>The system shall allow for modification of any announcement as determined by the CDCR Operations Manager.</p>	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-018	Overlay Message	<p>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 CTS 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.</p> <p>The CTS 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 CTS call. The system must allow this function to be engaged or not engaged at the State's discretion.</p>	M		
COM-019	Call Termination Message	The CTS 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 CTS shall provide the CDCR Operations Manager with the capability of changing the intervals when the call termination messages shall be played/displayed.	M		
COM-020	Ability to provide VRS communication when one of the party is hearing-capable.	The CTS Solution shall Provide outbound, non-confidential VRS communication for offenders who communicate through sign language through an interpreter with a family member/friend/attorney who is hearing-capable.	M		
COM-021	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-022	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-023	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-024	CTS Call Control Features	<p>The CTS shall include the Call Control Features described below. Each of the Call Control Features shall include variable control parameters described in this section. The CTS 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.</p> <p>Call control features shall include but not limited to:</p> <ol style="list-style-type: none"> <li>1) Calling schedule variable parameters:</li> <li>1) Time of day;</li> <li>2) Day, week or month; or,</li> <li>3) Correctional facility.</li> </ol> <p>The CTS shall verify that the destination number can be processed based upon the CTS Call Control Features, that have been set for the system and the CDCR facility.</p>	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-025	CTS Time Between Completed Calls	The CTS shall be capable of being configured to control the amount of time between calls made on the CTS offender call devices. The State shall be capable of enabling or disabling this feature.	M		
COM-026	CTS Call Duration	Call duration is the total amount of minutes an offender may converse with the called party on a CTS call. The State shall be capable of enabling, disabling and determining call duration.	M		
COM-027	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-028	CTS Non-Confidential Calls	All calls made from the CTS 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 CTS devices to specific phone numbers.	M		
COM-029	CTS 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 CTS communications and sessions.	M		
COM-030	CTS Detection of Unusual or Suspicious Dialing	The CTS 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-031	CTS Detection of Three-Way Calls	The CTS shall provide the capability of detecting suspected and confirmed Three-Way Calls. The CTS shall identify a suspected or detected Three-Way Calls using a 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.  The CTS 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.	MS		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-033	CTS Detection of Call Forwarding	<p>The CTS 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.</p> <p>The CTS shall include the capability to terminate, monitor, barge-in or flag, at the CDCR Operations Manager's discretion, any detected Call Forwarding.</p> <p>Contractor shall provide the detection capability to detect Call Forwarding. Contractor shall detect the following types of Call Forwarding:</p> <ol style="list-style-type: none"> <li>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;</li> <li>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,</li> <li>3) Calls to "follow me" numbers.</li> </ol> <p>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.</p>	MS		
COM-034	CTS LIVE MONITORING	<p>The Contractor shall provide CTS Live Monitoring Capability in multiple locations where CTS are installed that may include control booths in housing units, ADA Offices and hospitals. CTS Live Monitoring shall allow custody staff to listen and view in real-time offender conversations and scan, barge-in, and terminate sessions. The CTS shall have the capability of turning on and off the CTS devices within the officer's span of control.</p> <p>The CTS Live Monitoring shall provide multiple authorization level Log-Ins. CTS Live Monitoring displays shall be configurable only with various authorization levels that allow or deny modification of display or settings.</p>	M		
COM-035	CTS Live Monitoring Equipment	The Contractor shall provide all equipment necessary for the CTS Live Monitoring deployed at each facility where CTS are deployed at no cost to the State.	M		
COM-036	CTS Graphical User Interface (GUI)	The CTS Live Monitoring shall employ an industry standard GUI that includes intuitive command standards for desktop, screen and window behavior.	M		



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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-037	CTS Live Monitoring Display Content Requirements	The CTS Live Monitoring shall provide authorized staff with access to view the following information (at a minimum) that will appear in a font size of 12 or larger: 1) CTS station number (within the contractor's network) for each device; 2) Location and CTS device identification number of the CTS device being monitored; 3) Current date and time; 4) Incremental call duration timer (mm:ss) for each call; 5) One (1) to 12 CTS call devices shall be displayed simultaneously on a single screen; 6) Indicators for each CTS 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-038	CTS Live Monitoring Functionality Requirements	The CTS shall provide the following functionality requirement for Live Monitoring for the offender CTS 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 CTS calling device on or reactivate a CTS calling device (individual and all devices within Span of Control); 8) Turn CTS 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-039	CTS Scan and Live Monitoring of Multiple Calls	The CTS 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 CTS 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-040	Park, Listen and View Calls	The CTS Live Monitoring shall have the capability to park, listen and view an active call. The system shall indicate which offender CTS calling device is being monitored at any given time and show the status of each offender CTS calling device, in-use or idle.	M		
COM-041	Hands-Free Monitoring	The CTS 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		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-042	Termination of Active Calls	The CTS Live Monitoring shall be able to manually terminate calls for a single or group of offender CTS calling devices within the Span of Control. Live Monitoring shall have a defined list of CTS 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-043	CTS Barge-In To Active Calls	The CTS 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-044	CTS 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 CTS Live Monitoring shall not exceed two (2) seconds before the active call appears on the display screen.	M		
COM-045	CTS Live Monitoring Stealth	The CTS 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-046	CTS 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-047	Multiple Users Monitoring a Live Call with CTS	The CTS 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-048	Software Controlled Manual Termination	The CTS shall include the ability for authorized CDCR staff to manually terminate calls for a single or group of CTS devices.  The CTS shall be able to, at a minimum, terminate: 1) Individual calls; 2) All Calls (within Span of Control); 3) Individual CTS device; and, 4) All CTS devices (within profile Span of Control) by: a) CTS device ID; b) Bank or group of CTS devices; c) CDCR Facility building/section; d) CDCR Facility; e) Statewide Adult; f) Statewide Youth; and, g) Statewide CDCR Facilities.	M		
COM-049	CTS Facility Phone List	The CTS Facility Phone List consist of specific incarcerated individuals and destination telephone numbers that are being monitored by CDCR Authorized Staff. The individuals and telephone numbers in the CTS 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 individuals and 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		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-050	CTS 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) Incarcerated Caller's Information (Name, CDCR number, PID); 5) Alert Groups; and, 6) Notes (minimum of 250 characters).	M		
COM-051	CTS Facility Phone List Search Criteria	Searching for a specific offender or 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) Incarcerated Caller's Name (all names included in Facility Phone List under this field); 5) Alert Group (all names included in Facility Phone List under this field); and, 6) 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-052	CTS Alert Group Functionality	When a call is made from a specific individual or to a specific number activated in an alert group the CTS will allow at minimum two (2) CDCR Authorized Users to receive an alert on their telephone or mobile phone. The CDCR user will be required to enter a unique numeric code before the authorized user is connected to the call. 1) 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. 2) If the alerted call is answered by the CDCR Authorized User. 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. 3) 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. 4) The CTS shall allow a minimum of two (2) e-mail addresses to be entered to receive a notification that will include the specific number dialed, the date, time, and CDCR facility.	M		
COM-053	CTS 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-054	Deleting an Alert Group or Telephone Number from CTS	An alert group or specific offender or telephone number can only be deleted by the authorized user who originally set the alert group or by a CDCR Operations Manager.	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-055	CTS Alert Number Notification	The CTS 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-056	CTS 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 offenders or 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 offender is using CTS system or number is dialed.	M		
COM-057	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 call recording file is opened or played.	M		
COM-058	Recordings and Monitoring Availability	All telephone, video and VRS and ASL-VCS call recordings shall be available to CDCR for a <u>minimum of 7 years</u> .	M		
COM-059	Forwarding a Recorded Call File on the CTS System	The CTS system shall allow an authorized user to send a recorded CTS 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-060	Forwarding a Monitored Call	The CTS system shall allow an authorized user to forward a monitored CTS 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-061	CTS 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) CTS device Location; 3) Offender ID Number 4) Start date/time; 5) Destination number called; 6) CTS device ID/Station number; 7) End date/time; 8) Duration of call; and, 9) Complete or Incomplete call.	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-062	CTS 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-063	CTS 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 CTS shall be able to go to a specified call duration location within the call without the playback of the entire call.	M		
COM-064	CTS 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-065	CTS "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-066	CTS Playback, Download, Save, and Transfer Rate	Recordings shall stream and begin playback immediately. Download or transfer of file shall operate concurrently while streaming. The downloaded file shall have the option to be saved locally once the download is completed.	M		
COM-067	CTS Playback of Recording on Other Types of Media	The CTS 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-068	CTS 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-069	CTS Simultaneous Replay	The CTS 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-070	Call Detail Records (CDR)	A call detail record data string shall be generated for all calls which include incomplete and completed calls.	M		
COM-071	Call Detail Records (CDR)	The CTS 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.  The Contractor shall provide CDCR with the ability to securely download a daily CTS CDR file in a delimited text format that contains the offender call attempts from the CDCR facilities. The CTS 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 CTS CDR files.	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-072	CTS Search Functionality	<p>The authorized staff shall have ability to search the CTS 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 CTS 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-073	CTS 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"> <li>1) Correctional facility from which call was placed;</li> <li>2) Offender ID Number;</li> <li>3) Offender Name;</li> <li>4) Device Location;</li> <li>5) Device Station Number;</li> <li>6) Start date and time (mm:ss);</li> <li>7) End date and time (mm:ss);</li> <li>8) Call duration (mm:ss);</li> <li>9) Call completion status (complete or incomplete call);</li> <li>10) offender's identification number;</li> <li>11) Destination Number (dialed digits);</li> <li>12) Destination Number's city and state, or city and country for International Calls;</li> <li>13) Destination Device (distinguish between cellular, land line, etc.);</li> <li>14) Start Code (Method in which the call was accepted or denied);</li> <li>15) Reason for call not completed (i.e. call blocked, station off), if applicable;</li> <li>16) Type of call (Local, IntraLATA, InterLATA, Interstate, International);</li> <li>17) Duration from acceptance to termination (Conversation Minutes);</li> <li>18) Alert (whether an alert was issued for the call);</li> <li>19) Type of alert (e.g., Three-Way Calling, Hot List Number);</li> <li>20) Filename of recording;</li> <li>21) End Code (Method of Termination).</li> </ol> <p>Contractor shall provide a sample of the CDR data string that will be provided with the CTS.</p>	M		
COM-074	CTS Daily Call Detail Records Retrieval	<p>The Contractor shall provide CDCR with the ability to securely download a daily CTS CDR file in a delimited text format that contains the offender call attempts from the CDCR facilities. The CTS 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 CTS CDR files.</p>	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-075	CTS User Group Configuration	<p>A group of CTS Call Control Features with the same variable parameter settings is known as a CTS User Group Configuration. The CTS shall provide the CDCR Operations Manager with the capability of configuring the parameters for each feature for a specific User Group. Each CTS User Group Configuration shall be assignable as a default configuration for each CTS calling device group.</p> <p>The CTS shall provide the CDCR Operations Manager with the capability of maintaining at least 15 multiple CTS User Group Configurations. These User Group Configurations will be derived from various combinations of CTS Call Control Features.</p>	M		
COM-076	CTS Administrative Control	The Contractor shall provide CDCR with CTS Administrative Control functionality to generate user profiles and access fields within the CTS 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 CTS application. CTS 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 CTS operation and capabilities, and perform system tests. The CTS shall comply with the CDCR password policy and require the user to change their password at CDCR Operations Manager specified intervals.	M		
COM-077	Single User CTS Mapping Verification	The CTS shall include the ability for a single State CTS administrative user to verify a CTS device and physical location match the CTS service database description. While this function is being performed, the CTS shall prevent outgoing calls from being made by offenders while mapping verification is performed.	M		
COM-078	CDCR CTS ROLE-BASED USER PROFILES	The CTS 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 CTS User shall have unique identification credentials and be verified for identity authentication. The CTS 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. The CDCR CTS Users shall be able to access the CTS services in one of the following roles:	M		
COM-079	Contractor Systems Administrator Profile	<p>1) System Administrator</p> <p>a) Create and manage System and Operations Administrator User accounts;</p> <p>b) Maintain database of all role-based profiles;</p> <p>c) Update system software;</p> <p>d) Troubleshoot application programming and code;</p> <p>e) Repair system software;</p> <p>f) Generate system health status reports;</p> <p>g) Generate Ad Hoc Reports requested by State;</p> <p>h) Provide back-up and recovery of stored data; and</p> <p>i) Other functions identified by the Contractor</p>	M		

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.					
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-080	CDCR Operations Administrator Profile	2) Operations Administrator a) Create and manage Live Monitoring Terminal User, Investigative User, Contracted Staff User, and State Contract Manager User accounts; b) Request and maintain updated list of System and Operations Administrator User accounts as needed; c) Set and reset user authentication credentials; d) View CTS configuration of facilities; e) Generate audit reports that include but are not limited to alarms, usage, and Service Level Agreement reports; f) Generate operational reports for executive consumption; g) Request maintenance and operations assistance from System Administrators; h) Generate system health status reports; and, i) Generate customer service/trouble ticket reports; j) Change own password.	M		
COM-081	CDCR CTS Live Monitoring User Profile	3) Live Monitoring User a) Perform CTS Live Monitoring functionality; b) Change own password; c) Flag calls; and, d) Input notes on CTS platform.	M		
COM-082	CDCR CTS Investigative User Profile	4) Investigative User a) Perform CTS Investigative functionality; b) Change own password; c) Request data file delivery via Secure File Transport Protocol (SFTP), and, d) Activate and Deactivate Alert Groups.	M		
COM-083	CDCR CTS Contracted Staff User Profile	5) Contracted Staff User a) Perform limited functionality based upon authorized access assigned by the Operations Administrator; and, b) Change own password.	M		
COM-084	CDCR CTS State Contractor Manager User Profile	6) State Contract Manager User a) View and Generate authorized CTS Reports; and, b) View Service Level Agreement report. c) Change own password	M		



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Describe the Proposed Solution to Meet or Exceed Requirement. If the Proposed Solution is in the Proposal, provide the Reference Location.					
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-085	CDCR CTS AUTHORIZED USER PROFILE FUNCTIONALITY	<p>Authorized CDCR users will have access to the CTS 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"> <li>1) CDCR staff name;</li> <li>2) CTS Log-on information;</li> <li>3) Reset assigned password (eight (8) to 14 characters, letters and numbers);</li> <li>4) Access classification (monitoring, management and/or investigative);</li> <li>5) Access to reports;</li> <li>6) Access to Blocked Number database;</li> <li>7) Access to specific Hot Line Recordings;</li> <li>8) Access to Recorded calls database;</li> <li>9) Access to Trouble ticket log;</li> <li>10) Span of Control;</li> <li>11) Ability to enter notes;</li> <li>12) Ability to read notes;</li> <li>13) Ability to view calls played; and</li> </ol>	M		
COM-086	CDCR CTS AUTHORIZED USER PROFILE FUNCTIONALITY	<p>CDCR staff CDR database access by:</p> <ol style="list-style-type: none"> <li>1) CTS device ID;</li> <li>2) Bank or group of CTS device sets;</li> <li>3) CDCR Facility Yard and Building;</li> <li>4) CDCR Facility;</li> <li>5) Statewide Adult and Juvenile Facilities and;</li> <li>6) CDCR staff access permissions.</li> </ol>	M		
COM-087	CTS 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"> <li>1) CTS Calling Schedules;</li> <li>2) Time Between Completed CTS Calls;</li> <li>3) CTS Call Duration; and,</li> <li>4) CTS Extra Dialed Digits Prevention.</li> </ol>	M		
COM-088	CTS Blocked Number Administration	<p>The CDCR Operations Manager shall have the ability to create, update and delete numbers that are blocked for CTS device by:</p> <ol style="list-style-type: none"> <li>1) Bank or group of CTS device sets;</li> <li>2) CDCR Facility building/section;</li> <li>3) CDCR Facility;</li> <li>4) Statewide Adult and Juvenile Facilities; and,</li> <li>5) Statewide CDCR Facilities.</li> </ol>	M		
COM-089	CDCR CTS 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 CTS authorized user can access.</p>	M		

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				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.
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-090	Single CTS Log-Ons	System software shall allow the CDCR Operations Manager to configure the CTS to only allow single instance Log-Ons for CDCR CTS Authorized User accounts. CDCR CTS Authorized Users shall have the ability to only have a single Log-Ons and not have simultaneous logon capability for a single user account.	M		
COM-091	Contractor Hosted Web-Based CTS Management Application	The Contractor shall host a web-based CTS 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.  The web-based CTS Management application shall be compatible with the latest versions of industry standard browsers for both PC and Apple platforms.	M		
COM-092	System Use Notification CTS Log-In Screen	Upon log-in, the web-based CTS Management application shall: 1) Display an approved system use notification message or banner before granting access to the CTS service that provides privacy and security notices consistent with applicable federal laws, Executive Orders, directives, policies, regulations, standards, and guidance, and state that: a) Users are accessing an official 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) Users must accept applicable terms and conditions, and the system must log the acceptance AND the system must reissue the requirement each time there is a change to the terms and conditions  The Contractor shall modify the notice at the CDCR Operations Manager's request.	M		
COM-093	CTS Log-Out Screen	The web based CTS application shall allow the authorized user to Log-Out of the system prior to closing the web browser.	M		
COM-094	CTS Concurrent Session Control	The application shall limit the number of concurrent sessions for each system account to a single session.	M		
COM-095	CTS 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-096	CTS Remote Access Capability	CTS shall provide the capability for CDCR authorized staff to remotely access the investigative system through the Contractor hosted web-based application.	M		
COM-097	Tracking Contractor Personnel CTS Access	The CTS shall track activity of Contractor personnel, including any Subcontractors that log-in to the CTS 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-098	Tracking System and Operations Administrator's User Profile CTS Access	The CTS shall track all System and Operations Administrator's user activities, including modifications to system configuration, user privileges, data records, or other functions.	M		
COM-099	Non-Tracking User Class	The CTS 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		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
COM-100	TRACKING CTS ACCESS	The CTS shall provide a method for tracking live monitoring and investigative activities and transactions conducted on the CTS for each authorized user.	M		
COM-101	Recordings and Monitoring	The CTS 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-102	Multiple CTS Database Access	The CTS databases shall allow records access by multiple users from multiple locations while maintaining data integrity.	M		
COM-103	CTS Database Search Capability	The CTS 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-104	CTS Export Data Format	At any time upon request, the Contractor shall fulfill the State's request for CTS 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-105	CTS 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-106	CTS WEB SITE PORTALS	The Contractor shall provide a CTS 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 CTS 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-107	CTS Public Web Site	The Contractor shall provide and maintain a CTS public web site that shall be updated regularly. 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 CTS 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				

Bidder's Name:					
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Describe the Proposed Solution to Meet or Exceed Requirement. If the Proposed Solution is in the Proposal, provide the Reference Location.					
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
TR-001	General CTS Training Requirements	The Contractor shall provide a customized training plan as described in CTS 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 CTS 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 CTS.	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	CTS 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 CTS 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	CTS Live Monitoring User Guide	The Contractor shall prepare and provide a CTS 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 CTS. Hardcopies shall be laminated and posted at each CTS Live Monitoring location. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the CTS Vendor-Hosted Secured Network Portal. The Contractor shall modify the User Guide as directed by the State.	M		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
TR-008	CTS User Guide for the Public Customer	The Contractor shall prepare and provide a CTS 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 CTS 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 CTS 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 CTS Private Portal. The Contractor shall input updates to the User Guide provided by the CDCR Operations Manager or as required.	M		
TR-009	CTS USER MANUALS FOR CDCR AUTHORIZED STAFF	The Contractor shall provide and maintain current CTS User Manuals for CDCR Authorized Staff for all CTS features. 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the CTS functionality. There shall be no references to any features or functionalities that are not provided in the CTS environment. 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the CTS 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 CTS and make the documentation available to CDCR upon request.	M		
TR-010	CTS On-Line Manual	Contractor shall provide access to an on-line manual specific for the CTS. Authorized users will be able to search and find operating instructions for specific functionality.	M		
TR-011	CTS Investigative User Guide	The Contractor shall prepare and provide a User Guide for CTS 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 CTS Private Web site and shall be specific to the CTS. 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 CTS 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 CTS services (where applicable). Upon request, the Contractor shall provide soft copies of the brochures to the CDCR Operations Manager.	M		
TR-013	CTS 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		
<b>General</b>					
	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		

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<b>CATEGORY: Communication</b>					
				<b>Bidder's Response</b>	
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>	<b>Describe the Proposed Solution to Meet or Exceed Requirement. If the Proposed Solution is in the Proposal, provide the Reference Location.</b>

The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.

	Offender Personal Identification Numbers (PINs)	The Contractor shall provide a CTS service that has the capability to use of offender Personal Identification Numbers (PINs). The CTS service shall have the capability to enable or disable the PIN functionality if the State elects.	M		
	<b>E-Message</b>				
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 <u>accessibility requirements</u>	M		
EM-003	e-message for Visually Impaired	Contractor shall propose solutions that would assist the visually impaired offenders access to <u>Incoming\Outbound e-messages</u>	MS		
EM-004	Kiosk Usage Time Constraints	The solution shall allow CDCR to set time constraints of when the offenders may utilize the kiosk. <u>The use of kiosk default will be set to 20 minutes per session</u>	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		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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		
	<b>Photo</b>				
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		

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
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 CTS shall allow an option to archive select photos for longer than 7 years due to pending litigation, prosecution, and investigation.	M		
<b>Video Clips</b>					
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 CTS shall allow an option to archive select video clips for longer than 7 years due to pending litigation, prosecution, and investigation.	M		
<b>Electronic Letter</b>					
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 CTS shall allow an option to archive select electronic letters for longer than 7 years due to pending litigation, prosecution, and investigation.	M		
<b>Voice-message</b>					
VM-001	Receiving Voice-message	The solution shall provide the capability for offenders to receive incoming voice-messages.	D		



Bidder's Name:					
CATEGORY: Communication					
				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.
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>					
VM-002	Voice-message Hardware/Software	The service shall not require any special hardware or software to leave a voice-message for the offender.	D		
VM-003	Retrieving Voice-message	The solution shall allow the offender to retrieve voice-messages via the Telephone, Kiosk or the Tablet	D		
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.	D		
VM-005	Voice-message Retention	The incoming voice-messages shall be available to CDCR for a minimum of 7 years. The CTS shall allow an option to archive select voice-messages for longer than 7 years due to pending litigation, prosecution, and investigation.	D		

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.
<b>ADA-010 ADA Telephone Requirements</b>					
ADA-011	Accessibility for mobility impaired/wheelchair users	Contractor shall be in compliance with 2010 ADA Standards for Accessible Design to address at a minimum the following standards: <ul style="list-style-type: none"> <li>• Approach space</li> <li>• Toe Clearance</li> <li>• Knee Clearance</li> <li>• Reach Ranges</li> <li>• Operable Parts</li> <li>• Multiple Wheelchair Access/Use Limits</li> <li>• Accessible Routes</li> <li>• Assistive Listening System (Hands free)</li> </ul>	M		
<b>ADA-100 ADA Kiosk Requirements</b>					
ADA-110	Accessibility for mobility impaired/wheelchair users	Contractor shall be in compliance with 2010 ADA Standards for Accessible Design to address at a minimum the following standards: <ul style="list-style-type: none"> <li>• Approach space</li> <li>• Toe Clearance</li> <li>• Knee Clearance</li> <li>• Reach Ranges</li> <li>• Operable Parts</li> <li>• Multiple Wheelchair Access/Use Limits</li> <li>• Accessible Routes</li> </ul>	M		
ADA-120	Vision Impaired Users	Contractor shall be in compliance with 2010 ADA Standards for Accessible Design to address at a minimum the following standards: <ul style="list-style-type: none"> <li>• Protrusion Limits</li> <li>• Accessibility Routes</li> <li>• Speech Output</li> </ul>	M		
ADA-121	Large Text Format Capable Display Screens	Kiosks and 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 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		

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-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"> <li>• Volume Controls - Provide the offender the capability to adjust the sound volume to accommodate hearing impaired offenders.</li> <li>• Assistive Listening</li> </ul>	M		
ADA-131	Closed Captioning (text vs audio)	Contractor shall employ closed captioning for hearing impaired offenders where audio is being presented and embedded close captioning is available or used to relay information and instructions. Kiosk and tablets must have the capability to display closed captioning formatted videos and sound bits or text versions of the video must be available on the device for use by hearing impaired associates.	M		
ADA-140	<b>Other Kiosk ADA Accessibility Requirements Considered</b>				
ADA-141	Configurable Session Time Limits based on Disability	Kiosks and tablets 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. Alternatively, dedicated devices can be proposed for disabled offenders to have access to content on an unlimited basis.	M		
<b>ADA-200</b>	<b>ADA Tablet Requirements</b>				
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"> <li>• Adjustable Display Size (Zoom In and Out Capability)</li> <li>• Adjustable Font Size</li> <li>• Adjustable Background Color Display for better readability</li> <li>• Text-to-Speech Capable (e.g. audio books)</li> <li>• Speech-to-Text Capable for composing documents (e.g. emails, letters, filling out forms)</li> <li>• Auxiliary Keyboard with optional enlarged lettering, or raised letters/symbols.</li> </ul>	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		

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-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"> <li>• Closed Caption Capability</li> <li>• Adjustable Volume Controls</li> <li>• Headphones for use with Hearing Aids</li> <li>• Visual/vibration alarms or alerts versus audible</li> </ul>	M		
<b>ADA-300</b>	<b>Video Calling</b>				
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		
<b>ADA-400</b>	<b>ADA Offender Documentation</b>				
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		

Bidder's Name:					
CATEGORY: Other Tablet-Kiosk Features					
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.					
<b>MTS-100 Management Tools and Support Services</b>					
MTS-101	Management System	Provide an overall management system to be used by authorized CDCR Staff to Manage, Monitor, Track, and Investigate all Users (Offender and Customers) usage, privileges, communication, and activities.	MS		
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	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"> <li>No record of submission should be left on tablet for safety of offender. ISU confidential info channel for submission.</li> <li>Reporting icon to provide confidential information to ISU</li> <li>Must have the ability to look unused after correspondence sent from Tablet</li> </ul>	MS		
MTS-105	Staff Training	Staff trained by the contractor on approved systems and how the system may be compromised by offenders	M		
MTS-106	Metrics Reporting	Provide Weekly and Monthly Metrics Reports as specified by CDCR	M		
MTS-107	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"> <li>Single toll free number for customers to call</li> <li>Capability for a customer to submit a Trouble Ticket via email</li> <li>Knowledgeable staff to accurately respond to inquiries and support request</li> <li>Ability to track and monitor the Trouble Tickets</li> <li>Ability for the ticket to remain open until the issues has been resolved</li> </ul>	M		
<b>ITS-200 Investigative Tools and Support</b>					
ITS-201	Digital Forensic Team Training Support	Contractor shall provide Digital Forensic Team (DFT) basic and advance training support for CDCR and contract examiners to maintain knowledge/ skills/ abilities to maintain compatibility with technological advances in electronic devices including contraband cell phones, computers, tablets, drones, etc.	M		
ITS-202	Analytical Database Support	Contractor shall provide analytical database support to provide a link analysis program, such as Palantir currently used by CDCR, that can be linked to CDCR datasets for comparison analysis with data extracted from CTS at no additional cost to CDCR. This must include contract support to cover update/ licensing costs at no cost to CDCR.	M		
ITS-203	Data Activity on Offender Tablets/Kiosks/Devices	Contractor shall provide the capability to have forensic/ analytical access to data activity on approved offender tablets, kiosks or other related digital devices, to include real-time/ historical activity, to include calls, video calls, e-messages, etc.	M		
ITS-204	Call Transcription	Contractor shall provide a comprehensive tool for the CTS to accurately transcribe recorded offender telephone and video calls immediately upon call completion.	MS		

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.
ITS-205	Keyword Searching Analytics	Contractor shall provide the ability to conduct keyword searching analytics on live/ recorded and transcribed offender calls.	M		
ITS-206	Identify IP Address	Contractor shall provide the ability to identify and access the IP address associated with any activity related to the approved electronic devices and/ or related databases.	M		
ITS-207	Digital Forensic Examiner/ Analytical Support	Contractor shall provide 10 fulltime Contractors to perform Digital Forensic Examiner/ Analytical support to CDCR.	M		
ITS-208	Software/ Hardware to Support Digital Data	Contractor will provide Digital Software/ Hardware necessary for a central data repository. Contractor shall provide digital software and hardware to upload/ transfer of digital data extracted by forensic examinations to the central data repository used for data analysis/ comparison.	M		
ITS-209	Investigative Tools	Contractor will provide investigative tools including biometrics and identification of all calling parties (offender/ outside callers and recipients) to identify and verify callers for analysis of criminal activity.	DS		
ITS-210	Link Analysis Support for Investigations	Contractor will provide CDCR the ability to link the analytical database with other allied agencies for link analysis in support of investigations.	DS		

<b>Bidder's Name:</b>					
<b>CATEGORY: Offender Services</b>					
				<b>Bidder's Response</b>	
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.
<b>OSR-100</b>	<b>Offender Restitution Services</b>				
OSR-101	Direct Payments from Outside Sources	Vendor's account <u>shall not</u> accept direct payment from outside sources into an account where the Offender has direct access to the account, fund or credits to pay for or buy services. To provide funds that the offender access, all deposits must go through offender trust account. Offender can then transfer funds from trust account to vendor account for goods and services offered by vendor. This would ensure that the department does not violate the state constitution's mandate that all monies received by offenders must first be applied toward restitution obligations imposed by the courts.	M		

Bidder's Name:					
CATEGORY: Offender Information Services					
Req #	Function	Requirement Description	Type	Bidder's Response	
				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.
<b>OIS-100</b>	<b>Offender Information Services</b>				
OIS-101	CDCR Policies, Rules, Regulations, Operations Procedures, Manuals, and Information	Contractor shall 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. The contractor must be able to support a vary of formats such as, PDFs, videos, sound clips, slide shows, etc. The Contractor shall provide the storage and distribution for the offender information files. The following are some samples of the documents and files that will be included: <ul style="list-style-type: none"> <li>• Title 15</li> <li>• Departmental Operations Manual (DOM)</li> <li>• Institutional Orientation Manual</li> <li>• Inmate Advisory Committee Minutes</li> <li>• Prison Rape Elimination Act (PREA) Information and Policy</li> <li>• Court Compliance Information</li> <li>• Departmental Regulations</li> <li>• Institution Handbook</li> <li>• DJJ Orientation Material <ul style="list-style-type: none"> <li>• Youth Rights</li> <li>• Behavior Management System Information</li> </ul> </li> <li>• Approved Vendor Catalogs</li> <li>• Restitution Guide for Offenders</li> <li>• Restitution Responsibility Information for Adult Offenders</li> <li>• Office of Victim &amp; Survivor Rights &amp; Services Information</li> <li>• Etc.</li> </ul>	M		
OIS-103	Frequently Asked Questions (FAQs) for Changes	Provide the capability for offenders to access and view FAQ's for new and forthcoming changes (i.e. PROP releases, etc.)	M		
OIS-104	Distribute Information Directly to Offenders	Provide 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.	M		



Bidder's Name:					
CATEGORY: Offender Services					
Req #	Function	Requirement Description	Type	Bidder's Response	
				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.
<b>OS-100</b>	<b>Offender Services</b>				
OS-101	Access to CDCR and Third Party Content and Applications	The Contractor shall provide the capability for the offender to access CDCR and Third Party developed application and contents such as CDCR's Education Learning Management System (Canvas) and Rehabilitative Services, Health Care Services, Law Library, Trust Account, Appeals & Grievance and Canteen Services. The Contractor shall work with the CDCR Operations Manager to implement the CDCR and Third Party application and content.	M		
OS-102	Offender Printing Services	Provide offenders the capability to request either B&W or color printing (e.g. email, photos, eCards, etc.). Printouts will be delivered via mailroom. Provide the ability for offender to receive printing services (Standardized and Braille printing options shall be available), to include large prints.	M		
OS-103	Educational Digital Books/Literature	Provide Offender access to CDCR and third party digital books/literature on the Tablet.	M		
OS-104	CDCR Offender Informative/Self-help Materials	Provide the Offenders access to CDCR and Third Party provided informative/Self-help materials at the institution via Tablet. The Tablet must have the capability to access and view multiple types of file formats such as, Word, PowerPoint, Excel, PDF, Video, Android Apps as examples. Examples of materials are Stress Management and Patient Education materials.	M		
<b>AOS-200</b>	<b>Additional Offender Services</b>				
AOS-201	Offender Notifications	Contractor shall provide the capability to send electronic notifications and reminders to an individual or a group of offenders. This includes the capability to include important announcements to offenders as pop-up when they log on to the Tablet/Kiosk.	DS		
AOS-202	Electronic Correspondence Between Offender and CDCR Staff	Provide electronic correspondence capability (email) between offender and Authorized CDCR staff.	DS		
AOS-203	Notification/Alerts Audit Trail	Contractor shall provide the capability to provide an audit trail to be able to see who has opened and read notification/alerts.	DS		
AOS-204	Allegation Reporting	Contractor shall provide the capability for offenders to electronically notify and report via Tablet allegations to the following individual entities separately: 1) Local Institution Investigative Services Unit (ISU) 2) Office of Internal Affairs (OIA) 3) Office of Inspector General (OIG) 4) Outside Victim Advocates at the Rape Crisis Centers 5) Mental Health or Medical staff for follow-up services or to make an allegation	DS		

Bidder's Name:					
CATEGORY: Offender Entertainment					
Req #	Function	Requirement Description	Type	Bidder's Response	
				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.
<b>ENT-100 Offender Entertainment Services</b>					
ENT-101	Control Access to Entertainment Features	Contractor shall provide the capability for authorized CDCR staff to manage the offender's access to the entertainment features of the Tablet/Kiosk. Authorized CDCR staff shall have the capability to: 1) Deny and/or suspend access by individual offenders or group of offenders 2) Set and enforce time constraints for access to entertainment features 3) Set access limitations based on privilege group, program, and disciplinary action	DS		
ENT-102	Removal of Data, Programs, and Media	Contractor shall provide the capability for authorized CDCR staff to deny access to or remove any data, programs or media, made available to offenders that are found to be in violation of its policies. The Contractor must have a system/process for filtering Games, Music, and Video/Movies that are unsuitable for the correctional environment due to excessive depictions of sex, violence, and drug use.	DS		
ENT-103	Access to e-Books	Contractor shall provide the ability for offender access to e-Books. The e-Books catalog being offered to the offenders must be pre-approved by CDCR and meet the guidelines for appropriate reading material within the institutions. Contractor shall provide a catalog of offerings, and describe if the content is available to offenders for free, or if priced. If priced, contractor shall provide a price list with the attached catalog of offerings. The Catalog can be provided online via a link for CDCR to review. Catalog of offerings and pricing shall be available to the offender prior to ordering the e-Book.	DS		
ENT-104	Access to Games	Contractor shall provide the ability for the offender to access Games. The Game catalog being offered to the offenders must be pre-approved by CDCR and meet the guidelines for level of appropriateness within CDCR's correctional setting. Contractor shall provide a catalog of offerings, and describe if the content is available to offenders for free, or if priced. If priced, contractor shall provide a price list with the attached catalog of offerings. The Catalog can be provided online via a link for CDCR to review. Catalog of offerings and pricing shall be available to the offender prior to ordering and acquiring the Game/Game Service.	DS		
ENT-105	Access to Music	Contractor shall provide the ability for offender access to Music. The Music catalog being offered to the offenders must be pre-approved by CDCR and meet the guidelines for level of appropriateness within CDCR's correctional setting. Contractor shall provide a catalog of offerings, and describe if the content is available to offenders for free, or if priced. If priced, contractor shall provide a price list with the attached catalog of offerings. Catalog of offerings and pricing shall be available to the offender prior to ordering and acquiring the Music/Music Service.	DS		

Bidder's Name:					
CATEGORY: Offender Entertainment					
Req #	Function	Requirement Description	Type	Bidder's Response	
				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.
ENT-106	Access to Videos/Movies/TV Shows	Contractor shall provide the ability for offender access to Video/Movies/TV Shows. The current Video/Movie/TV Show catalog being offered to the offenders must be pre-approved by CDCR along with all future content added to the catalog. All content shall meet the guidelines for level of appropriateness within CDCR's correctional setting and be reviewed by Contractor in advance prior to submitting to CDCR. Contractor shall provide a catalog of offerings, and describe if the content is available to offenders for free, or if priced. If priced, contractor shall provide a price list with the attached catalog of offerings. The Catalog can be provided online via a link for CDCR to review. Catalog of offerings and pricing shall be available to the offender prior to ordering and acquiring the Video/Movie/TV Show or Video/Movie/TV Show Service.	DS		
ENT-107	Access to AM/FM Radio	Contractor shall provide the ability for offender access to either AM Radio, FM Radio, or both at no cost to the offender. The receiver must be able to receive signal strengths as low as 50+ dBu.	DS		



## **California Department of Corrections and Rehabilitation**

COMMUNICATIONS AND TECHNOLOGY SOLUTION (CTS)

Statement of Work

# Table of Contents

<b>1</b>	<b>BACKGROUND AND PURPOSE</b>	<b>9</b>
1.1	Background	9
1.2	Purpose	10
<b>2</b>	<b>CURRENT ENVIRONMENT AND PROPOSED ENVIRONMENT</b>	<b>10</b>
<b>2.1</b>	<b>Current Environment</b>	<b>10</b>
2.1.1	Adult facilities	11
2.1.2	Youth Facilities	12
2.1.3	CDCR Field Offices	12
2.1.4	Telephone System	12
2.1.5	Domestic And International Call Volumes and Call Rates	16
2.1.6	Space And Space Conditioning	17
2.1.7	Facility Cable Plant And Infrastructure	17
2.1.8	Managed Access Systems (MAS)	17
2.1.9	Cellphone Interdiction Solutions (CIS)	18
2.1.10	Video Relay Service (VRS)	18
2.1.11	Enterprise Inmate Communications (EIC) Pilot	19
<b>2.2</b>	<b>Proposed Environment</b>	<b>23</b>
2.2.1	Solution Objectives	23
2.2.2	Business Model Objectives	24
<b>3</b>	<b>TERM OF CONTRACT</b>	<b>31</b>
<b>4</b>	<b>CONTRACT CONTACTS</b>	<b>31</b>
<b>5</b>	<b>GENERAL REQUIREMENTS</b>	<b>32</b>
<b>5.1</b>	<b>Compliance Requirements</b>	<b>32</b>
5.1.1	Local, State, and Federal Statutory and Regulatory Compliance	32
5.1.2	Legislative Compliance	33
5.1.3	ADA Compliance	33
5.1.4	FCC Regulations Compliance	33
5.1.5	FCC Regulations Video Relay Services Compliance	33
5.1.6	VRS and ASL-VCS Calls	33
5.1.7	Equipment and Installation Compliance	33
5.1.8	CDCR Policy and Regulations Compliance	33
5.1.9	CDCR Log-In Screen Policy Compliance	33

5.1.10	Contractor Privacy Policy and Terms of Conditions	34
5.2	General Requirements	34
5.3	Documentation Requirements	34
<b>6</b>	<b>SOLUTION REQUIREMENTS</b>	<b>35</b>
<b>7</b>	<b>DATA CENTER FACILITY ENVIRONMENT</b>	<b>35</b>
<b>8</b>	<b>STATE'S ROLES AND RESPONSIBILITIES</b>	<b>36</b>
<b>9</b>	<b>CONTRACTOR'S ROLES AND RESPONSIBILITIES</b>	<b>37</b>
<b>10</b>	<b>KEY STAFF QUALIFICATIONS AND SKILLS</b>	<b>37</b>
<b>11</b>	<b>KEY PERSONNEL CHANGES</b>	<b>38</b>
<b>12</b>	<b>ESCALATION PROCESS</b>	<b>38</b>
<b>13</b>	<b>CHANGE CONTROL PROCEDURES</b>	<b>38</b>
<b>14</b>	<b>CONTRACTOR TASKS AND DELIVERABLE REQUIREMENTS</b>	<b>39</b>
14.1	CTS Project Management Plan	39
14.2	Project Schedule	39
14.3	Escalation Plan	39
14.4	Configuration Management Plan	40
14.5	Weekly status reports	40
14.6	Security Management Plan	40
14.7	Contingency and Disaster Recovery Plans	41
14.8	Acceptance Test Plan	41
14.9	Training Plan	41
14.10	CTS CDCR User manual	41

14.11	CTS CDCR Live monitoring User Guide	42
14.12	CTS CDCR Investigative Staff User Guide	42
14.13	CTS CDCR Operations Manager User Manual	42
14.14	CTS Customer Guides and Brochures	43
14.15	CTS TRAINING Materials	43
14.16	CTS Maintenance and Service Plan	43
<b>15</b>	<b>DELIVERABLE ACCEPTANCE/REJECTION PROCESS</b>	<b>44</b>
<b>16</b>	<b>DATA HANDLING AND OWNERSHIP</b>	<b>44</b>
<b>17</b>	<b>REPORTING</b>	<b>44</b>
17.1	Investigative Reports	45
17.2	Custom Query Reports	46
17.3	Alert Group Reports	46
17.4	Station Configuration Report	46
17.5	Ad hoc Reports	47
17.6	User ID Creation Report	48
17.7	Audit Log Report	48
17.8	Live monitoring Activity Report	48
17.9	Passive Acceptance Report	48
17.10	Blocked Number Report	48
17.11	Do Not Record Report	48
17.12	Data Backup Validation Reports	49
17.13	Monthly Reports	49
17.14	Trouble Ticket Report	49

17.15	Customer Service Call Volume Report	50
17.16	Customer Service Issues Report	50
17.17	Service, Support, and Maintenance Reports	50
17.18	Inventory Report	50
17.19	Network Performance Report	51
17.20	COMMUNICATION Volume Report	52
17.21	Revenue Tracking Report	52
17.22	Service Level Agreement Reports	52
17.23	Trouble Ticket Report	52
17.24	Catastrophic Outage SLA Report	53
17.25	SLA Summary Report	53
17.26	Executive Outage Summary Report	53
17.27	Annual SLA Trouble Ticket Summary Report	54
17.28	Report Screen Menus	54
<b>18</b>	<b>SECURITY</b>	<b>54</b>
<b>19</b>	<b>DISASTER RECOVERY</b>	<b>55</b>
<b>20</b>	<b>HARDWARE AND SOFTWARE NEEDS</b>	<b>56</b>
<b>20.1</b>	<b>Hardware Requirements</b>	<b>56</b>
20.1.1	Telephones	56
20.1.2	video calling services	58
20.1.3	Video Relay System/American Sign Language Video Calling System (VRS/ASL-VCS)	60
20.1.4	Tablets	62
20.1.5	Kiosks	64
20.1.6	Network Equipment	66
<b>20.2</b>	<b>Software Requirements</b>	<b>67</b>
20.2.1	Software In-Use Requirements	67
20.2.2	Software Maintenance	68
20.2.3	Software Testing	68



20.2.4	CDCR and third PARTY APPLICATIONS	68
<b>21</b>	<b>COMPATIBILITY AND INTERFACE</b>	<b>68</b>
<b>22</b>	<b>SYSTEM INSTALLATION</b>	<b>69</b>
22.1	Contractor Site Walks and Participation	69
22.2	Contractor Staff and Resource Background Checks	69
22.3	Cabling and Power Installation	70
22.4	Uninterruptible Power	70
22.5	Pre-Installation Documentation	71
22.6	As-Built Documentation	71
<b>23</b>	<b>SYSTEM IMPLEMENTATION</b>	<b>71</b>
<b>24</b>	<b>TECHNOLOGY REFRESH</b>	<b>72</b>
24.1	Availability of Technology and Additional Service Items	72
<b>25</b>	<b>SYSTEM TESTING AND ACCEPTANCE PROCEDURES</b>	<b>73</b>
<b>26</b>	<b>TRANSITION OF OPERATION TO NEW CONTRACTOR OR STATE</b>	<b>73</b>
<b>27</b>	<b>KNOWLEDGE OF TRANSFER AND/OR TRAINING</b>	<b>74</b>
27.1	CDCR Training and Knowledge Transfer	74
27.2	End User Customer Training	75
<b>28</b>	<b>MAINTENANCE AND OPERATIONS (M&amp;O)</b>	<b>76</b>
28.1	Remote Management	77
28.2	Trouble Ticket Reporting and Tracking System	77
28.3	CTS Trouble Ticket Priority Definitions and Response Table	79
28.4	CTS Support	80

<b>28.5</b>	<b>CTS End User Support</b>	<b>81</b>
<b>28.6</b>	<b>Preventive and Routine Maintenance</b>	<b>82</b>
<b>29</b>	<b>HELP DESK/CALL CENTER</b>	<b>83</b>
<b>30</b>	<b>INSURANCE AND LIABILITY REQUIREMENTS</b>	<b>83</b>
30.1.1	Acceptance	83
30.1.2	Coverage Term	84
30.1.3	Cancellation	84
30.1.4	Deductibles	84
30.1.5	Contract Termination	84
30.1.6	Primary Insurance	84
<b>30.2</b>	<b>COMMERCIAL GENERAL LIABILITY</b>	<b>84</b>
<b>30.3</b>	<b>WORKERS' COMPENSATION/EMPLOYER'S LIABILITY (M)</b>	<b>85</b>
<b>30.4</b>	<b>Automobile LIABILITY</b>	<b>85</b>
<b>31</b>	<b>WARRANTY</b>	<b>85</b>
<b>32</b>	<b>SERVICE LEVEL AGREEMENTS (SLAS)</b>	<b>85</b>
<b>32.1</b>	<b>General Requirements</b>	<b>85</b>
<b>32.2</b>	<b>RIGHTS AND REMEDIES</b>	<b>86</b>
<b>32.3</b>	<b>TROUBLE TICKET STOP CLOCK CONDITIONS (SCC)</b>	<b>86</b>
<b>32.4</b>	<b>SERVICE LEVEL AGREEMENTS (SLAs)</b>	<b>87</b>
32.4.1	Availability	88
32.4.2	Catastrophic Outage (CAT)	89
32.4.3	COMMUNICATION Records and Recording Information Loss	90
32.4.4	Excessive Outage	90
32.4.5	TRANSITION-In TIMELINES	91
32.4.6	IMPLEMENTATION TIMELINES	92
32.4.7	Security Breach	93
<b>33</b>	<b>(RESERVED FOR FUTURE USE)</b>	<b>94</b>
<b>34</b>	<b>UNANTICIPATED TASKS</b>	<b>94</b>

<b>35 BUDGET DETAIL AND PAYMENT PROVISIONS</b>	<b>95</b>
35.1 Contract Administrative Fee	95
35.2 NONREIMBURSEMENT OF ADDITIONAL COSTS	95
<b>36 GSPD-401IT GENERAL PROVISIONS – INFORMATION TECHNOLOGY</b>	<b>95</b>
<b>37 STATEWIDE USE</b>	<b>96</b>
<b>38 GLOSSARY OF TERMS</b>	<b>96</b>
<b>39 ATTACHMENTS</b>	<b>99</b>
Exhibits	119

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# **1 BACKGROUND AND PURPOSE**

The intent of this document is to provide clear definition of the scope of the Communications and Technology Solution (CTS) Project work, as well as the required project outcomes to be achieved. To accomplish CTS 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 individuals, there's a limited number of TTY/TDD phones available at designated institutions where these individuals reside. In the past couple of years, Video Relay Service/American Sign Language-Video Calling System (VRS/ASL-VCS) was implemented for hearing impaired individuals that use American Sign Language as their primary means of communication. In addition to 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 incarcerated individuals 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 incarcerated individuals through advancements in technology to increase rehabilitative opportunities. Throughout this document, the term individual will refer to both Adult and Youth Incarcerated Individuals.

An integral part of an individual's rehabilitation are the continued support and connections with their families, friends and communities. By providing services via 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 a Communications and Technology Solution (CTS) to focus on this need for connections. This system will enhance individual's communication user experience, provide new services and increase access to existing services 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 CTS shall be completed no more than 18 months following Contract award. The CTS 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 a 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 incarcerated individuals, 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 Incarcerated individuals;

- 3) Publicly or privately owned Community Correctional Facilities (CCF) with disciplinary, release, and custody oversight;
- 4) Privately owned facilities Community Programs (CP's) with disciplinary, release and custody oversight for females ; 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 adults. CDCR operated three (3) youth facilities and one (1) youth fire camp, housing approximately 600 youths. 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 CTS Contract based upon activation or deactivation of facilities to accommodate 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 telephones is based upon the design of the facility, available infrastructure, and other CDCR policies. IWTS equipment includes: 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. Individual's assignments include: dispatch to wildland fires, response to emergencies, and assisting with a variety of community work projects.

The individuals housed at these facilities are trained with firefighting skills. The quantity of telephones is based upon design of the camp, capacity, and available infrastructure (on-site and provided by the Local Exchange Carrier) to support the phones. IWTS equipment include walls-mounted 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 incarcerated individuals 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 telephones is based upon the design of the CCF or CP, available infrastructure, capacity, and population. IWTS equipment includes: 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 telephones is based upon design and capacity of the facility/camp, available infrastructure, and population. IWTS equipment includes: 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 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 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, 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) telephones at adult facilities and sixty-eight (68) telephones at youth facilities designed to accommodate incarcerated individual originated, non-confidential personal calls. Coinless, tamper-resistant telephones are designated exclusively for incarcerated individuals.

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 the 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 incarcerated individual 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 the calls;
- 6) Ability to block calls to specific telephone numbers upon request; and,
- 7) Programming features allowing centralized investigations.

#### **2.1.4.1 COINLESS TELEPHONES**

Telephones have special tamper resistant steel housings with break-resistant handsets attached by armor-shielded cords and steel lanyards. All 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 phones are located outside. Currently CDCR has authorized phone booths to be installed outside as an alternative for reliability during inclement weather conditions.



- 2) Telephones on mobile carts are currently used at California State Prison, San Quentin (CSP-SQ) for condemned individuals 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 phones are installed on a mobile cart and rolled to the front of the cell. The handset cord is long enough to go through cell bars and allow the individual to sit on the end of the bottom bed. The telephone line cord is plugged into the back of the 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 individual makes a call.

#### **2.1.4.2 CUT-OFF SWITCHES**

All telephones are capable of being shut off manually by CDCR staff. Some locations utilize physical cut-off switches that are hardwired to the 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 TELEPHONE ENCLOSURES, PEDESTALS AND CARTS**

Although the majority of the telephones are wall-mounted inside 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 the 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 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 telephone conversations and scan, interrupt and terminate calls. This equipment has the capability of turning on and off designated 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 call recordings, and ability to save 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 TDD calls are not processed on the IWTS network; however, the current contractor maintains and services the TDDs.

Individuals with hearing disabilities are not sent to fire camps. However, portable TDDs are provided, as needed, in the event an incarcerated individual 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 calls. The requirements were established to notify the incarcerated individuals 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 incarcerated individuals are aware of the recording and/or monitoring.
- 2) Branding is the initial recorded message the incarcerated individuals and called parties hear during the call process. The branding is different for adults and youths. The incarcerated individual and called party cannot talk to each other when the branding is played.

- a) The individual and called party hear "...this call and your telephone number will be recorded and monitored. you have a collect call from <Incarcerated individual's name> an Incarcerated individual 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 Incarcerated individual and called party to be connected until this required branding announcement ends.
  - b) The Incarcerated individual and called party hear "...you have a collect call from <Incarcerated individual state's their name> an incarcerated individual 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 Incarcerated individual 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 incarcerated individual and called party, "This recorded call is from an individual 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 incarcerated individuals 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 individual at a California correctional facility.
- 4) Call Termination recorded messages are played for the incarcerated individual and called party at two (2) separate times towards the end of the call. The individual and called party hear "you have 60 seconds remaining" and "you have 30 seconds remaining."

#### **2.1.4.8 IWTS RECORDINGS**

The 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 individuals to place calls to Sexual Abuse Hot Lines, or any other confidential line designated by CDCR at no cost to CDCR or the individual. 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 youths 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 individuals 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 incarcerated individual 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, individuals 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.

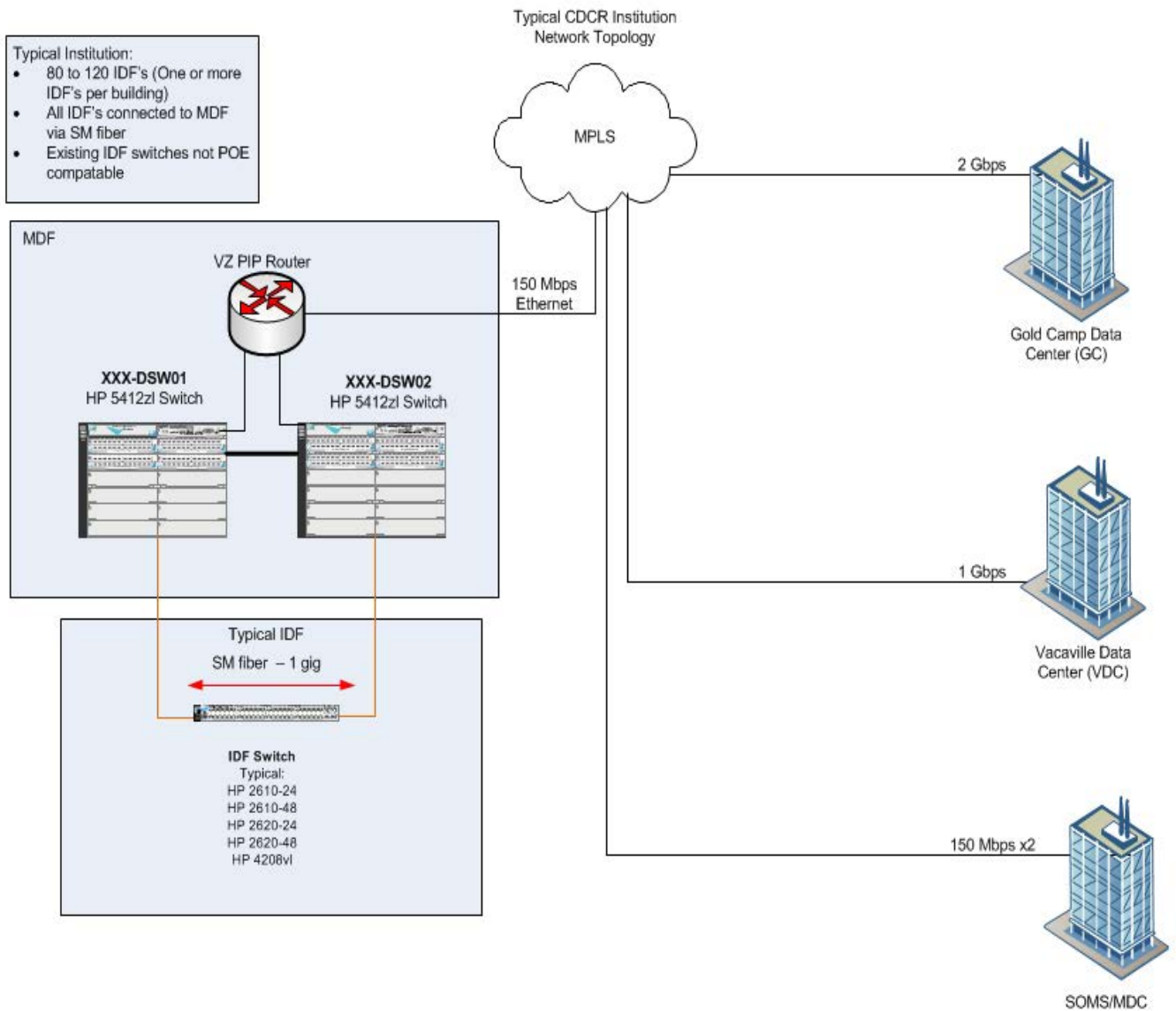
### **2.1.11.2 CURRENT CDCR NETWORK TOPOLOGY**

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**

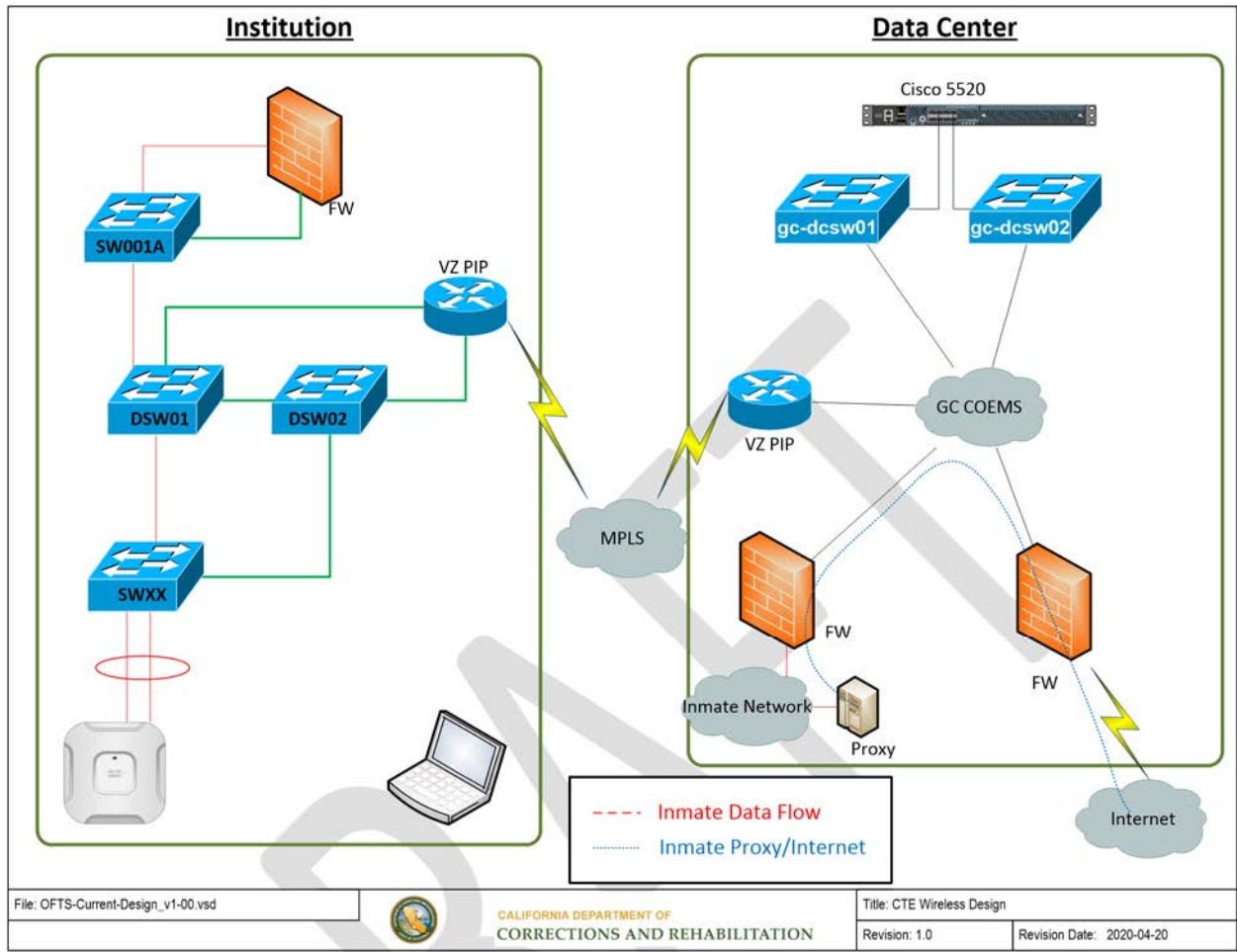


Figure 2-2: Inmate Data Flow



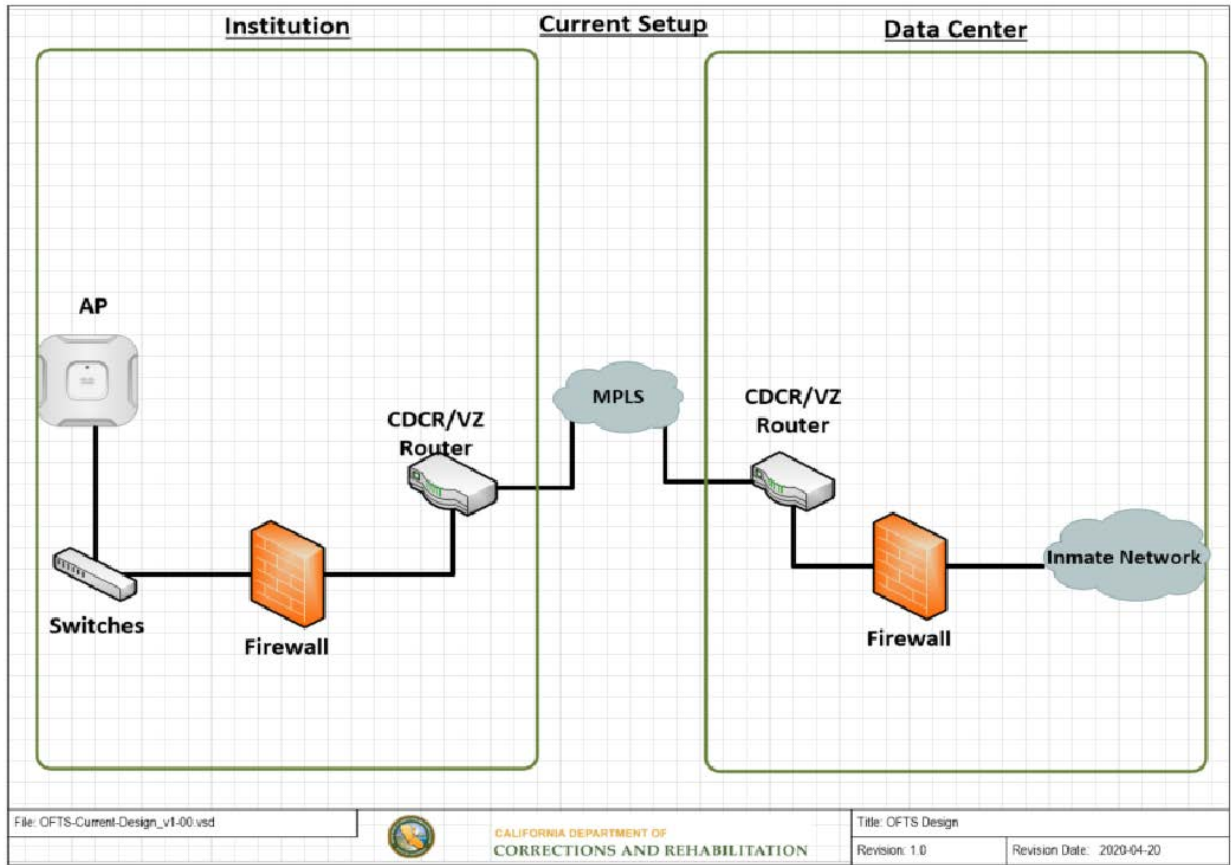


Figure 2-3 Simplified Inmate Data Flow

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 Communications and Technology Solution (CTS) to all individuals and will continue to evolve over a period of years. The software components of CTS and use of technology will enable new corrections processes not possible in today's CDCR correctional environment. CTS improves the connection between the incarcerated individuals and families and friends by increasing communication and supporting the rehabilitative efforts of the individuals. The CTS 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 CTS Program together with every part of CDCR will reengineer the State of California's 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 services are offered. Many operational processes that touch an incarcerated individual will be impacted in some way.

### **2.2.1 SOLUTION OBJECTIVES**

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

- Communication
- Information Services
- Access to CDCR and Third Party provided Application and Content
- Entertainment (Optional)

In addition to the services, the CTS will include Investigative Tools/Support, a Management System for Staff, and network infrastructure to support the CTS 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 access to communication
2. Ensure equal access and reasonable accommodation of services provided.

3. Ensure access to approved ~~educational content and rehabilitative programs~~ Third Party and CDCR applications and content.
4. Ensure the efficient and effective use of resources.
5. Ensure safety and security of institutional staff and incarcerated individuals.
6. Ensure access to services within mandated time frames and 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 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 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 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 individuals in compliance with ADA, FCC, and California PSC.
- C. Ensure wheelchair access for physically disabled individuals to communication service devices in compliance with ADA.
- D. Provide authorized hot lines that are not monitored.
- E. Provide authorized CDCR staff the capability to monitor, record, and store all 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 telephones that are placed in designated housing units, Correctional Treatment Centers, Camps and Firehouses, and in some Yards at the institutions and facilities. The Contractor must include at least as many 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, incarcerated individuals, and called parties. At some future date, CDCR may look to Tablets as a means to place voice calls. The processes and procedures governing 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 communication services, the most significant change is the implementation of live video calling and electronic messaging. In the proposed environment, individuals 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. Incarcerated individuals will not have the ability to send but only receive e-letters, photos and video clips. The incarcerated individuals 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 of these services will be in designated housing units, Correctional Treatment Centers, Camps and 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 incarcerated individuals and family and friend corresponding with the incarcerated individual 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 CTS 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 individuals 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 individuals to comply with ADA, FCC, and California PSC regulations and guidelines. Assistive Technology should be used to ensure visually impaired individuals 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 incarcerated individual 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 access to general information regarding policies, regulations, procedures, manuals, and other essential information.
- B. Establish an electronic repository where individuals could access and search for information.
- C. Reduce number of hard copy documents requested or required to provide incarcerated individuals.

The CTS will provide the capability for CDCR to download and update CDCR Policies, Rules, Regulations, Operating Procedures, Manuals, and Information for the individuals to access electronically via the 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 information documents will be provided by the CTS 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
- Restitution Responsibility Information for Adult Incarcerated individuals
- 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 include access and view through the Tablet/Kiosk. Another feature that will be available is the capability to distribute information and important announcements

directly to individuals 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 incarcerated individual directly.

### **2.2.2.3 CDCR and Third Party Application and Content**

The Prime Contractor shall provide the incarcerated individual access to CDCR and Third Party Application and Content such as Education and Rehabilitative Services, Health Care Services, Law Library, Trust and Banking Services, Appeals and Grievances and Canteen Services on the Kiosk and Tablets as required. The Prime Contractor shall work with CDCR staff to implement CDCR and Third Party application and content as required.

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

As with the current environment, CDCR would utilize the services to provide the incarcerated individuals 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 individuals 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 consumption. Authorized CDCR staff shall have access to monitor the entertainment content the incarcerated individual is downloading or streaming on demand and may suspend or disable content at the individual 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 incarcerated individuals 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 incarcerated individual 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.
- 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 incarcerated individuals, 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 incarcerated individuals and family/friends communication, activities, and services. Authorized CDCR staff will need the capability to grant access to services based on the incarcerated individual's privilege group, status, and restrictions. Access to the management tool should be Web based and have easy access

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 services being provided by the CTS.

#### **2.2.2.6 Investigative Tools and Support**

A critical portion of the CTS 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 incarcerated individuals 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, CTS will require the Contractor provide a link and data analysis program, such as comparable to 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. The Fulltime Contractor support will be located at the CDCR Facility.

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, etc. Search tools such as the ability to conduct keyword searching analytics on live/ recorded 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.

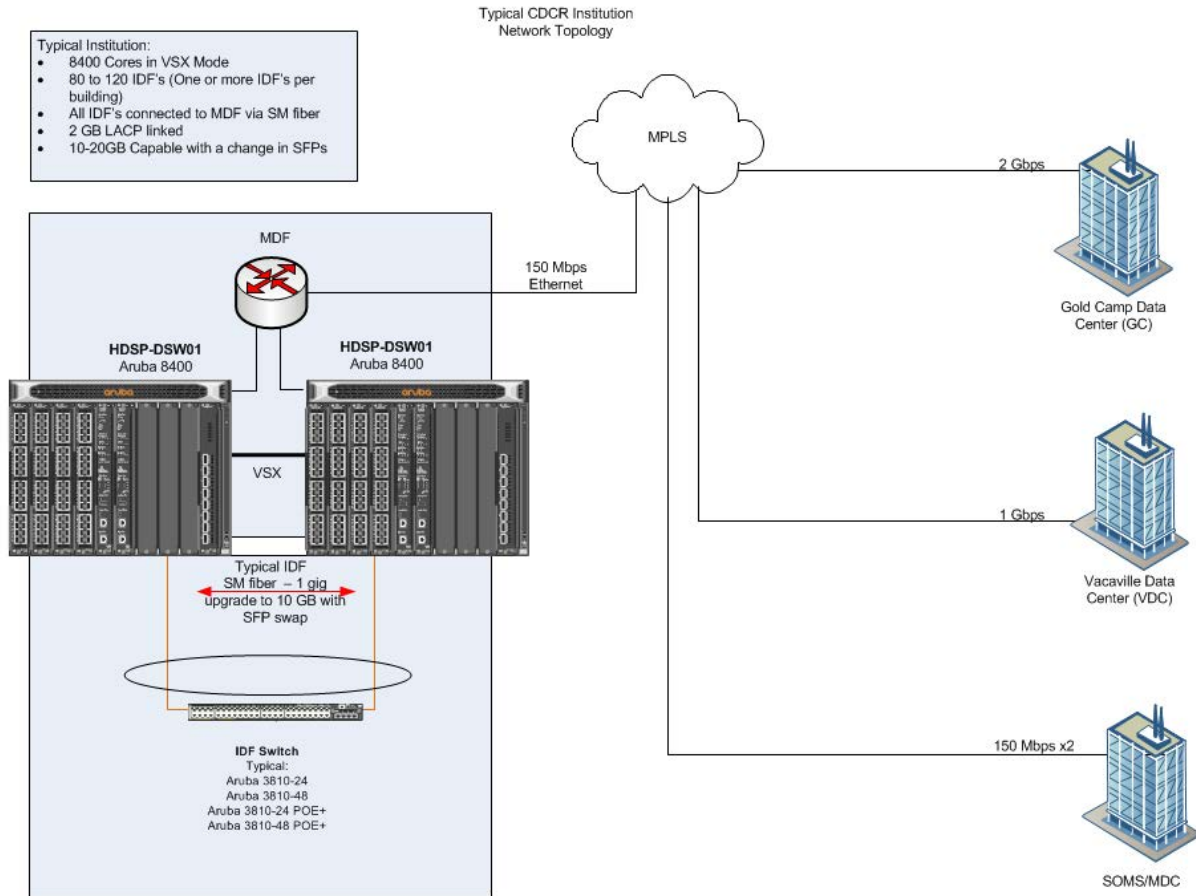
Investigative staff will have the ability to identify and access the IP address associated with any activity related to the approved electronic devices and/ or related databases. In addition, investigative tools including voice biometrics/voice identification of all calling parties (inmates/ outside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

~~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 incarcerated individual traffic from the CDCR network. The Contractor shall incorporate the CTS network connectivity through the use of VLANs that are assigned by CDCR on the IDF switches and allow the CTS traffic to utilize the CDCR pathway to the MDF where it will then be handed off to the CTS Contractor's router/switch/firewall and access the CTS 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: CTS Proposed Network.

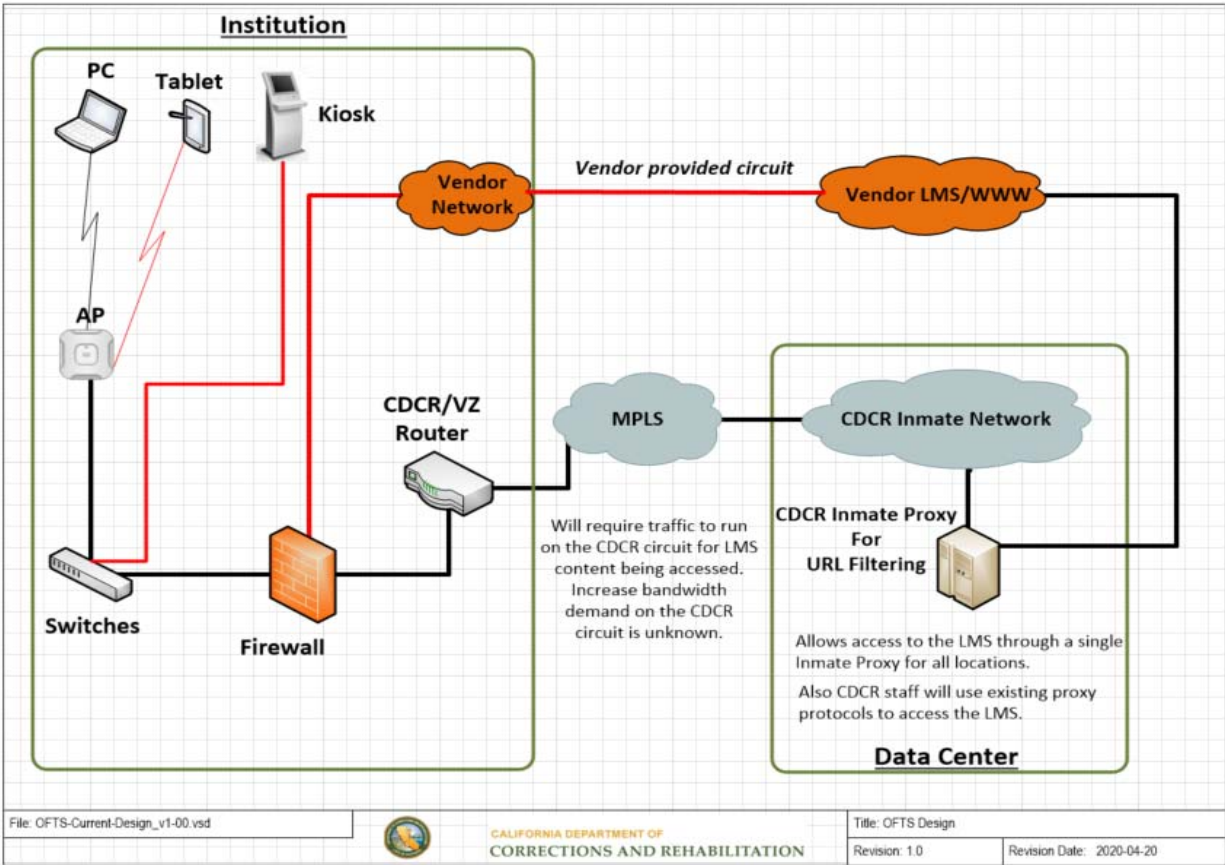


Figure 2-5: CTS Proposed Network

### 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: <a href="mailto:CIOSTNDCDCRContractAdminUnit@state.ca.gov">CIOSTNDCDCRContractAdminUnit@state.ca.gov</a>	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 individuals 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 CTS 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 Communications and Technology Solution 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, incarcerated individual, 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](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 CTS 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 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 family/friends that will use the CTS 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 individuals. The CDCR has a diverse incarcerated 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 individuals can have equal access to the programs and services provided by the CTS.

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 CTS 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 CTS 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 CTS 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 CTS and make the documentation available to CDCR Operations Manager upon request. The Prime Contractor shall explicitly define how the CTS 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 CTS 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 CTS databases and shall be responsible for the management and administration of all the databases associated with CTS. 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 CTS databases), and reports. This does not include real-time audio and video packets or configuration files associated with CTS network control systems.

The CTS shall provide secure, multi-level database access control configurations and definable staff levels as described in CDCR CTS Role-Based User Profiles. The CTS 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 CTS 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 CTS system shall broadcast database updates to all appropriate CTS locations on the network concurrently and without operator intervention.

The CTS shall provide hardware and software capable of archiving all CTS data. Automatic archiving of the database files shall be accomplished without requiring manual intervention or degradation to the use of the CTS System. The archiving function will be used to comply with the redundancy requirement as described in CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS services. The State will retain core technology management functions for strategic planning, quality assurance, contract management, and specific CTS 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 CTS 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 Contractors 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 Contractors must provide experienced professionals and skilled technical staff necessary for the implementation, support, and Maintenance and Operations of the CTS 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 CTS 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 Contractors 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 CTS project.

## **12 ESCALATION PROCESS**

The Prime Contractor shall provide an Escalation Plan which details procedures, processes, and personnel for use during a CTS 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 CTS Project Manager, the Prime Contractor shall clarify the relationship of the Project Manager in the escalation process.

The CTS 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 a CTS 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 CTS 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 CTS 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 CTS hardware and software, along with the documentation, consistent and current.

The CTS Configuration Management Plan shall be updated and provided to CDCR Operations Manager when CTS components are modified, installed, or upgraded. The components shall include all CTS 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 CTS PROJECT MANAGEMENT PLAN**

The Prime Contractor shall submit a proposed CTS 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 CTS Project Management Plan shall address installation and the on-going management of the CTS Contract components. The Prime Contractor will meet with the State to finalize the CTS Project Management Plan within 30 calendar days of Contract award. The CTS 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 CTS 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 CTS PM Plan shall include materials and decisions from the CDCR Project Manager.

The CTS 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 CTS 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 CTS implementation and describe how they will keep the project on schedule. The CTS 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 a CTS 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 CTS Project

Manager, the Prime Contractor shall clarify the relationship of the Project Manager in the escalation process.

The CTS 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 a CTS Configuration Management Plan to the CDCR Operations Manager for approval at least 30 calendar days prior to any planned implementation. The CTS 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 CTS hardware and software, along with the documentation, consistent and current.

The CTS Configuration Management Plan shall be updated and provided to CDCR Operations Manager when CTS components are modified, installed, or upgraded. The components shall include all CTS 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 a CTS Security Management Plan that details and demonstrates the physical and data security requirements for both the CTS system and the Prime Contractor's facilities and processes. This plan shall address the requirements regarding the following:

- 1) CTS Network Security;

- 2) Intrusion Detection System and Intrusion Protection System (IDS/IPS)
- 3) CTS Live Monitoring Security;
- 4) CTS Investigative System Network Security;
- 5) CTS Investigative Software/Hardware Security;
- 6) CTS Data Management; and
- 7) CTS 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 CTS 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 CTS. The Acceptance Test Plan must be provided 90 days prior to placing any CTS features in operation and must be approved by CDCR.

#### **14.9 TRAINING PLAN**

The CTS Training Plan shall contain a complete syllabus of how CDCR Authorized staff will be effectively taught to use the CTS. 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 CTS 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 CTS Training Plan shall be subject to approval by CDCR Operations Manager and modifications as directed. The CTS 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 CTS CDCR USER MANUAL**

The Prime Contractor shall provide and maintain current CTS CDCR User Manuals for CDCR Authorized Staff for all CTS features.

- 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the CTS functionality. There shall be no references to any features or functionalities that are not provided in the CTS environment.
- 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the CTS 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 CTS and make the documentation available to CDCR upon request.

#### **14.11 CTS CDCR LIVE MONITORING USER GUIDE**

The Prime Contractor shall prepare and provide a CTS 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 CTS. Hardcopies shall be laminated and posted at each CTS Live Monitoring location. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the CTS Contractor-Hosted Secured Network Portal. The Prime Contractor shall modify the CDCR User Guide as directed by the State.

#### **14.12 CTS CDCR INVESTIGATIVE STAFF USER GUIDE**

The Prime Contractor shall prepare and provide a CTS 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 CTS CDCR Investigative Staff User Guide will be made available on the Prime Contractor's CTS Private Web site and shall be specific to the CTS. 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 CTS Private Web site. The Prime Contractor shall modify the CTS CDCR Investigative Staff User Guide as directed by the State.

#### **14.13 CTS 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 CTS CUSTOMER GUIDES AND BROCHURES**

The Prime Contractor shall prepare and provide a CTS 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 CTS 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 CTS 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 CTS 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 CTS services (where applicable). Upon request, the Prime Contractor shall provide soft copies of the brochures to the CDCR Operations Manager.

#### **14.15 CTS TRAINING MATERIALS**

Contractor shall provide training materials that instruct the incarcerated individuals to easily navigate through the phone, kiosk, and tablet. In addition provide the training materials on new processes and procedures to access the 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 user guides, quick reference cards/sheets, and on-line help, frequently asked questions (FAQs), video clips, and posters.

The Prime Contractor shall prepare and provide a 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 CTS 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 CTS 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, CTS maintenance procedures and scheduling plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components that includes all CTS 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 CTS Maintenance and Service Plan shall include the schedule of required regular CTS 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 CTS 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 CTS 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 CTS databases and shall be responsible for the management and administration of all the data and databases associated with the Communications and Technology Solution. The data stored in the all the CTS databases is confidential and the property of the CDCR. Data is defined as information and content specific to call recordings, call detail records, e-messages including pictures and video grams, and investigative tools. The security and privacy of the CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS Private Web Site.

## **17.1 INVESTIGATIVE REPORTS**

The CTS shall be capable of generating the following Reports from the CTS 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 CTS 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 CTS 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) CTS Station Identifier;
- 7) CDCR Facility;
- 8) CTS Station Location within the CDCR facility;
- 9) Destination Number (with partial field search capability using a wild card);
- 10) Date and Time of CTS 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 CTS 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 CTS shall provide Call Frequency Report by Origination and Destination calls from a specific CTS 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 CTS 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 CTS Facility Contact List as an active Alert Group by a specific CDCR Authorized User.

## **17.4 STATION CONFIGURATION REPORT**

The CTS Station Configuration Report lists the unique CTS device station number for each CTS device within the designated facility(s). This report shall list the CTS Station Identifier, the station location and the last time the station configuration record was updated.

## 17.5 AD HOC REPORTS

CTS 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 CTS 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 CTS 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 CTS will include user friendly filters and sort criteria to customize the Ad Hoc Reports. The authorized CDCR Staff shall request from the Prime Contractor CTS Ad Hoc Reports that may include a compilation of information from the other reports described in CTS 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) CTS Station Type;
- 7) CTS 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 individual, 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 CTS 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 CTS 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 CTS 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 CTS Live Monitoring Terminals during a specific reporting period. This report shall include the identification of the CTS 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 CTS 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 CTS Blocked Number Report details the telephone numbers that have been identified as unauthorized to receive CTS calls. The CTS 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 CTS 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 CTS 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**

CTS 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 CTS Trouble Ticket Report tracks the status and activity of trouble ticket activity each month. The CTS 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 CTS Trouble Ticket Report are as follows:

- 1) CTS 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 CTS Trouble Ticket Summary Report.

### **17.15 CUSTOMER SERVICE CALL VOLUME REPORT**

The CTS 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 CTS 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 CTS 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 CTS 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 CTS Customer Service Issues Summary Report.

### **17.17 SERVICE, SUPPORT, AND MAINTENANCE REPORTS**

The CTS 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 CTS activities.

### **17.18 INVENTORY REPORT**

The Current CTS Inventory Report provides the CDCR Operations Manager with a complete accounting of the equipment located at CDCR facilities and connected to the CTS (whether the Prime Contractor installed or State owned). The Current CTS 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) CTS 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 CTS.
  - b) Equipment Identification Number;
  - c) Equipment Location:
    - i) Housing Unit;
    - ii) Yard Location; or,
    - iii) Building Location.
  - d) Type of CTS Device:
    - i) Standard CTS device (fixed); or
    - ii) CTS device (portable).
  - e) Type of CTS Enclosure:
    - i) Wall enclosure or
    - ii) Pedestal enclosure
  - f) Type of CTS 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 CTS 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 CTS 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 CTS Call Volume Summary Report.

## **17.21 REVENUE TRACKING REPORT**

The Prime Contractor shall provide as part of the monthly revenue reports a Monthly CTS Revenue Tracking Report. The Monthly CTS 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 CTS 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 incarcerated individuals for each SLA applied.

The Monthly CTS 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**

CTS CAT outages shall be reported independently on a per occurrence basis. A CTS 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 CTS 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**

A CTS Executive Outage Summary Report may be requested by the CDCR Operations Manager for any significant network outage or critical service failure. A CTS 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 CTS 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 a CTS 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 CTS 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 CTS 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](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 CTS 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 CTS 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 CTS telephones shall be capable of mounting to concrete walls, stainless steel shrouded columns, mobile carts, or internal/external enclosures. Telephones installed at correctional facilities shall not be programmable. Telephones shall not be capable of being used to program any feature of the CTS. 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 CTS 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 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 telephones shall be equipped with volume controls which allow offenders to amplify the called party's voice. Telephones shall reduce background noise through the use of confidencers or directional microphones in the handset.

The 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 telephones required throughout the State. The 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 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 telephones installed inside or outside. The 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 CTS 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.

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

### **20.1.2 VIDEO CALLING SERVICES**

The Prime Contractor shall provide and install all the Video Calling Services (VCS) equipment at correctional facilities and locations as specified by CDCR. VCS will be used to place video calls via the CTS. The Prime Contractor shall be responsible for all modifications to existing enclosures necessary to mount the proposed VCS set. The Prime Contractor shall install additional 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 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 VCS installed inside; mounted on a wall, or have the option to be attached to a pedestal. The VCS enclosures shall provide privacy, but allow the incarcerated individual to be visually accessible by CDCR staff. The Contractor shall provide the VCS with background blurring software/feature or partitions as needed to obstruct the view and prevent a security risk. Prior to installation, CDCR will inspect all enclosures, shelves, pedestals, and other mounting apparatus to ensure requirements are met. The VCS shall meet the ADA requirements and ADA Accessibility Guidelines (ADAAG).

All VCS devices shall use unique identifiers, provided by the CDCR Operations Manager that will be referenced in all database files. VCS installed at correctional facilities shall not be programmable. VCS shall not be capable of being used to program any feature of the CTS.

### **20.1.2.1 Video Calling Services Construction Specifications**

The enclosures must contain all hardware and software necessary to provide a “turnkey” enclosure that provides Video Calling 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 tampering and vandalism.
- 9) Enclosure must have adequate ventilation to include fans if needed for components.

The armored handset cords for the 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 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 must have no access to the back of the video phone device.

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.

Video Calling sets and enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.

#### **20.1.2.2 Video Calling Services 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 VIDEO RELAY SYSTEM/AMERICAN SIGN LANGUAGE VIDEO CALLING SYSTEM (VRS/ASL-VCS)**

The Prime Contractor shall provide and install all the VRS/ASL-VCS equipment at correctional facilities and locations as specified by CDCR. VRS/ASL-VCS sets will be used to place calls via the CTS. 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, but allow the incarcerated individual to be visually accessible by CDCR staff. The Contractor shall provide the VCS with background blurring software/feature or partitions as needed to obstruct the view and prevent a security risk. 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 CTS.

### **20.1.3.1 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 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.



VRS and ASL-VCS and enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.

### **20.1.3.2 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.

### **20.1.4 TABLETS**

The Contractor shall provide Tablets to every incarcerated individual at no cost to the State, the incarcerated individual, and the family/friends. The Contractor will retain ownership of the 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 5 GHz spectrum. Tablet will only be allowed to operate on the 5 GHz spectrum.
- 4) Ability to use a management device to identify approximate location of Tablet when powered on with feature that cannot be disabled by a user. 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~~

109) 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 incarcerated individual 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, the must 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. Contractor shall provide charging carts for bulk charging the tablets. The CDCR Operations Manager will determine the location requiring charging carts.

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 incarcerated individuals and CDCR staff.

Provide 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 individuals-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.

#### **20.1.4.1 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 individual 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 individual 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 individual 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 highlighting text and bookmarking pages when reading book files of any type on the Tablet.

Provide the basic productivity tools for taking 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 ID functionality to Tablet operation for long term identification tracking purposes.

## **20.1.5 KIOSKS**

The Prime Contractor shall provide and install Kiosks in housing units, long-term care facilities, and other CDCR specified locations where offenders are housed. The Contractor shall retain ownership of the Kiosk equipment and shall be responsible for all the scheduled maintenance, repairs, replacement, support, and service for the term of the contract.

### **20.1.5.1 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 individuals 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 a 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 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.

#### **20.1.5.2 Display Monitor/Screen**

Kiosk should contain a touch screen; however, a durable security centered keyboard will also be considered especially supporting disabled individuals 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 individual having to scroll. However there are cases where in order to view the item or text in a readable size, the viewing size must be increased which may require the individual 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 individual could zoom in or enlarge the content for readability.

For non-touch screen Kiosk, resolution changes must be possible to avoid scrolling

## **20.1.6 NETWORK EQUIPMENT**

### **20.1.6.1 Network Switches**

#### **20.1.6.1.1 IDF Network Switches**

Contractor must provide additional switches or replace existing CDCR switches for CTS connectivity if the number of available ports is less than 20% after CTS 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.

#### **20.1.6.2 Wireless Access Points (WAPs)**

Contractor shall be responsible to provide and install all Wireless Access Points (WAPs) required to provide coverage to ensure connectivity to the CTS from the 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.

#### **20.1.6.3 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 incarcerated individuals 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 CTS) 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 CTS) 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 CTS circuit separate from the firewall securing access from the CTS to the CDCR network

#### **20.1.6.4 Uninterruptible Power Supply (UPS)**

The Prime Contractor shall provide all equipment necessary to maintain 100% functionality for the contractor's main CTS 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 a CTS 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 CTS. 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 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 CTS 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 CTS 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 CTS 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 AND THIRD PARTY APPLICATIONS**

The Prime Contractor shall allow CDCR and Third Party developed and approved applications to be loaded on the Kiosks and Tablets as required. 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 CTS Management application, CDCR and Customer facing web portal that is compatible with current industry standard web browser.

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 CTS. All development and implementation of the interfaces will be at no cost to the State, incarcerated individuals or their family and friends. The CTS 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 CTS.

## **22 SYSTEM INSTALLATION**

The Contractor shall be responsible to provide, install, and test all infrastructure required to provide the CTS 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 CTS 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 CTS shall meet all current applicable Federal, State, and Local Codes, Standards, and Regulations. All CTS 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 CTS 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 CTS 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 a CTS 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 CTS 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, new circuit and electrical 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 CTS. The Prime Contractor shall provide a CTS Implementation plan and associated staff that can meet the demands of a phased, multi-site implementation in an efficient manner. The Telephone and VRS/ASL-VCS services shall be implemented first followed by the remaining CTS services. If additional detailed site specific information is required for engineering the CTS 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 CTS 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 CTS 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 CTS 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 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 CTS. The Acceptance Test Plan must be provided 90 days prior to placing any CTS 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. Once the corrective measures are taken, the State shall monitor the point of failure until a consecutive thirty (30) calendar day period free of defects is achieved.

The Final Acceptance period is ninety (90) business days following delivery of all project phases and approval of all deliverables -at the final CTS site.

~~,to be executed prior to acceptance of an individual CTS 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 CTS equipment during the Transition-Out process, the Prime Contractor shall agree to relinquish to CDCR all claims of ownership of the CTS equipment identified in CTS Transition Requirements. The transition of ownership of the equipment shall occur in accordance with the CTS 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 CTS services or may include new strategies for providing CTS 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 a CTS Transition Out plan at time such plan is required.

The implementation of a CTS 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 CTS contract, the State will

take ownership of the CTS telephone equipment including all CTS 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 CTS calling devices, enclosures, cut-off switches and associated cabling as part of the Transition-Out process to the future CTS 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 CTS 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 CTS.

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 a CTS 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 CTS. Hardcopies shall be laminated and posted at each CTS Live Monitoring location. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the CTS 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 CTS CDCR User Manuals for CDCR Authorized Staff for all CTS features.

- 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the CTS functionality. There shall be no references to any features or functionalities that are not provided in the CTS environment.
- 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the CTS 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 CTS and make the documentation available to CDCR upon request.

The Prime Contractor shall prepare and provide a CTS 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 CTS CDCR Investigative User Guide will be made available on the Prime Contractor's CTS Private Web site and shall be specific to the CTS. 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 CTS 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 CTS. 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 CTS. 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 incarcerated individuals in the use of the CTS 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 a 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 CTS 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 a CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 individuals. 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 CTS 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 a CTS 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 CTS 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 CTS 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 CTS 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: CTS calling devices, Monitoring Equipment, Investigative Equipment, Prime Contractor wiring, network equipment, network transmission, power, software, programming/ configuration) including the Equipment Identification, Current CTS 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, CTS 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 CTS TROUBLE TICKET PRIORITY DEFINITIONS AND RESPONSE TABLE

Priority	Criteria	Response Target	Resolution Target
Critical	Impact: Extensive/Widespread  Major System or network outage, CTS 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  CTS functionality is 'down' at one site or one (1) housing unit. A down system includes any CTS 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 CTS services is of a nature that is not impacting incarcerated individuals 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 CTS 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 CTS shall possess the capability to automatically notify both the Prime Contractor and selected CDCR Authorized Staff in the event of a CTS Live Monitoring malfunction of the Call

Control system, the recording system; the Prime Contractor hosted web-based CTS 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 CTS 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 CTS Private Web Portal to the Prime Contractor's Complaint Tracking and Reporting System.

## **28.5 CTS 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 CTS

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 a CTS 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 CTS 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 CTS equipment shall not require on-site routine and preventative maintenance more than once per month for any site. CTS 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, CTS maintenance procedures and scheduling plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components that includes all CTS 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 CTS Maintenance and Service Plan

shall include the schedule of required regular CTS 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, CTS 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 CTS 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 CTS service and environment for use by the Prime Contractor's organization. The Procedures will be submitted to CDCR for approval prior to CTS 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 CTS 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 CTS to the 'back-end' systems that manage, control and support each of the components that make up the complete CTS.

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 CTS 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 CTS 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 CTS 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](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

<b>SLA Name:</b> Availability (Network, Voice, and Data)											
<b>Definition:</b> The percentage of time and CTS service is fully functional and available for use each calendar month.											
<b>Measurement Process:</b> 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.											
<b>Services:</b>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<b>Objective(s):</b>											
<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>Information Services</td> <td>≥ 95.5%</td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td>≥ 95.5%</td> </tr> <tr> <td>Entertainment Services</td> <td>≥ 95.5%</td> </tr> </tbody> </table>		Services	Monthly Objective	Communication Services	95.5%	Information Services	≥ 95.5%	CDCR and Third Party Application and Content	≥ 95.5%	Entertainment Services	≥ 95.5%
Services	Monthly Objective										
Communication Services	95.5%										
Information Services	≥ 95.5%										
CDCR and Third Party Application and Content	≥ 95.5%										
Entertainment Services	≥ 95.5%										
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> N/A										
	<b>Monthly Aggregated Measurements:</b> 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 CTS services were unavailable to the affected Customers (Incarcerated individuals, Family or Friends). The Customers shall also receive credit for one (1) complimentary telephone call for each 60 minute interval the CTS service were unavailable. The outage minutes will be rounded up to the next 60 minute interval if they fall between intervals. Example: 40 minute outage shall be rounded up as 60-minute interval.										

### 32.4.2 CATASTROPHIC OUTAGE (CAT)

<b>SLA Name:</b> Catastrophic Outage											
<b>Definition:</b> Failure of any part of the Network Based CTS 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 CTS services on a system wide basis, or 20% of the overall impact to CDCR operations.											
<b>Measurement Process:</b> 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 CTS 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-CTS service basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each CTS service is deemed out of service from the first notification until the Contractor determines the CTS service is restored. Any CTS service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.											
<b>Service(s):</b>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<b>Objective (s):</b> The objective restoral time shall be:											
<table border="1"> <thead> <tr> <th>Services</th> <th>Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td>≤2 hours</td> </tr> <tr> <td>Information Services</td> <td>≤2 hours</td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td>≤ 2 hours</td> </tr> <tr> <td>Entertainment Services</td> <td>≤2 hours</td> </tr> </tbody> </table>		Services	Monthly Objective	Communication Services	≤2 hours	Information Services	≤2 hours	CDCR and Third Party Application and Content	≤ 2 hours	Entertainment Services	≤2 hours
Services	Monthly Objective										
Communication Services	≤2 hours										
Information Services	≤2 hours										
CDCR and Third Party Application and Content	≤ 2 hours										
Entertainment Services	≤2 hours										
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> A CTS Catastrophic (CAT) report shall be provided to CDCR within 30 calendar days of restoration date.										

	<p><b>Monthly Aggregated Measurements:</b> 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 CTS services were unavailable to the affected Customers (Incarcerated individuals, Family or Friends). The Customers shall also receive credit for two (2) complimentary email for each 60 minutes the CTS service were unavailable.</p>
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### 32.4.3 COMMUNICATION RECORDS AND RECORDING INFORMATION LOSS

<b>SLA Name:</b> Communication Records and Call Information Loss					
<p><b>Definition:</b> The loss or damage to communication records, including but not limited to Call Detail Records (CDRs), call recordings, messages, photos, videos.</p> <p>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.</p>					
<p><b>Measurement Process</b> 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.</p>					
<b>Service(s):</b>					
Communication Records and Call Information					
<b>Objective (s):</b>					
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;"></th> <th style="width: 20%; text-align: center;">Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Records and Call Information Loss</td> <td style="text-align: center;">0%</td> </tr> </tbody> </table>			Monthly Objective	Communication Records and Call Information Loss	0%
	Monthly Objective				
Communication Records and Call Information Loss	0%				
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> N/A				
	<p><b>Monthly Aggregated Measurements:</b> Each month the service fails to meet the committed SLA objective shall result in credit for one (1) complimentary telephone call to the CTS individual Customers per lost or damaged communication record or call information.</p>				

### 32.4.4 EXCESSIVE OUTAGE

<b>SLA Name:</b> Excessive Outage
-----------------------------------

<b>Definition:</b> A service failure that remains unresolved for more than the committed objective level.											
<b>Measurement Process:</b> 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.											
<b>Service(s):</b>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<b>Objective (s):</b> The Unavailable Time objective shall not exceed:											
<table border="1"> <thead> <tr> <th>Services</th> <th>Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td>12 hours</td> </tr> <tr> <td>Information Services</td> <td>12 hours</td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td>12 hours</td> </tr> <tr> <td>Entertainment Services</td> <td>12 hours</td> </tr> </tbody> </table>		Services	Monthly Objective	Communication Services	12 hours	Information Services	12 hours	CDCR and Third Party Application and Content	12 hours	Entertainment Services	12 hours
Services	Monthly Objective										
Communication Services	12 hours										
Information Services	12 hours										
CDCR and Third Party Application and Content	12 hours										
Entertainment Services	12 hours										
<b>Rights and Remedies</b>	<b>Per Occurrence: N/A</b>										
	<b>Monthly Aggregated Measurements:</b> 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 CTS Customers with open accounts (Incarcerated individuals, Family or Friends) at location(s) where outage occurred.										

### 32.4.5 TRANSITION-IN TIMELINES

<b>SLA Name:</b> Transition-In	
<b>Definition:</b> This SLA is the transition of new rates and services.	
<b>Measurement Process:</b> This SLA is based on the contractor meeting the commitment dates for Transition-In as specified in the Contractor's approved Transition Plan.	
<b>Service(s):</b>	
Communication Services	Information Services

CDCR and Third Party Application and Content		Entertainment Services
<b>Objective (s):</b>		
		<b>Monthly Objective</b>
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
<b>Rights and Remedies</b>	<b>Per Occurrence: N/A</b>	
	<b>Monthly Aggregated Measurements:</b> Credit or rebate of one (1) telephone call per incarcerated individual per day at affected facility.	

### 32.4.6 IMPLEMENTATION TIMELINES

<b>SLA Name:</b> Implementation		
<b>Definition:</b> Implementation Timelines		
<b>Measurement Process:</b> This SLA is based on the percentage of successful implementation of services met by the commitment dates for the approved Contractor's Implementation Plan.		
<b>Service(s):</b>		
Communication Services	Information Services	
CDCR and Third Party Application and Content	Entertainment Services	
<b>Objective (s):</b>		
		<b>Monthly Objective</b>
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
<b>Per Occurrence: N/A</b>		

<b>Rights and Remedies</b>	<b>Monthly Aggregated Measurements:</b> Credit or rebate of one (1) telephone call per incarcerated individual per day at affected facility.
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### 32.4.7 SECURITY BREACH

<b>SLA Name:</b> Security Breach											
<b>Definition:</b> 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><b>Measurement Process:</b> 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>											
<b>Service(s):</b>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<p><b>Objective (s):</b> The Unavailable Time objective shall not exceed:</p> <table border="1" data-bbox="418 1310 1401 1629"> <thead> <tr> <th>Services</th> <th>Each Occurrence</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td><b>2 hours</b></td> </tr> <tr> <td>Information Services</td> <td><b>2 hours</b></td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td><b>2 hours</b></td> </tr> <tr> <td>Entertainment Services</td> <td><b>2 hours</b></td> </tr> </tbody> </table>		Services	Each Occurrence	Communication Services	<b>2 hours</b>	Information Services	<b>2 hours</b>	CDCR and Third Party Application and Content	<b>2 hours</b>	Entertainment Services	<b>2 hours</b>
Services	Each Occurrence										
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Information Services	<b>2 hours</b>										
CDCR and Third Party Application and Content	<b>2 hours</b>										
Entertainment Services	<b>2 hours</b>										
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> A CTS 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.										



	<p><b>Monthly Aggregated Measurements:</b> 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 CTS services were unavailable to the affected Customers (Incarcerated individuals, Family or Friends).</p>
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### 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 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**

After completion of the Transition-In phase and for the remaining term of the Contract, an annual Contract Administrative Fee of \$200,000 will be payable by the Prime Contractor, in monthly increments of \$16,666.66 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.

### **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 CTS 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](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 25, 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 CTS **RFP CXXXXXX-D**CDCR08112020 and the resulting Contract, the following words and phrases shall have the indicated meanings.

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

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

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

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 CTS data and reports.

Barge-in – ability for an authorized CDCR staff to interrupt a CTS 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 CTS that documents the details of the telephone, video phone, VRS, and the ASL-VCS.

Call Detection – means of detecting unusual or suspicious activities on a CTS call.

Call Duration – the total amount of minutes an individual may converse with the called party on a CTS call.

Call Forwarding – CTS calls forwarded by a called party to a third party.

Called Party – family or friends

CCHCS – California Correctional Health Care Services provides care that includes medical, dental and mental health services, to California's incarcerated individual population.

CDCR – California Department of Corrections and Rehabilitation. Primary consumer for Communications 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 CTS for the duration of the contract.

CDT – California Department of Technology. CTS Contract Administrator.

Censored – communication that is not released to an incarcerated individual or their family or friends

Credentials – a document or certificate proving a person's identity or qualifications.

Device ID – The unique identifier on all CTS devices.

DTMF – Dual Tone Multi-Frequency

E-Cards – pre-approved greeting cards

Electronic Letter – an inbound letter similar to an email from a family or friend to an incarcerated individual. These letters are printed by staff and delivered to the individual by the mailroom.

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 a CTS call for unusual or suspicious activity

GUI – Graphical User Interface

Health Care Services – medical care provided to individuals in the institutions.

Hearing Carry Over – allows speech disabled user with hearing capabilities to listen to the called party.

Hotline Call – calls originating from the adult or youth incarcerated individual to a designated hot line (i.e. PREA, other State Agencies)

Inbound Call – calls originating from the public to an incarcerated individual. Inbound calls are prohibited and shall not be processed by the CTS.

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 CTS hardware either permanently installed on the wall or floor utilized by the individuals to consume CTS 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

Live Monitoring – real-time listening or viewing of the 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 activity shall be recorded and monitored by authorized CDCR staff.

Non-Confidential Emails – emails exchanged between the incarcerated individual and their family or friends.

Incarcerated Individual – Adult and Youth in the care of the CDCR

CTS – Communications and Technology Solution

CTS Management Application – web-based application used for administrative management of CTS features.

Outbound Call – telephone, video, VRS, or ASL-VCS calls originating from an incarcerated individual to their family or friends.

Overlay Message – message that is played or displayed randomly throughout the telephone or video communication.

PINs – Personal Identification Numbers

Post Release Community Supervision (PRCS) – parolee under the supervision of a county agency and not the CDCR.

Prime Contractor – the primary CTS contractor under contract with the State who has full responsibility of completing and managing the CTS 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 family and friends.

Rehabilitative – provide access to educational opportunities to individuals 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.

SLARR – shall mean the total of the Service Level Agreement Rights and Remedies for CTS 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 – CTS 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 incarcerated individual and the called party the call will end due to expiration of time.

Three-Way Calling – Calling that involves connecting three (3) distinct parties.

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 CTS.

User Manual – a comprehensive CTS user instruction that contains detailed and clear instructions on the operations of the CTS hardware and software.

User Privilege – administrative privileges assigned individually to users and/or groups.

Video Call – simultaneous real-time audio and video communication between incarcerated individual and their family or friends.

Video Clips – brief recorded video from a family or friend to an incarcerated individual

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 individual who may be blind or have diminished vision.

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 incarcerated individual.

## **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
- Attachment 6: Community Program IWTS Equipment
- Attachment 7: DJJ Youth Facilities' IWTS Equipment
- Attachment 8: Cellular Interdiction Solution (CIS) Equipment
- Attachment 9: CDCR Network Equipment Standards

# 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 Repres, 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
CCTR - Santa Fe Springs	11121 Bloomfield Ave Santa Fe Springs, 90670
CCTR - San Diego	3050 Armstrong Ave San Diego, 92111
CCTR - Bakersfield	1932 Jessie Street Bakersfield, 93305
CCTR - Stockton	1609 North Wilson Way Stockton, 95205
CCTR - Sacramento	4410 Power Inn Rd. Sacramento, 95826

**Attachment 2: DJJ Youth Facilities**

California Department of Corrections and Rehabilitation  
Division of Juvenile Justice  
Youth Facilities

<b>DJJ Youth Facilities</b>	<b>Physical Address</b>
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 Aqueduct-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
	<b>TOTALS</b>	<b>4648</b>	<b>50</b>	<b>220</b>	<b>163</b>	<b>386</b>	<b>21</b>	<b>8</b>	<b>177</b>	<b>80</b>	<b>525</b>

### 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
	<b>Total</b>	<b>136</b>	<b>104</b>	<b>86</b>	<b>35</b>	<b>0</b>	<b>39</b>	<b>42</b>	



**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
	<b>TOTALS:</b>	<b>197</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>

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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
	<b>TOTALS:</b>	<b>13</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>

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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
<b>TOTALS:</b>	<b>68</b>	<b>68</b>	<b>2</b>	<b>0</b>	<b>44</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>

\* 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
<b>Total</b>	<b>103</b>	<b>68</b>	<b>272</b>	<b>272</b>	<b>170</b>	<b>34</b>

## 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

<u>Part Number</u>	<u>Description</u>	<u>Manufacturer</u>	<u>Quantity</u>
<u>JL074A</u>	<u>HPE Aruba 6300M 48-port 1GbE Class 4 PoE and 4-port SFP56 Switch</u>	<u>Hewlett Packard Enterprise</u>	<u>1</u>
<u>JL087A</u>	<u>Aruba x372 54 VDC 1050W Power supply</u>	<u>Hewlett Packard Enterprise</u>	<u>1</u>
<u>J9151E</u>	<u>Aruba 10G SFP+ LC LR 10km SMF Transceiver</u>	<u>Hewlett Packard Enterprise</u>	<u>1</u>
<u>If more than 48 ports are necessary a second, third, or fourth switch must be added and each switch must also include the following:</u>			
<u>ROM46A</u>	<u>HPE Aruba Aruba 50G SFP56 to SFP56 0.65m DAC Cable - (2.13 Feet)</u>	<u>Hewlett Packard Enterprise</u>	<u>1</u>

## For IDFs with Pre-Existing Aruba 3810's

<u>Part Number</u>	<u>Description</u>	<u>Manufacturer</u>	<u>Quantity</u>
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
<u>J9151EJ4859C</u>	<u>Aruba 10G SFP+ LC LR 10km SMF TransceiverX121 1G SFP LC LX Transceiver Mini-GBIC (requires 2)</u>	Hewlett Packard Enterprise	2
<u>If more than 48 ports are necessary a second, third, or fourth switch must be added and each switch must also include the following:</u>			
JL084A	HPE Aruba 3810M 4-Port Stacking Module	Hewlett Packard Enterprise	1
J9578A	Aruba 3800/3810M 0.5m Stacking Cable	Hewlett Packard Enterprise	1

Note: All new deployments or a replacement of a non-3810 switch will be replaced with the new 6300 standard. If an IDF has an existing 3810. CDCR will expand that stack with additional 3810s.

## 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 22: BUSINESS AND TECHNICAL REQUIREMENTS**

Refer to spreadsheet attachment.

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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

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**California Department of Corrections and Rehabilitation  
Cost Proposal  
Instructions**

**Due October 28, 2020 by 3:00 p.m. PST**

**INSTRUCTIONS**

1. Please populate **ALL** cells shaded in **YELLOW** cells within the Cost Proposal and Cost List Tab. 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.
2. Per the RFP, 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 List" tab for all proposed services in which fees will be charged to offenders and their family and friends.
3. Tab 2 is the Summary Cost Worksheets that will be used for Evaluation and Scoring of the Cost Proposal. This spreadsheet is automatically calculated and will not require any input from the Bidder.
4. For Tab 3, the Anticipated Call Volume are in no way an indication of what can be expected or guaranteed to be produced. The amounts are only for the purposes of evaluating the Cost Proposals for scoring in this RFP.
5. For Tab 4, the Anticipated Annual Transactions are in no way an indication of what can be expected or guaranteed to be produced. The amounts provided in the spreadsheet are only for the purposes of evaluating the Cost Proposals for scoring in the RFP.  
  
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 may enter an "NA" if the services described is not offered by the Bidder.**  
The items list as "No Charge" will not be changed and are required to be provided at no charge to the State or Offender.
6. For 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.
7. Tab 6 is provided to allow the Bidder's to include any other costs or fees that were not included in the previous Cost Tabs. These costs or fees will not be scored as part of the Cost proposal.

<b>California Department of Corrections and Rehabilitation</b>	
<b>Cost Proposal</b>	
Cost Workbook	
Respondent:	Company X
Item Description	Annual Cost
Telephone Call Rates and Charges	\$0.00
Other Offender Communication	\$0.00
Offender Services and Entertainment (OPTION 1)	\$0.00
Offender Services and Entertainment (OPTION 2)	\$0.00
<b>OPTION 1 Total</b>	<b>\$0.00</b>
<b>OPTION 2 Total</b>	<b>\$0.00</b>
<b>Other Charges:</b>	
**Prepaid Account One-time Transaction Fee	\$0.00
***Advance Pay Call Transaction Fee - per use	\$0.00

**California Department of Corrections and Rehabilitation  
 Cost Proposal**

<b>Cost Workbook</b>	
<b>Respondent:</b>	<b>Company X</b>

**Offender Communications**

**Telephone Call Rates and Charges**

Item Description	Proposed Fee to Offender, Family, or Friend (per minute)	Anticipated Annual Call Volume (minutes)	Gross Revenue Generated
Adult - Local, IntraLATA, InterLATA, Interstate		237,316,204	\$0.00
Youth - Local, IntraLATA, InterLATA, Interstate	\$0.000	3,002,134	\$0.00
International Calls (Adult and Youth)		146,571	\$0.00
			<b>\$0.00</b>

**Other Offender Communication**

Item Description	Proposed Fee to Offender, Family, or Friend (per transaction)	Anticipated Annual Transactions	Gross Revenue Generated
Each E-mail		73,450,000	\$0.00
Each Photograph		13,510,000	\$0.00
Each e-Card		2,120,000	\$0.00
Each Video Gram		1,410,000	\$0.00
Each Video Call (i.e. Video Visitation)		1,800,000	\$0.00
			<b>\$0.00</b>
<b>Other Charges:</b>			
**Prepaid Account One-time Transaction Fee			
***Advance Pay Call Transaction Fee - per use			

\*\*Prepaid Account One-time Transaction Fee is a one-time fee to setup a prepaid account and is a nonrecurring fee. Once a prepaid account is established, the customer will not be required to pay this fee again when adding funds to the Prepaid Account.

\*\*\*Advance Pay One Call Transaction Fee is an automated payment method fee (via debit or credit card) used with a prepaid calling option that does not have a minimum balance requirement and does not require setting up a Prepaid account.

California Department of Corrections and Rehabilitation			
Cost Proposal			
Cost Workbook			
Respondent:	Company X		
<b>Offender Services and Entertainment</b>			
Item Description	Proposed Fee to Offender, Family, or Friend (per Transaction)	Anticipated Annual Transactions	Gross Revenue Generated
Each e-Book		740,000	\$0.00
Each Game Puchase		400,000	\$0.00
Each Printed Page (B/W)		500,000	\$0.00
Each Printed Page (Color)		300,000	\$0.00
<b>OPTION 1:</b>			
Each Song Purchase		7,150,000	\$0.00
Each Music Album		1,170,000	\$0.00
Each Movie Rental		1,500,000	\$0.00
<b>OPTION 1 Total</b>			<b>\$0.00</b>
<b>OPTION 2:</b>			
	Proposed Fee to Offender, Family, or Friend (Monthly Subscription Fee)	Anticipated Annual Subscriptions	
Music Subscription Services		750,000	\$0.00
Movie Subscription Services		750,000	\$0.00
<b>OPTION 2 Total</b>			<b>\$0.00</b>
Access to CDCR and Third Party Application and Content	No Charge		
Internal Communication/Messaging	No Charge		
CDCR-Initiated Messaging	No Charge		
Hotline Communications/Reporting	No Charge		



<b>California Department of Corrections and Rehabilitation</b>	
<b>Cost Proposal</b>	
<b>Cost Workbook</b>	
<b>Respondent:</b>	<b>Company X</b>
<b>Tablet Accessories</b>	
Item Description	Proposed Cost to Offender, Family, or Friend
Earbuds	
Keyboards	
Screen Protectors	
Enter Item Description	
Enter Item Description	



Question #	Document	Section #	Page #	Question	Response
1	RFP CDCR 08112020	Cost Workbook Tab 2		<p>Would you please provide the formula that will be used to allocate the 600 cost points between bidders? Will it be that the bidder with the lowest cost will receive 600 points and the other bidders will receive a prorated amount based on their cost compared to the lowest cost? For example, if Bidder 1's cost was \$18M and Bidder 2's cost was \$20M, then Bidder 1 would receive 600 points and Bidder 2 would receive 540 points (<math>\\$18M/\\$20M * 600</math> points)?</p>	<p>Every rate bid will be evaluated and potentially negotiated should the Bidder be invited to negotiations. See RFP Part 1, Table 7-4. Cost Workbook, Tab 2 row 12 Option 1 OR row 13 Option 2 will be used for all cost evaluation calculations.</p>
2	RFP CDCR 08112020	Cost Workbook Tab 2, Cells A16 & A17		<p>Will the Prepaid one-time and Advance Pay costs be evaluated? If yes, what will be the formula to compare costs between vendors and how much of the 600 points for cost will each of these be worth?</p>	<p>Every rate bid will be evaluated and potentially negotiated should the Bidder be invited to negotiations. Individual rate point allocation will not be defined.</p>
3	RFP CDCR 08112020	Cost Workbook Tab 3, Cell A19		<p>Would you please define "Attachment"? We see that Photographs and e-Cards are listed separately, so what type of attachment is anticipated at 10M units per year?</p>	<p>See Addendum 1 for revision.</p>
4	RFP CDCR 08112020	Cost Workbook Tab 4, Subscription Services		<p>Some vendors price their services per minute rather than per month. In addition to a monthly subscription option would you include an option for per minute pricing for the following services:</p> <ul style="list-style-type: none"> <li>• Music</li> <li>• Games</li> <li>• Audio Books</li> <li>• Movies/TV/Video Entertainment</li> <li>• Newsfeed</li> </ul> <p>Our experience suggests multiple payment models offer the most inclusion and ensure the greatest adoption of use. This lessens the divide between those with money and those with little money. These payment models also offer the ability to grant metered access to entertainment content free of charge to indigent inmates or other designated inmates.</p>	<p>The State has considered the feedback provided. The requirement will remain as written.</p>

Question #	Document	Section #	Page #	Question	Response
5	RFP CDCR 08112020	Cost Workbook Tab 4, Cells A7 & A8		Some vendors offer games through payment models other than an individual purchase. As such, would you consider allowing a vendor to bid a pay per minute model, monthly subscription model, and/or a combination of these two models under Option 2? In our experience, this model offers the user more variety and flexibility.	The State has considered the feedback provided. The requirement will remain as written.
6	RFP CDCR08112020	Cost Workbook Tab 4, Cell A20		Given that some providers only offer a 24-hour rental package for their movie library, would you consider allowing a 24-hour movie subscription under Option 2? This option provides inmates the ability to potentially pay the same rate they may pay for 1 movie while receiving the option to watch a variety of movies during a 24-hour time period.	The Bidder's description of services appears acceptable. However, the Bidder must provide the services in a flat monthly fee subscription model. If this is still unclear, the Bidder is requested to bring this question to Conceptual Discussions.
7	RFP CDCR 08112020	Cost Workbook Tab 4, Above Section for Options 1 & 2		Would you add an item for "Monthly cost to access paid content"? Some vendors require an inmate to pay a fee each month to open access to purchase content. Without paying the fee, the tablet will only allow access to the tablet's free profile and free content. It is important that fees like this are evaluated in Tab 4 or a vendor could simply show zero cost for the content in Tab 4 and then load all their cost and profit into a monthly fee in Tab 6, which is not evaluated."	There is no line item for the Bidder to propose this fee and the State will not accept this kind of fee being charged to the incarcerated individual nor friends or family.
8	RFP CDCR 08112020	Cost Worksheet Tab 4, Option 1, Music Albums		If a vendor is bidding Option 1, although does not sell music albums, what should be entered for the cost?	The Bidder is not required to bid optional line items. Please enter NA if a line item is not being proposed by the bidder. See Addendum 1 for updated Cost Workbook Instructions.

Question #	Document	Section #	Page #	Question	Response
9	RFP CDCR 08112020 Parts 1 & 2	Exhibit 24.3: Proposed Network, SOW 2.2.2.7 Tablet Services In Cell	page 207 SOW page 29	<p>Would you please confirm that the following services are required "within the cells" as specified here, "Describe how the proposed CTS solution will provide services in the housing units, within cells, and dorms."</p> <ul style="list-style-type: none"> <li>• Access to CDCR and third-party application and content, such as law library, commissary ordering and the learning management system</li> <li>• Internal communication/messaging, such as requests and grievances</li> <li>• Receipt of CDCR-Initiated messaging</li> <li>• Send/receive email, attachments, photographs and e-cards</li> <li>• E-Books, games, music and movies</li> </ul>	See Addendum 1 for revision.
10	RFP CDCR 08112020 Part 2	SOW 20.1.4, #3 Wireless Spectrum	Page 62	This section states that tablets will only be allowed to operate on the 5 GHz spectrum. We understand if part of the reason for this requirement is that CDCR does not want tablets that would run on the 2.4 GHz spectrum and interfere with other services running on that spectrum. If a vendor has a solution that delivers wireless signaling that does not conflict with Wi-Fi spectrum, would that be acceptable to CDCR?	Possibly, but it would also need to be confirmed to not interfere with CDCR's public safety radios (700-800Mhz bands) and other non-802.11 wireless bands. If the devices are 802.11 CDCR will currently only support 5Ghz. Future consideration for 802.11ax+ 6Ghz spectrum is being considered. Bidder is requested to bring this item to Conceptual Discussions.
11	RFP CDCR 08112020 Part 2	Business Requirements Workbook Law Library Access OS-101		Would you please confirm that access to law library is online access and not access to the LexisNexis hard drive solution?	Online access to CDCR/Third Party Law Library content
12	RFP CDCR 08112020	SOW 20.1.4, bullet #9 Tablets	Page 62	Would you please provide the use cases and security requirements for the following, "Possess an external QWERTY keyboard or have the ability to utilize with a keyboard peripheral"? Given that external peripherals can create an unnecessary security hole, would you allow an internal software keyboard to meet the requirement?	The State requires that the option is available upon State's request. See Addendum 1 for revision
13	RFP CDCR 08112020 PART 2	SOW 20.1.4.1 Tablets Features	Page 63	Would you please consider striking the following requirements due to the potential for message passing between incarcerated individuals, "Provide the ability for highlighting text and bookmarking pages when reading book files of any type on the Tablet. Provide the basic productivity tools for taking 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."	See Addendum 1 for revision.

Question #	Document	Section #	Page #	Question	Response
14	RFP CDCR 08112020	20.1.4.1 SOW Tablets Features	Page 63	When incarcerated individuals are able to type and store text on the tablet, this allows them to pass messages by simply sharing their login credentials. In a related note, this is the primary reason why most institutions don't allow incarcerated individuals to save email drafts. Security staff have found that an incarcerated individual will type a message, save it as a draft, provide their login credentials to another incarcerated individual who will login, read the draft and <del>then delete it so that security staff have no record of the illicit message</del>	See Addendum 1 for revision
15	RFP CDCR 08112021	2.2.2.4 Entertainment Services, SOW	Page 27	Would you please consider removing AM radio from the following requirement? - "Provide access AM/FM radio at no cost." While FM radio tuners are standard component for tablet manufacturers, AM tuner components are not, and AM signals are more prone to interference. Requiring access to AM radio signals over-the-air may force bidders to create a one-off custom tablet for CDCR that would increase the cost of manufacturing, supporting and servicing.	See Addendum 1 for revision.
16	RFP CDCR 08112022	2.1, Service To Be Provided, #2.	Parts 1 & 2 page 206; SOW page 62	Would you please consider reducing the minimum size for the Kiosk to 15" from 17"? 15" kiosks provide equally adequate viewing and take up less wall space. They are also less expensive to procure, maintain, and service.	The State has considered the feedback provided. The requirement will remain as written.
17	RFP CDCR 08112023	20.1.3 SOW Video Relay System/American Sign Language Video Calling System	Page 60	If a vendor is able to provide their VRS/ASL-VCS via a tablet that is docked to secure wall mount station, would CDCR accept that in lieu of the specifications listed here? Allowing incarcerated individuals to use the existing tablets for this service would reduce cost, simplify maintenance and reduce the amount of hardware installed on facility walls and susceptible to abuse and damage. Cameras on the tablets would be controlled by software and only activated when docked to the wall station.	As long as the tablet is a minimum of 17" and meets all other requirements, the State has no preference for other items as described in the question. If this is still unclear to the Bidder, please bring this item to Conceptual Discussions.
18	RFP CDCR 08112024	Technical Requirements, Charging Requirements	TAB-107	Would CDCR allow wireless charging of the tablets in lieu of wall powered barrel chargers?	The State is considering the request. Please bring this item to Conceptual Discussions.

Question #	Document	Section #	Page #	Question	Response
19	RFP CDCR 08112025	1.4.1.11.1 EIC Information	Page 25	Would you please add to the bidders' library the EIC rates for all products and services (e.g. cost of a stamp, cost of a song, cost of an album, cost for printing messages and/or photos etc.), to include any bundled pricing and any promotional pricing that has been offered during the term of the pilot?	Uploaded, please see new document uploaded to Bidder Library.
20	RFP CDCR 08112026	1.4.1.11.1 EIC Information	Page 25	Would you please also provide all monthly EIC sales reports to show the product, number of transactions and revenue per product?	Please refer to Exhibit - California EIC Metrics by Month 2019
21	RFP CDCR 08112027	Section 10, Item #7	Page 25	Would you please provide additional details on the pilots for healthcare grievances and healthcare service requests? Are the tablets only providing access to a third-party portal for these services or are these services being hosted by the EIC provider?	The referenced document is unclear. Healthcare Grievance submission form developed and hosted by current vendor. Healthcare Service requests not implemented. State cannot locate the reference to Section 10, Item # 7. If Bidder requires additional response, please rephrase and resubmit question.
22	RFP CDCR 08112028	1.4.1.11.1 EIC Information	Page 25	Would you please provide details on the process by which restitution is taken from deposits for incarcerated individuals to tablet content from the EIC vendor?	Restitution is taken from the incarcerated individual's Trust account
23	RFP CDCR 08112029	1.4.1.11.1 EIC Information	Page 25	Would you please add to the bidders' library any policies or procedures that have been written to address the services provided within the EIC pilot?	EIC is a Pilot and any policies or procedures that are specific to the Pilot are not relevant to the services requested under this RFP.
24	RFP CDCR 08112030 Parts 1 & 2	1.4.4.1 Part 1 & 2 ; SOW 2.2.2.1; SOW 20.1.6.3 Sites for Tablet & Kiosk Services	Parts 1 & 2 page 31; SOW page 24; SOW page 66	Would you please confirm that tablet services will not be required at the fire camps, youth camps, CCTRP facilities, or parole? If services will be required at these locations, would you please provide architectural diagrams along with the ADP per housing unit?	All institutions and Camps will require CTS services. State does not have the requested information. A camp is included as part of the Bidder Site Visits.
25	RFP CDCR 08112031 Part 2	20.1.6.1.1 IDF Network Switches; SOW Attachment 9	Page 66	Please provide for each existing IDF network switch, by facility, their current port utilization level and percentage of open ports available. Also provide information on known project(s) that may consume any of the ports, power, infrastructure or other resources that may no longer be available for this project.	The State does not have the requested information. The Bidder may be able to view some of this infrastructure during the Bidder Site Visits.
26	RFP CDCR 08112032	20.1.6.3 Firewalls SOW	Page 66	Please provide the quantity of firewalls required, by facility for "all Camps, Parole, and remote locations for offender and parolee access".	There are currently 180 locations within CDCR; any location that will provide these services would require a firewall.

Question #	Document	Section #	Page #	Question	Response
27	RFP CDCR 08112033 Part 2	20.1.6.3 Firewalls SOW	Page 66	In addition, please confirm if CDCR is requiring two such firewalls at each OCTS location that will receive service. One firewall for securing the CDCR network and one securing the vendor network.	One firewall is acceptable per site if configured to segregate the two environments appropriately.
28	RFP CDCR 08112034 Parts 1 & 2	22.3 Cabling and Power Installation SOW	Page 69	Relating to power, vendor is concerned about the responsibility for power as it relates to the overall power infrastructure of a facility, yard, housing unit; and who has responsibility for building out such things as power panels and any other work required should current power infrastructure not meet OCTS deployed solution requirements. Detailed information on all aspects of power is required if cost go beyond running power from a device to the applicable power panel.	The State requires the vendor to be responsible for all power needs of the vendor's solution. Bidder must assume all of these costs when preparing their bid. The State requires the vendor upgrade the power panels as necessary.
29	RFP CDCR 08112035 Parts 2	22.3 Cabling and Power Installation SOW	Page 69	Also please provide all power surveys that have been conducted by CDCR at each facility (by power panel) to assure that the number of tablets (with associated power cords) to be deployed will be able to be supported by the power requirements to charge the applicable tablets.	The State does not have the requested information. The Bidder will be responsible for assessing the power requirement and conducting surveys. If the Bidder requires further clarification on power and the awarded vendor's responsibility, the Bidder is requested to bring these questions to Conceptual Discussions.
30	RFP CDCR 08112036 Parts 1 & 2	Parts 1 & 2, 1.4.4.1; SOW 2.2.2.1 Responsibilities of CDCR Staff	Parts 1 & 2 page 32; SOW page 24	Regarding the statement that "There will be little to no CDCR involvement in the service or maintenance", would you please confirm that CDCR staff will have involvement with providing escorts, collecting damaged tablets, distributing replacement tablets, minor administrative duties, and the involvement they have with the OCTS today?	The State will provide escorts for the implementation and ongoing M&O as necessary and minimum administrative support for the contract. The Bidder must not assume any additional support beyond that which is explicitly stated by the State.
31	RFP CDCR 08112037 Parts 1 & 2	Exhibit 14 Contract Value for Bidding Preferences and Incentives	Page 154	Will CDCR set a contract value (revenue) that all bidders will use to determine eligibility for bidder preferences or are bidders to use the Option 1 or Option 2 total cost from Tab 2 of the Cost Workbook?	All preferences and incentives will be calculated by the State from the evaluation total listed as Option 1 or Option 2 on Cost Workbook Tab 2.
32	RFP CDCR 08112038 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.1; Staff Qualifications and Qualifications Forms	Page 175	For the Key Personnel experience requirements, is it acceptable if the experience includes previous employment? For example, if a PM had three years of experience in corrections at the bidder's company and three years of experience at the place where they worked before the bidder hired them, would you count that full six years of experience in corrections towards the mandatory requirement?	Yes, prior employment experience is acceptable as long as it meets the State's Mandatory Qualifications.
33	RFP CDCR 08112039 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.1; Staff Qualifications and Qualifications Forms	Page 175	For the PM, On-site Installation Manager and Implementation Manager, would you consider reducing the experience requirements from six years to five years or replace "years" with a number of projects? Given the relatively high turnover within corrections, finding candidates with more than 5 years of correctional implementation experience is challenging.	See Addendum 1 for revision.



Question #	Document	Section #	Page #	Question	Response
34	RFP CDCR 08112040 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.1; Staff Qualifications and Qualifications Forms	Page 175	For the PM, is it acceptable if the PM will have their PMP prior to execution of the contract vs. at proposal submission?	See Addendum 1 for revision.
35	RFP CDCR 08112041 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20; Staff Qualifications and Qualifications Forms	Page 173	For the Trainers and the desirable requirement to 'Possess a training certification', would you please confirm that you are referring to certification by the vendor that the trainer has been trained on the vendor's products for which they will be providing training?	See Addendum 1 for revision.
36	RFP CDCR 08112042 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.4; Staff Qualifications and Qualifications Forms	Page 184	For the Trainers and the requirement related to training at two State level Department of Corrections, is it acceptable if both of those training are at different facilities/campuses within the same agency?	The Bidder's description is acceptable as stated as long as it meets the State's Mandatory Qualifications. See Addendum 1 revision.
37	RFP CDCR 08112043 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.4; Staff Qualifications and Qualifications	Page 184	Would it be acceptable if some portion of the training sessions are handled either through remote training or recorded training?	As approved by the State, remote training will be acceptable. Recorded training is still being considered by the State. The Bidder should assume no recorded training at this time.
38	RFP CDCR 08112044 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.4; Staff Qualifications and Qualifications Forms Forms	Page 173	For the trainers, would you consider making the corrections experience requirement optional? Given the number of trainers that may be required to adequately train an organization the size of CDCR, it will be difficult to find that number of candidates all with experience training in correctional environments. As long as the trainers are certified to train on the vendor's products and have been through the vendor's training boot camp, they would be capable of training in a corrections environment.	The State has considered the feedback provided. The requirement will remain as written.
39	RFP CDCR 08112045 Parts 1 & 2	4.1.4 Key Personnel References	Page 81	Please confirm that a bidder may use CDCR as a reference for key personnel.	CDCR may be used as a reference. However, the State's core team individuals cannot be a reference for the Bidder. If the Bidder requests a reference from the CDCR core team member, the CDCR team member will notify the Bidder if they are unable to be listed as a reference.
40	RFP CDCR 08112046 Part 2	SOW 5.1.10 Contractor Privacy Policy and Terms of Conditions,	Page 34	Please confirm that CTS does not require the Privacy Policy and Terms and Conditions to include any additional opt out or opt in the sharing of personal information other than what is required by law.	The requirement in the SOW is correct as written. The State is not requiring anything beyond that which is already identified in the SOW. If the Bidder is still unclear, please rephrase and resubmit the question.

Question #	Document	Section #	Page #	Question	Response
41	RFP CDCR 08112047 Parts 1 & 2	Bond Requirements	Page 62 & 63	Table 3-1 states that the Performance Bond is "required within 21 days after Contract Awards and Aligns with Performance Start Date". However, under the definitions item 1b on page 63, it states that the Performance Bond is "Required within 14 calendar days of Contract Award". Would the State please clarify which timeline is preferred?	21 days. See Addendum 1 revision.
42	RFP CDCR 08112048 Parts 1 & 2	Exhibit 24: Narrative Responses	Page 200	The requirement states that "each Narrative Response must not exceed two pages with the total Narrative Response not exceeding 18 pages". With 12 Narrative Responses required, would the State consider increasing the total Narrative Response page count to 24 pages?	See Addendum 1 for revision. Please not 1 Narrative response item has been added.
43	RFP CDCR 08112049 Parts 1 & 2	Questions Regarding the Solicitation Document & 2.3 Key Action Dates, Parts 1 & 2, 2.2.2	Page 42	Given the importance of the procurement and the anticipated number of questions, would the State consider providing a second round of written questions following the receipt of the initial responses?	The State does not anticipate issuing another Q&A set. Please be sure to schedule and take advantage of the Site Visits and Conceptual Discussions.
44	RFP CDCR 08112049 SOW	p. 58-60 #20.1.2 and p. 64-65 #20.1.5	Page 58-60 Page 64-65	What is the difference between the required VCS devices and the required kiosks? Please list all functionality required on each the VCS device and the kiosk. If one device can be provided that allows for both Video Calling Services and all kiosk functionality, would that be preferred by the CDCR?	The State is agreeable should the Bidder have 1 device that meets the functional requirements of each device. The Bidder is requested to bring this item to Conceptual Discussions.
45	RFP CDCR 08112049 SOW	20.1.5 SOW	Page 58	The RFP requires "Video Calling Services (VCS) equipment at correctional facilities and locations as specified by CDCR." How many VCS devices are required and at which locations?	All locations that will provide CTS services. VCS devices will be determined on a site by site basis.
46	RFP CDCR 08112049 SOW	2.2.2.6	Page 28	Section 2.2.2.6 states, "Fulltime Contractor support would be required to perform Digital Forensic Examiner / Analytical support for CDCR." What duties will be assigned to these personnel?	Please refer to Exhibit: Contractor Corrections Intelligence Analyst Requirements in the Bidders library
47	RFP CDCR 08112049 SOW	2.2.2.6	Page 29	Section 2.2.2.6 states that location based services are desirable. This technology has recently fallen under legal scrutiny for invasion of privacy is no longer widely available in the ITS industry. Therefore will the State remove this as a desirable feature?	See Addendum 1 for revision.

Question #	Document	Section #	Page #	Question	Response
48	RFP CDCR 08112049 Parts 1 & 2	Table 2-2	Page 45	At the time questions were due, we had not yet been given access to the Bidders' Library, and Site Visits have not yet occurred, nor has it been decided whether they will in fact take place. Additionally, we are only in the beginning stages of preparing our proposal and because this RFP is especially long and complex, we are likely to notice more details as we get further along in the response process. And finally, the State's responses to vendors' initial questions frequently raises additional questions or clarification of some of the State's responses. For all of these reasons, and to avoid any assumptions as discussed during the pre-solicitation stage, we request that the State add a second round of Questions & Answers into its schedule.	Bidder's Library access was granted the week of 09/01/2020. Site Visits will occur onsite as identified in the RFP. If a Bidder will not be attending Site Visits and is requested a virtual option, the Bidder must notify the Procurement Official immediately. The State does not anticipate releasing another Q&A set. Please be prepared to discuss any outstanding questions during the Bidder's Conceptual Discussion.
49	RFP CDCR 08112049 Parts 1 & 2	CTS_RFP_Parts_1_and_2	Page 13	The RFP states, "This encompasses a population of approximately 120,000 incarcerated individuals in custody throughout these various institutions and facilities." Please provide the current ADP broken down by each institution/facility. This information is necessary to determine the numbers and locations of Wireless Access Points to enable the table solution, a substantial component of our cost estimate.	Please refer to Exhibit: California Weekly Report of Population In the Bidders library
50	RFP CDCR 08112049 Parts 1 & 2	CTS_RFP_Parts_1_and_2	Page 13	Does the CDCR anticipate any significant reduction in the population or have any plans to release a large number of inmates in the future? Please describe.	The State does not have the requested information.
51	RFP CDCR 08112049 Parts 1 & 2	Section 7.3.7	Page 107	RFP Section 7.3.7 describes the formula that will be used to award points in the Cost Worksheets. This formula is based on a "Proposed Total Cost." However, the Cost Workbook - Tab 2 is described as the Summary Cost Worksheets that will be used for Evaluation and Scoring of the Cost Proposal," and it does not calculate a single "Total Cost." Rather, it calculates total costs in several categories, in addition to populating per-use transaction fees. How will these multiple costs and per-transaction fees be calculated into a Proposed Total Cost? How much weight will each of these factors be given in the Scoring calculations (i.e., how many of the total 600 points will be awarded for each cost component)?	See response to Question 1 and 2.
52	RFP CDCR 08112049 Coat Work Book	Cost Workbook	Tab 4	For offender services and entertainment, the Cost Workbook only has options for per-transaction and monthly subscription pricing. Would the State accept proposals for other pricing models, such as per-minute pricing?	The State has considered the feedback provided. The requirement will remain as written.
53	RFP CDCR 08112049 Parts 1 & 2	Bond Requirements	Page 62-63	Regarding the surety/performance bonds required, the RFP does not include a bond form. Does the State have a specific bond form they require? Given the potential 10-year term, the sureties will want to use an annually renewing bond form. The RFP is also silent on this matter. Please advise.	See Addendum 1 for revision. The State does not require a specific bond form. The duration of the performance bond has been lessened to two years or system acceptance, whichever is later.

Question #	Document	Section #	Page #	Question	Response
54		Section 7.3 and 7.3.5.1	7.3 – Page 98 7.3.5.1 – Page 106	<p>Section 7.3 Final Proposal Evaluation outlines how the State will evaluate a Proposal Submission and award points. Table 7-1 includes the Scoring and Point Distribution. Within Table 7-1, Exhibit 22: Business and Technical Requirements show that a maximum of 500 Points are allocated for this scored component.</p> <p>Section 7.3.5.1 Business and Technical Requirements consists of (M) Mandatory, (MS) Mandatory Scored and (DS) Desirable Scored categories. There are 17 (MS) Mandatory Scored Requirements and 18 (DS) Desirable Scored Requirements for a total of 35 Scored Requirements within Section 7.3.5.1 Business and Technical Requirements.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1) With a maximum of 500 Points allocated to the Business and Technical Requirements, what is the maximum point allocation for each of the 35 scored requirements?</li> <li>2) If each of the 35 Scored Requirements have equal weight, will each Scored Requirement be allocated a maximum of 14.28 Points each?</li> <li>3) If each Scored Requirement does not have equal weight, what is the assigned Point allocation for each of the 35 Scored Requirements?</li> <li>4) Will each (MS) Mandatory Scored Requirement be allocated more points than each (DS) Desirable Scored Requirement?</li> </ol>	See Addendum 1 for revisions.
55		Section 7.3 and 7.3.5.3	7.3 – Page 98 7.3.5.3 – Page 106	<p>Section 7.3 Final Proposal Evaluation outlines how the State will evaluate a Proposal Submission and award points. Table 7-1 includes the Scoring and Point Distribution. Within Table 7-1, Exhibit 24.1 to Exhibit 24.12: Narrative Responses show that a maximum of 840 Points are allocated for this scored component.</p> <p>Section 7.3.5.3 Narrative Response(s) Requirements shows that each of the 12 Exhibits include the requirement to respond to each Business Need or Requirement.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1) With a maximum of 840 Points allocated to the Narrative Response Requirements, what is the maximum point allocation for each of the 12 Narrative Responses?</li> <li>2) If each of the 12 Narrative Responses have equal weight, will each Scored Requirement be allocated a maximum of 70 Points each?</li> <li>3) If each Narrative Response does not have equal weight, what is the assigned Point allocation for each of the 12 Narrative Responses?</li> </ol>	See Addendum 1 for revision.
56		Section 502: Cost Workbook Instructions	Page 91	Will the state allow multiple price offers with multiple sub-contractors?	A single Bidder must submit a single proposal.

Question #	Document	Section #	Page #	Question	Response
57		Section 502: Cost Workbook Instructions And CTS RFP Cost Workbook	Page 91	Are all bidders required to submit pricing per item as the scoring form requires? For example, what if a vendor provides music on a subscription to a library for a flat fee? In this case, the libraries will vary dramatically, but the cost per song in the library would be very low.	See Addendum 1 for updates to Cost Workbook instructions.
58		Not Provided	N/A	Will we be required to interface with ATG for debit calling funds transfers? Historically ATG requires a 5% fee on all transfers from trust to debit accounts. Will the State declare whether vendors will be required to pay a fee to ATG, which will obviously increase the cost to end users or conversely will the state require ATG to transfer funds to the phone accounts at no charge since once the interface is created there is no cost to ATG for the transfer.	State has not made the determination that the incarcerated persons would be allowed to self fund their calling account. If the Bidder is still unclear, please bring this item to Conceptual Discussions.
59		Section 3.21: Socioeconomic Programs	Page 63-97	The requirement for DVBE and Small Business states points will be allocated based on the percentage used. Since technically this is a no cost contract to the state, can the state clarify whether the percentage participation is a percentage of total revenues, which are clearly estimates as nobody can anticipate actual volumes without all services being currently installed at all facilities nor can vendors anticipate revenues in an environment where populations are decreasing, or whether the percentages are percentages of COST to deploy the networks requested.	See response to question number 31.
60		Section 3.21: Socioeconomic Programs And 3.21.4	Page 63-67	Additionally, can the State clarify the definition of net revenues as mentioned in section 3.21.4 and what is removed from gross revenue (Sum of costs in cost worksheets) to arrive at net revenue?	See response to question 31 for further clarify on how calculations will be made.
61		Cost Workbook	Tab 3	Tab 3 Cost Proposal spreadsheet for Offender Communications starts with Telephone Call Rates and Charges. Cell A8 includes "Item Description," and cells A9 to A15 show local and long-distance call types for Adult's and Youth's. Cell B8 shows Proposed Fee to Offender, Family or Friend on a PER MINUTE basis. Cells B9 to B15 are to be populated with proposed rate per minute. Line 17 shows "Other Offender Communication" and cell C17 is blank. Questions: 1) Should cell C17 say Anticipated Annual Transactions? 2) Additionally, should cell B17 say Proposed Fee to Offender, Family or Friend on a PER TRANSACTION basis?	See Addendum 1 for revision

Question #	Document	Section #	Page #	Question	Response
62		Cost Workbook	Tab 4	<p>If a vendor choses a subscription model over a purchase model will the State require the same library availability, including new releases, and specific artists and titles, which are available and comparable in the commercial marketplace?. Is it the expectation of the department that the subscription music and movie services would have comparable selections to Apple Music, Spotify, and Netflix?</p> <p>Alternatively, if vendor subscription models have smaller libraries how will the State evaluate them compared to individual purchase pricing?</p>	The State will not prescribe the Bidder's offerings. The State will be evaluating the cost of the Bidder's monthly subscription. If the Bidder is invited to Negotiations, the State may request additional offerings.
63		Section 1.4.4.4: Entertainment Services And Cost Workbook	Page 34  Tab 4	<p>Section 1.4.4.4 includes a statement that "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 incarcerated individuals and their friends or families."</p> <p>Content in the form of Games, Movies, e-books and Music (individual or album), has pricing that is set forth by the studios, artists, publishers and game creators. This pricing is generally dependent on the quality and age of the content. Vendors responding to this solicitation could propose only old or undesirable content at a very low price to maximize scoring points. As an example, new release movies on iTunes are generally \$19.99 to purchase or \$5.99 to rent, but after a year, those same movies can be purchased for \$9.99 and rented for \$1.99. After two years, they are often available for free on a streaming service like Netflix or Amazon prime. Based on the way scoring is allocated for this section of the bid, vendors are encourage to provide the offenders sub-par and older content at lower prices to win the award, which may not be in their best interest, or what they want to buy.</p> <p>Questions related to Cost Workbook – Tab 4: Tab 4 Cost Proposal spreadsheet requires Proposed Fee to Offender, Family or Friend to be priced on a Per Transaction basis. Costs for e-Books, Movies and Games have ranges of costs. Will the Department change the spreadsheet to allow for ranges of costs based on categories of age and type of content being delivered? If so, how will the range of costs be scored using anticipated annual volumes that vary by content purchased? Additionally, how will the State score quality of the library at varying</p>	See response to question number 62.

Question #	Document	Section #	Page #	Question	Response
64		CTS RFP Parts 1 and 2 Section 1.4.4.6	Page 35	<p>In Section 1.4.4.6 Investigative Tools and Support, the Department requires 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.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1) What updates to the Palantir does the Department have planned over the next 6 years?</li> <li>2) What is the expected cost for those upgrades?</li> <li>3) What are the current annual licensing costs for the Palantir software/system?</li> </ol>	See Addendum 1 for revision
65		CTS RFP Parts 1 and 2 Section 1.4.4.6	Page 35	<p>The Department is also requiring fulltime Contractor support to perform Digital Forensic Examiner/Analytical support to CDCR. Question:</p> <ol style="list-style-type: none"> <li>1) What are the number of fulltime Contractors required to perform Digital Forensic Examiner/ Analytical support?</li> <li>2) Will these individuals be housed at CDCR facilities?</li> <li>3) Will these individuals be employees of the contractor, or the Agency?</li> <li>4) Will the contractor be required to provide equipment and licensing for all tools used by the individuals filling this role?</li> <li>5) If so, what equipment does the State require for this position to be effective?</li> <li>6) Will the contractor be responsible for maintenance agreements on the above referenced equipment?</li> <li>7) How will the state evaluate for purposes of this RFP the training requirement referenced?</li> </ol>	<ol style="list-style-type: none"> <li>1) Please refer to Business Requirements, CDCR Staff Tools and Services Tab, ITS-207 for the number of contractors.</li> <li>2) Housed at CDCR Facility</li> <li>3) Employees of the Prime Contractor</li> <li>4) The contractor will not be required to purchase or provide M&amp;O on the Tools</li> <li>7) Please refer to Exhibit: Contractor Criminal Intelligence Analyst Requirements. The Prime Contractor will be responsible to initial and ongoing training for their staff after execution of the Contract. The Training requirement will not be evaluated for the RFP.</li> </ol>
66		CTS RFP Parts 1 and 2 Section 6.6 Final Proposal Format and Content	Page 95	<p>Section 6.6 provides instruction on how each volume of the vendor's response should be organized and submitted to the State for the final proposal.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1) Exhibit 25: Cost worksheet is listed in the table required for both Volume 1 – Response to administrative and Proposal Requirements and Volume 2 – Cost. Can the State confirm that it would like vendors to include the cost worksheets in both volumes or ONLY in Volume 2?</li> <li>2) According to 6.6.2 – Cost, vendor should include worksheets 1-5. The Cost Workbook includes 6 tabbed worksheets. Should vendor's include Tab 6 in Volume 2 as well or where would the State like vendors to include Tab 6?</li> </ol>	Only in Volume 2 including Tab 6. Please refer to Addendum 1

Question #	Document	Section #	Page #	Question	Response
67		CTS RFP Parts 1 and 2 Exhibits 24.1 through 24.12	Page 200-212	<p>The instructions for completing the narrative response for Exhibit 24 state that the "narrative response must not exceed two pages."</p> <p>Questions:</p> <p>1) Each narrative response form includes a prompt describing what the State wants include in the narrative. This prompt takes up approximately ½ a page. Can the vendor delete this prompt to optimize space?</p> <p>2) If not, does the two-page limit include the space being taken up by the narrative prompt from the State?</p>	The Bidder narrative responses can be on a separate sheet and not exceed two pages
68		CTS RFP Tech Requirements And CTS RFP Parts 1 and 2, Section 4.2.1 Business and Technical Requirements	All Tabs Page 84-85	<p>Per the RFP instructions in Section 4.2.1 on how to complete the Business and Technical Requirements, the bidder must provide a description of the proposed solution or identify the page number if it is described somewhere else in the bidder's response. In the excel workbook for the Technical Requirements there is not a column where the bidder can describe the proposed solution on any of the tabs even though some of the requirements prompt a description. For example, INT-102 end with "Contractor shall provide description of system.:</p> <p>1) Was this omission of a designated column where to provide a written response intentional?</p> <p>If so, where should the vendor provide a description of the system?</p>	See Addendum 1 for revision.
69		Cost Workbook	Tab 3	<p>1) Can the State declare how many Advance Pay One Call fees were collected by GTL last year, and how many Account Setup Fees were collected last year?</p> <p>2) Please confirm that individual transaction fees for subsequent funding events on prepaid accounts are not allowed?</p>	The State has considered the feedback provided. The requirement will remain as written.



Question #	Document	Section #	Page #	Question	Response
70		CTS RFP Parts 1 and 2	Page 62	<p>Given the nature of this procurement, and the fact that the selected bidder will be required to provide 100% of the equipment to the state up front at the vendors sole expense, AND given the fact that zero tax dollars are being used in the procurement of these services on behalf of the state, would the state consider waiving or reducing the size of the performance bond?</p> <p>This size of bond will be of significant cost to the awarded vendor, and will end up being funded by higher prices to the end users of the service, but will not provide the benefit a traditional performance bond would, given the fact that the state will not spend any funds in the deployment of this project, and is therefore not in need of financial protection.</p> <p>Additionally, if a bond is ultimately required by the State, is the following language from the bond company acceptable as bond companies will issue approvals subject to underwriting which requires a final contract before the bond can be issued?</p> <p>"If vendor is selected and requests that we provide the necessary Performance and/or Payment Bonds, we will be prepared to execute the bonds subject to our acceptable review of the contract terms and conditions, bond forms, appropriate contract funding and any other underwriting considerations at the time of the request."</p>	See response to question 53. No other modifications are being made to performance bond requirements.
71		CTS SOW, Section 20.1.6 Network Equipment And CTS SOW: Attachment 9	Page 66 Page 114	<p>The SOW in attachment 9 has specific network hardware models required by the state. Vendor networks are unique. They have specific applications and security requirements that are designed to work with specific equipment. Additionally, we train and certify technicians, Network Operations Center staff, and technical support staff on specific equipment so we can offer specific and aggressive SLA's. The State is requiring uptime and functionality that has never been tested on the specific equipment outlined by the State, and will therefore be impossible for vendors to commit to without testing.</p> <p>Question: 1) Will the state allow vendors to propose their own hardware solutions to the state so long as all functionality required is maintained?</p>	The State has considered the feedback provided. Bidders that propose hardware outside of the hardware specified in Attachment 9 will be required to stand up their own infrastructure and will not be allowed to utilize the State's infrastructure. Bidder is requested to bring this item to Conceptual Discussions.

Question #	Document	Section #	Page #	Question	Response
72		CTS SOW, Section 20.1.6 Network Equipment And CTS SOW: Attachment 9	Page 66  Page 114	<p>Network security for a system used by prisons is different than systems used in businesses or homes. Stringent quality and load testing standards are necessary in order to meet the user experience and performance objectives of offender product and services. These standards are developed in live correctional environments providing real time audio/video communication solutions along with consumption of rich media content. As part of these rigorous quality objectives, we have identified and certified a series of network switches/routers, firewalls, integrated access devices (IADs) and WAPs, and in some cases have specifically customized that hardware to suit our applications. In addition, we also install customized embedded computers/servers that function as application servers/ media caching appliances for caching content and provide local platform services to the tablets, terminals and kiosks, and therefore require upgraded memory, and custom software to interface with other parts of the network. Additionally, the RFP requires vendors to be responsible for the performance and security of the network, but also notes that the state would be responsible for management of the network. It stands to reason that vendors cannot be responsible for the performance of a network they do not manage.</p> <p>We noticed that the approved equipment list in Attachment 9 did not include any Integrated Access Devices or embedded computers, which is essential for us to provide our services inside the institution, some of which are not compatible with the network infrastructure recommended by the state. Lastly, in SEC-103, the state requires vendors to have "sole responsibility" for breaches to the network, which again is not reasonable if vendors don't manage the network.</p>	See response to Question 71.
73		CTS RFP Tech Requirements, Tablet Tab, Tab-101 And CTS SOW, Section 20.1.41	Page 69	<p>In the State's final CTS Tech Requirements spreadsheet, the State revised Tab-101, #4 of the requirement from the pre-solicitation draft to say that portable devices must include the "Ability to use a management device to identify approximate location of Tablet when powered on with feature that cannot be disabled by a user."</p> <p>However, this was not changed in the corresponding requirements section in the SOC Section 20.1.4.</p> <p>Can the State please verify that Section 20.1.4, #4 in the statement of work should also be changed?</p>	State will update the SOW language to match Technical Requirement. See Addendum 1 for revision.
74		CTS SOW, Section 22.3	Page 69	What is the purpose of two data lines to each WAP?	Redundancy of infrastructure connections, multi-Gig support, and future proofing.

Question #	Document	Section #	Page #	Question	Response
75		CTS RFP Parts 1 and 2, Section 3.24 And Exhibit 18	Page 72 Page 163	<p>The resulting contract from RFP CDCR 08112020 will include telephones, tablets and terminals. As such, installation requirements will be Cat5/Cat6/Fiber, prebuilt booths, and network equipment.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1. Why does Exhibit 18 include a requirement for a B general contractor when no anticipated structural modification will be required?</li> <li>2. Since we are installing low voltage cable, why is a C-10 license needed when the work is clearly C-7 requirements?</li> <li>3. If the C-10 is still required, why would a C-7 be required when a C-10 can also perform the work under CA law?</li> <li>4. Due to the timeframe required to obtain the required licenses, if a vendor can show progress on the process at the time of bid submission, would this be acceptable with the understanding that at the time of award we would supply the appropriate license numbers?</li> </ol>	<p>These requirements are applicable for subcontractors the bidder chooses to use for all construction and installation services. The State anticipates there will structural modification such as wall and floor penetration. Per the Contractor's State License Board and Department of Consumer Affairs such work will require a B - General Building Contractor License. If the Bidder still has questions on this item, please bring to Conceptual Discussions.</p>
76		CTS RFP Parts 1 and 2 Section 1.4.1.9 – Cellphone Interdiction Solutions (CIS)	Page 23	<p>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.</p> <p>Question:</p> <ol style="list-style-type: none"> <li>1) Is the awarded vendor responsible for supplying any new CIS equipment and/or paying for annual maintenance costs for existing CIS hardware/software, including Managed Access Systems (MAS)?</li> </ol>	<p>The Attachment 6 describes the current environment. No CIS hardware or support is required for the CTS RFP.</p>

California Department of Corrections and Rehabilitation



**REQUEST FOR PROPOSAL (RFP)**

**RFP CDCR08112020**

**PART 1 – BIDDER INSTRUCTIONS**

**FOR**

**Communications And Technology Solution (CTS)**

**08/11/2020**

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 CDCR08112020**

## **PART 1 – BIDDER INSTRUCTIONS**

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## TABLE OF CONTENTS

<b>PART 1 – BIDDER INSTRUCTIONS</b> .....	<b>4</b>
<b>1 INTRODUCTION</b> .....	<b>13</b>
1.1 PURPOSE OF THIS REQUEST FOR PROPOSAL .....	13
1.2 BACKGROUND .....	13
1.3 TERM OF CONTRACT .....	14
1.4 CURRENT AND PROPOSED ENVIRONMENT .....	14
1.4.1 Current Environment .....	14
1.4.2 Proposed Environment .....	29
1.4.3 Solution Objectives .....	30
1.4.4 Business Model Objectives .....	30
1.5 AMERICANS WITH DISABILITIES ACT (ADA) .....	39
<b>2 BIDDING INSTRUCTIONS</b> .....	<b>40</b>
2.1 BIDDER ADMONISHMENT .....	40
2.2 COMMUNICATIONS AND CONTACTS .....	40
2.2.1 Procurement Official .....	41
2.2.2 Questions Regarding the Solicitation Document .....	42
2.2.3 Intent to Bid .....	42
2.2.4 Bidders' Library .....	43
2.2.5 Conceptual Discussions (M) .....	43
2.2.6 Site Visit (M) .....	44
2.2.7 Cloud Computing Services .....	44
2.3 KEY ACTION DATES .....	44
2.4 RULES GOVERNING COMPETITION .....	46
2.4.1 Identification and Classification of Solicitation Requirements .....	46
2.4.2 Solicitation Documents .....	46
2.4.3 Examination of the Work .....	47
2.4.4 Exclusion for Conflict of Interest .....	47
2.4.5 Confidentiality .....	47
2.4.6 Addenda .....	48
2.4.7 Bidder's Cost .....	48
2.4.8 Discounts .....	48
2.4.9 Signature of Proposal .....	49
2.4.10 Irrevocable Offer .....	49
2.4.11 False or Misleading Statements .....	49
2.4.12 Joint Bids (Not Applicable) .....	49
2.4.13 Bonds .....	49
2.4.14 Unfair Practices Act and Other Laws .....	49

2.4.15	Fair Employment and Housing Commission Regulations.....	49
2.4.16	Plastic Trash Bag Certification Violations .....	50
2.4.17	Air or Water Pollution Violations.....	50
2.5	<b>BIDDING STEPS</b> .....	50
2.5.1	Compliance Phase .....	51
2.5.2	Proposal Submission Phase (M).....	51
2.5.3	Withdrawal and Resubmission/Modification of Proposals .....	52
2.5.4	Disposition of proposals .....	52
2.6	<b>PROTESTS (NOT APPLICABLE)</b> .....	52
2.7	<b>NEGOTIATIONS</b> .....	52
2.8	<b>PRIMARY BIDDER</b> .....	53
<b>3</b>	<b>ADMINISTRATIVE REQUIREMENTS</b> .....	<b>53</b>
3.1	<b>ABILITY TO PERFORM</b> .....	53
3.2	<b>SUBCONTRACTORS</b> .....	54
3.2.1	Bidder Declaration Form (M).....	54
3.3	<b>AMENDMENT</b> .....	55
3.3.1	Availability of Technology and Additional Service Items (M) .....	55
3.4	<b>FINANCIAL RESPONSIBILITY INFORMATION</b> .....	56
3.4.1	Financial Stability .....	56
3.4.2	Financial STATEMENTS (Not Applicable).....	56
3.4.3	Responsibility Certification (M).....	56
3.5	<b>GENERAL PROVISIONS</b> .....	56
3.5.1	General Provisions – Information Technology (GSPD-401IT-09/05/2014) .....	57
3.5.2	Cloud Computing Services Special Provisions .....	57
3.6	<b>INSURANCE AND LIABILITY GENERAL REQUIREMENTS</b> .....	57
3.6.1	Acceptance.....	57
3.6.2	Coverage Term .....	57
3.6.3	Cancellation.....	57
3.6.4	Deductibles.....	58
3.6.5	Contract Termination.....	58
3.6.6	Primary Insurance .....	58
3.7	<b>COMMERCIAL GENERAL LIABILITY</b> .....	58
3.8	<b>WORKERS' COMPENSATION/EMPLOYER'S LIABILITY (M)</b> .....	58
3.9	<b>AUTOMOBILE LIABILITY (M)</b> .....	59
3.10	<b>ADMINISTRATIVE REQUIREMENTS DOCUMENT (M)</b> .....	59
3.11	<b>COVER LETTER (M)</b> .....	59
3.12	<b>INCLUDE THE DATE SIGNED.STD 213, STANDARD AGREEMENT (M)</b> .....	59
3.13	<b>STATEMENT OF WORK (M)</b> .....	59
3.14	<b>CONFIDENTIALITY STATEMENT (M)</b> .....	60

3.15	SECRETARY OF STATE CERTIFICATION (M).....	60
3.16	SELLER’S PERMIT (M) .....	61
3.17	PAYEE DATA RECORD (STD 204) (M) .....	61
3.18	IRAN CONTRACTING ACT OF 2010 (M).....	61
3.19	CALIFORNIA CIVIL RIGHTS LAWS (M) .....	62
3.20	BONDS AND OTHER SECURITY DOCUMENTS (M).....	62
3.21	SOCIOECONOMIC PROGRAMS .....	63
3.21.1	Bidder’s Preference and Incentive Declaration (M) .....	63
3.21.2	Disabled Veteran Business Enterprise (DVBE) Program .....	63
3.21.3	Small Business Preference (O).....	65
3.21.4	Non-Small Business Subcontractor Preference (O) .....	65
3.21.5	Commercially Useful Function (M) If Applicable .....	66
3.21.6	Target Area Contract Preference Act (TACPA) .....	67
3.22	PRODUCTIVE USE REQUIREMENTS.....	<del>68</del> <a href="#">6867</a>
3.22.1	Customer In-Use .....	68
3.22.2	Customer References for Productive Use Requirements (M) .....	69
3.22.3	Hardware/Equipment .....	70
3.22.4	Hardware Warranty .....	70
3.23	PUBLIC WORKS REQUIREMENTS (M).....	70
3.23.1	Laws to be Observed .....	71
3.24	CONTRACTOR’S LICENSE (M) .....	72
<b>4</b>	<b>BID REQUIREMENTS.....</b>	<b>73</b>
4.1	QUALIFICATION REQUIREMENTS .....	73
4.1.1	Bidder Qualifications (M/DS).....	74
4.1.2	Bidder References (m) .....	74
4.1.3	Staff Qualifications (M/DS).....	75
4.1.4	Staff References (M).....	81
4.2	SOLUTION REQUIREMENTS .....	82
4.2.1	Business and Technical Requirements (MS).....	82
4.2.2	Narrative Response RequirementS (MS) .....	85
<b>5</b>	<b>COST.....</b>	<b>90</b>
5.1	COST WORKBOOK (MS) .....	91
5.2	COST WORKBOOK INSTRUCTIONS .....	91
5.3	PROJECT PAYMENT TERMS (NOT APPLICABLE).....	93
<b>6</b>	<b>PROPOSAL/BID FORMAT AND SUBMISSION REQUIREMENTS.....</b>	<b>93</b>
6.1	PREPARATION .....	93

6.2	COMPLETION OF PROPOSALS .....	94
6.3	DATE, TIME, AND ADDRESS OF SUBMITTALS .....	94
6.4	UPLOAD AND NAMING .....	94
	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. ....	94
6.5	FORMATTING .....	94
6.6	FINAL PROPOSAL FORMAT AND CONTENT .....	95
6.6.1	Volume 1: Response to ADMINISTRATIVE AND Proposal Requirements .....	95
6.6.2	Volume 2: Cost.....	96
<b>7</b>	<b>EVALUATION .....</b>	<b>96</b>
7.1	EVALUATION TEAM.....	97
7.2	EVALUATION STEPS .....	97
7.2.1	Evaluation of Required Information and Requirements .....	97
7.2.2	Receipt and Preliminary Review .....	98
7.2.3	Mandatory Requirements Evaluation .....	98
7.2.4	Validation against Requirements .....	98
7.3	FINAL PROPOSAL EVALUATION .....	98
7.3.1	Errors in the Final Proposal.....	100
7.3.2	Rejection of Proposals .....	101
7.3.3	Administrative Requirements Evaluation .....	102
7.3.4	Qualification requirements evaluation .....	102
7.3.5	Solution requirements evaluation.....	106
7.3.6	Calculate Bidder Proposal Non-Cost Score.....	106
7.3.7	Cost Evaluation .....	107
7.3.8	Socioeconomic Programs .....	108
7.3.9	Bidder Final Score Calculation and Rank Determination.....	111
7.4	NEGOTIATIONS .....	112
7.4.1	Negotiation Invitation.....	113
7.4.2	Demonstrations (Mandatory).....	113
7.4.3	Best and Final Offer Submission (BAFO) .....	113
7.4.4	Evaluation of BAFO Submission .....	114
7.5	SELECTING THE PROPOSED AWARDEE .....	114
7.6	DEBRIEFING .....	115
<b>8</b>	<b>INFORMATIONAL ATTACHMENTS .....</b>	<b>116</b>
	<b>PART 2 – BIDDER RESPONSE .....</b>	<b>121</b>

<b>APPENDIX A, STATEMENT OF WORK .....</b>	<b>123</b>
<b>SOLICITATION FORMS .....</b>	<b>124</b>
<b>EXHIBIT 2: INTENT TO BID .....</b>	<b>128</b>
<b>EXHIBIT 3: CONFIDENTIALITY STATEMENT .....</b>	<b>130</b>
<b>EXHIBIT 4: RESPONSE TO ADMINISTRATIVE REQUIREMENTS .....</b>	<b>132</b>
<b>EXHIBIT 5: BIDDER DECLARATION GSPD 05-105 .....</b>	<b>135</b>
<b>EXHIBIT 6: SECRETARY OF STATE CERTIFICATION.....</b>	<b>137</b>
<b>EXHIBIT 7: WORKERS’ COMPENSATION CERTIFICATION .....</b>	<b>139</b>
<b>EXHIBIT 8: SELLER’S PERMIT CERTIFICATION .....</b>	<b>141</b>
<b>EXHIBIT 9: PAYEE DATA RECORD .....</b>	<b>143</b>
<b>EXHIBIT 10: IRAN CONTRACTING ACT OF 2010.....</b>	<b>145</b>
<b>EXHIBIT 11: CALIFORNIA CIVIL RIGHTS LAWS CERTIFICATION .....</b>	<b>148</b>
<b>EXHIBIT 12: BOND AND OTHER SECURITY DOCUMENTS .....</b>	<b>150</b>
<b>EXHIBIT 13: DVBE DECLARATIONS.....</b>	<b>152</b>
<b>EXHIBIT 14: BIDDING PREFERENCES AND INCENTIVES.....</b>	<b>154</b>
<b>EXHIBIT 15: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION.....</b>	<b>156</b>
<b>EXHIBIT 16: TACPA PREFERENCE REQUEST FORMS .....</b>	<b>158</b>
<b>EXHIBIT 17: LIST OF PROPOSED SUBCONTRACTORS (PUBLIC WORKS) .....</b>	<b>160</b>
<b>EXHIBIT 18: CONTRACTOR’S LICENSE INFORMATION .....</b>	<b>163</b>
<b>EXHIBIT 19: BIDDER QUALIFICATION FORM – INSTRUCTIONS .....</b>	<b>165</b>
EXHIBIT 19.1: BIDDER QUALIFICATIONS FORM .....	167
EXHIBIT 19.2: BIDDER REFERENCE FORM.....	170
<b>EXHIBIT 20: KEY STAFF QUALIFICATIONS FORM – INSTRUCTIONS .....</b>	<b>173</b>
EXHIBIT 20.1: STAFF - QUALIFICATIONS FORM – PROJECT MANAGER .....	175
EXHIBIT 20.2: STAFF - QUALIFICATIONS FORM – ON-SITE INSTALLATION MANAGER .....	178
EXHIBIT 20.3: STAFF - QUALIFICATIONS FORM – IMPLEMENTATION MANAGER.....	181
EXHIBIT 20.4: STAFF - QUALIFICATIONS FORM – TRAINER(S).....	184

EXHIBIT 20.5: STAFF - QUALIFICATIONS FORM – MAINTENANCE AND OPERATIONS MANAGER.....	187
EXHIBIT 20.6: STAFF - QUALIFICATIONS FORM – CUSTOMER SUPPORT MANAGER	190
<b>EXHIBIT 21: STAFF - REFERENCE FORM.....</b>	<b>193</b>
<b>EXHIBIT 22: BUSINESS AND TECHNICAL REQUIREMENTS .....</b>	<b>196</b>
<b>EXHIBIT 23: DELIVERABLES TABLE .....</b>	<b>198</b>
<b>EXHIBIT 24: NARRATIVE RESPONSES .....</b>	<b>200</b>
EXHIBIT 24.1: COMMUNICATIONS .....	201
EXHIBIT 24.2: INFORMATION SERVICES.....	202
EXHIBIT 24.3: CDCR AND THIRD PARTY APPLICATION AND CONTENT .....	203
EXHIBIT 24.4: ENTERTAINMENT .....	204
EXHIBIT 24.5: TABLETS .....	205
EXHIBIT 24.6: KIOSK .....	206
EXHIBIT 24.7: NETWORK .....	207
EXHIBIT 24.8: SECURITY.....	208
EXHIBIT 24.9: TECHNOLOGY REFRESH.....	209
EXHIBIT 24.10: INNOVATION AND TECHNOLOGY ENHANCEMENT.....	210
EXHIBIT 24.11: PROJECT MANAGEMENT METHODOLOGY .....	211
EXHIBIT 24.12: INVESTIGATIVE SOLUTION AND TECHNOLOGY .....	212
<b>EXHIBIT 25: COST WORKSHEETS .....</b>	<b>212</b>
<b>EXHIBIT 26: RESPONSIBILITY CERTIFICATION.....</b>	<b>215</b>
<b>ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL .....</b>	<b>217</b>
<b>ATTACHMENT 2: SOLICITATION SUBMISSION CHECKLIST.....</b>	<b>219</b>
<b>ATTACHMENT 5: GLOSSARY OF TERMS.....</b>	<b>220</b>

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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 Incarcerated individual communications, provide electronic access to new services and increase access to existing services for Incarcerated individuals through advancements in technology to increase rehabilitative opportunities. (Hereafter referred to as "Incarcerated individuals Communications and Technology Solution (CTS)"). 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 incarcerated individuals 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 Incarcerated individuals 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 CTS 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 Incarcerated individual 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 adults and youths, 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 Incarcerated individuals;
- 3) Publicly or privately owned Community Correctional Facilities (CCF) with disciplinary, release, and custody oversight Incarcerated individuals;
- 4) Privately owned facilities Community Programs (CP's) with disciplinary, release and custody oversight for females Incarcerated individuals; 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 adults and 600 youths . 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 CTS Contract based upon activation or deactivation of facilities to accommodate population changes and/or changes in CDCR operations and programs. The State makes not guarantees re: population through the term of this contract.

#### **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 telephones is based upon the design of the facility, available

infrastructure, and other CDCR policies. IWTS equipment includes: 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. Incarcerated individual's assignments include: dispatch to wildland fires, response to emergencies, and assisting with a variety of community work projects.

The individuals housed at these facilities are trained with firefighting skills. The quantity of telephones is based upon design of the camp, capacity, and available infrastructure (on-site and provided by the Local Exchange Carrier) to support phones. IWTS equipment includes wall-mounted 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 individuals 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 telephones is based upon the design of the CCF or CP, available infrastructure, and capacity. IWTS equipment includes: 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 telephones is based upon design and capacity of the facility/camp, available infrastructure, and population. IWTS equipment includes: 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 calls. The equipment and quantities can be found in Attachment 6, Bidder's Library.

#### **1.4.1.3 CTS 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 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, 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) telephones at adult facilities and sixty eight (68) telephones at youth facilities, designed to accommodate non-confidential personal calls. Coinless, tamper-resistant telephones are designated exclusively for incarcerated individuals.

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 Incarcerated individuals to make domestic calls and international calls prepaid by the called party or collect where available to Incarcerated individuals 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 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 calls;
- 6) Ability to block calls to specific telephone numbers upon request; and,
- 7) Programming features allowing centralized investigations.

#### **1.4.1.4.1 COINLESS TELEPHONES**

Telephones have special tamper resistant steel housings with break-resistant handsets attached by armor-shielded cords and steel lanyards. All 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 phones are located outside. Currently CDCR has authorized phone booths to be installed outside as an alternative for reliability during inclement weather conditions.
- 2) Telephones on mobile carts are currently used at California State Prison, San Quentin (CSP-SQ), and California City Correctional Facility (CAC) for condemned individuals 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 phones are installed on a mobile cart and rolled to the front of the cell. The handset cord is long enough to go through cell bars and allow the individual to sit on the end of the bottom bed. The telephone line cord is plugged into the back of the 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 individual makes a call.

#### **1.4.1.4.2 CUT-OFF SWITCHES**

All telephones are capable of being shut off manually by CDCR staff. Some locations utilize physical cut-off switches that are hardwired to 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 TELEPHONE ENCLOSURES, PEDESTALS AND CARTS**

Although the majority of telephones are wall-mounted inside 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 the 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 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 telephone conversations and scan, interrupt and terminate calls. This equipment has the capability of turning on and off designated 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 recordings, and ability to save 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. TDD calls are processed on the IWTS network and the current contractor maintains and services the TDDs.

Individuals with hearing disabilities are not sent to fire camps. However, portable TDDs are provided, as needed, in the event an incarcerated individual 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 calls. The requirements were established to notify the incarcerated individuals 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 individuals are aware of the recording and/or monitoring.
- 2) Branding is the initial recorded message the incarcerated individuals and called parties hear during the call process. The branding is different for adults and youths. The Incarcerated individual and called party cannot talk to each other when the branding is played.
  - a) The Incarcerated individual and called party hear "...this call and your telephone number will be recorded and monitored. you have a collect call from <Incarcerated individual's name> an Incarcerated individual 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 Incarcerated individual and called party to be connected until this required branding announcement ends.
  - b) The Incarcerated individual and called party hear "...you have a collect call from <Incarcerated individual state's their name> an Incarcerated individual 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 Incarcerated individual 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 Incarcerated individual and called party, "This recorded call is from an Incarcerated individual at a California Correctional Facility." The random overlay is played in the background of the call and does not block the conversation between the Incarcerated individual and called party. The random overlay is a tool to protect the public from receiving calls from Incarcerated individuals 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 Incarcerated individual at a California correctional facility.
- 4) Call Termination recorded messages are played for the Incarcerated individual and called party at two (2) separate times towards the end of the call. The Incarcerated individual and called party hear "you have 60 seconds remaining" and "you have 30 seconds remaining."

#### **1.4.1.4.8 IWTS RECORDINGS**

The call 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 Incarcerated individuals to place calls to Sexual Abuse Hot Lines, or any other confidential line designated by CDCR at no cost to CDCR or the Incarcerated individual. 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 the youth 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 individuals 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 Incarcerated individual 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, Incarcerated individuals 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.

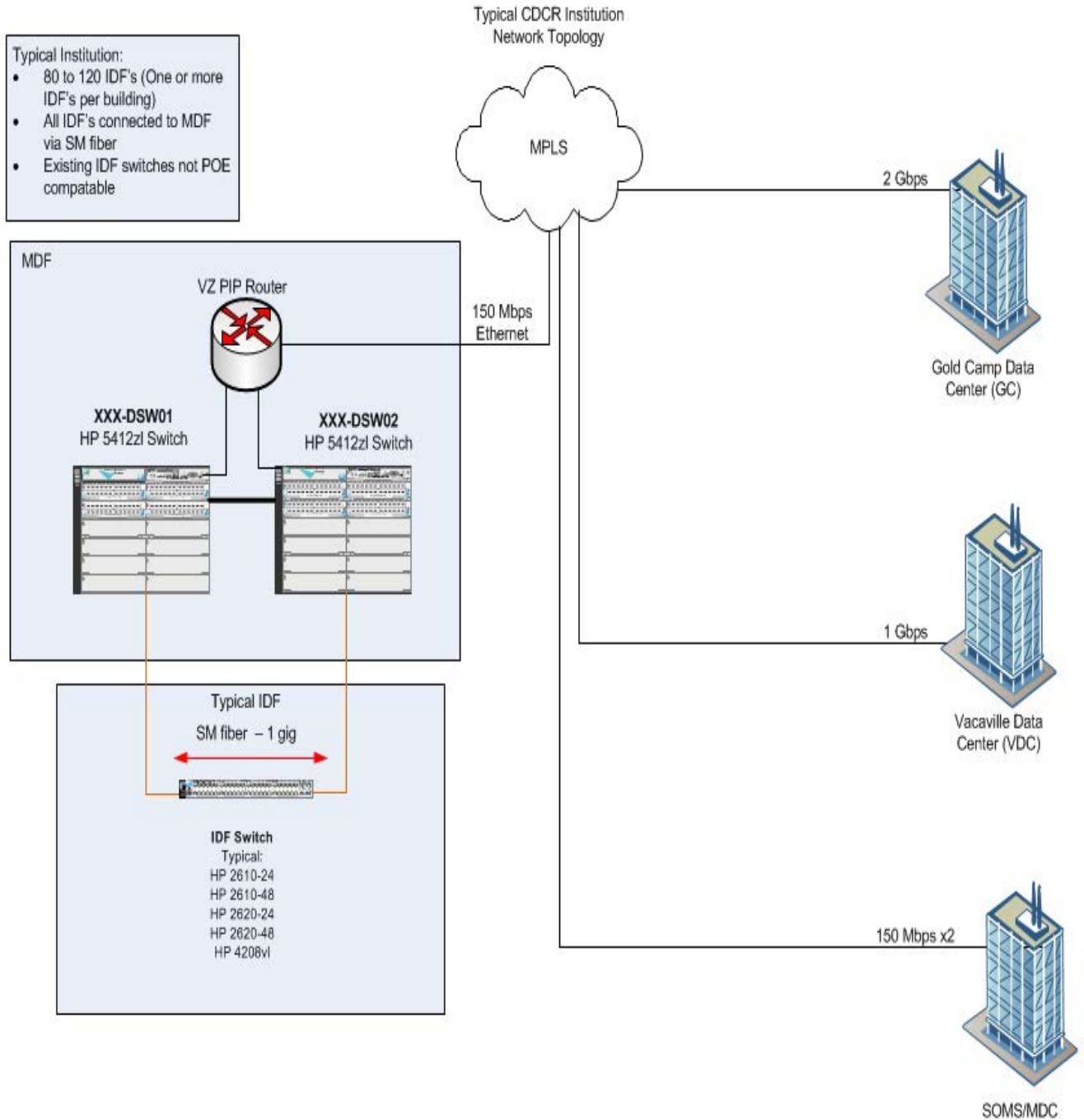
#### **1.4.1.12 CURRENT CDCR NETWORK TOPOLOGY**

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**

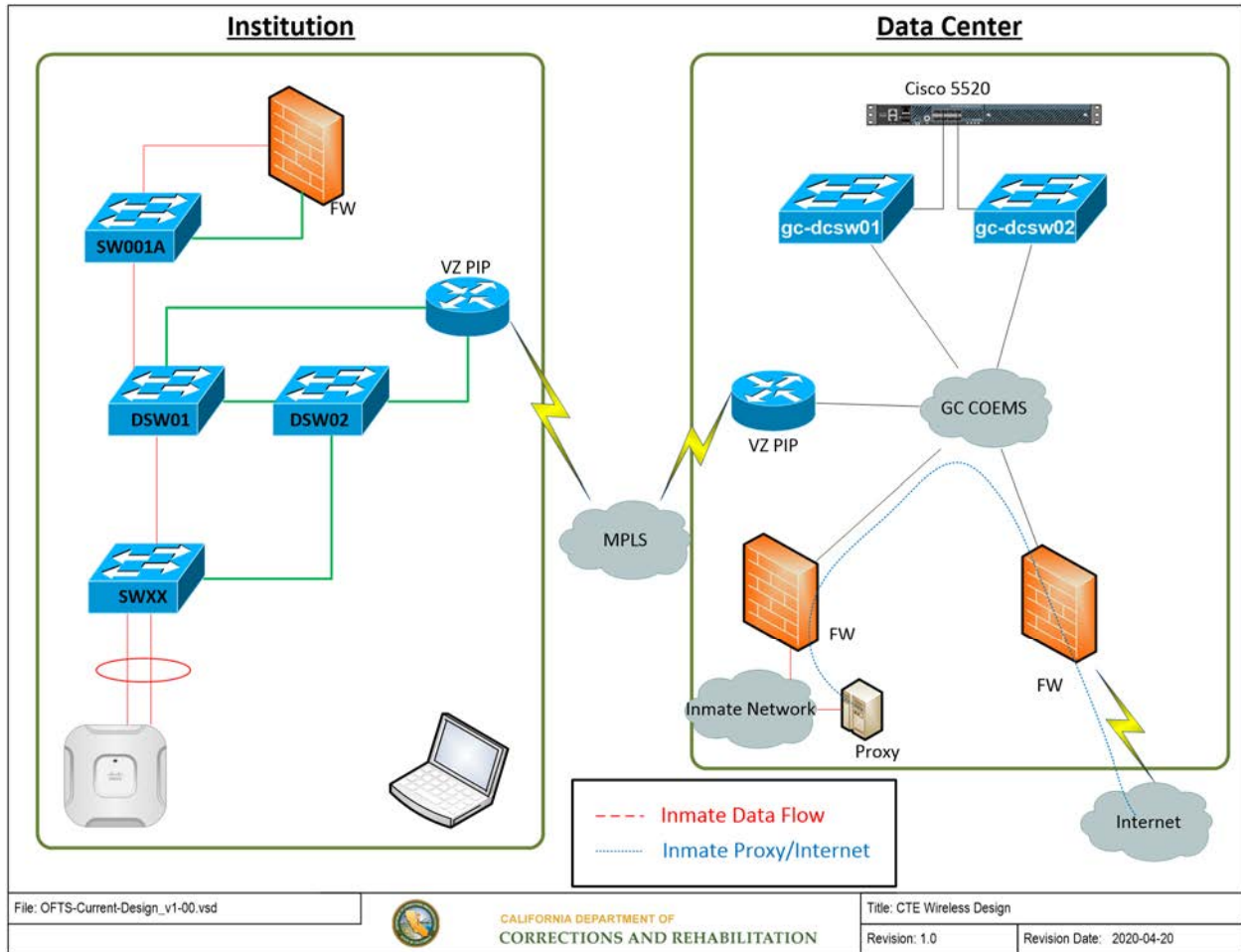


Figure 1-2: Inmate Data Flow

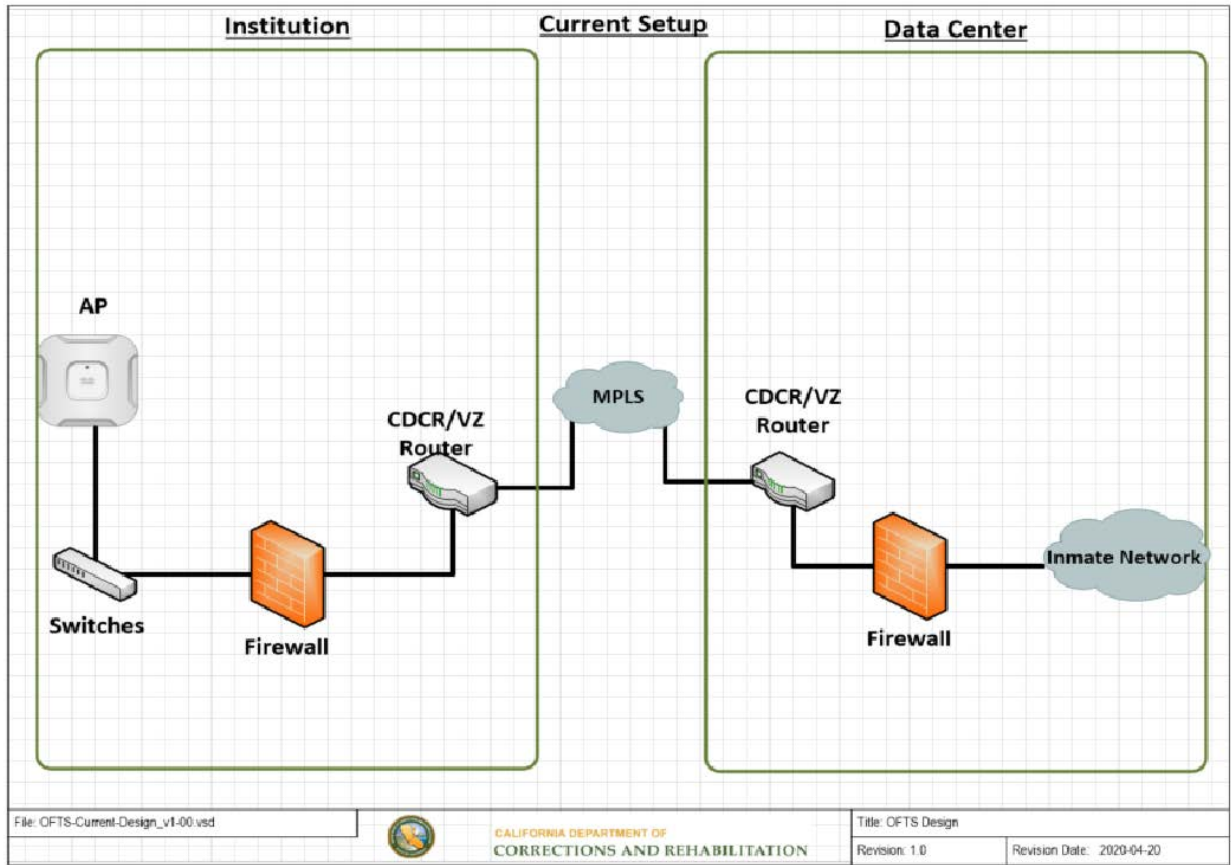


Figure 1-3: Simplified Inmate Data Flow

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 1.4.4.7 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 CTS Project will provide and issue every individual a Tablet at no cost as part of the project to allow each individual to retain the Tablet in their possession and ensure access to the CTS services being provided. The one-to-one ratio of Tablets to individuals will provide all Incarcerated individuals with authorized services and reduce the issues of individuals 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 CTS Project is not strictly technological in nature. A significant portion of the effort involves business process optimization. CTS improves Incarcerated individuals rehabilitation through the innovative use of technology and streamlined processes. The proposed new environment will deliver Communications and Technology Solution to all individuals and will continue to evolve over a period of years. The software components of CTS 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 CTS Program together with every part of CDCR will reengineer the State of California's 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 services are offered. Many operational processes that touch an Incarcerated individual will be impacted in some way.



### 1.4.3 SOLUTION OBJECTIVES

The CDCR is seeking implementation of a Communications and Technology Solution that includes the services for Incarcerated individuals in the following areas:

- Communication
- Information Services
- Access to Third Party and CDCR-provided Application and Content
- Entertainment (Optional)

In addition to the services for the Incarcerated Individuals, the CTS will include Investigative Tools/Support, a Management System for Staff, and network infrastructure to support the CTS 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 access to communication
- Ensure equal access and reasonable accommodation of services provided.
- Ensure access to approved ~~educational content and rehabilitative programs.~~ Third Party and CDCR applications and content.
- Ensure the efficient and effective use of resources.
- Ensure safety and security of institutional staff and Incarcerated individuals.
- Ensure Incarcerated individual access to services within mandated time frames and 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 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 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 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 individuals in compliance with ADA, FCC, and California PSC.
- Ensure wheelchair access for physically disabled individuals to communication service devices in compliance with ADA.
- Provide authorized hot lines for Incarcerated individuals to use that are not monitored.
- Provide authorized CDCR staff the capability to monitor, record, and store all 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 telephones that are placed in designated housing units, Correctional Treatment Centers, ~~Fire-Camps and~~ 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 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 communication services, the most significant change is the implementation of live video calling and electronic messaging. In the proposed environment, Incarcerated individuals will have the ability to schedule and make video calls. - 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. Incarcerated individuals will not have the ability to send but only receive e-letters, photos and video clips. The Incarcerated individuals 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, Fire-Camps and 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 Incarcerated individual and the family and friend corresponding with the Incarcerated individual 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 CTS 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 individuals 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 individuals to comply with ADA, FCC, and California PSC regulations and guidelines. Assistive Technology should be used to ensure visually impaired individuals 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 Incarcerated individual 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 access to general information regarding policies, regulations, procedures, manuals, and other essential information.
- Establish an electronic repository where Incarcerated individuals could access and search for information.
- Reduce number of hard copy documents requested or required to provide Incarcerated individuals.

The CTS will provide the capability for CDCR to download and update CDCR Policies, Rules, Regulations, Operating Procedures, Manuals, and Information for the Incarcerated individuals to access electronically via the 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 information documents will be provided by the CTS contractor. The following are some samples of the documents and files that will be available and included in 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 Incarcerated individuals

- Restitution Responsibility Information for Adults
- 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 individuals 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 Incarcerated individuals 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 Incarcerated individual directly.

#### **1.4.4.3 CDCR AND THIRD PARTY APPLICATION AND CONTENT**

The Prime Contractor shall provide the Incarcerated individual access to CDCR and Third Party Application and Content such as Education and Rehabilitative Services, Health Care Services, Law Library, Trust and Banking Services, Appeals and Grievances and Canteen Services on the Kiosk and Tablets as required. The Prime Contractor shall work with CDCR staff to implement CDCR and Third Party application and content as required.

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

As with the current environment, CDCR would utilize the services to provide the Incarcerated individuals 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 Incarcerated individuals 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 consumption. Authorized CDCR staff shall have access to monitor the entertainment content the Incarcerated individual is downloading or streaming on demand and may suspend or disable content at the Incarcerated individual 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 Incarcerated individuals 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 Incarcerated individual 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 Incarcerated individuals.
- Improve reporting and metrics to measure and demonstrate compliance and quality improvement.

As a result of new and improved services being provided to the Incarcerated individuals, 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 Incarcerated individual and family/friends communication, activities, and services. Authorized CDCR staff will need the capability to grant access to services based on the Incarcerated individual's privilege group, status, and restrictions. Access to the management tool should be Web based and have easy access.

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 services being provided by the CTS.

#### 1.4.4.6 INVESTIGATIVE TOOLS AND SUPPORT

A critical portion of the CTS 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 Incarcerated individuals 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 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, CTS will require the eContractor provide a link analysis program, such as comparable to 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. The Fulltime Contractor support will be located at the CDCR facility.

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, etc. Search tools such the ability to conduct keyword searching analytics on live/ recorded Incarcerated individual 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 CTS.

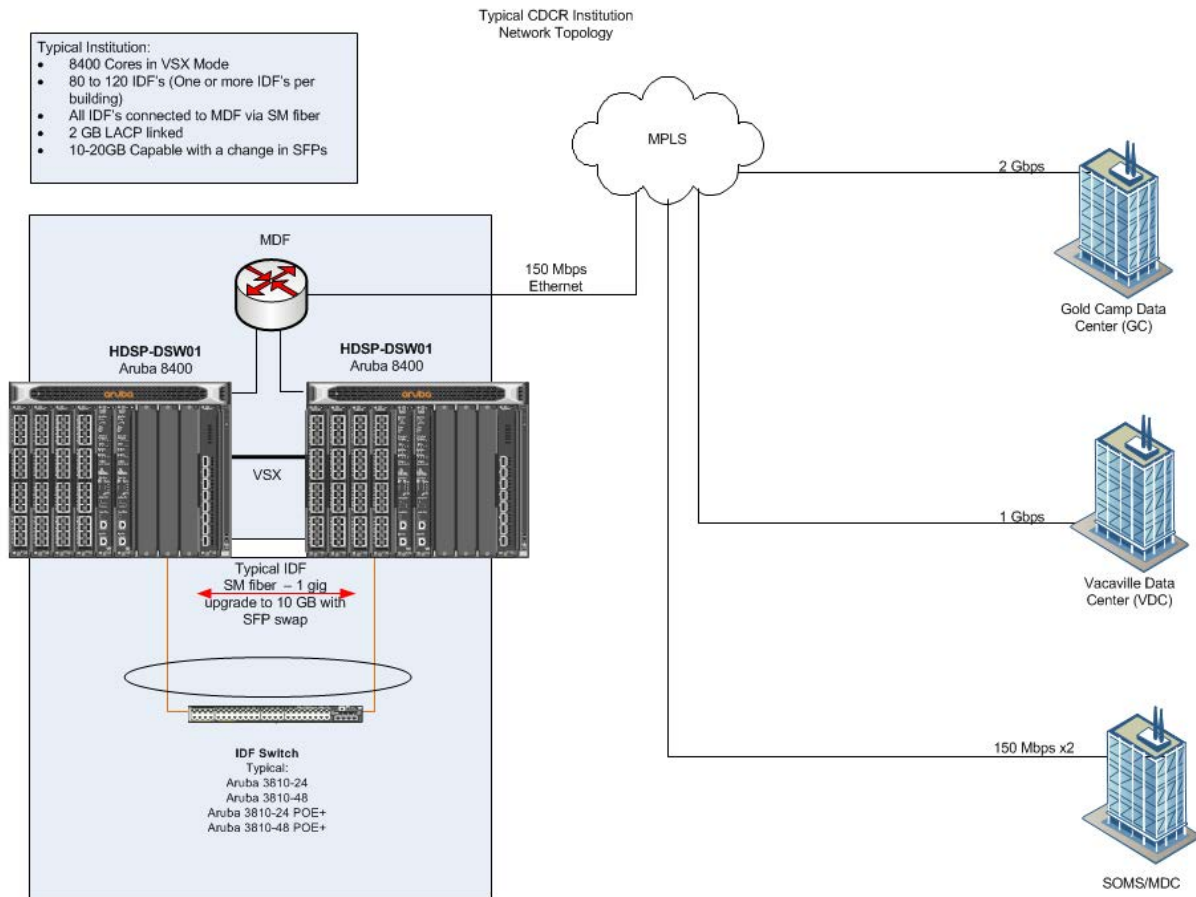
~~Other capabilities would be desirable that provide location based services to identify the location of information related to cellphones and calls and identify cellphone calls to or from a geographic location that is related to criminal activity or a threat to the institution.~~

- 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.





**Figure 1-4: New Equipment Standard**

CDCR has architected an Inmate Network utilizing VLANs assigned on their IDF network switches to isolate the Incarcerated individual traffic from the CDCR network. The Contractor shall incorporate the CTS network connectivity through the use of VLANs that are assigned by CDCR on the IDF switches and allow the CTS traffic to utilize the CDCR pathway to the MDF where it will then be handed off to the CTS Contractor's router/switch/firewall and access the CTS 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: CTS Proposed Network.

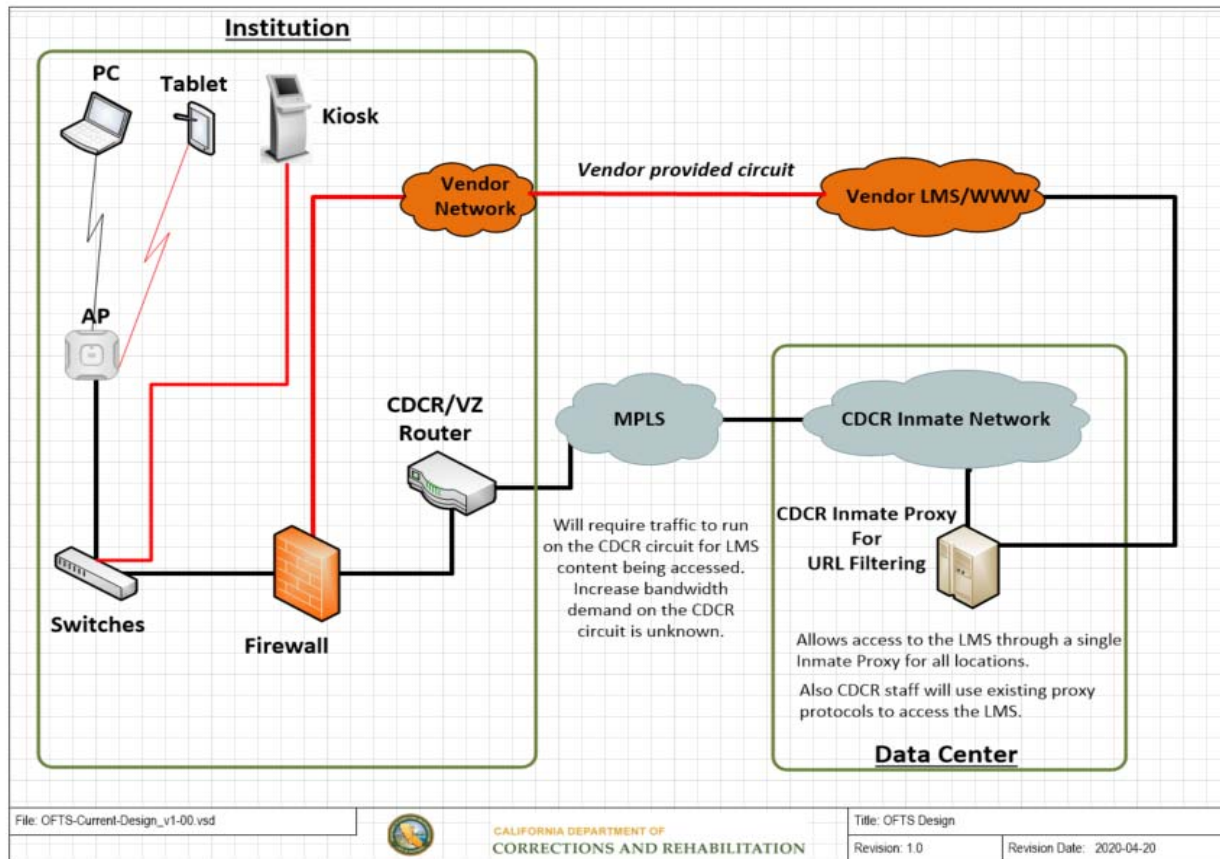


Figure 1-5: CTS Proposed Network

## 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**

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.ca.gov](http://www.caleprocure.ca.gov).

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:	<a href="mailto:Emily.Klahn@state.ca.gov">Emily.Klahn@state.ca.gov</a>
Phone:	916-628-5661
Secondary Procurement Official:	David Sanchez
Email:	<a href="mailto:David.Sanchez@state.ca.gov">David.Sanchez@state.ca.gov</a>
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 is encouraged to review the information in the Bidders' Library to gain a thorough understanding of the CTS 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 CTS 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 Visits 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)**

The State will make a decision if site visits will occur when the State posts the Q&A and Addendum set. 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 CTS 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 2-2: 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 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) <b>Exhibit 2</b> , 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 <sup>1</sup>	September 10, 2020
7.	Site Visit	September 16-22, 2020
8.	Conceptual Discussions	October 5-9, 2020
9.	Last day to submit Proposal <sup>2</sup>	October 28, 2020, 5:00 PM PT
10.	Evaluation Period <sup>3</sup>	October 29-November 13, 2020
11.	Negotiation, includes Demo	November 30-December 9, 2020
12.	Contract Award(s)	December 31, 2020
<sup>1</sup> All dates approximate and may be adjusted as conditions indicate. <sup>2</sup> All dates after submission of proposal are approximate and may be adjusted as conditions indicate without addendum to this solicitation. <sup>3</sup> 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 mandatory requirement 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. Any deviation of any requirement, 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](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 “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 Exhibit 4.1 as a cover letter with their response.

1. 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.

2. Include the email and phone number of the person signing the letter.

2-3. Include the date signed.

### **3.12 ~~INCLUDE THE DATE SIGNED~~.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.

### **3.13 STATEMENT OF WORK (M)**

Appendix 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.<sup>1</sup>

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

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

(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)**

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 8: 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~~ two (2) 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 6021 calendar days of contract award, the surety will execute the Performance Bond or Bidder's Bond requirement. The Letter of Bondability shall be addressed to the Deputy Director of CDT STP and valid until execution of the performance bond.

1b Performance Bond (Required within 4421 Calendar Days of Contract Award)

The Bidder shall furnish to the State Deputy Director of CDT STP, 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. The bond must be in a form satisfactory to the Deputy Director of CDT STP. The bond shall be in effect for not less than two (2) years after Contract execution, or until full implementation and system acceptance whichever is later.

Within 4421 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 4421 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: DVBE Declaration. The form is available at:

[https://www.documents.dgs.ca.gov/dgs/fmc/gsp/pd/pd\\_843.pdf](https://www.documents.dgs.ca.gov/dgs/fmc/gsp/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, 1<sup>st</sup> 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 COMMERCIALLY 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
<b>Category 1 - Critical Software</b> 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
<b>Category 2 - All Information Technology Equipment and Non-critical Software.</b>	Less than \$10,000	1 month
	\$10,000 up to \$100,000	3 months

Information technology equipment is defined in SAM §4819.2.	More than \$100,000	4 months
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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 CTS equipment required to provide the services specified in the SOW. Refer to Appendix A, SOW, Section 20.1 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 Appendix A, SOW, Section 20.1 Hardware Requirements and Section 31 Warranty for additional information on the warranties for the CTS 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 (M/DS)**

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 (M)**

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.

Any "Unsatisfactory" ratings provided by the reference will result in a "Fail" rating for the entire reference form.

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 (M/DS)**

The Bidder is fully responsible for all necessary staffing resources to successfully implement the CTS 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 CTS. 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 Incarcerated individuals on the CTS functions, features, and services provided. Responsible for providing classroom and hands-on instruction at all the CDCR institutions and facilities where CTS is being implemented.

**Maintenance and Operations Manager:** Responsible for the maintenance and operational support for the CTS 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 manner. 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"> <li>• At least <del>six (6)</del><u>five (5)</u> years of project management experience on large, complex projects</li> <li>• Must possess an active Project Management Professional (PMP) certification from the Project Management Institute (PMI) <u>at time of proposal submission or prior to execution of the Contract.</u></li> <li>• At least <del>six (6)</del><u>five (5)</u> years project management experience in deploying projects in a Correctional environment at a county, state or federal level</li> <li>• At least three (3) years' experience in telecommunications and Incarcerated individual communications.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in managing projects installing, testing, and implementing wireless network technology.</li> <li>• Experience managing projects in a correctional facility in the State of California.</li> </ul>

Key Staff Position	Minimum Mandatory Requirements	Desirable Requirements
On-Site Installation Manager(s)	<ul style="list-style-type: none"> <li>• At least <del>six (6)</del>five (5) years coordinating and supervising the installation of projects on-site.</li> <li>• At least three (3) years managing the on-site installation of telecommunication, network, wiring/cabling, and equipment.</li> <li>• At least three (3) years as on-site installation manager in a correctional institution/facility.</li> <li>• At least three (3) years' experience managing multiple, concurrent work crews at the installation site.</li> <li>• Demonstrated ability to develop and manage work plans reflecting daily work over several weeks.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience as an on-site manager at a California State prison.</li> <li>• Experience as the on-site manager at a State Department of Corrections prison.</li> <li>• Demonstrated experience applying and adhering to California Building Codes.</li> </ul>
Implementation Manager	<ul style="list-style-type: none"> <li>• At least <del>six (6)</del>five (5) years of experience implementing Incarcerated individual communications system projects.</li> <li>• At least four (4) years of experience implementing network, wiring/cabling, and equipment in a correctional environment.</li> <li>• At least three (3) years of experience implementing communication, network, wiring/cable, and equipment at a State Department of Corrections prison system.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience implementing a wireless network in a correctional environment.</li> <li>• Successfully completed the implementation of statewide Incarcerated individual communication projects</li> </ul>

Key Staff Position	Minimum Mandatory Requirements	Desirable Requirements
Trainer(s)	<ul style="list-style-type: none"> <li>• At least four (4) years of experience providing and conducting training to correctional staff and Incarcerated individuals.</li> <li>• At least three (3) years of experience providing train-the-trainer training to correctional staff.</li> <li>• Experience providing web-based training and one-on-one training to management and executive staff.</li> <li>• <u>Conducted training for at least two (2) State level Department of Corrections or at least two (2) different facilities within the same agency for staff and Incarcerated individual population.</u><del>Conducted training for at least two (2) State level Department of Corrections or Facility staff and Incarcerated individual population.</del></li> </ul>	<ul style="list-style-type: none"> <li>• Greater than four (4) years of experience providing and conducting training to correctional staff and Incarcerated individuals.</li> <li>• At least three (3) years of experience providing Web-based training and instruction to customers</li> <li>• Possess a training certification <u>for the Contractor CTS Solution.</u></li> </ul>

Key Staff Position	Minimum Mandatory Requirements	Desirable Requirements
<p>Maintenance and Operations Manager</p>	<ul style="list-style-type: none"> <li>• At least six (6) years of experience managing and overseeing State Department of Corrections field support and service operations to maintain Incarcerated individual communication systems.</li> <li>• At least four (4) years of experience and knowledge of telecommunications and network systems.</li> <li>• At least four (4) years of experience and knowledge with the Bidder's products and services being provided as part of this procurement.</li> </ul>	<ul style="list-style-type: none"> <li>• At least three (3) years of experience maintaining and servicing wireless networks.</li> <li>• Greater than six (6) years of experience managing and overseeing telecommunication, network, and equipment in a correctional environment.</li> <li>• Experiencing managing five (5) or more correctional institutions and facilities concurrently to provide maintenance and operational support.</li> </ul>
<p>Customer Service Manager</p>	<ul style="list-style-type: none"> <li>• At least eight (8) years of customer service experience</li> <li>• At least five (5) years of providing customer service to Incarcerated individual family and friends involving services provided in a correctional environment.</li> <li>• At least five (5) years of experience and knowledge with the Bidder's products and services being provided as part of this procurement.</li> <li>• At least three (3) correctional systems in which knowledge and familiarity with correctional policies and procedures were demonstrated.</li> </ul>	<ul style="list-style-type: none"> <li>• Greater than five (5) years providing customer service to Incarcerated individual family and friends involving services provided in a correctional environment.</li> <li>• Knowledgeable in California Department of Corrections and Rehabilitation policies and procedures.</li> <li>• Providing customer services to a Department of Corrections statewide communication system.</li> </ul>

#### **4.1.4 STAFF REFERENCES (M)**

The bidder must complete and submit as part of their Final Proposal, Exhibit 21: Staff Reference Form. 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.

Any "Unsatisfactory" ratings provided by the reference will result in a "Fail" rating for the entire reference form.

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 (MS)

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 (MS)

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:

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 Incarcerated individual 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.

D – Desirable; Bidder may optionally include in their Bid. It will not be scored, if included.

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 for the Business Requirements. A description of the Technical Requirements~~

~~is not required in Exhibit 22, Technical Requirements Workbook. 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. ~~84213~~ 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: Information Services
- Exhibit 24.3: CDCR and Third Party Application and Content



- Exhibit 24.4: Entertainment
- Exhibit 24.5: Tablets
- Exhibit 24.6: Kiosks
- Exhibit 24.7: Network
- Exhibit 24.8: Security
- Exhibit 24.9: Technology Refresh
- Exhibit 24.10: Innovation and Technology Enhancement
- Exhibit 24.11: Project Management Methodology
- Exhibit 24.12: Investigate Solution and Technology
- Exhibit 24.13: Interfaces

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"> <li>• Describe how the outbound domestic and international telephone and video calls will be processed;</li> <li>• Describe how the CTS will prohibit outbound calls from being placed to another CDCR facility;</li> <li>• Describe how the CTS solution detects and prevents prohibited calls (Three Way, Conference, 800, etc.);</li> <li>• Contractor shall indicate how the CTS solution identifies and validates end users and enable CDCR to manage communication (telephone, video call, VRS and ASL-VCS, and e-messages) ;</li> <li>• Describe how the CTS will process call to CDCR and other State agencies designated hot lines (PREA, etc.); and/or;</li> <li>• Any additional types not listed above.</li> </ul> <p>Describe how the Contractor will ensure data integrity while allowing multiple accesses to the same CDCR recording.</p>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.2:  Information Services	Section 2.2.2.2	<p>Describe in detail how the Contractor’s proposed CTS solution will provide the Incarcerated individual access to general information regarding policies, regulations, and other essential information. The description will address and include the following:</p> <ul style="list-style-type: none"> <li>• Provide a repository to store the DOM, Title 15;</li> <li>• Describe any limits to the format and size for the information documents;</li> <li>• Describe how the Contractor will ensure the information documents are ADA compliant;</li> <li>• Describe how important announcements can be provided to Incarcerated individuals on the CTS solution</li> </ul>
Exhibit 24.3: CDCR and Third Party Application and Content	Section 2.2.2.3	<p>Describe in detail how the Contractor’s proposed solution will provide the Incarcerated individual access to CDCR and Third Party Application and Content. Describe how the Contractor will implement the solution without compromising security.</p> <p>Any features in addition to the mandatory requirements already identified in the RFP.</p>
Exhibit 24.4: Entertainment	Section 2.2.2.4	<p>Describe in detail the proposed 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"> <li>• Quantity and type of available e-Books and games provided at no cost.</li> <li>• Periodic promotional offers for discounted entertainment items if offered.</li> <li>• Contemporary list of e-Books offered in addition to the Gutenberg list if offered.</li> <li>• Music Catalog containing large quantity and numerous genres to choose from.</li> <li>• How music, e-Books, games, and videos are screened prior to being offered to Incarcerated individuals.</li> <li>• Procedures to remove items that are deemed inappropriate or restricted for the Incarcerated individuals.</li> <li>• Identify any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.5: Tablets	Section 20.1.3	<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"> <li>• Variations of screen sizes offered. (Minimum is 7”).</li> <li>• Method used to track Tablet location and precision of location</li> <li>• Security features to prevent unauthorized use of a tablet or sharing of tablet (Biometrics).</li> <li>• Storage capability</li> <li>• Screen resolution</li> <li>• Brightness adjustments, color options for screen contrast, fonts, and highlighting.</li> <li>• Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>
Exhibit 24.6: Kiosk (If Applicable)	20.1.4	<p>Describe in detail the proposed CTS solution and how it meets the functionality, features and applications provided with the Kiosk. The description will address and include the following:</p> <ul style="list-style-type: none"> <li>• Variations of screen sizes offered. (Minimum is 17”).</li> <li>• Security features to prevent tampering and vandalism.</li> <li>• Privacy capabilities without jeopardizing security.</li> <li>• Screen resolution</li> <li>• Accessibility</li> <li>• Brightness adjustments, color options for screen contrast, fonts, and highlighting.</li> <li>• Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</li> <li>• If there are no enclosures, contractor is to explain in detail the plan for mounting and security of the hardware.</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.7: Network	Section 2.2.2.7	<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"> <li>• Vendor owned equipment space and power requirements</li> <li>• Bandwidth required and additional available bandwidth for growth and ensure performance.</li> <li>• Number of concurrent users supported.</li> <li>• Network performance, availability, and response time for downloading and access.</li> <li>• Describe <u>if and</u> how the proposed CTS solution will provide services in the housing units, within cells, and dorms.</li> <li>• Server location for the proposed network.</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>
Exhibit 24.8: 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"> <li>• How proposed network meets security requirements for a correctional environment and prevents potential hacking or unauthorized use.</li> <li>• Method of Intrusion Detection and Prevention, notifications for potential breaches</li> <li>• Method for Incarcerated individual's to log on to tablets and access services</li> <li>• Compliance with industry Security standards</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>
Exhibit 24.9: Technology Refresh	Section 24	<p>Describe in detail the Contractor Technology Refresh Policy and how it ensures relevant and timely upgrades by adhering to security best practices, manufactures standards and industry best practices.</p> <p>Any features in addition to the mandatory requirements already identified in the RFP.</p>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.10: Innovation and Technology Enhancement	Section 24.1	Describe in detail how the Contractor's proposed CTS solution shall evolve, supplement, and enhance the goods and services provided and keep pace with and utilize technological advancements and improvements.  Any features in addition to the mandatory requirements already identified in the RFP.
Exhibit 24.11: Project Management Methodology	Section 14	Describe in detail the Contractor's Project Management Methodology and how the Contractor will ensuring the transition of current services and implementation of new technology and services is planned, coordinated with CDCR, baselined, and then completed on schedule.
Exhibit 24.12: Investigative Solution and Technology	Section 2.2.2.6	Describe in detail the Contractor's Investigative Solution and Technologies for telephone and video call conversations, voice biometrics, e-message correspondence, link and data analysis, and keyword search analytics.
<u>Exhibit 24.813: Interfaces</u>	<u>Section 4821</u>	<u>Describe in detail the definition of system that will interface with the CDCR and Third Party existing systems. The system interfaces should include any and all connections if applicable including database, web services, systems, and external entities.</u>

## 5 COST

Cost is a primary evaluation criterion weighted at 30% of the total 2,000 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.

**The State has established not-to-exceed (NTE) rates for this procurement. Bidder's rates for calls must not exceed \$.05 per minute. Bidders may propose rates lower than the NTE identified.**

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 Incarcerated individuals, family, and friends. Since no commissions are paid to the State, the pricing for CTS 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 (MS)**

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: Communications
- Tab 4, Cost Worksheet #3: 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 Incarcerated individuals 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 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 Bidder may enter an NA if the services described is not offered by the Bidder.

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 Incarcerated individual.

**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 CDCR08112020;
  - 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:

Exhibit 2: Intent to Bid (if not already submitted in earlier in Key Action Dates)

Exhibit 3: Confidentiality Statement (if not already submitted in earlier in Key Action Dates)

Exhibit 4: Response to Administrative Requirements

Exhibit 5: Bidder Declarations 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: DVBE Declarations (if applicable)

- Exhibit 14: Bidding Preferences and Incentives
- Exhibit 15: Commercially Useful Function (CUF) Certification
- Exhibit 16: TACPA Preference Request Forms (if applicable)
- Exhibit 17: List of Proposed Subcontractors (Public Works)
- Exhibit 18 Contractors License Information
- Exhibit 19.1: Bidder Qualification Form
- Exhibit 19.2: Bidder Reference Form
- Exhibit 20.1: Staff – Qualifications Form – Project Manager
- Exhibit 20.2: Staff – Qualifications Form – On-Site Installation Manager
- Exhibit 20.3: Staff – Qualifications Form – Implementation Manager
- Exhibit 20.4: Staff – Qualifications Form – Trainer(s)
- Exhibit 20.5: Staff – Qualifications Form – Maintenance and Operations Manager
- Exhibit 20.6: Staff – Qualifications Form – Customer Support Manager
- Exhibit 21: Staff – Reference Form
- Exhibit 22: Business and Technical Requirements
- Exhibit 23: Deliverables Table
- Exhibit 24.1 Through 24.123: Narrative Responses
- ~~Exhibit 25: Cost Worksheets~~
- Exhibit 26: Responsibility Certification

## 6.6.2 VOLUME 2: COST

This volume must be in a separate folder containing:

- Exhibit 25: Cost Worksheets #1 - #56

## 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 1,400
Bidder Qualification Forms	Pass/Fail
Bidder Qualification Forms – Desirable Scored	20
Bidder Reference Forms	20
Staff Qualification Forms	Pass/Fail
Staff Qualification Forms – Desirable Scored	5
Staff Reference Forms	15
Exhibit 22: Business and Technical Requirements	<u>Maximum Points</u> 500
<u>Business Requirements</u>	<u>300</u>
<u>Technical Requirements</u>	<u>120</u>
<u>Entertainment</u>	<u>80</u>
Exhibit 23: Deliverables Table	Pass/Fail
Exhibit 24.1 – 24.1 <del>23</del> : Narrative Responses	<u>Maximum Points</u> 840

<u>Communications Solution</u>	<u>140</u>
<u>Support for Third Party and CDCR Application and Content</u>	<u>120</u>
<u>Network and Security</u>	<u>120</u>
<u>Technology Delivery, Refresh, Growth, and Innovation</u>	<u>300</u>
<u>Entertainment</u>	<u>80</u>
<u>Project Management Methodology</u>	<u>80</u>
Section 5, Cost	Maximum Points 600
Cost Worksheets	600
Incentive and Preference Points	Maximum Points 200
Maximum Small Business Preference Points	100
DVBE Incentive	100
Maximum Total Score with preference points applied	2,200

### 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)~~, and (D) 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 24.9123. A Narrative Response form is provided for each Business Need or Requirement identified in Section 4.2.2, Narrative Response Requirements.

The following scoring key will be used to evaluate all Narrative responses:

<b>Scoring Type: Mandatory Scored (MS) Narrative Responses</b>		
<b><u>Evaluation Criteria</u></b>	<b><u>Evaluation Outcome</u></b>	<b><u>Score</u></b>
<ul style="list-style-type: none"> <li>• <u>Response and supporting information:</u></li> <li>• <u>Demonstrates in the Bidder’s own words a thorough, detailed, and comprehensive understanding of the requirement.</u></li> <li>• <u>Demonstrates the ability and intent to meet or exceed the requirement in full.</u></li> <li>• <u>Provides evidence of proven ability to meet or exceed the requirement or detailed plans or methodology that further demonstrates how the requirement will be optimally met or exceeded.</u></li> <li>• <u>Provides an approach that is fully achievable, applies best practices, is clearly and concisely presented, and is logically organized and well-integrated.</u></li> </ul>	Exceeds (E)	<u>100% of the max points available for that Req. Number</u>
<ul style="list-style-type: none"> <li>• <u>Response and supporting information:</u></li> <li>• <u>Demonstrates in the Bidder’s own words a comprehensive understanding of the requirement.</u></li> <li>• <u>Demonstrates the ability and intent to meet the requirement in full.</u></li> <li>• <u>Provides some evidence of proven ability to meet the requirement or detailed plans or methodology that further demonstrates how the requirement will be met.</u></li> </ul>	Good (G)	<u>75% of the max points available for that Req. Number</u>

<ul style="list-style-type: none"> <li>• <u>Provides an approach that is mostly achievable, suitable, acceptably presented, sufficiently organized and integrated.</u></li> </ul>		
<ul style="list-style-type: none"> <li>• <u>Response and supporting information:</u></li> <li>• <u>Simply repeats or paraphrases the requirement.</u></li> <li>• <u>Meets or partially meets the RFP requirement without supporting description or literature.</u></li> <li>• <u>Does not demonstrate that the Bidder fully understands the requirement.</u></li> <li>• <u>Provides an approach that is not fully achievable, somewhat suitable, less than acceptably presented, somewhat unorganized, and partially integrated.</u></li> </ul>	<u>Marginal (M)</u>	<u>50% of the max points available for that Req. Number</u>
<ul style="list-style-type: none"> <li>• <u>Response is not relevant; or</u></li> <li>• <u>Response does not demonstrate an understanding of, or inaccurately interpreted the requirement; or</u></li> <li>• <u>The approach is not achievable; or</u></li> <li>• <u>The Bidder failed to provide narrative to support the requirement; or</u></li> <li>• <u>The Bidder provided a narrative that counters or softens the "Yes" response to a mandatory requirement with a statement that "intends" to support the mandatory requirement.</u></li> </ul>	<u>Unacceptable (U)</u>	<u>0%</u>

### 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



Bidder Proposal Non-Cost Score Calculation			
Bidder	Hypothetical Bidder & Staff Qualification Requirements Score	Hypothetical Bidder Solution Requirements Score	Hypothetical Bidder Proposal Score Summation
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	
$\frac{\text{(Lowest proposed total cost)}}{\text{(Bidder's proposed total cost)}} \times 600 \text{ points} = \text{Bidder cost score}$	

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	$\frac{\$300,000}{\$500,000} \times \text{points} = \frac{1,000,000}{600,360} \text{ points}$	600,360 points
B	\$400,000	$\frac{\$300,000}{\$400,000} \times \text{points} = \frac{1,000,000}{750,450} \text{ points}$	750,450 points
C	\$300,000	$\frac{\$300,000}{\$300,000} \times \text{points} = \frac{1,000,000}{1,000,600} \text{ points}$	1,000,600 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

**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 CDCR08112020 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



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
<b>Total Non-Cost Score</b>	<b>1,400.00</b>	<b>1125.00</b>	<b>1245.00</b>	<b>1100.00</b>
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
<b>Total Evaluated <b>Cost Score</b></b> (points awarded)	<b>600</b>	<b>480.00</b>	<b>570.00</b>	<b>600.00</b>
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: 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.
3. Attachment 3: Glossary of Terms. This attachment includes definitions, acronyms and abbreviations for terms used in the solicitation and in the SOW.

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California Department of Corrections and Rehabilitation



**REQUEST FOR PROPOSAL (RFP)**

**RFP CDCR08112020**

**PART 2 – BIDDER RESPONSE**

**FOR**

**Communications and Technology Solution CTS**

**08/11/2020**

**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**

Refer to the Word file on Cal eProcure labeled, “Appendix A: Statement of Work” for purposes of this RFP.

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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 <b>STANDARD AGREEMENT</b> 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

<b>STATE AGENCY'S NAME</b> California Department of Corrections and Rehabilitation
<b>CONTRACTOR'S NAME</b>

2. The term of this Agreement is: 1/1/2021 or upon CDT approval, whichever is later, through 12/31/2026 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 22, Business and Technical Requirements
- Exhibit 23: Deliverables Table
- Exhibit 24.1-24.12 Narrative Responses
- Exhibit 25, Cost Worksheets

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.**

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

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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](mailto: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](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.

RFP Section*	Administrative Requirement – RFP Section 3	Bidder Agrees Yes / No
2.8	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
<u>3.3.1</u>	<u>Availability of Technology and Additional Service Items</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
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
<u>3.6.1</u>	<u>Acceptance</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<u>3.6.2</u>	<u>Coverage Term</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<u>3.6.3</u>	<u>Cancellation</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<u>3.6.4</u>	<u>Deductibles</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<u>3.6.5</u>	<u>Contract Termination</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<u>3.6.6</u>	<u>Primary Insurance</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
3.7	Commercial General Liability	<input type="checkbox"/> Yes <input type="checkbox"/> No
<u>3.9</u>	<u>Automobile Liability</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<u>3.13</u>	<u>Statement of Work</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<del>3.24</del>	<del>Socioeconomic Programs</del>	<input type="checkbox"/> <del>Yes</del> <input type="checkbox"/> <del>No</del>
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
<u>3.22.4</u>	<u>Hardware Warranty</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<del>3.23</del>	<del>Public Works Requirement</del>	<input type="checkbox"/> <del>Yes</del> <input type="checkbox"/> <del>No</del>
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/qs/pd/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/faqseller.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/gs/pd/pd\\_843.pdf](https://www.documents.dgs.ca.gov/dgs/fmc/gs/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](https://www.documents.dgs.ca.gov/dgs/fmc/gspd/pd/pd_843.pdf)
- I am not claiming the DVBE incentive.

**EXHIBIT 14: 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: COMMERCIALY 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 <b>NO</b> goods involved, check <b>N/A</b> 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 Incarcerated individual 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 Incarcerated individuals. 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 Incarcerated individual 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:

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Reference Title or role on the project:

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Reference Email:

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Reference Phone:

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## 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 CTS 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 <del>six (6)</del> <u>five (5)</u> years of project management experience on large, complex projects		
11	Mandatory	At least <del>six (6)</del> <u>five (5)</u> 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 Incarcerated individual 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 <u>at time of proposal submission or prior to execution of the Contract.at time of proposal submission or at the time of award of the Contract.</u>		Attach PMP Certificate <u>(if Applicable)</u>

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 <del>six (6)</del> <u>five (5)</u> 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 <del>six (6)</del> <u>five (5)</u> years of experience implementing Incarcerated individual 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 Incarcerated individual 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 Incarcerated individuals.		
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 <u>or at least two (2) different facilities within the same agency for</u> staff and Incarcerated individual population.		
15	Desirable Scored	Greater than four (4) years of experience providing and conducting training to correctional staff and Incarcerated individuals.  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 <u>for the Contractor CTS Solution</u> .  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 Incarcerated individual 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 Incarcerated individual 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 Incarcerated individual 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 this Exhibit 21, 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 Exhibit 21, 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 this Exhibit 21 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, 1 = Marginal, 2 = Satisfactory, 3 = Excellent Circle only one number for each question below.	
6	How would you rate the individual’s overall performance?	0 1 2 3
7	How would you rate the individual’s effectiveness at communicating (orally and in writing) with project members and stakeholders?	0 1 2 3
8	How would you rate your satisfaction with the individual’s products and deliverables they provided?	0 1 2 3



9	How would you rate the individual's ability to perform in a correctional environment?	0 1 2 3
10	How was the individual's attitude in terms of being customer oriented?	0 1 2 3
11	How would you rate the individual's knowledge and expertise in their assigned project role?	0 1 2 3

By signing below, I declare that I have reviewed the information contained in Exhibits 20.1 through 20.6 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 ~~twofive~~ pages with the total Narrative Response not exceeding ~~1824626~~ 65 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	<b>Communications</b>
<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"><li><i>Describe how the outbound domestic and international telephone and video calls will be processed;</i></li><li><i>Describe how the CTS will prohibit outbound calls from being placed to another CDCR facility;</i></li><li><i>Describe how the CTS solution detects and prevents prohibited calls (Three Way, Conference, 800, etc.);</i></li><li><i>Contractor shall indicate how the CTS solution identifies and validates end users and enable CDCR to manage communication (telephone, video call, VRS and ASL-VCS, and e-messages) ;</i></li><li><i>Describe how the CTS will process call to CDCR and other State agencies designated hot lines (PREA, etc.); and/or;</i></li><li><i>Any additional types not listed above.</i></li> <li><i>Describe how the Contractor will ensure data integrity while allowing multiple accesses to the same CDCR recording.</i></li></ul>	
Bidder's Response:	



**EXHIBIT 24.2: INFORMATION SERVICES**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.2	<b>Information Services</b>
<p><i>Describe in detail how the Contractor’s proposed CTS solution will provide the Incarcerated individual access to general information regarding policies, regulations, and other essential information. The description will address and include the following:</i></p> <ul style="list-style-type: none"><li><i>• Provide a repository to store the DOM, Title 15;</i></li><li><i>• Describe any limits to the format and size for the information documents;</i></li><li><i>• Describe how the Contractor will ensure the information documents are ADA compliant;</i></li><li><i>• Describe how important announcements can be provided to Incarcerated individuals on the CTS solution</i></li><li><i>•</i></li></ul>	
Bidder’s Response:	

**EXHIBIT 24.3: CDCR AND THIRD PARTY APPLICATION AND CONTENT**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.3	<b>CDCR and Third Party Application and Content</b>
<i>Describe in detail how the Contractor’s proposed solution will provide the Incarcerated individual access to CDCR and Third Party Application and Content. Describe how the Contractor will implement the solution without compromising security.</i>	
<i>Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder’s Response:	

**EXHIBIT 24.4: ENTERTAINMENT**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.4	<b>Entertainment</b>
<p><i>Describe in detail the proposed Entertainment items being offered and how the service will be implemented and supported. The description will include the following:</i></p> <ul style="list-style-type: none"> <li>• <i>Quantity and type of available e-Books and games provided at no cost.</i></li> <li>• <i>Periodic promotional offers for discounted entertainment items if offered.</i></li> <li>• <i>Contemporary list of e-Books offered in addition to the Gutenberg list if offered.</i></li> <li>• <i>Music Catalog containing large quantity and numerous genres to choose from.</i></li> <li>• <i>How music, e-Books, games, and videos are screened prior to being offered to Incarcerated individuals.</i></li> <li>• <i>Procedures to remove items that are deemed inappropriate or restricted for the Incarcerated individuals.</i></li> <li>• <i>Identify any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	

**EXHIBIT 24.5: TABLETS**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 20.1.3	<b>Tablets</b>
<p><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></p> <ul style="list-style-type: none"> <li>• <i>Variations of screen sizes offered. (Minimum is 7").</i></li> <li>• <i>Method used to track Tablet location and precision of location</i></li> <li>• <i>Security features to prevent unauthorized use of a tablet or sharing of tablet (Biometrics).</i></li> <li>• <i>Storage capability</i></li> <li>• <i>Screen resolution</i></li> <li>• <i>Brightness adjustments, color options for screen contrast, fonts, and highlighting.</i></li> <li>• <i>Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	

**EXHIBIT 24.6: KIOSK**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 20.1.4	<b>Kiosk (If Applicable)</b>
<p><i>Describe in detail the proposed CTS solution and how it meets the functionality, features and applications provided with the Kiosk. The description will address and include the following:</i></p> <ul style="list-style-type: none"> <li>• <i>Variations of screen sizes offered. (Minimum is 17").</i></li> <li>• <i>Security features to prevent tampering and vandalism.</i></li> <li>• <i>Privacy capabilities without jeopardizing security.</i></li> <li>• <i>Screen resolution</i></li> <li>• <i>Accessibility</i></li> <li>• <i>Brightness adjustments, color options for screen contrast, fonts, and highlighting.</i></li> <li>• <i>Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</i></li> <li>• <i>If there are no enclosures, contractor is to explain in detail the plan for mounting and security of the hardware.</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	

**EXHIBIT 24.7: NETWORK**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.7	<b>Network</b>
<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"> <li>• <i>Vendor owned equipment space and power requirements</i></li> <li>• <i>Bandwidth required and additional available bandwidth for growth and ensure performance.</i></li> <li>• <i>Number of concurrent users supported.</i></li> <li>• <i>Network performance, availability, and response time for downloading and access.</i></li> <li>• <i>Describe <u>if and</u> how the proposed CTS solution will provide services in the housing units, within cells, and dorms.</i></li> <li>• <i>Server location for the proposed network.</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	

**EXHIBIT 24.8: SECURITY**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 18	<b>Security</b>
<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"> <li>• <i>How proposed network meets security requirements for a correctional environment and prevents potential hacking or unauthorized use.</i></li> <li>• <i>Method of Intrusion Detection and Prevention, notifications for potential breaches</i></li> <li>• <i>Method for Incarcerated individual’s to log on to tablets and access services</i></li> <li>• <i>Compliance with industry Security standards</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder’s Response:</p>	

**EXHIBIT 24.9: TECHNOLOGY REFRESH**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 24	<b>Technology Refresh</b>
<i>Describe in detail the Contractor Technology Refresh Policy and how it ensures relevant and timely upgrades by adhering to security best practices, manufactures standards and industry best practices.</i>	
<i>Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder's Response:	



**EXHIBIT 24.10: INNOVATION AND TECHNOLOGY ENHANCEMENT**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 24.1	<b>Innovation and Technology Enhancement</b>
<i>Describe in detail how the Contractor’s proposed CTS solution shall evolve, supplement, and enhance the goods and services provided and keep pace with and utilize technological advancements and improvements.</i>	
<i>Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder’s Response:	

**EXHIBIT 24.11: PROJECT MANAGEMENT METHODOLOGY**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 14	<b>Project Management Methodology</b>
<i>Describe in detail the Contractor's Project Management Methodology and how the Contractor will ensuring the transition of current services and implementation of new technology and services is planned, coordinated with CDCR, baselined, and then completed on schedule.</i>	
Bidder's Response:	

**EXHIBIT 24.12: INVESTIGATIVE SOLUTION AND TECHNOLOGY**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.6	<b>Investigative Solution and Technology</b>
Describe in detail the Contractor’s Investigative Solution and Technologies for telephone and video call conversations, biometrics, e-message correspondence, link and data analysis, and keyword search analytics.	
Bidder’s Response:	

**EXHIBIT 24.13: INTERFACES**

<b><u>NARRATIVE RESPONSE FORM</u></b>	
<b><u>SOW Reference</u></b>	<b><u>Business Need or Requirement</u></b>
<b><u>Section 21</u></b>	<b><u>Interfaces</u></b>
<p><u>Describe in detail the definition of system that will interface with the CDCR and Third Party existing systems. The system interfaces should include any and all connections if applicable including database, web services, systems, and external entities.</u></p>	

**EXHIBIT 25: COST WORKSHEETS**

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			
<b>Name of Bidder:</b>			
<b>Contact Person:</b>			
<b>Contact Email and Phone Number:</b>			
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.)

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?

- Uploaded and formatted as identified in Section 6.
- No cost data provided in any volumes, except in Volume 2.
- Cost Complies with NTE rates
- Exhibits 2-24 and 26 have been completed in their entirety and are submitted as separate files within a folder labeled Volume 1

Volume 2: Cost

- Exhibit 25: Cost Worksheets, submitted in native file format within a folder labeled Volume 2

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 CTS RFP CDCR08112020 and the resulting Contract, the following words and phrases shall have the indicated meanings.

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

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

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

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 CTS data and reports.

Barge-in – ability for an authorized CDCR staff to interrupt a CTS 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 CTS that documents the details of the telephone, video phone, VRS, and the ASL-VCS.

Call Detection – means of detecting unusual or suspicious activities on a CTS call.

Call Duration – the total amount of minutes an Incarcerated individual may converse with the called party on a CTS call.

Call Forwarding – CTS calls forwarded by a called party to a third party.

Called Party – Incarcerated individuals family or friend

CCHCS – California Correctional Health Care Services provides care that includes medical, dental and mental health services, to California's Incarcerated individual population.

CDCR – California Department of Corrections and Rehabilitation. Primary consumer for Incarcerated individual 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 CTS for the duration of the contract.

CDT – California Department of Technology. CDT will be responsible for the CTS Contract Administration.

Censored – communication that is not released to an Incarcerated individual or their family or friends

Classrooms – rooms for delivering educational programming to the incarcerated.

Credentials – a document or certificate proving a person's identity or qualifications.

Dayroom – a common room in the housing unit where the incarcerated individuals spend their free time.

Device ID – The unique identifier on all CTS devices.

Dorms – dormitory type living units for housing minimum security incarcerated individuals

DTMF – Dual Tone Multi-Frequency

E-Cards – pre-approved greeting cards

Electronic Letter – an inbound letter similar to an email from a family or friend to an Incarcerated individual. These letters are printed by staff and delivered to the Incarcerated individual

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 a CTS call for unusual or suspicious activity

GUI – Graphical User Interface

Health Care Services – medical care provided to Incarcerated individuals in the institutions.

Hearing Carry Over – allows speech disabled user with hearing capabilities to listen to the called party.

Hotline Call – calls originating from the adult or youth Incarcerated individual to a designated hot line (i.e. PREA, other State Agencies)

Housing Unit – Facility with cells used to housing incarcerated individuals.

Inbound Call – calls originating from the public to an Incarcerated individual. Inbound calls are prohibited and shall not be processed by the CTS.

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 CTS hardware either permanently installed on the wall or floor utilized by the Incarcerated individuals to consume CTS 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

Library – common area in an institution where incarcerated individuals may obtain reading materials and do research. A library may also be used to deliver educational programming to the incarcerated.

Live Monitoring – real-time listening or viewing of the Incarcerated individual 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 activities shall be recorded and monitored by authorized CDCR staff.

Non-Confidential Emails – emails exchanged between the Incarcerated individual and their family or friends.

Incarcerated individual – Adult and Youth in the care of the CDCR

CTS – Communications and Technology Solution

CTS Management Application – web-based application used for administrative management of CTS features.

Outbound Call – telephone, video phone, VRS, or ASL-VCS calls originating from an Incarcerated individual to their family or friends.

Overlay Message – message that is played or displayed randomly throughout the telephone or video communication.

PINs – Personal Identification Numbers

Post Release Community Supervision (PRCS) – parolee under the supervision of a county agency and not the CDCR.

Prime Contractor – the primary CTS contractor under contract with the State who has full responsibility of completing and managing the CTS 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 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 CTS 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 – CTS 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 Incarcerated individual and the called party the call will end due to expiration of time.

Three-Way Calling – Calling that involves connecting three (3) distinct parties.

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 CTS.

User Manual – a comprehensive CTS user instruction that contains detailed and clear instructions on the operations of the CTS hardware and software.

User Privilege – administrative privileges assigned individually to users and/or groups.

Video Call – simultaneous real-time audio and video communication between Incarcerated individual and their family or friends.

Video Clips – brief recorded video from a family or friend to an Incarcerated individual

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

Visiting Areas – common area used for family and friends visiting with the incarcerated individuals.

Visually Impaired – an Incarcerated individual who may be blind or have diminished vision.

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 Incarcerated individual.



**Table A-1: Bidder’s Library Table of Contents**

Document Name	Originating Entity	Date
CDCR Institution and Conservation 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
<u>International Call Rates</u>	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-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_2019	CDCR	1/1/2017
2020 Design and Construction Policy Guidelines	CDCR	1/01/2020
2020 Design Criteria Guidelines	CDCR	1/1/2020
Structured Cabling Guidelines FPCM IECS Version 3.0 07292020	CDCR	1/26/2020
CLOUD COMPUTING SERVICES SPECIAL PROVISIONS	CDCR	5/11/2016
Gate Clearance Form	CDCR	10/2015
PREA Form	CDCR	UNK
<u>Exhibit – Contractor Criminal Intelligence Analyst Requirements</u>	<u>CDCR</u>	<u>9/1/2020</u>
<u>Exhibit – California Weekly Report of Population</u>	<u>CDCR</u>	<u>9/2/2020</u>

## Offender Communication and Technology Services (CTS) 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 CTS Requirements Workbook.

### CTS 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 factors/features.

**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.~~ **Removing requirement for**

~~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.~~

<b>Bidder's Name:</b>				
<b>CATEGORY: Communication</b>				
				<b>Bidder's</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-001	Outbound Call Process for Domestic and International Calls	The CTS shall be configured such that an offender will be led through a series of commands/prompts in either English or Spanish to initiate a call. 1) Once the telephone number has been entered, the keypad will be disabled for the remainder of the call. The telephone number will be validated before processing the call. 2) If the called number passes the validation process, then the call process will continue. If the called number is valid and identified as an Alert Number the CTS will process the call according to instructions in CTS Facility Phone List, which may require the CTS to notify the appropriate CDCR Authorized Staff. 3) The offender will be prompted and required to provide their name before the call is processed. If nothing is provided, the prompt will repeat multiple times. If after prompts nothing is provided, then the call will be terminated. The CDCR Operations Manager will determine the number of times the prompts will be repeated.	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.	MS	

<b>Bidder's Name:</b>				
<b>CATEGORY: Communication</b>				
				<b>Bidder's</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
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 previously recorded in the outbound call process. The called party will be given the option to request the rate for all domestic calls.</p> <p>The called parties shall have the ability to accept or deny prepaid calls from an offender by inputting a 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.</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 or video until the Call Setup message has been played and the called party has accepted the call.</p>	M	
COM-005	CTS Call Blocking by Called Party	The CTS 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	CTS Outbound Only Calls	The CTS shall allow offenders to process only outbound calls. The Contractor shall configure the CTS so that in no case shall inbound calls be processed.	M	

Bidder's Name:				
CATEGORY: Communication				
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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-007	Calling Other CDCR Facilities	The CTS shall prohibit calls to any other California correctional facility.	M	
COM-008	Maximum Ring Time	The CTS shall include a maximum ring time for all calls prior to disconnecting a call. CTS 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 CTS shall be capable of preventing the processing of additional digits from an offender after all call processes have been completed for an authorized CTS 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 CTS 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	CTS Blocked Calls by CDCR Authorized Staff	The CTS shall provide the CDCR authorized staff with a method to block all CTS 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.  Called Party Blocking variable parameters: 1) Block CTS calls to a specific telephone number from a correctional facility; or, 2) Statewide.	M	
COM-012	Blocking Specific Types of Telephone Numbers by CTS	The CTS 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	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	

<b>Bidder's Name:</b>				
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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-014	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-015	Designated CDCR Hot Lines	<p>The CTS 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 CTS where the investigative user can retrieve the call.</p> <p>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.</p> <p>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.</p>	M	
COM-016	Calls to Other State Agencies' Hot Lines	The CTS 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. <del>Contractor shall describe how they will satisfy these requirements.</del>	M	



Bidder's Name:				
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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-017	Call Denial and Identification	<p>The CTS 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:</p> <ol style="list-style-type: none"> <li>1) Line is out of service;</li> <li>2) Line is busy;</li> <li>3) No answer;</li> <li>4) Number is blocked (includes blockage by LEC, called party, CDCR facility or other reason for being blocked);</li> <li>5) Dialed number is not a valid number.</li> </ol> <p>The system shall allow for modification of any announcement as determined by the CDCR Operations Manager.</p>	M	
COM-018	Overlay Message	<p>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 CTS 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.</p> <p>The CTS 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 CTS call. The system must allow this function to be engaged or not engaged at the State's discretion.</p>	M	

Bidder's Name:				
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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-019	Call Termination Message	The CTS 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 CTS shall provide the CDCR Operations Manager with the capability of changing the intervals when the call termination messages shall be played/displayed.	M	
COM-020	Ability to provide VRS communication when one of the party is hearing-capable.	The CTS 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-021	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-022	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-023	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	

Bidder's Name:				
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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-024	CTS Call Control Features	<p>The CTS shall include the Call Control Features described below. Each of the Call Control Features shall include variable control parameters described in this section. The CTS 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.</p> <p>Call control features shall include but not limited to:</p> <ol style="list-style-type: none"> <li>1) Calling schedule variable parameters:                             <ol style="list-style-type: none"> <li>1) Time of day;</li> <li>2) Day, week or month; or,</li> <li>3) Correctional facility.</li> </ol> </li> </ol> <p>The CTS shall verify that the destination number can be processed based upon the CTS Call Control Features, that have been set for the system and the CDCR facility.</p>	M	
COM-025	CTS Time Between Completed Calls	The CTS shall be capable of being configured to control the amount of time between calls made on the CTS offender call devices. The State shall be capable of enabling or disabling this feature.	M	
COM-026	CTS Call Duration	Call duration is the total amount of minutes an offender may converse with the called party on a CTS call. The State shall be capable of enabling, disabling and determining call duration.	M	
COM-027	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-028	CTS Non-Confidential Calls	All calls made from the CTS 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 CTS devices to specific phone numbers.	M	

<b>Bidder's Name:</b>				
<b>CATEGORY: Communication</b>				
				<b>Bidder's</b>
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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-029	CTS 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 CTS communications and sessions.	M	
COM-030	CTS Detection of Unusual or Suspicious Dialing	The CTS 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-031	CTS Detection of Three-Way Calls	The CTS shall provide the capability of detecting suspected and confirmed Three-Way Calls. The CTS 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.  The CTS 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.	MS	

<b>Bidder's Name:</b>				
<b>CATEGORY: Communication</b>				
				<b>Bidder's</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-033	CTS Detection of Call Forwarding	<p>The CTS 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.</p> <p>The CTS shall include the capability to terminate, monitor, barge-in or flag, at the CDCR Operations Manager's discretion, any detected Call Forwarding.</p> <p>Contractor shall provide the detection capability to detect Call Forwarding. Contractor shall detect the following types of Call Forwarding:</p> <ol style="list-style-type: none"> <li>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;</li> <li>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,</li> <li>3) Calls to "follow me" numbers.</li> </ol> <p>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.</p>	MS	
COM-034	CTS LIVE MONITORING	<p>The Contractor shall provide CTS Live Monitoring Capability in multiple locations where CTS are installed that may include control booths in housing units, ADA Offices and hospitals. CTS Live Monitoring shall allow custody staff to listen and view in real-time offender conversations and scan, barge-in, and terminate sessions. The CTS shall have the capability of turning on and off the CTS devices within the officer's span of control.</p> <p>The CTS Live Monitoring shall provide multiple authorization level Log-Ins. CTS Live Monitoring displays shall be configurable only with various authorization levels that allow or deny modification of display or settings.</p>	M	

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<b>CATEGORY: Communication</b>				
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<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-035	CTS Live Monitoring Equipment	The Contractor shall provide all equipment necessary for the CTS Live Monitoring deployed at each facility where CTS are deployed at no cost to the State.	M	
COM-036	CTS Graphical User Interface (GUI)	The CTS Live Monitoring shall employ an industry standard GUI that includes intuitive command standards for desktop, screen and window behavior.	M	
COM-037	CTS Live Monitoring Display Content Requirements	The CTS Live Monitoring shall provide authorized staff with access to view the following information (at a minimum) that will appear in a font size of 12 or larger: 1) CTS station number (within the contractor's network) for each device; 2) Location and CTS device identification number of the CTS device being monitored; 3) Current date and time; 4) Incremental call duration timer (mm:ss) for each call; 5) One (1) to 12 CTS call devices shall be displayed simultaneously on a single screen; 6) Indicators for each CTS 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	

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-038	CTS Live Monitoring Functionality Requirements	The CTS shall provide the following functionality requirement for Live Monitoring for the offender CTS 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 CTS calling device on or reactivate a CTS calling device (individual and all devices within Span of Control); 8) Turn CTS 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-039	CTS Scan and Live Monitoring of Multiple Calls	The CTS 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 CTS 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-040	Park, Listen and View Calls	The CTS Live Monitoring shall have the capability to park, listen and view an active call. The system shall indicate which offender CTS calling device is being monitored at any given time and show the status of each offender CTS calling device, in-use or idle.	M	

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-041	Hands-Free Monitoring	The CTS 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-042	Termination of Active Calls	The CTS Live Monitoring shall be able to manually terminate calls for a single or group of offender CTS calling devices within the Span of Control. Live Monitoring shall have a defined list of CTS 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-043	CTS Barge-In To Active Calls	The CTS 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-044	CTS 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 CTS Live Monitoring shall not exceed two (2) seconds before the active call appears on the display screen.	M	
COM-045	CTS Live Monitoring Stealth	The CTS 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-046	CTS 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-047	Multiple Users Monitoring a Live Call with CTS	The CTS Monitoring shall allow at least three (3) simultaneous live monitoring authorized users on the same call at the same time from different locations or access methods.	M	



<b>Bidder's Name:</b>				
<b>CATEGORY: Communication</b>				
				<b>Bidder's</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-048	Software Controlled Manual Termination	<p>The CTS shall include the ability for authorized CDCR staff to manually terminate calls for a single or group of CTS devices.</p> <p>The CTS shall be able to, at a minimum, terminate:</p> <ol style="list-style-type: none"> <li>1) Individual calls;</li> <li>2) All Calls (within Span of Control);</li> <li>3) Individual CTS device; and,</li> <li>4) All CTS devices (within profile Span of Control) by:                             <ol style="list-style-type: none"> <li>a) CTS device ID;</li> <li>b) Bank or group of CTS devices;</li> <li>c) CDCR Facility building/section;</li> <li>d) CDCR Facility;</li> <li>e) Statewide Adult;</li> <li>f) Statewide Youth; and,</li> <li>g) Statewide CDCR Facilities.</li> </ol> </li> </ol>	M	
COM-049	CTS Facility Phone List	<p>The CTS Facility Phone List consist of specific incarcerated individuals and destination telephone numbers that are being monitored by CDCR Authorized Staff. The individuals and telephone numbers in the CTS 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 individuals and 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.</p>	M	

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<b>CATEGORY: Communication</b>				
				<b>Bidder's</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-050	CTS 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) Incarcerated Caller's Information (Name, CDCR number, PID); 5) Alert Groups; and, 6) Notes (minimum of 250 characters).	M	
COM-051	CTS Facility Phone List Search Criteria	Searching for a specific offender or 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) Incarcerated Caller's Name (all names included in Facility Phone List under this field); 5) Alert Group (all names included in Facility Phone List under this field); and, 6) 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	

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-052	CTS Alert Group Functionality	<p>When a call is made from a specific individual or to a specific number activated in an alert group the CTS will allow at minimum two (2) CDCR Authorized Users to receive an alert on their telephone or mobile phone. The CDCR user will be required to enter a unique numeric code before the authorized user is connected to the call.</p> <p>1) 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.</p> <p>2) If the alerted call is answered by the CDCR Authorized User. 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.</p> <p>3) 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.</p> <p>4) The CTS shall allow a minimum of two (2) e-mail addresses to be entered to receive a notification that will include the specific number dialed, the date, time, and CDCR facility.</p>	M	
COM-053	CTS 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-054	Deleting an Alert Group or Telephone Number from CTS	An alert group or specific offender or telephone number can only be deleted by the authorized user who originally set the alert group or by a CDCR Operations Manager.	M	
COM-055	CTS Alert Number Notification	<p>The CTS 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.</p> <p>These methodologies shall allow multiple destinations of notification and include a time-of-day scheduling capability.</p>	M	

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-056	CTS 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 offenders or 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 offender is using CTS system or number is dialed.	M	
COM-057	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 call recording file is opened or played.	M	
COM-058	Recordings and Monitoring Availability	All telephone, video and VRS and ASL-VCS call recordings shall be available to CDCR for a minimum of 7 years.	M	
COM-059	Forwarding a Recorded Call File on the CTS System	The CTS system shall allow an authorized user to send a recorded CTS 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-060	Forwarding a Monitored Call	The CTS system shall allow an authorized user to forward a monitored CTS 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	

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-061	CTS 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) CTS device Location; 3) Offender ID Number 4) Start date/time; 5) Destination number called; 6) CTS device ID/Station number; 7) End date/time; 8) Duration of call; and, 9) Complete or Incomplete call.	M	
COM-062	CTS 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-063	CTS 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 CTS shall be able to go to a specified call duration location within the call without the playback of the entire call.	M	
COM-064	CTS 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-065	CTS "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-066	CTS Playback, Download, Save, and Transfer Rate	Recordings shall stream and begin playback immediately. Download or transfer of file shall operate concurrently while streaming. The downloaded file shall have the option to be saved locally once the download is completed.	M	

Bidder's Name:				
CATEGORY: Communication				
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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-067	CTS Playback of Recording on Other Types of Media	The CTS 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-068	CTS 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-069	CTS Simultaneous Replay	The CTS 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-070	Call Detail Records (CDR)	A call detail record data string shall be generated for all calls which include incomplete and completed calls.	M	
COM-071	Call Detail Records (CDR)	The CTS 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. The Contractor shall provide CDCR with the ability to securely download a daily CTS CDR file in a delimited text format that contains the offender call attempts from the CDCR facilities. The CTS 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 CTS CDR files.	M	

<b>Bidder's Name:</b>				
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				<b>Bidder's</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-072	CTS Search Functionality	<p>The authorized staff shall have ability to search the CTS 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 CTS 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	

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<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-073	CTS 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"> <li>1) Correctional facility from which call was placed;</li> <li>2) Offender ID Number;</li> <li>3) Offender Name;</li> <li>4) Device Location;</li> <li>5) Device Station Number;</li> <li>6) Start date and time (mm:ss);</li> <li>7) End date and time (mm:ss);</li> <li>8) Call duration (mm:ss);</li> <li>9) Call completion status (complete or incomplete call);</li> <li>10) offender's identification number;</li> <li>11) Destination Number (dialed digits);</li> <li>12) Destination Number's city and state, or city and country for International Calls;</li> <li>13) Destination Device (distinguish between cellular, land line, etc.);</li> <li>14) Start Code (Method in which the call was accepted or denied);</li> <li>15) Reason for call not completed (i.e. call blocked, station off), if applicable;</li> <li>16) Type of call (Local, IntraLATA, InterLATA, Interstate, International);</li> <li>17) Duration from acceptance to termination (Conversation Minutes);</li> <li>18) Alert (whether an alert was issued for the call);</li> <li>19) Type of alert (e.g., Three-Way Calling, Hot List Number);</li> <li>20) Filename of recording;</li> <li>21) End Code (Method of Termination).</li> </ol> <p>Contractor shall provide a sample of the CDR data string that will be provided with the CTS.</p>	M	
COM-074	CTS Daily Call Detail Records Retrieval	<p>The Contractor shall provide CDCR with the ability to securely download a daily CTS CDR file in a delimited text format that contains the offender call attempts from the CDCR facilities. The CTS 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 CTS CDR files.</p>	M	



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<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-075	CTS User Group Configuration	<p>A group of CTS Call Control Features with the same variable parameter settings is known as a CTS User Group Configuration. The CTS shall provide the CDCR Operations Manager with the capability of configuring the parameters for each feature for a specific User Group. Each CTS User Group Configuration shall be assignable as a default configuration for each CTS calling device group.</p> <p>The CTS shall provide the CDCR Operations Manager with the capability of maintaining at least 15 multiple CTS User Group Configurations. These User Group Configurations will be derived from various combinations of CTS Call Control Features.</p>	M	
COM-076	CTS Administrative Control	The Contractor shall provide CDCR with CTS Administrative Control functionality to generate user profiles and access fields within the CTS 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 CTS application. CTS 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 CTS operation and capabilities, and perform system tests. The CTS shall comply with the CDCR password policy and require the user to change their password at CDCR Operations Manager specified intervals.	M	
COM-077	Single User CTS Mapping Verification	The CTS shall include the ability for a single State CTS administrative user to verify a CTS device and physical location match the CTS service database description. While this function is being performed, the CTS shall prevent outgoing calls from being made by offenders while mapping verification is performed.	M	

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<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-078	CDCR CTS ROLE-BASED USER PROFILES	The CTS 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 CTS User shall have unique identification credentials and be verified for identity authentication. The CTS 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. The CDCR CTS Users shall be able to access the CTS services in one of the following roles:	M	
COM-079	Contractor Systems Administrator Profile	1) System Administrator 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	

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-080	CDCR Operations Administrator Profile	2) Operations Administrator a) Create and manage Live Monitoring Terminal User, Investigative User, Contracted Staff User, and State Contract Manager User accounts; b) Request and maintain updated list of System and Operations Administrator User accounts as needed; c) Set and reset user authentication credentials; d) View CTS configuration of facilities; e) Generate audit reports that include but are not limited to alarms, usage, and Service Level Agreement reports; f) Generate operational reports for executive consumption; g) Request maintenance and operations assistance from System Administrators; h) Generate system health status reports; and, i) Generate customer service/trouble ticket reports;	M	
COM-081	CDCR CTS Live Monitoring User Profile	3) Live Monitoring User a) Perform CTS Live Monitoring functionality; b) Change own password; c) Flag calls; and, d) <u>Input notes on CTS platform.</u>	M	
COM-082	CDCR CTS Investigative User Profile	4) Investigative User a) Perform CTS Investigative functionality; b) Change own password; c) Request data file delivery via Secure File Transport Protocol (SFTP), and, d) <u>Activate and Deactivate Alert Groups.</u>	M	
COM-083	CDCR CTS Contracted Staff User Profile	5) Contracted Staff User a) Perform limited functionality based upon authorized access assigned by the Operations Administrator; and, b) <u>Change own password.</u>	M	
COM-084	CDCR CTS State Contractor Manager User Profile	6) State Contract Manager User a) View and Generate authorized CTS Reports; and, b) View Service Level Agreement report. c) <u>Change own password</u>	M	

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-085	CDCR CTS AUTHORIZED USER PROFILE FUNCTIONALITY	<p>Authorized CDCR users will have access to the CTS 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"> <li>1) CDCR staff name;</li> <li>2) CTS Log-on information;</li> <li>3) Reset assigned password (eight (8) to 14 characters, letters and numbers);</li> <li>4) Access classification (monitoring, management and/or investigative);</li> <li>5) Access to reports;</li> <li>6) Access to Blocked Number database;</li> <li>7) Access to specific Hot Line Recordings;</li> <li>8) Access to Recorded calls database;</li> <li>9) Access to Trouble ticket log;</li> <li>10) Span of Control;</li> <li>11) Ability to enter notes;</li> <li>12) Ability to read notes;</li> <li>13) Ability to view calls played; and</li> </ol>	M	
COM-086	CDCR CTS AUTHORIZED USER PROFILE FUNCTIONALITY	<p>CDCR staff CDR database access by:</p> <ol style="list-style-type: none"> <li>1) CTS device ID;</li> <li>2) Bank or group of CTS device sets;</li> <li>3) CDCR Facility Yard and Building;</li> <li>4) CDCR Facility;</li> <li>5) Statewide Adult and Juvenile Facilities and,</li> <li>6) CDCR staff access permissions.</li> </ol>	M	

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-087	CTS Call Control Feature Package Parameter Settings	The CDCR Operations Manager shall have the ability to create, update and delete Call Control Feature parameters, including Feature Package assignments for: 1) CTS Calling Schedules; 2) Time Between Completed CTS Calls; 3) CTS Call Duration; and, 4) CTS Extra Dialed Digits Prevention.	M	
COM-088	CTS Blocked Number Administration	The CDCR Operations Manager shall have the ability to create, update and delete numbers that are blocked for CTS device by: 1) Bank or group of CTS device sets; 2) CDCR Facility building/section; 3) CDCR Facility; 4) Statewide Adult and Juvenile Facilities; and, 5) Statewide CDCR Facilities	M	
COM-089	CDCR CTS User Access to Specific CDCR Facilities	The Contractor shall ensure that CDCR Operations Manager has the ability to create, update, and delete the list of specific facilities that each CDCR CTS authorized user can access.	M	
COM-090	Single CTS Log-Ons	System software shall allow the CDCR Operations Manager to configure the CTS to only allow single instance Log-Ons for CDCR CTS Authorized User accounts. CDCR CTS Authorized Users shall have the ability to only have a single Log-Ons and not have simultaneous logon capability for a single user account.	M	
COM-091	Contractor Hosted Web-Based CTS Management Application	The Contractor shall host a web-based CTS 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.  The web-based CTS Management application shall be compatible with the latest versions of industry standard browsers for both PC and Apple platforms	M	

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-092	System Use Notification CTS Log-In Screen	<p>Upon log-in, the web-based CTS Management application shall:</p> <p>1) Display an approved system use notification message or banner before granting access to the CTS service that provides privacy and security notices consistent with applicable federal laws, Executive Orders, directives, policies, regulations, standards, and guidance, and state that:</p> <p>a) Users are accessing an official information system;</p> <p>b) System usage may be monitored, recorded, and subject to audit; and,</p> <p>c) Unauthorized use is prohibited and subject to criminal and civil penalties.</p> <p>2) Users must accept applicable terms and conditions, and the system must log the acceptance AND the system must reissue the requirement each time there is a change to the terms and conditions</p> <p>The Contractor shall modify the notice at the CDCR Operations Manager's request.</p>	M	
COM-093	CTS Log-Out Screen	The web based CTS application shall allow the authorized user to Log-Out of the system prior to closing the web browser.	M	
COM-094	CTS Concurrent Session Control	The application shall limit the number of concurrent sessions for each system account to a single session.	M	
COM-095	CTS 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-096	CTS Remote Access Capability	CTS shall provide the capability for CDCR authorized staff to remotely access the investigative system through the Contractor hosted web-based application.	M	
COM-097	Tracking Contractor Personnel CTS Access	<p>The CTS shall track activity of Contractor personnel, including any Subcontractors that log-in to the CTS system for any purpose, including viewing or editing data, systems administration and support, or other technical reasons.</p> <p>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.</p>	M	
COM-098	Tracking System and Operations Administrator's User Profile CTS Access	The CTS shall track all System and Operations Administrator's user activities, including modifications to system configuration, user privileges, data records, or other functions.	M	

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COM-099	Non-Tracking User Class	The CTS 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-100	TRACKING CTS ACCESS	The CTS shall provide a method for tracking live monitoring and investigative activities and <u>transactions conducted on the CTS for each authorized user.</u>	M	
COM-101	Recordings and Monitoring	The CTS 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-102	Multiple CTS Database Access	The CTS databases shall allow records access by multiple users from multiple locations while <u>maintaining data integrity.</u>	M	
COM-103	CTS Database Search Capability	The CTS 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-104	CTS Export Data Format	At any time upon request, the Contractor shall fulfill the State's request for CTS 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	

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
COM-105	CTS 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-106	CTS WEB SITE PORTALS	The Contractor shall provide a CTS 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 CTS 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-107	CTS Public Web Site	The Contractor shall provide and maintain a CTS Public Web Site that shall be updated regularly. 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 CTS 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,	M	
	<b>Training and Training Documentation</b>			



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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
<b>TR-001</b>	General CTS Training Requirements	The Contractor shall provide a customized training plan as described in CTS 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	
<b>TR-002</b>	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	
<b>TR-003</b>	Offender Training	The Contractor shall provide on-site training for offenders in the use of the CTS 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	
<b>TR-004</b>	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 CTS.	M	
<b>TR-005</b>	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	

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
<b>TR-006</b>	CTS 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 CTS 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	
<b>TR-007</b>	CTS Live Monitoring User Guide	The Contractor shall prepare and provide a CTS 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 CTS. Hardcopies shall be laminated and posted at each CTS Live Monitoring location. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the CTS Vendor-Hosted Secured Network Portal. The Contractor shall modify the User Guide as directed by the State.	M	
<b>TR-008</b>	CTS User Guide for the Public Customer	The Contractor shall prepare and provide a CTS 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 CTS 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 CTS 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 CTS Private Portal. The Contractor shall input updates to the User Guide provided by the CDCR Operations Manager or as required.	M	

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TR-009	CTS USER MANUALS FOR CDCR AUTHORIZED STAFF	The Contractor shall provide and maintain current CTS User Manuals for CDCR Authorized Staff for all CTS features. 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the CTS functionality. There shall be no references to any features or functionalities that are not provided in the CTS environment. 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the CTS 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 CTS and make the documentation available to CDCR upon request.	M	
TR-010	CTS On-Line Manual	Contractor shall provide access to an on-line manual specific for the CTS. Authorized users will be able to search and find operating instructions for specific functionality.	M	
TR-011	CTS Investigative User Guide	The Contractor shall prepare and provide a User Guide for CTS 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 CTS Private Web site and shall be specific to the CTS. 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 CTS 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 CTS services (where applicable). Upon request, the Contractor shall provide soft copies of the brochures to the CDCR Operations Manager.	M	

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<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
TR-013	CTS 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	
	<b>General</b>			
	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 CTS service that has the capability to use of offender Personal Identification Numbers (PINs). The CTS service shall have the capability to enable or disable the PIN functionality if the State elects.	M	
	<b>E-Message</b>			
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	

Bidder's Name:				
CATEGORY: Communication				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
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	

Bidder's Name:				
CATEGORY: Communication				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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	

Bidder's Name:				
CATEGORY: Communication				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
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 at a minimum allow offenders to send outbound messages in English and Spanish.	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	
<b>Photo</b>				
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 CTS shall allow an option to archive select photos for longer than 7 years due to pending litigation, prosecution, and investigation.	M	
<b>Video Clips</b>				
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	

Bidder's Name:				
CATEGORY: Communication				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
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 CTS shall allow an option to archive select video clips for longer than 7 years due to pending litigation, prosecution, and investigation.	M	
<b>Electronic Letter</b>				
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 CTS shall allow an option to archive select electronic letters for longer than 7 years due to pending litigation, prosecution, and investigation.	M	
<b>Voice-message</b>				
VM-001	Receiving Voice-message	The solution shall provide the capability for offenders to receive incoming voice-messages.	D	
VM-002	Voice-message Hardware/Software	The service shall not require any special hardware or software to leave a voice-message for the offender.	D	
VM-003	Retrieving Voice-message	The solution shall allow the offender to retrieve voice-messages via the Telephone, Kiosk or the Tablet	D	



<b>Bidder's Name:</b>				
<b>CATEGORY: Communication</b>				
				<b>Bidder's</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
<b>The following Communication Requirements shall apply to all telephone calls, video calls and VRS and ASL-VCS as appropriate.</b>				
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.	D	
VM-005	Voice-message Retention	The Incoming voice-messages shall be available to CDCR for a minimum of 7 years. The CTS shall allow an option to archive select voice-messages for longer than 7 years due to pending litigation, prosecution, and investigation.	D	

Bidder's Name:				
CATEGORY: ADA				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
<b>ADA-010</b>	<b>ADA Telephone Requirements</b>			
ADA-011	Accessibility for mobility impaired/wheelchair users	Contractor shall be in compliance with 2010 ADA Standards for Accessible Design to address at a minimum the following standards: <ul style="list-style-type: none"> <li>• Approach space</li> <li>• Toe Clearance</li> <li>• Knee Clearance</li> <li>• Reach Ranges</li> <li>• Operable Parts</li> <li>• Multiple Wheelchair Access/Use Limits</li> <li>• Accessible Routes</li> <li>• Assistive Listening System (Hands free)</li> </ul>	M	
<b>ADA-100</b>	<b>ADA Kiosk Requirements</b>			
ADA-110	Accessibility for mobility impaired/wheelchair users	Contractor shall be in compliance with 2010 ADA Standards for Accessible Design to address at a minimum the following standards: <ul style="list-style-type: none"> <li>• Approach space</li> <li>• Toe Clearance</li> <li>• Knee Clearance</li> <li>• Reach Ranges</li> <li>• Operable Parts</li> <li>• Multiple Wheelchair Access/Use Limits</li> <li>• Accessible Routes</li> </ul>	M	
ADA-120	Vision Impaired Users	Contractor shall be in compliance with 2010 ADA Standards for Accessible Design to address at a minimum the following standards: <ul style="list-style-type: none"> <li>• Protrusion Limits</li> <li>• Accessibility Routes</li> <li>• Speech Output</li> </ul>	M	

Bidder's Name:				
CATEGORY: ADA				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
ADA-121	Large Text Format Capable Display Screens	Kiosks and 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 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	<b>Hearing Impaired Users</b>	Contractor shall be in compliance with 2010 ADA Standards for Accessible Design to address at a minimum: <ul style="list-style-type: none"> <li>• Volume Controls - Provide the offender the capability to adjust the sound volume to accommodate hearing impaired offenders.</li> <li>• Assistive Listening</li> </ul>	M	
ADA-131	Closed Captioning (text vs audio)	Contractor shall employ closed captioning for hearing impaired offenders where audio is being presented and embedded close captioning is available or used to relay information and instructions. Kiosk and tablets must have the capability to display closed captioning formatted videos and sound bits or text versions of the video must be available on the device for use by hearing impaired associates.	M	
ADA-140	<b>Other Kiosk ADA Accessibility Requirements Considered</b>			
ADA-141	Configurable Session Time Limits based on Disability	Kiosks and tablets 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. Alternatively, dedicated devices can be proposed for disabled offenders to have access to content on an unlimited basis.	M	
ADA-200	<b>ADA Tablet Requirements</b>			

Bidder's Name:				
CATEGORY: ADA				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
ADA-210	<b>Vision Impaired</b>	<p>Contractor shall provide as a minimum the following capabilities on the Tablet to provide reasonable accommodation to vision impaired offenders:</p> <ul style="list-style-type: none"> <li>• Adjustable Display Size (Zoom In and Out Capability)</li> <li>• Adjustable Font Size</li> <li>• Adjustable Background Color Display for better readability</li> <li>• Text-to-Speech Capable (e.g. audio books)</li> <li>• Speech-to-Text Capable for composing documents (e.g. emails, letters, filling out forms)</li> <li>• Auxiliary Keyboard with optional enlarged lettering, or raised letters/symbols.</li> </ul>	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	<b>Hearing Impaired</b>	<p>Contractor shall provide as a minimum the following capabilities on the Tablet to provide reasonable accommodation to hearing impaired offenders:</p> <ul style="list-style-type: none"> <li>• Closed Caption Capability</li> <li>• Adjustable Volume Controls</li> <li>• Headphones for use with Hearing Aids</li> <li>• Visual/vibration alarms or alerts versus audible</li> </ul>	M	
<b>ADA-300</b>	<b>Video Calling</b>			
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	

Bidder's Name:				
CATEGORY: ADA				
Req #	Function	Requirement Description	Type	Bidder's Response
				Bidder Agrees to Meet Requirement (Y/N)
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	
<b>ADA-400</b>	<b>ADA Offender Documentation</b>			
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	

Bidder's Name:				
CATEGORY: CDCR Staff Tools & Services				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
<b>MTS-100</b>	<b>Management Tools and Support Services</b>			
MTS-101	Management System	Provide an overall management system to be used by authorized CDCR Staff to Manage, Monitor, Track, and Investigate all Users (Offender and Customers) usage, privileges, communication, and activities.	MS	
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	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"> <li>• No record of submission should be left on tablet for safety of offender. ISU confidential info channel for submission.</li> <li>Reporting icon to provide confidential information to ISU</li> <li>• Must have the ability to look unused after correspondence sent from Tablet</li> </ul>	MS	
MTS-105	Staff Training	Staff trained by the contractor on approved systems and how the system may be compromised by offenders	M	
MTS-106	Metrics Reporting	Provide Weekly and Monthly Metrics Reports as specified by CDCR	M	

<b>Bidder's Name:</b>				
<b>CATEGORY: CDCR Staff Tools &amp; Services</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
MTS-107	Customer Support	<p>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:</p> <ul style="list-style-type: none"> <li>• Single toll free number for customers to call</li> <li>• Capability for a customer to submit a Trouble Ticket via email</li> <li>• Knowledgeable staff to accurately respond to inquiries and support request</li> <li>• Ability to track and monitor the Trouble Tickets</li> <li>• Ability for the ticket to remain open until the issues has been resolved</li> </ul>	M	
<b>ITS-200</b>	<b>Investigative Tools and Support</b>			
ITS-201	Digital Forensic Team Training Support	Contractor shall provide Digital Forensic Team (DFT) basic and advance training support for CDCR and contract examiners to maintain knowledge/ skills/ abilities to maintain compatibility with technological advances in electronic devices including contraband cell phones, computers, tablets, drones, etc.	M	
ITS-202	Analytical Database Support	Contractor shall provide analytical database support to provide a link analysis program, such as Palantir currently used by CDCR, that can be linked to CDCR datasets for comparison analysis with data extracted from CTS at no additional cost to CDCR. This must include contract support to cover update/ licensing costs at no cost to CDCR.	M	
ITS-203	Data Activity on Offender Tablets/Kiosks/Devices	Contractor shall provide the capability to have forensic/ analytical access to data activity on approved offender tablets, kiosks or other related digital devices, to include real-time/ historical activity, to include calls, video calls, e-messages, etc.	M	

<b>Bidder's Name:</b>				
<b>CATEGORY: CDCR Staff Tools &amp; Services</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
ITS-204	Call Transcription	Contractor shall provide a comprehensive tool for the CTS to accurately transcribe recorded offender telephone and video calls immediately upon call completion.	MS	
ITS-205	Keyword Searching Analytics	Contractor shall provide the ability to conduct keyword searching analytics on live/ recorded and transcribed offender calls.	M	
ITS-206	Identify IP Address	Contractor shall provide the ability to identify and access the IP address associated with any activity related to the approved electronic devices and/ or related databases.	M	
ITS-207	Digital Forensic Examiner/ Analytical Support	Contractor shall provide 10 fulltime Contractors to perform Digital Forensic Examiner/ Analytical support to CDCR.	M	
ITS-208	Software/ Hardware to Support Digital Data	Contractor will provide Digital Software/ Hardware necessary for a central data repository. Contractor shall provide digital software and hardware to upload/ transfer of digital data extracted by forensic examinations to the central data repository used for data analysis/ comparison.	M	
ITS-209	Investigative Tools	Contractor will provide investigative tools including biometrics and identification of all calling parties (offender/ outside callers and recipients) to identify and verify callers for analysis of criminal activity.	DS	
ITS-210	Link Analysis Support for Investigations	Contractor will provide CDCR the ability to link the analytical database with other allied agencies for link analysis in support of investigations.	DS	



## Offender Communication and Technology Services (CTS) 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 CTS Requirements Workbook.

### CTS 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 factors/features.

**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 CTS. 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	
TEL-103	Non-programmable Telephones	Telephones installed at correctional facilities shall not be programmable. Telephones shall not be capable of being used to program any feature of the CTS.	M	
TEL-104	Telephone Identifiers	All telephones shall use unique identifiers, provided by the CDCR Operations Manager, that will be referenced in all database files. The identifiers shall include the site, yard, and housing unit at a minimum.	M	
TEL-105	Volume and Noise Control	All of the telephones shall be equipped with volume controls which allow offenders to amplify the called party's voice. Telephones shall reduce background noise through the use of confidencers or directional microphones in the handset.	M	
TEL-106	Offender Telephones for Mobility Impaired	The contractor shall provide telephones equipped with ADA compliant assistive listening system capability for mobility impaired offenders.	M	

Bidder's Name:				
CATEGORY: Telephones				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
TEL-107	No Coin Slots/Card Slots	The telephones shall be manufactured without any coin/card slots. The covering of existing coin slots is not in compliance with this requirement. The telephones shall not use physical items such as smart cards or magnetic swipe cards.	M	
TEL-108	Armored Handset Cord	The armored handset cords for the 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.	M	
TEL-109	Offender Outdoor Telephones	The Contractor shall provide "all-weather" telephones to be used as required by the State. This applies to all outside telephones required throughout the State. The telephones must be weather and spray resistant (Bellcore TR-TSY-000456, NEMA 3R, or similar) as they may be exposed to extreme weather conditions.	M	
TEL-110	Offender Telecommunications 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.	M	
TEL-111	CTS Telephone Enclosures that Include Booths and Wall Mounted	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 CTS telephone booths and pedestals.  The existing telephone enclosures that include all booths, wall, and pedestals, will become property of CDCR upon the expiration of the current IWTS contract. The Contractor will be responsible for providing all additional or replacement telephone enclosures (booths, wall	M	

Bidder's Name:				
CATEGORY: Telephones				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
TEL-112	Telephone Booth Enclosure Design	The Contractor shall provide telephone booth enclosures for telephones installed inside or outside. The 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.	M	
TEL-113	Booth Enclosure Door Option	In most locations, the Contractor shall provide booth enclosures without doors. In limited locations, the 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.	M	
TEL-114	Telephone Enclosure Finish	Telephone enclosures shall be non-rusting and non-reflecting, with matte finish.	M	
TEL-115	Americans with Disabilities Act (ADA) Requirements	Enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.	M	

Bidder's Name:				
CATEGORY: VRS/ASL-VCS				
Req #	Function	Requirement Description	Type	Bidder's Bidder 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 CTS. 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 15 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	
VRS-103	VRS/ASL-VCS Touch Screen	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. <del>If "surface acoustic" or "capacitive" technology is not utilized, the contractor must provide an explanation of why another technology is being proposed. Deleted</del> Touch screen monitor must reduce the ability to view the screen when viewed from the side to prevent others from viewing the display.	M	
VRS-104	VRS/ASL-VCS Non-Programmable	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 CTS.	M	
VRS-105	VRS/ASL-VCS Identifiers	All VRS/ASL-VCS shall use unique identifiers, provided by the CDCR Operations Manager, that will be referenced in all database files. The identifiers shall include the site, yard, and housing unit at a minimum.	M	

Bidder's Name:				
CATEGORY: VRS/ASL-VCS				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
VRS-106	Volume and Noise Control	All of the VRS/ASL-VCS shall be equipped with volume controls which allow the offender to amplify the called party's voice. VRS/ASL-VCS shall reduce background noise through the use of confidencers or directional microphones in the handset.	M	
VRS-107	No Coin Slots/Card Slots	The VRS/ASL-VCS shall be manufactured without any coin/card slots. The covering of existing coin slots is not in compliance with this requirement. The VRS/ASL-VCS shall not use physical items such as smart cards or magnetic swipe cards. All VRS/ASL-VCS shall use unique identifiers, provided by the CDCR Operations Manager that will be referenced in all database files.	M	
VRS-108	Armored Handset Cord	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.	M	
VRS-109	VRS/ASL-VCS Enclosures	<p>The 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.</p> <p>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.</p>	M	

Bidder's Name:				
CATEGORY: VRS/ASL-VCS				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
VRS-110	VRS/ASL-VCS Enclosure Design Requirements	<p>The video phone enclosure design shall be constructed as follows:</p> <ol style="list-style-type: none"> <li>1) 14-gauge (or heavier) steel case;</li> <li>2) Rugged steady beaded welded construction that is weather-resistant;</li> <li>3) Powder coated finish that is stainless steel or must be of a neutral color and easily cleaned;</li> <li>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.</li> <li>5) Shall not have removable parts, glass, sharp edges, or Plexiglas or similar material;</li> <li>6) Shall have no portion that be disassembled and used as weapons;</li> <li>7) No removable parts, including receiver ear and mouthpieces, and the window for dialing instructions.</li> <li>8) Enclosures shall contain Heavy duty locking mechanisms, hinges, door mechanisms capable of resisting offender tampering and vandalism.</li> <li>9) Enclosure must have adequate ventilation to include fans if needed for components.</li> </ol>	M	
VRS-111	VRS/ASL-VCS Enclosure Mounting Requirements	<p>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.</p> <p>Surface-mounted VCS/ASL-VCS must have no access to the back of the VRS/ASL-VCS.</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	
VRS-112	Americans with Disabilities Act (ADA) Requirements	Enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.	M	

Bidder's Name:				
CATEGORY: Video Calling Services (VCS)				
				Bidder's Response
Req #	Function	Requirement Description	Type	Bidder Agrees to Meet Requirement (Y/N)
VCS-101	VCS Hardware Requirements	The Contractor shall provide and install all the VCS equipment at each correctional facility and location covered by this Contract at no cost to the State. Equipment will be used by offenders to place video calls via the CTS. The Contractor shall be responsible for all modifications to existing enclosures necessary to mount the proposed equipment. The Contractor shall install additional 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 CTS shall allow flexibility for Video Calling from locations as determined by the State.	M	
VCS-102	VCS Monitors	Monitors must be Energy Star compliant with a minimum level of EPEAT Bronze. Monitors must be a minimum of 17.15 inch in size across the diagonal, or big enough to identify all callers in span of control and having an associated graphics control board with video drivers. Monitor shall be able to withstand operating temperatures of 105 degrees Fahrenheit and 100% humidity.	M	
VCS-103	VCS Touch Screen	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.	M	
VCS-104	VCS Non-Programmable	VCS installed at correctional facilities shall not be programmable. VCS shall not be capable of being used to program any feature of the CTS.	M	
VCS-105	VCS Identifiers	All VCS shall use unique identifiers, provided by the CDCR Operations Manager, that will be referenced in all database files. The identifiers shall include the site, yard, and housing unit at a minimum.	M	
VCS-106	Volume and Noise Control	All of the VCS shall be equipped with volume controls which allow the offender to amplify the called party's voice. VCS shall reduce background noise through the use of confidencers or directional microphones in the handset or device.	M	



Bidder's Name:				
CATEGORY: Video Calling Services (VCS)				
				Bidder's Response
Req #	Function	Requirement Description	Type	Bidder Agrees to Meet Requirement (Y/N)
VCS-108	Armored Handset Cord	The armored handset cords for the 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.	M	
VCS-108a	Use of Headphones	VCS shall allow for optional use of headphones using 3.5mm jack	DS	
VCS-109	VCS Enclosures	<p>The Contractor shall provide VCS installed inside; mounted on a wall, or have the option to be attached to a pedestal. The VCS enclosures shall provide privacy for the offender, but allow the offender to be visually accessible by CDCR staff. The Contractor shall provide the VCS with background blurring software/feature or partitions as determined by the CDCR Operations Manager.</p> <p>Prior to installation, CDCR will inspect all enclosures, shelves, pedestals, and other mounting apparatus to ensure requirements are met.</p> <p>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.</p>	M	

Bidder's Name:				
CATEGORY: Video Calling Services (VCS)				
				Bidder's Response
Req #	Function	Requirement Description	Type	Bidder Agrees to Meet Requirement (Y/N)
VCS-110	VCS Enclosure Design Requirements	<p>The video phone enclosure design shall be constructed as follows:</p> <ol style="list-style-type: none"> <li>1) 14-gauge (or heavier) steel case;</li> <li>2) Rugged steady beaded welded construction that is weather-resistant;</li> <li>3) Powder coated finish that is stainless steel or must be of a neutral color and easily cleaned;</li> <li>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.</li> <li>5) Shall not have removable parts, glass, sharp edges, or Plexiglas or similar material;</li> <li>6) Shall have no portion that be disassembled and used as weapons;</li> <li>7) No removable parts, including receiver ear and mouthpieces, and the window for dialing instructions.</li> <li>8) Enclosures shall contain Heavy duty locking mechanisms, hinges, door mechanisms capable of resisting offender tampering and vandalism.</li> <li>9) Enclosure must have adequate ventilation to include fans if needed for components.</li> </ol>	M	
VCS-111	VCS Enclosure Mounting Requirements	<p>The 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 must have no access to the back of the enclosure. 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	
VCS-112	Americans with Disabilities Act (ADA) Requirements	Enclosures and video phone shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.	M	
VCS-113	VCS Background Blurring	The VCS shall have the capability of blurring the background and focus only on the offenders face to enable safety and security of staff and other offenders	DS	

Bidder's Name:				
CATEGORY: Tablet				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
<b>TAB-100</b>	<b>Tablet Features and Requirements</b>			
TAB-101	Tablet Hardware Requirements	<p>Provide portable devices that meet the following hardware requirements:</p> <ol style="list-style-type: none"> <li>1) Integrated 3.5mm audio headphone / microphone combo port</li> <li>2) Wi-Fi capable, which is administrable at the OS or other 3rd party utility level (can enable and disable as needed)</li> <li>3) Possess a 802.11 wireless radio that supports the 5ghz spectrum. Tablet will only be allowed to operate on the 5Ghz spectrum.</li> <li>4) Ability to use a management device to identify approximate location of Tablet when powered on with feature that cannot be disabled by a user</li> <li><del>5) Integrated microphone with noise cancelling technology</del></li> <li>6) Gravity sensor function for automated screen orientation</li> <li>7) UL and FCC certified</li> <li>8) Brightness adjustment for screen <del>and ambient light sensor - Deleted</del></li> <li><del>9) Optionally possess an ability to attach an external QWERTY keyboard or have the ability to be utilized with an keyboard peripheral- Deleted</del></li> <li>9) 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.</li> </ol>	M	
TAB-102	Tablet Camera	Tablets will not be equipped with a Camera. If the Tablet contains a camera, the camera must be capable of being 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	<del>Electronic Tablet Assignment</del> Tablet Identification	<del>Contractor shall ensure the device is electronically assigned to offender no scribing—</del> <del>The intent of this requirements is to eliminate the need to physically scribe or engrave the Tablets.</del> 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.	MS	

Bidder's Name:				
CATEGORY: Tablet				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
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. <del>and use a barrel connection.</del> If charging stations are used, they must be constructed to only adapt to the tablets and no other device. <del>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.</del> Contractor shall provide charging carts for bulk charging the tablets. The CDCR Operations Manager will determine the location requiring charging carts.	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	

Bidder's Name:				
CATEGORY: Tablet				
Req #	Function	Requirement Description	Type	Bidder's Bidder Agrees to Meet Requirement (Y/N)
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, voice 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	
<del>TAB-111</del>	<del>Highlight Text and Bookmark Pages</del>	<del>Provide the ability for the Offender to highlight text and bookmark pages when reading book files of any type on the Tablet.</del>	<del>DS</del>	
TAB-112	Tablet Screen Size	Contractor shall provide Tablets that have at least a 7 inch in size across the diagonal.	M	
<del>TAB-113</del>	<del>Tablet Peripherals</del>	<del>Provide Offender Tablets that can support the ability to add external keyboards, mice, etc. based on program needs.</del>	<del>DS</del>	
TAB-114	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"> <li>1) 14-gauge (or heavier) steel case;</li> <li>2) Rugged steady beaded welded construction that is weather-resistant;</li> <li>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.</li> <li>4) Shall not have removable parts, glass, sharp edges, or Plexiglas or similar material;</li> <li>5) Shall have no portion that be disassembled and used as weapons; and</li> <li>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).</li> </ol>	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	

Bidder's Name:				
CATEGORY: Kiosk				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
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	

<b>Bidder's Name:</b>				
<b>CATEGORY: Kiosk</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
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 CTS 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 CTS shall meet all current applicable Federal, State, and Local Codes, Standards, and Regulations. All CTS 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 CTS	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	

Bidder's Name:				
CATEGORY: Infrastructure				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
INF-106	CTS Power Requirements	The Contractor is responsible for any new circuits and power runs required to support the CTS 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 CTS for a minimum of 30 minutes due to a loss of commercial power in the CDCR institutions and facilities. The Contractor must provide an CTS 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	CTS 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 CTS 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	

<b>Bidder's Name:</b>				
<b>CATEGORY: Infrastructure</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
INF-109	CTS 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	

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 CTS. CDCR's ISP circuit will not be used to support CTS 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 CTS connectivity if the number of available ports is less than 20% after CTS 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	

Bidder's Name:				
CATEGORY: Network				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
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 CTS 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 to enable CTS services to be provided in common areas of all housing units and 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. <b>Contractors wireless network shall not interfere with the CDCR Network(s). In cases of overlapping channels and/or co-channel interference the contractors network shall reduce transmit power.</b>	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/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	

Bidder's Name:				
CATEGORY: Network				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
NET-113	Infrastructure and Network at Camps	The infrastructure at the CDCR Camps may not be robust enough to support the minimum CTS requirements. All CTS 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 CTS 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 CDCR's existing network deployment should it be determined the overall management and quality of the CDCR network would be impacted by the CTS 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 CTS 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	

Bidder's Name:				
CATEGORY: Network				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
NET-121	CTS Network Design Requirements	<p>The Contractor shall install and test all CTS 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 CTS requirements that include:</p> <ol style="list-style-type: none"> <li>1) Phone system/Enclosure;</li> <li>2) Recording storage system (local and remote);</li> <li>3) Administrative data storage and associated transport (local and remote);</li> <li>4) Active monitoring system, if applicable; and,</li> <li>5) Remote access system.</li> </ol>	M	
NET-122	Offender Access to CTS 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 CTS 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, dorms, libraries, visiting areas, and classrooms.</p> <p>The Contractor must provide wireless network coverage to ensure reliable connectivity to the Tablets and full functionality.</p>	MS	

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 CDCR and Third Party systems/programs required to meet the requirements of the CTS. Contractor will work with CDCR staff and Third Party 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 and Third Party existing systems/programs to provide offenders the ability to access information and allow full functionality of the CTS services. The interfaces shall also reduce the manual input required by CDCR staff and update information in the existing CDCR systems/programs such as SOMS and TRACS (Offender Banking and Trust System). <del>Contractor shall provide description of system.</del>	MS	
<del>INT-103</del>	<del>System Interface Description</del>	<del>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.</del>	<del>M</del>	
INT-104	Data Exchange Formats	The CTS 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 CTS 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	



<b>Bidder's Name:</b>				
<b>CATEGORY: Interfaces</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
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	

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.	MS	
SEC-102	Intrusion Detection System and Intrusion Protection System (IDS/IPS)	Contractor shall be required to have IDS/IPS on the CTS firewall that manages the CTS 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.	MS	
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, and remote locations for offender 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 CTS) 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 CTS) 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 CTS circuit separate from the firewall securing access from the CTS to the CDCR network</p>	M	

Bidder's Name:				
CATEGORY: Security				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
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>	DS	
SEC-106	Hard Drive Encryption	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.	M	
SEC-107	Protection of Personal Privacy and Data	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).	M	
SEC-108	Unauthorized Safeguards	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.	M	

Bidder's Name:				
CATEGORY: Security				
Req #	Function	Requirement Description	Type	Bidder's Response Bidder Agrees to Meet Requirement (Y/N)
SEC-109	Ownership of Data	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.	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 CTS 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.	MS	

<b>Bidder's Name:</b>				
<b>CATEGORY: Security</b>				
				<b>Bidder's Response</b>
<b>Req #</b>	<b>Function</b>	<b>Requirement Description</b>	<b>Type</b>	<b>Bidder Agrees to Meet Requirement (Y/N)</b>
SEC-115	Connections to External Resources	The CTS 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	

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 friends and family of incarcerated to provide capability to send emails, eCards, photographs, video clips, and place funds to the CTS account without bypassing applicable restitution.	MS	
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 communication or correspondence with offender.	MS	
WEB-003	CTS Private Web Site	The Contractor shall provide and maintain a CTS Private Web Site that shall be updated weekly at a minimum. The website shall be username and password protected so the information viewed by CDCR remains confidential to CDCR. The Contractor shall use the CTS 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. The website shall be username and password protected so the information viewed by CDCR remains confidential to CDCR.	MS	



## **California Department of Corrections and Rehabilitation**

COMMUNICATIONS AND TECHNOLOGY SOLUTION (CTS)

Statement of Work

# Table of Contents

<b>1</b>	<b>BACKGROUND AND PURPOSE</b>	<b>9</b>
1.1	Background	9
1.2	Purpose	10
<b>2</b>	<b>CURRENT ENVIRONMENT AND PROPOSED ENVIRONMENT</b>	<b>10</b>
<b>2.1</b>	<b>Current Environment</b>	<b>10</b>
2.1.1	Adult facilities	11
2.1.2	Youth Facilities	12
2.1.3	CDCR Field Offices	12
2.1.4	Telephone System	12
2.1.5	Domestic And International Call Volumes and Call Rates	16
2.1.6	Space And Space Conditioning	17
2.1.7	Facility Cable Plant And Infrastructure	17
2.1.8	Managed Access Systems (MAS)	17
2.1.9	Cellphone Interdiction Solutions (CIS)	18
2.1.10	Video Relay Service (VRS)	18
2.1.11	Enterprise Inmate Communications (EIC) Pilot	19
<b>2.2</b>	<b>Proposed Environment</b>	<b>23</b>
2.2.1	Solution Objectives	23
2.2.2	Business Model Objectives	24
<b>3</b>	<b>TERM OF CONTRACT</b>	<b>31</b>
<b>4</b>	<b>CONTRACT CONTACTS</b>	<b>31</b>
<b>5</b>	<b>GENERAL REQUIREMENTS</b>	<b>32</b>
<b>5.1</b>	<b>Compliance Requirements</b>	<b>32</b>
5.1.1	Local, State, and Federal Statutory and Regulatory Compliance	32
5.1.2	Legislative Compliance	33
5.1.3	ADA Compliance	33
5.1.4	FCC Regulations Compliance	33
5.1.5	FCC Regulations Video Relay Services Compliance	33
5.1.6	VRS and ASL-VCS Calls	33
5.1.7	Equipment and Installation Compliance	33
5.1.8	CDCR Policy and Regulations Compliance	33
5.1.9	CDCR Log-In Screen Policy Compliance	33



5.1.10	Contractor Privacy Policy and Terms of Conditions	34
5.2	General Requirements	34
5.3	Documentation Requirements	34
<b>6</b>	<b>SOLUTION REQUIREMENTS</b>	<b>35</b>
<b>7</b>	<b>DATA CENTER FACILITY ENVIRONMENT</b>	<b>35</b>
<b>8</b>	<b>STATE'S ROLES AND RESPONSIBILITIES</b>	<b>36</b>
<b>9</b>	<b>CONTRACTOR'S ROLES AND RESPONSIBILITIES</b>	<b>37</b>
<b>10</b>	<b>KEY STAFF QUALIFICATIONS AND SKILLS</b>	<b>37</b>
<b>11</b>	<b>KEY PERSONNEL CHANGES</b>	<b>38</b>
<b>12</b>	<b>ESCALATION PROCESS</b>	<b>38</b>
<b>13</b>	<b>CHANGE CONTROL PROCEDURES</b>	<b>38</b>
<b>14</b>	<b>CONTRACTOR TASKS AND DELIVERABLE REQUIREMENTS</b>	<b>39</b>
14.1	CTS Project Management Plan	39
14.2	Project Schedule	39
14.3	Escalation Plan	39
14.4	Configuration Management Plan	40
14.5	Weekly status reports	40
14.6	Security Management Plan	41
14.7	Contingency and Disaster Recovery Plans	41
14.8	Acceptance Test Plan	41
14.9	Training Plan	41
14.10	CTS CDCR User manual	42

14.11	CTS CDCR Live monitoring User Guide	42
14.12	CTS CDCR Investigative Staff User Guide	42
14.13	CTS CDCR Operations Manager User Manual	42
14.14	CTS Customer Guides and Brochures	43
14.15	CTS TRAINING Materials	43
14.16	CTS Maintenance and Service Plan	43
<b>15</b>	<b>DELIVERABLE ACCEPTANCE/REJECTION PROCESS</b>	<b>44</b>
<b>16</b>	<b>DATA HANDLING AND OWNERSHIP</b>	<b>44</b>
<b>17</b>	<b>REPORTING</b>	<b>44</b>
17.1	Investigative Reports	45
17.2	Custom Query Reports	46
17.3	Alert Group Reports	46
17.4	Station Configuration Report	46
17.5	Ad hoc Reports	47
17.6	User ID Creation Report	48
17.7	Audit Log Report	48
17.8	Live monitoring Activity Report	48
17.9	Passive Acceptance Report	48
17.10	Blocked Number Report	48
17.11	Do Not Record Report	48
17.12	Data Backup Validation Reports	49
17.13	Monthly Reports	49
17.14	Trouble Ticket Report	49

17.15	Customer Service Call Volume Report	50
17.16	Customer Service Issues Report	50
17.17	Service, Support, and Maintenance Reports	50
17.18	Inventory Report	50
17.19	Network Performance Report	51
17.20	COMMUNICATION Volume Report	52
17.21	Revenue Tracking Report	52
17.22	Service Level Agreement Reports	52
17.23	Trouble Ticket Report	52
17.24	Catastrophic Outage SLA Report	53
17.25	SLA Summary Report	53
17.26	Executive Outage Summary Report	53
17.27	Annual SLA Trouble Ticket Summary Report	54
17.28	Report Screen Menus	54
<b>18</b>	<b>SECURITY</b>	<b>54</b>
<b>19</b>	<b>DISASTER RECOVERY</b>	<b>55</b>
<b>20</b>	<b>HARDWARE AND SOFTWARE NEEDS</b>	<b>56</b>
<b>20.1</b>	<b>Hardware Requirements</b>	<b>56</b>
20.1.1	Telephones	56
20.1.2	video calling services	58
20.1.3	Video Relay System/American Sign Language Video Calling System (VRS/ASL-VCS)	60
20.1.4	Tablets	62
20.1.5	Kiosks	64
20.1.6	Network Equipment	66
<b>20.2</b>	<b>Software Requirements</b>	<b>67</b>
20.2.1	Software In-Use Requirements	67
20.2.2	Software Maintenance	68
20.2.3	Software Testing	68

20.2.4	CDCR and third PARTY APPLICATIONS	68
<b>21</b>	<b>COMPATIBILITY AND INTERFACE</b>	<b>68</b>
<b>22</b>	<b>SYSTEM INSTALLATION</b>	<b>69</b>
22.1	Contractor Site Walks and Participation	69
22.2	Contractor Staff and Resource Background Checks	69
22.3	Cabling and Power Installation	70
22.4	Uninterruptible Power	70
22.5	Pre-Installation Documentation	71
22.6	As-Built Documentation	71
<b>23</b>	<b>SYSTEM IMPLEMENTATION</b>	<b>71</b>
<b>24</b>	<b>TECHNOLOGY REFRESH</b>	<b>72</b>
24.1	Availability of Technology and Additional Service Items	72
<b>25</b>	<b>SYSTEM TESTING AND ACCEPTANCE PROCEDURES</b>	<b>73</b>
<b>26</b>	<b>TRANSITION OF OPERATION TO NEW CONTRACTOR OR STATE</b>	<b>73</b>
<b>27</b>	<b>KNOWLEDGE OF TRANSFER AND/OR TRAINING</b>	<b>74</b>
27.1	CDCR Training and Knowledge Transfer	74
27.2	End User Customer Training	75
<b>28</b>	<b>MAINTENANCE AND OPERATIONS (M&amp;O)</b>	<b>76</b>
28.1	Remote Management	77
28.2	Trouble Ticket Reporting and Tracking System	77
28.3	CTS Trouble Ticket Priority Definitions and Response Table	79
28.4	CTS Support	80

<b>28.5</b>	<b>CTS End User Support</b>	<b>81</b>
<b>28.6</b>	<b>Preventive and Routine Maintenance</b>	<b>82</b>
<b>29</b>	<b>HELP DESK/CALL CENTER</b>	<b>83</b>
<b>30</b>	<b>INSURANCE AND LIABILITY REQUIREMENTS</b>	<b>83</b>
30.1.1	Acceptance	83
30.1.2	Coverage Term	84
30.1.3	Cancellation	84
30.1.4	Deductibles	84
30.1.5	Contract Termination	84
30.1.6	Primary Insurance	84
<b>30.2</b>	<b>COMMERCIAL GENERAL LIABILITY</b>	<b>84</b>
<b>30.3</b>	<b>WORKERS' COMPENSATION/EMPLOYER'S LIABILITY (M)</b>	<b>85</b>
<b>30.4</b>	<b>Automobile LIABILITY</b>	<b>85</b>
<b>31</b>	<b>WARRANTY</b>	<b>85</b>
<b>32</b>	<b>SERVICE LEVEL AGREEMENTS (SLAS)</b>	<b>85</b>
<b>32.1</b>	<b>General Requirements</b>	<b>85</b>
<b>32.2</b>	<b>RIGHTS AND REMEDIES</b>	<b>86</b>
<b>32.3</b>	<b>TROUBLE TICKET STOP CLOCK CONDITIONS (SCC)</b>	<b>86</b>
<b>32.4</b>	<b>SERVICE LEVEL AGREEMENTS (SLAs)</b>	<b>87</b>
32.4.1	Availability	88
32.4.2	Catastrophic Outage (CAT)	89
32.4.3	COMMUNICATION Records and Recording Information Loss	90
32.4.4	Excessive Outage	90
32.4.5	TRANSITION-In TIMELINES	91
32.4.6	IMPLEMENTATION TIMELINES	92
32.4.7	Security Breach	93
<b>33</b>	<b>(RESERVED FOR FUTURE USE)</b>	<b>94</b>
<b>34</b>	<b>UNANTICIPATED TASKS</b>	<b>94</b>

<b>35 BUDGET DETAIL AND PAYMENT PROVISIONS</b>	<b>95</b>
35.1 Contract Administrative Fee	95
35.2 NONREIMBURSEMENT OF ADDITIONAL COSTS	95
<b>36 GSPD-401IT GENERAL PROVISIONS – INFORMATION TECHNOLOGY</b>	<b>95</b>
<b>37 STATEWIDE USE</b>	<b>96</b>
<b>38 GLOSSARY OF TERMS</b>	<b>96</b>
<b>39 ATTACHMENTS</b>	<b>100</b>
Exhibits	120

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# **1 BACKGROUND AND PURPOSE**

The intent of this document is to provide clear definition of the scope of the Communications and Technology Solution (CTS) Project work, as well as the required project outcomes to be achieved. To accomplish CTS 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 individuals, there's a limited number of TTY/TDD phones available at designated institutions where these individuals reside. In the past couple of years, Video Relay Service/American Sign Language-Video Calling System (VRS/ASL-VCS) was implemented for hearing impaired individuals that use American Sign Language as their primary means of communication. In addition to 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 incarcerated individuals 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 incarcerated individuals through advancements in technology to increase rehabilitative opportunities. Throughout this document, the term individual will refer to both Adult and Youth Incarcerated Individuals.

An integral part of an individual's rehabilitation are the continued support and connections with their families, friends and communities. By providing services via 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 a Communications and Technology Solution (CTS) to focus on this need for connections. This system will enhance individual's communication user experience, provide new services and increase access to existing services 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 CTS shall be completed no more than 18 months following Contract award. The CTS 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 a 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 incarcerated individuals, 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 Incarcerated individuals;



- 3) Publicly or privately owned Community Correctional Facilities (CCF) with disciplinary, release, and custody oversight;
- 4) Privately owned facilities Community Programs (CP's) with disciplinary, release and custody oversight for females ; 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 adults. CDCR operated three (3) youth facilities and one (1) youth fire camp, housing approximately 600 youths. 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 CTS Contract based upon activation or deactivation of facilities to accommodate population changes and/or changes in CDCR operations and programs. The State makes no guarantees re: population through the term of this contract.

## **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 telephones is based upon the design of the facility, available infrastructure, and other CDCR policies. IWTS equipment includes: 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. Individual's assignments include: dispatch to wildland fires, response to emergencies, and assisting with a variety of community work projects.

The individuals housed at these facilities are trained with firefighting skills. The quantity of telephones is based upon design of the camp, capacity, and available infrastructure (on-site and provided by the Local Exchange Carrier) to support the phones. IWTS equipment include walls-mounted 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 incarcerated individuals 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 telephones is based upon the design of the CCF or CP, available infrastructure, capacity, and population. IWTS equipment includes: 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 telephones is based upon design and capacity of the facility/camp, available infrastructure, and population. IWTS equipment includes: 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 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 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, 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) telephones at adult facilities and sixty-eight (68) telephones at youth facilities designed to accommodate incarcerated individual originated, non-confidential personal calls. Coinless, tamper-resistant telephones are designated exclusively for incarcerated individuals.

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 the 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 incarcerated individual 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 the calls;
- 6) Ability to block calls to specific telephone numbers upon request; and,
- 7) Programming features allowing centralized investigations.

#### **2.1.4.1 COINLESS TELEPHONES**

Telephones have special tamper resistant steel housings with break-resistant handsets attached by armor-shielded cords and steel lanyards. All 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 phones are located outside. Currently CDCR has authorized phone booths to be installed outside as an alternative for reliability during inclement weather conditions.

- 2) Telephones on mobile carts are currently used at California State Prison, San Quentin (CSP-SQ) for condemned individuals 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 phones are installed on a mobile cart and rolled to the front of the cell. The handset cord is long enough to go through cell bars and allow the individual to sit on the end of the bottom bed. The telephone line cord is plugged into the back of the 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 individual makes a call.

#### **2.1.4.2 CUT-OFF SWITCHES**

All telephones are capable of being shut off manually by CDCR staff. Some locations utilize physical cut-off switches that are hardwired to the 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 TELEPHONE ENCLOSURES, PEDESTALS AND CARTS**

Although the majority of the telephones are wall-mounted inside 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 the 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 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 telephone conversations and scan, interrupt and terminate calls. This equipment has the capability of turning on and off designated 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 call recordings, and ability to save 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 TDD calls are not processed on the IWTS network; however, the current contractor maintains and services the TDDs.

Individuals with hearing disabilities are not sent to fire camps. However, portable TDDs are provided, as needed, in the event an incarcerated individual 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 calls. The requirements were established to notify the incarcerated individuals 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 incarcerated individuals are aware of the recording and/or monitoring.
- 2) Branding is the initial recorded message the incarcerated individuals and called parties hear during the call process. The branding is different for adults and youths. The incarcerated individual and called party cannot talk to each other when the branding is played.

- a) The individual and called party hear "...this call and your telephone number will be recorded and monitored. you have a collect call from <Incarcerated individual's name> an Incarcerated individual 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 Incarcerated individual and called party to be connected until this required branding announcement ends.
  - b) The Incarcerated individual and called party hear "...you have a collect call from <Incarcerated individual state's their name> an incarcerated individual 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 Incarcerated individual 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 incarcerated individual and called party, "This recorded call is from an individual 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 incarcerated individuals 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 individual at a California correctional facility.
  - 4) Call Termination recorded messages are played for the incarcerated individual and called party at two (2) separate times towards the end of the call. The individual and called party hear "you have 60 seconds remaining" and "you have 30 seconds remaining."

#### **2.1.4.8 IWTS RECORDINGS**

The 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 individuals to place calls to Sexual Abuse Hot Lines, or any other confidential line designated by CDCR at no cost to CDCR or the individual. 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 youths 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 individuals 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 incarcerated individual 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, individuals 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.

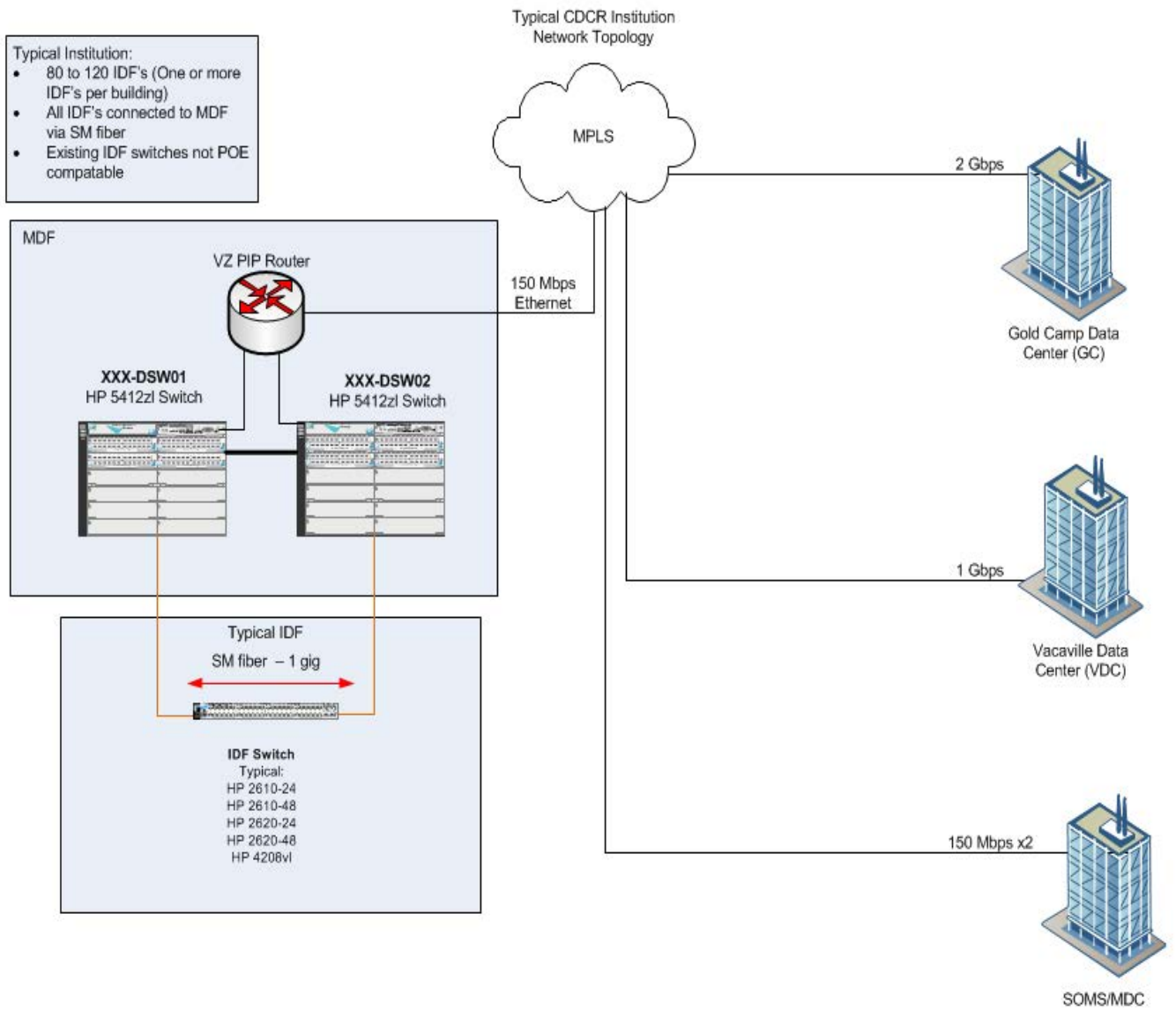
### **2.1.11.2 CURRENT CDCR NETWORK TOPOLOGY**

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**

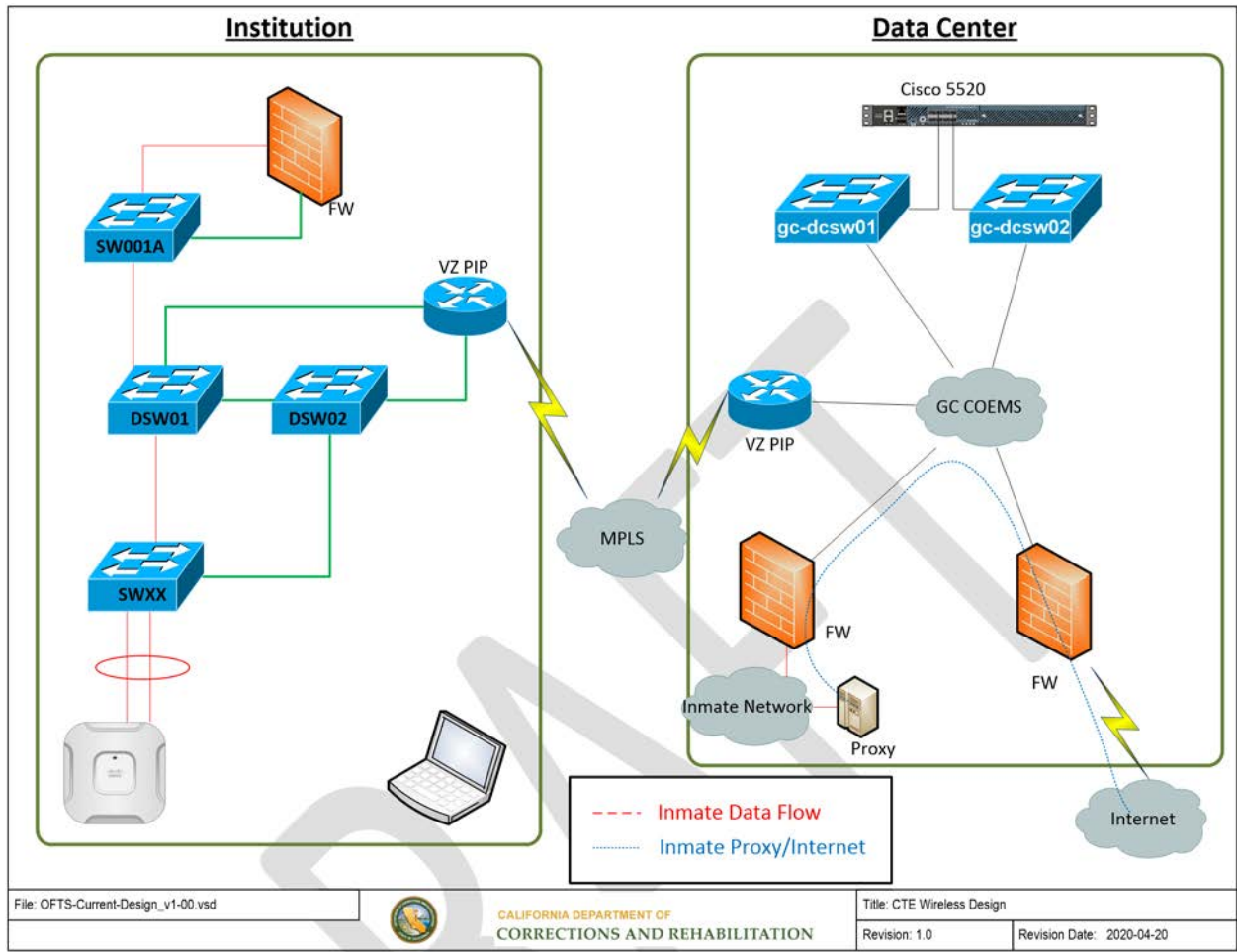


Figure 2-2: Inmate Data Flow

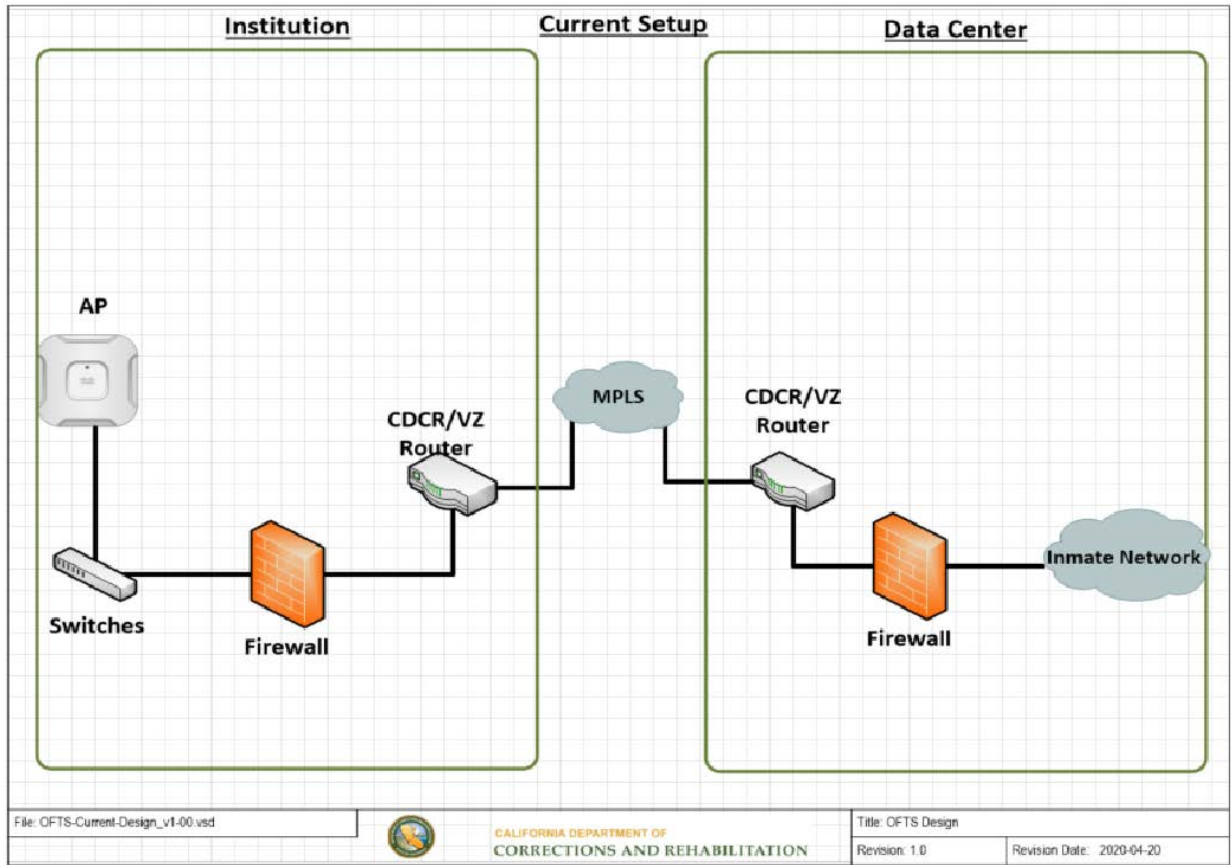


Figure 2-3 Simplified Inmate Data Flow

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 Communications and Technology Solution (CTS) to all individuals and will continue to evolve over a period of years. The software components of CTS and use of technology will enable new corrections processes not possible in today's CDCR correctional environment. CTS improves the connection between the incarcerated individuals and families and friends by increasing communication and supporting the rehabilitative efforts of the individuals. The CTS 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 CTS Program together with every part of CDCR will reengineer the State of California's 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 services are offered. Many operational processes that touch an incarcerated individual will be impacted in some way.

### **2.2.1 SOLUTION OBJECTIVES**

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

- Communication
- Information Services
- Access to CDCR and Third Party provided Application and Content
- Entertainment (Optional)

In addition to the services, the CTS will include Investigative Tools/Support, a Management System for Staff, and network infrastructure to support the CTS 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 access to communication
2. Ensure equal access and reasonable accommodation of services provided.

3. Ensure access to approved ~~educational content and rehabilitative programs~~ Third Party and CDCR applications and content.
4. Ensure the efficient and effective use of resources.
5. Ensure safety and security of institutional staff and incarcerated individuals.
6. Ensure access to services within mandated time frames and 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 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 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 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 individuals in compliance with ADA, FCC, and California PSC.
- C. Ensure wheelchair access for physically disabled individuals to communication service devices in compliance with ADA.
- D. Provide authorized hot lines that are not monitored.
- E. Provide authorized CDCR staff the capability to monitor, record, and store all 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 telephones that are placed in designated housing units, Correctional Treatment Centers, Camps and Firehouses, and in some Yards at the institutions and facilities. The Contractor must include at least as many 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, incarcerated individuals, and called parties. At some future date, CDCR may look to Tablets as a means to place voice calls. The processes and procedures governing 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 communication services, the most significant change is the implementation of live video calling and electronic messaging. In the proposed environment, individuals 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. Incarcerated individuals will not have the ability to send but only receive e-letters, photos and video clips. The incarcerated individuals 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 of these services will be in designated housing units, Correctional Treatment Centers, Camps and 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 incarcerated individuals and family and friend corresponding with the incarcerated individual 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 CTS 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 individuals 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 individuals to comply with ADA, FCC, and California PSC regulations and guidelines. Assistive Technology should be used to ensure visually impaired individuals 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 incarcerated individual 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 access to general information regarding policies, regulations, procedures, manuals, and other essential information.
- B. Establish an electronic repository where individuals could access and search for information.
- C. Reduce number of hard copy documents requested or required to provide incarcerated individuals.

The CTS will provide the capability for CDCR to download and update CDCR Policies, Rules, Regulations, Operating Procedures, Manuals, and Information for the individuals to access electronically via the 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 information documents will be provided by the CTS 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
- Restitution Responsibility Information for Adult Incarcerated individuals
- 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 include access and view through the Tablet/Kiosk. Another feature that will be available is the capability to distribute information and important announcements



directly to individuals 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 incarcerated individual directly.

### **2.2.2.3 CDCR and Third Party Application and Content**

The Prime Contractor shall provide the incarcerated individual access to CDCR and Third Party Application and Content such as Education and Rehabilitative Services, Health Care Services, Law Library, Trust and Banking Services, Appeals and Grievances and Canteen Services on the Kiosk and Tablets as required. The Prime Contractor shall work with CDCR staff to implement CDCR and Third Party application and content as required.

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

As with the current environment, CDCR would utilize the services to provide the incarcerated individuals 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 individuals 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 consumption. Authorized CDCR staff shall have access to monitor the entertainment content the incarcerated individual is downloading or streaming on demand and may suspend or disable content at the individual 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 incarcerated individuals 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 incarcerated individual 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.
- 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 incarcerated individuals, 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 incarcerated individuals and family/friends communication, activities, and services. Authorized CDCR staff will need the capability to grant access to services based on the incarcerated individual's privilege group, status, and restrictions. Access to the management tool should be Web based and have easy access

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 services being provided by the CTS.

#### **2.2.2.6 Investigative Tools and Support**

A critical portion of the CTS 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 incarcerated individuals 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, CTS will require the Contractor provide a link and data analysis program, such as comparable to Palantir which is currently used by CDCR that can be linked to CDCR datasets for comparison and data 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. The Fulltime Contractor support will be located at the CDCR Facility.

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, etc. Search tools such as the ability to conduct keyword searching analytics on live/ recorded 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

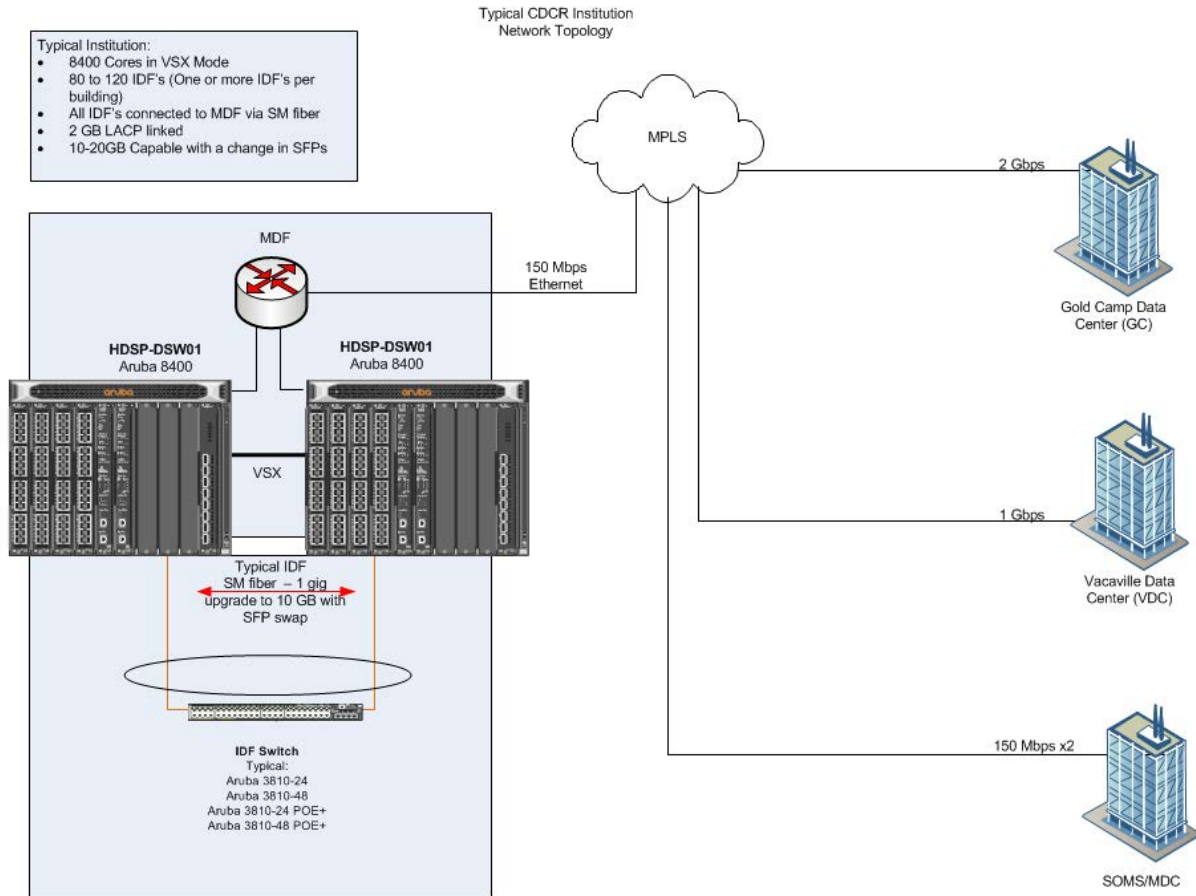
the ability to link the analytical database with other allied agencies for link analysis in support of investigations.

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 CTS.

~~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 incarcerated individual traffic from the CDCR network. The Contractor shall incorporate the CTS network connectivity through the use of VLANs that are assigned by CDCR on the IDF switches and allow the CTS traffic to utilize the CDCR pathway to the MDF where it will then be handed off to the CTS Contractor's router/switch/firewall and access the CTS 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: CTS Proposed Network.

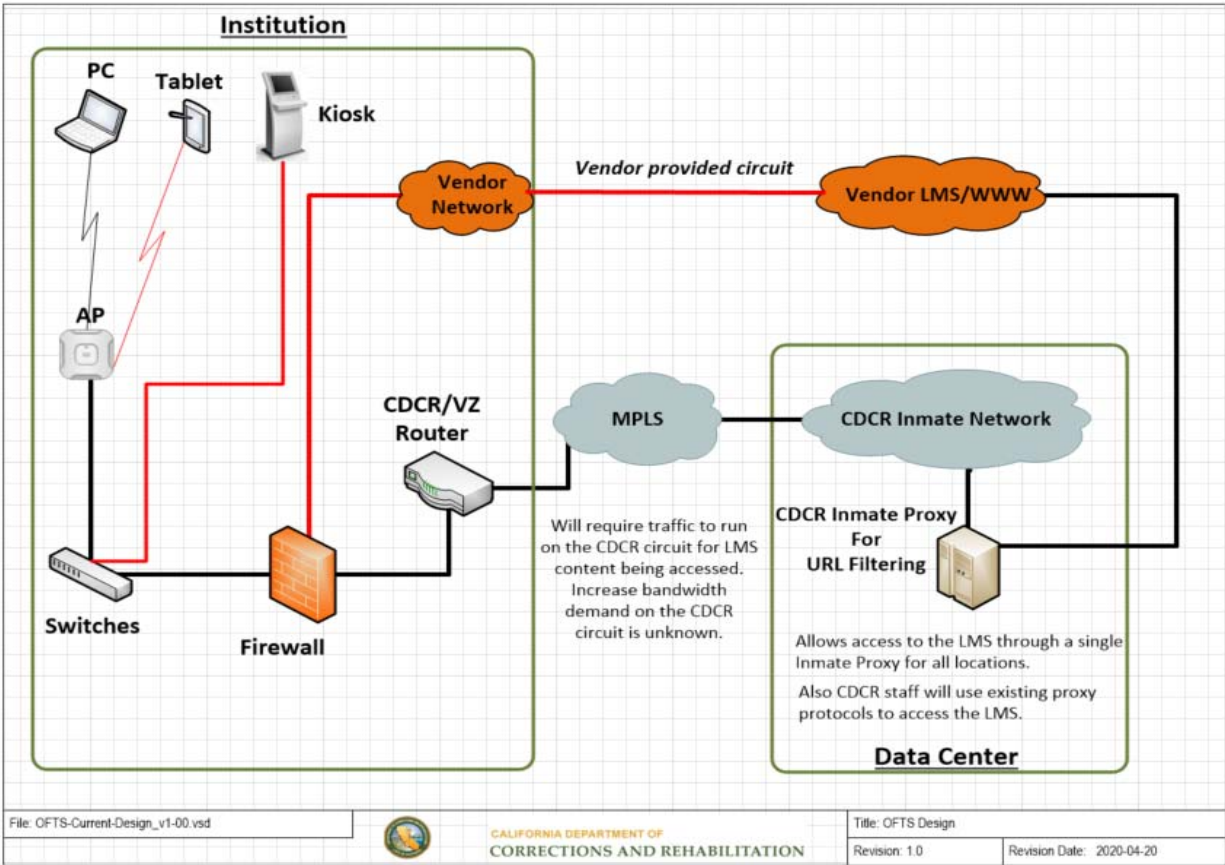


Figure 2-5: CTS Proposed Network

### 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: <a href="mailto:CIOSTNDCDCRContractAdminUnit@state.ca.gov">CIOSTNDCDCRContractAdminUnit@state.ca.gov</a>	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 individuals 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 CTS 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 Communications and Technology Solution 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, incarcerated individual, 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](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 CTS 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 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 family/friends that will use the CTS 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 individuals. The CDCR has a diverse incarcerated 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 individuals can have equal access to the programs and services provided by the CTS.

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 CTS 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 CTS 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 CTS 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 CTS and make the documentation available to CDCR Operations Manager upon request. The Prime Contractor shall explicitly define how the CTS 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 CTS 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 CTS databases and shall be responsible for the management and administration of all the databases associated with CTS. 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 CTS databases), and reports. This does not include real-time audio and video packets or configuration files associated with CTS network control systems.

The CTS shall provide secure, multi-level database access control configurations and definable staff levels as described in CDCR CTS Role-Based User Profiles. The CTS 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 CTS 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 CTS system shall broadcast database updates to all appropriate CTS locations on the network concurrently and without operator intervention.

The CTS shall provide hardware and software capable of archiving all CTS data. Automatic archiving of the database files shall be accomplished without requiring manual intervention or degradation to the use of the CTS System. The archiving function will be used to comply with the redundancy requirement as described in CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS services. The State will retain core technology management functions for strategic planning, quality assurance, contract management, and specific CTS service functions.

The State will provide custody escorts necessary for the Prime Contractor to complete the implementation of the CTS services within the State and the Prime Contractor agreed upon schedule. The Prime Contractor shall reimburse the State for the actual costs for the custody escorts required to implement the CTS.

## 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 CTS 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.
- The Prime Contractor shall reimburse the State for the actual costs for the custody escorts required to implement the CTS.

## 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 Contractors 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 Contractors must provide experienced professionals and skilled technical staff necessary for the implementation, support, and Maintenance and Operations of the CTS 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 CTS 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 Contractors 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 CTS project.

## **12 ESCALATION PROCESS**

The Prime Contractor shall provide an Escalation Plan which details procedures, processes, and personnel for use during a CTS 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 CTS Project Manager, the Prime Contractor shall clarify the relationship of the Project Manager in the escalation process.

The CTS 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 a CTS 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 CTS 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 CTS 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 CTS hardware and software, along with the documentation, consistent and current.

The CTS Configuration Management Plan shall be updated and provided to CDCR Operations Manager when CTS components are modified, installed, or upgraded. The components shall include all CTS 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 CTS PROJECT MANAGEMENT PLAN**

The Prime Contractor shall submit a proposed CTS 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 CTS Project Management Plan shall address installation and the on-going management of the CTS Contract components. The Prime Contractor will meet with the State to finalize the CTS Project Management Plan within 30 calendar days of Contract award. The CTS 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 CTS 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 CTS PM Plan shall include materials and decisions from the CDCR Project Manager.

The CTS 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 CTS 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 CTS implementation and describe how they will keep the project on schedule. The CTS 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 a CTS 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 CTS Project Manager, the Prime Contractor shall clarify the relationship of the Project Manager in the escalation process.

The CTS 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 a CTS Configuration Management Plan to the CDCR Operations Manager for approval at least 30 calendar days prior to any planned implementation. The CTS 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 CTS hardware and software, along with the documentation, consistent and current.

The CTS Configuration Management Plan shall be updated and provided to CDCR Operations Manager when CTS components are modified, installed, or upgraded. The components shall include all CTS 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 a CTS Security Management Plan that details and demonstrates the physical and data security requirements for both the CTS system and the Prime Contractor's facilities and processes. This plan shall address the requirements regarding the following:

- 1) CTS Network Security;
- 2) Intrusion Detection System and Intrusion Protection System (IDS/IPS)
- 3) CTS Live Monitoring Security;
- 4) CTS Investigative System Network Security;
- 5) CTS Investigative Software/Hardware Security;
- 6) CTS Data Management; and
- 7) CTS 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 CTS 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 CTS. The Acceptance Test Plan must be provided 90 days prior to placing any CTS features in operation and must be approved by CDCR.

## **14.9 TRAINING PLAN**

The CTS Training Plan shall contain a complete syllabus of how CDCR Authorized staff will be effectively taught to use the CTS. 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 CTS 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 CTS Training Plan shall be subject to approval by CDCR Operations Manager and modifications as directed. The CTS 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 CTS CDCR USER MANUAL**

The Prime Contractor shall provide and maintain current CTS CDCR User Manuals for CDCR Authorized Staff for all CTS features.

- 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the CTS functionality. There shall be no references to any features or functionalities that are not provided in the CTS environment.
- 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the CTS 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 CTS and make the documentation available to CDCR upon request.

#### **14.11 CTS CDCR LIVE MONITORING USER GUIDE**

The Prime Contractor shall prepare and provide a CTS 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 CTS. Hardcopies shall be laminated and posted at each CTS Live Monitoring location. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the CTS Contractor-Hosted Secured Network Portal. The Prime Contractor shall modify the CDCR User Guide as directed by the State.

#### **14.12 CTS CDCR INVESTIGATIVE STAFF USER GUIDE**

The Prime Contractor shall prepare and provide a CTS 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 CTS CDCR Investigative Staff User Guide will be made available on the Prime Contractor's CTS Private Web site and shall be specific to the CTS. 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 CTS Private Web site. The Prime Contractor shall modify the CTS CDCR Investigative Staff User Guide as directed by the State.

#### **14.13 CTS 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 CTS CUSTOMER GUIDES AND BROCHURES**

The Prime Contractor shall prepare and provide a CTS 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 CTS 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 CTS 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 CTS 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 CTS services (where applicable). Upon request, the Prime Contractor shall provide soft copies of the brochures to the CDCR Operations Manager.

#### **14.15 CTS TRAINING MATERIALS**

Contractor shall provide training materials that instruct the incarcerated individuals to easily navigate through the phone, kiosk, and tablet. In addition provide the training materials on new processes and procedures to access the 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 user guides, quick reference cards/sheets, and on-line help, frequently asked questions (FAQs), video clips, and posters.

The Prime Contractor shall prepare and provide a 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 CTS 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 CTS 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, CTS maintenance procedures and scheduling plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components that includes all CTS 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 CTS Maintenance and Service Plan shall include the schedule of required regular CTS 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 CTS 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 CTS 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 CTS databases and shall be responsible for the management and administration of all the data and databases associated with the Communications and Technology Solution. The data stored in the all the CTS databases is confidential and the property of the CDCR. Data is defined as information and content specific to call recordings, call detail records, e-messages including pictures and video grams, and investigative tools. The security and privacy of the CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS Private Web Site.

## **17.1 INVESTIGATIVE REPORTS**

The CTS shall be capable of generating the following Reports from the CTS 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 CTS 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 CTS 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) CTS Station Identifier;
- 7) CDCR Facility;
- 8) CTS Station Location within the CDCR facility;
- 9) Destination Number (with partial field search capability using a wild card);
- 10) Date and Time of CTS 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 CTS 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 CTS shall provide Call Frequency Report by Origination and Destination calls from a specific CTS 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 CTS 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 CTS Facility Contact List as an active Alert Group by a specific CDCR Authorized User.

## **17.4 STATION CONFIGURATION REPORT**

The CTS Station Configuration Report lists the unique CTS device station number for each CTS device within the designated facility(s). This report shall list the CTS Station Identifier, the station location and the last time the station configuration record was updated.

## 17.5 AD HOC REPORTS

CTS 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 CTS 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 CTS 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 CTS will include user friendly filters and sort criteria to customize the Ad Hoc Reports. The authorized CDCR Staff shall request from the Prime Contractor CTS Ad Hoc Reports that may include a compilation of information from the other reports described in CTS 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) CTS Station Type;
- 7) CTS 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 individual, 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 CTS 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 CTS 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 CTS 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 CTS Live Monitoring Terminals during a specific reporting period. This report shall include the identification of the CTS 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 CTS 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 CTS Blocked Number Report details the telephone numbers that have been identified as unauthorized to receive CTS calls. The CTS 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 CTS 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 CTS 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**

CTS 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 CTS Trouble Ticket Report tracks the status and activity of trouble ticket activity each month. The CTS 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 CTS Trouble Ticket Report are as follows:

- 1) CTS 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 CTS Trouble Ticket Summary Report.

### **17.15 CUSTOMER SERVICE CALL VOLUME REPORT**

The CTS 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 CTS 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 CTS 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 CTS 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 CTS Customer Service Issues Summary Report.

### **17.17 SERVICE, SUPPORT, AND MAINTENANCE REPORTS**

The CTS 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 CTS activities.

### **17.18 INVENTORY REPORT**

The Current CTS Inventory Report provides the CDCR Operations Manager with a complete accounting of the equipment located at CDCR facilities and connected to the CTS (whether the Prime Contractor installed or State owned). The Current CTS 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) CTS 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 CTS.
  - b) Equipment Identification Number;
  - c) Equipment Location:
    - i) Housing Unit;
    - ii) Yard Location; or,
    - iii) Building Location.
  - d) Type of CTS Device:
    - i) Standard CTS device (fixed); or
    - ii) CTS device (portable).
  - e) Type of CTS Enclosure:
    - i) Wall enclosure or
    - ii) Pedestal enclosure
  - f) Type of CTS 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 CTS 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 CTS 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 CTS Call Volume Summary Report.

## **17.21 REVENUE TRACKING REPORT**

The Prime Contractor shall provide as part of the monthly revenue reports a Monthly CTS Revenue Tracking Report. The Monthly CTS 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 CTS 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 incarcerated individuals for each SLA applied.

The Monthly CTS 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**

CTS CAT outages shall be reported independently on a per occurrence basis. A CTS 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 CTS 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**

A CTS Executive Outage Summary Report may be requested by the CDCR Operations Manager for any significant network outage or critical service failure. A CTS 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 CTS 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 a CTS 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 CTS 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 CTS 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](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 CTS 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 CTS 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 CTS telephones shall be capable of mounting to concrete walls, stainless steel shrouded columns, mobile carts, or internal/external enclosures. Telephones installed at correctional facilities shall not be programmable. Telephones shall not be capable of being used to program any feature of the CTS. 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 CTS 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 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 telephones shall be equipped with volume controls which allow offenders to amplify the called party's voice. Telephones shall reduce background noise through the use of confidencers or directional microphones in the handset.

The 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 telephones required throughout the State. The 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 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 telephones installed inside or outside. The 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 CTS 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.

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

### **20.1.2 VIDEO CALLING SERVICES**

The Prime Contractor shall provide and install all the Video Calling Services (VCS) equipment at correctional facilities and locations as specified by CDCR. VCS will be used to place video calls via the CTS. The Prime Contractor shall be responsible for all modifications to existing enclosures necessary to mount the proposed VCS set. The Prime Contractor shall install additional 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 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 VCS installed inside; mounted on a wall, or have the option to be attached to a pedestal. The VCS enclosures shall provide privacy, but allow the incarcerated individual to be visually accessible by CDCR staff. The Contractor shall provide the VCS with background blurring software/feature or partitions as needed to obstruct the view and prevent a security risk. Prior to installation, CDCR will inspect all enclosures, shelves, pedestals, and other mounting apparatus to ensure requirements are met. The VCS shall meet the ADA requirements and ADA Accessibility Guidelines (ADAAG).



All VCS devices shall use unique identifiers, provided by the CDCR Operations Manager that will be referenced in all database files. VCS installed at correctional facilities shall not be programmable. VCS shall not be capable of being used to program any feature of the CTS.

### **20.1.2.1 Video Calling Services Construction Specifications**

The enclosures must contain all hardware and software necessary to provide a “turnkey” enclosure that provides Video Calling 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 tampering and vandalism.
- 9) Enclosure must have adequate ventilation to include fans if needed for components.

The armored handset cords for the 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 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 must have no access to the back of the video phone device.

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.

Video Calling sets and enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.

#### **20.1.2.2 Video Calling Services 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 VIDEO RELAY SYSTEM/AMERICAN SIGN LANGUAGE VIDEO CALLING SYSTEM (VRS/ASL-VCS)**

The Prime Contractor shall provide and install all the VRS/ASL-VCS equipment at correctional facilities and locations as specified by CDCR. VRS/ASL-VCS sets will be used to place calls via the CTS. 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, but allow the incarcerated individual to be visually accessible by CDCR staff. The Contractor shall provide the VCS with background blurring software/feature or partitions as needed to obstruct the view and prevent a security risk. 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 CTS.

### **20.1.3.1 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 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.

VRS and ASL-VCS and enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.

### **20.1.3.2 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.

### **20.1.4 TABLETS**

The Contractor shall provide Tablets to every incarcerated individual at no cost to the State, the incarcerated individual, and the family/friends. The Contractor will retain ownership of the 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 5 GHz spectrum. Tablet will only be allowed to operate on the 5 GHz spectrum. Contractors wireless network shall not interfere with the CDCR Network(s). In cases of overlapping channels and/or co-channel interference the contractors network shall reduce transmit power.
- 4) Ability to use a management device to identify approximate location of Tablet when powered on with feature that cannot be disabled by a user. 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~~

108) 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 incarcerated individual 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.~~ Contractor shall provide charging carts for bulk charging the tablets. The CDCR Operations Manager will determine the location requiring charging carts.

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 incarcerated individuals and CDCR staff.

~~Provide Tablets that can support the ability to add external keyboards, mice, etc. based on program needs.~~

#### Electronic Tablet Assignment Tablet Identification

~~Contractor shall ensure the device is electronically assigned to individuals 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.

#### **20.1.4.1 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 individual 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 individual 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 individual 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 highlighting text and bookmarking pages when reading book files of any type on the Tablet.~~

~~Provide the basic productivity tools for taking 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 ID functionality to Tablet operation for long term identification tracking purposes.

## **20.1.5 KIOSKS**

The Prime Contractor shall provide and install Kiosks in housing units, long-term care facilities, and other CDCR specified locations where offenders are housed. The Contractor shall retain ownership of the Kiosk equipment and shall be responsible for all the scheduled maintenance, repairs, replacement, support, and service for the term of the contract.

### **20.1.5.1 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 individuals 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 a 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 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.

#### **20.1.5.2 Display Monitor/Screen**

Kiosk should contain a touch screen; however, a durable security centered keyboard will also be considered especially supporting disabled individuals 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 individual having to scroll. However there are cases where in order to view the item or text in a readable size, the viewing size must be increased which may require the individual 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 individual could zoom in or enlarge the content for readability.

For non-touch screen Kiosk, resolution changes must be possible to avoid scrolling

## **20.1.6 NETWORK EQUIPMENT**

### **20.1.6.1 Network Switches**

#### **20.1.6.1.1 IDF Network Switches**

Contractor must provide additional switches or replace existing CDCR switches for CTS connectivity if the number of available ports is less than 20% after CTS 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.

#### **20.1.6.2 Wireless Access Points (WAPs)**

Contractor shall be responsible to provide and install all Wireless Access Points (WAPs) required to provide coverage to ensure connectivity to the CTS from the 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.

#### **20.1.6.3 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 incarcerated individuals 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 CTS) 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 CTS) 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 CTS circuit separate from the firewall securing access from the CTS to the CDCR network

#### **20.1.6.4 Uninterruptible Power Supply (UPS)**

The Prime Contractor shall provide all equipment necessary to maintain 100% functionality for the contractor's main CTS 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 a CTS 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 CTS. 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 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 CTS 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 CTS 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 CTS 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 AND THIRD PARTY APPLICATIONS**

The Prime Contractor shall allow CDCR and Third Party developed and approved applications to be loaded on the Kiosks and Tablets as required. 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 CTS Management application, CDCR and Customer facing web portal that is compatible with current industry standard web browser.

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 CTS. All development and implementation of the interfaces will be at no cost to the State, incarcerated individuals or their family and friends. The CTS 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 CTS.

## **22 SYSTEM INSTALLATION**

The Contractor shall be responsible to provide, install, and test all infrastructure required to provide the CTS 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 CTS 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 CTS shall meet all current applicable Federal, State, and Local Codes, Standards, and Regulations. All CTS 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 CTS 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 CTS 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 a CTS 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 CTS 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, new circuit and electrical 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 CTS. The Prime Contractor shall provide a CTS Implementation plan and associated staff that can meet the demands of a phased, multi-site implementation in an efficient manner. The Telephone and VRS/ASL-VCS services shall be implemented first followed by the remaining CTS services. If additional detailed site specific information is required for engineering the CTS 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 CTS 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 CTS 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 CTS 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 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 CTS. The Acceptance Test Plan must be provided 90 days prior to placing any CTS 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. Once the corrective measures are taken, the State shall monitor the point of failure until a consecutive thirty (30) calendar day period free of defects is achieved.

The Final Acceptance period is ninety (90) business days following delivery of all project phases and approval of all deliverables -at the final CTS site.

~~,to be executed prior to acceptance of an individual CTS 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 CTS equipment during the Transition-Out process, the Prime Contractor shall agree to relinquish to CDCR all claims of ownership of the CTS equipment identified in CTS Transition Requirements. The transition of ownership of the equipment shall occur in accordance with the CTS 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 CTS services or may include new strategies for providing CTS 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 a CTS Transition Out plan at time such plan is required.

The implementation of a CTS 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 CTS contract, the State will

take ownership of the CTS telephone equipment including all CTS 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 CTS calling devices, enclosures, cut-off switches and associated cabling as part of the Transition-Out process to the future CTS 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 CTS 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 CTS.

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 a CTS 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 CTS. Hardcopies shall be laminated and posted at each CTS Live Monitoring location. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the CTS 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 CTS CDCR User Manuals for CDCR Authorized Staff for all CTS features.

- 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the CTS functionality. There shall be no references to any features or functionalities that are not provided in the CTS environment.
- 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the CTS 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 CTS and make the documentation available to CDCR upon request.

The Prime Contractor shall prepare and provide a CTS 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 CTS CDCR Investigative User Guide will be made available on the Prime Contractor's CTS Private Web site and shall be specific to the CTS. 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 CTS 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 CTS. 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 CTS. 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 incarcerated individuals in the use of the CTS 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 a 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 CTS 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 a CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 individuals. 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 CTS 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 a CTS 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 CTS 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 CTS 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 CTS 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: CTS calling devices, Monitoring Equipment, Investigative Equipment, Prime Contractor wiring, network equipment, network transmission, power, software, programming/ configuration) including the Equipment Identification, Current CTS 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, CTS 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 CTS TROUBLE TICKET PRIORITY DEFINITIONS AND RESPONSE TABLE

Priority	Criteria	Response Target	Resolution Target
Critical	Impact: Extensive/Widespread  Major System or network outage, CTS 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  CTS functionality is 'down' at one site or one (1) housing unit. A down system includes any CTS 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 CTS services is of a nature that is not impacting incarcerated individuals 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 CTS 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 CTS shall possess the capability to automatically notify both the Prime Contractor and selected CDCR Authorized Staff in the event of a CTS Live Monitoring malfunction of the Call

Control system, the recording system; the Prime Contractor hosted web-based CTS 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 CTS 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 CTS Private Web Portal to the Prime Contractor's Complaint Tracking and Reporting System.

## **28.5 CTS 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 CTS

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 a CTS 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 CTS 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 CTS equipment shall not require on-site routine and preventative maintenance more than once per month for any site. CTS 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, CTS maintenance procedures and scheduling plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components that includes all CTS 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 CTS Maintenance and Service Plan



shall include the schedule of required regular CTS 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, CTS 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 CTS 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 CTS service and environment for use by the Prime Contractor's organization. The Procedures will be submitted to CDCR for approval prior to CTS 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 CTS 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 CTS to the 'back-end' systems that manage, control and support each of the components that make up the complete CTS.

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 CTS 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 CTS 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 CTS 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](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

<b>SLA Name:</b> Availability (Network, Voice, and Data)											
<b>Definition:</b> The percentage of time and CTS service is fully functional and available for use each calendar month.											
<b>Measurement Process:</b> 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.											
<b>Services:</b>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<b>Objective(s):</b>											
<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>Information Services</td> <td>≥ 95.5%</td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td>≥ 95.5%</td> </tr> <tr> <td>Entertainment Services</td> <td>≥ 95.5%</td> </tr> </tbody> </table>		Services	Monthly Objective	Communication Services	95.5%	Information Services	≥ 95.5%	CDCR and Third Party Application and Content	≥ 95.5%	Entertainment Services	≥ 95.5%
Services	Monthly Objective										
Communication Services	95.5%										
Information Services	≥ 95.5%										
CDCR and Third Party Application and Content	≥ 95.5%										
Entertainment Services	≥ 95.5%										
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> N/A										
	<b>Monthly Aggregated Measurements:</b> 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 CTS services were unavailable to the affected Customers (Incarcerated individuals, Family or Friends). The Customers shall also receive credit for one (1) complimentary telephone call for each 60 minute interval the CTS service were unavailable. The outage minutes will be rounded up to the next 60 minute interval if they fall between intervals. Example: 40 minute outage shall be rounded up as 60-minute interval.										

### 32.4.2 CATASTROPHIC OUTAGE (CAT)

<b>SLA Name:</b> Catastrophic Outage											
<b>Definition:</b> Failure of any part of the Network Based CTS 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 CTS services on a system wide basis, or 20% of the overall impact to CDCR operations.											
<b>Measurement Process:</b> 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 CTS 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-CTS service basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each CTS service is deemed out of service from the first notification until the Contractor determines the CTS service is restored. Any CTS service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.											
<b>Service(s):</b>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<b>Objective (s):</b> The objective restoral time shall be:											
<table border="1"> <thead> <tr> <th>Services</th> <th>Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td>≤2 hours</td> </tr> <tr> <td>Information Services</td> <td>≤2 hours</td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td>≤ 2 hours</td> </tr> <tr> <td>Entertainment Services</td> <td>≤2 hours</td> </tr> </tbody> </table>		Services	Monthly Objective	Communication Services	≤2 hours	Information Services	≤2 hours	CDCR and Third Party Application and Content	≤ 2 hours	Entertainment Services	≤2 hours
Services	Monthly Objective										
Communication Services	≤2 hours										
Information Services	≤2 hours										
CDCR and Third Party Application and Content	≤ 2 hours										
Entertainment Services	≤2 hours										
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> A CTS Catastrophic (CAT) report shall be provided to CDCR within 30 calendar days of restoration date.										

	<p><b>Monthly Aggregated Measurements:</b> 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 CTS services were unavailable to the affected Customers (Incarcerated individuals, Family or Friends). The Customers shall also receive credit for two (2) complimentary email for each 60 minutes the CTS service were unavailable.</p>
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### 32.4.3 COMMUNICATION RECORDS AND RECORDING INFORMATION LOSS

<b>SLA Name:</b> Communication Records and Call Information Loss					
<p><b>Definition:</b> The loss or damage to communication records, including but not limited to Call Detail Records (CDRs), call recordings, messages, photos, videos.</p> <p>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.</p>					
<p><b>Measurement Process</b> 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.</p>					
<b>Service(s):</b>					
Communication Records and Call Information					
<b>Objective (s):</b>					
<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 80%;"></th> <th style="width: 20%; text-align: center;">Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Records and Call Information Loss</td> <td style="text-align: center;">0%</td> </tr> </tbody> </table>			Monthly Objective	Communication Records and Call Information Loss	0%
	Monthly Objective				
Communication Records and Call Information Loss	0%				
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> N/A				
	<p><b>Monthly Aggregated Measurements:</b> Each month the service fails to meet the committed SLA objective shall result in credit for one (1) complimentary telephone call to the CTS individual Customers per lost or damaged communication record or call information.</p>				

### 32.4.4 EXCESSIVE OUTAGE

<b>SLA Name:</b> Excessive Outage
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<b>Definition:</b> A service failure that remains unresolved for more than the committed objective level.											
<b>Measurement Process:</b> 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.											
<b>Service(s):</b>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<b>Objective (s):</b> The Unavailable Time objective shall not exceed:											
<table border="1"> <thead> <tr> <th>Services</th> <th>Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td>12 hours</td> </tr> <tr> <td>Information Services</td> <td>12 hours</td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td>12 hours</td> </tr> <tr> <td>Entertainment Services</td> <td>12 hours</td> </tr> </tbody> </table>		Services	Monthly Objective	Communication Services	12 hours	Information Services	12 hours	CDCR and Third Party Application and Content	12 hours	Entertainment Services	12 hours
Services	Monthly Objective										
Communication Services	12 hours										
Information Services	12 hours										
CDCR and Third Party Application and Content	12 hours										
Entertainment Services	12 hours										
<b>Rights and Remedies</b>	<b>Per Occurrence: N/A</b>										
	<b>Monthly Aggregated Measurements:</b> 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 CTS Customers with open accounts (Incarcerated individuals, Family or Friends) at location(s) where outage occurred.										

### 32.4.5 TRANSITION-IN TIMELINES

<b>SLA Name:</b> Transition-In	
<b>Definition:</b> This SLA is the transition of new rates and services.	
<b>Measurement Process:</b> This SLA is based on the contractor meeting the commitment dates for Transition-In as specified in the Contractor's approved Transition Plan.	
<b>Service(s):</b>	
Communication Services	Information Services

CDCR and Third Party Application and Content		Entertainment Services
<b>Objective (s):</b>		
		<b>Monthly Objective</b>
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
<b>Rights and Remedies</b>	<b>Per Occurrence: N/A</b>	
	<b>Monthly Aggregated Measurements:</b> Credit or rebate of one (1) telephone call per incarcerated individual per day at affected facility.	

### 32.4.6 IMPLEMENTATION TIMELINES

<b>SLA Name:</b> Implementation		
<b>Definition:</b> Implementation Timelines		
<b>Measurement Process:</b> This SLA is based on the percentage of successful implementation of services met by the commitment dates for the approved Contractor's Implementation Plan.		
<b>Service(s):</b>		
Communication Services	Information Services	
CDCR and Third Party Application and Content	Entertainment Services	
<b>Objective (s):</b>		
		<b>Monthly Objective</b>
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
<b>Per Occurrence: N/A</b>		

<b>Rights and Remedies</b>	<b>Monthly Aggregated Measurements:</b> Credit or rebate of one (1) telephone call per incarcerated individual per day at affected facility.
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### 32.4.7 SECURITY BREACH

<b>SLA Name:</b> Security Breach											
<b>Definition:</b> 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><b>Measurement Process:</b> 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>											
<b>Service(s):</b>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<p><b>Objective (s):</b> The Unavailable Time objective shall not exceed:</p> <table border="1" data-bbox="418 1310 1401 1629"> <thead> <tr> <th>Services</th> <th>Each Occurrence</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td><b>2 hours</b></td> </tr> <tr> <td>Information Services</td> <td><b>2 hours</b></td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td><b>2 hours</b></td> </tr> <tr> <td>Entertainment Services</td> <td><b>2 hours</b></td> </tr> </tbody> </table>		Services	Each Occurrence	Communication Services	<b>2 hours</b>	Information Services	<b>2 hours</b>	CDCR and Third Party Application and Content	<b>2 hours</b>	Entertainment Services	<b>2 hours</b>
Services	Each Occurrence										
Communication Services	<b>2 hours</b>										
Information Services	<b>2 hours</b>										
CDCR and Third Party Application and Content	<b>2 hours</b>										
Entertainment Services	<b>2 hours</b>										
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> A CTS 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.										

	<p><b>Monthly Aggregated Measurements:</b> 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 CTS services were unavailable to the affected Customers (Incarcerated individuals, Family or Friends).</p>
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### 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 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**

After completion of the Transition-In phase and for the remaining term of the Contract, an annual Contract Administrative Fee of \$200,000 will be payable by the Prime Contractor, in monthly increments of \$16,666.66 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.

### **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 CTS 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/gsp/pd/pd\\_401IT.pdf](https://www.documents.dgs.ca.gov/dgs/fmc/gsp/pd/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 25, 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 CTS **RFP CXXXXXX-D**CDCR08112020 and the resulting Contract, the following words and phrases shall have the indicated meanings.

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

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

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

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 CTS data and reports.

Barge-in – ability for an authorized CDCR staff to interrupt a CTS 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 CTS that documents the details of the telephone, video phone, VRS, and the ASL-VCS.

Call Detection – means of detecting unusual or suspicious activities on a CTS call.

Call Duration – the total amount of minutes an individual may converse with the called party on a CTS call.

Call Forwarding – CTS calls forwarded by a called party to a third party.

Called Party – family or friends

CCHCS – California Correctional Health Care Services provides care that includes medical, dental and mental health services, to California's incarcerated individual population.

CDCR – California Department of Corrections and Rehabilitation. Primary consumer for Communications 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 CTS for the duration of the contract.

CDT – California Department of Technology. CTS Contract Administrator.

Censored – communication that is not released to an incarcerated individual or their family or friends

Classrooms – rooms for delivering educational programming to the incarcerated.

Credentials – a document or certificate proving a person's identity or qualifications.

Dayroom – a common room in the housing unit where the incarcerated individuals spend their free time.

Device ID – The unique identifier on all CTS devices.

Dorms – dormitory type living units for housing minimum security incarcerated individuals

DTMF – Dual Tone Multi-Frequency

E-Cards – pre-approved greeting cards

Electronic Letter – an inbound letter similar to an email from a family or friend to an incarcerated individual. These letters are printed by staff and delivered to the individual by the mailroom.

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 a CTS call for unusual or suspicious activity

GUI – Graphical User Interface

Health Care Services – medical care provided to individuals in the institutions.

Hearing Carry Over – allows speech disabled user with hearing capabilities to listen to the called party.

Hotline Call – calls originating from the adult or youth incarcerated individual to a designated hot line (i.e. PREA, other State Agencies)

Housing Unit – Facility with cells used to housing incarcerated individuals.

Inbound Call – calls originating from the public to an incarcerated individual. Inbound calls are prohibited and shall not be processed by the CTS.

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 CTS hardware either permanently installed on the wall or floor utilized by the individuals to consume CTS 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

Library – common area in an institution where incarcerated individuals may obtain reading materials and do research. A library may also be used to deliver educational programming to the incarcerated.

Live Monitoring – real-time listening or viewing of the 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 activity shall be recorded and monitored by authorized CDCR staff.

Non-Confidential Emails – emails exchanged between the incarcerated individual and their family or friends.

Incarcerated Individual – Adult and Youth in the care of the CDCR

CTS – Communications and Technology Solution

CTS Management Application – web-based application used for administrative management of CTS features.

Outbound Call – telephone, video, VRS, or ASL-VCS calls originating from an incarcerated individual to their family or friends.

Overlay Message – message that is played or displayed randomly throughout the telephone or video communication.

PINs – Personal Identification Numbers

Post Release Community Supervision (PRCS) – parolee under the supervision of a county agency and not the CDCR.

Prime Contractor – the primary CTS contractor under contract with the State who has full responsibility of completing and managing the CTS 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 family and friends.

Rehabilitative – provide access to educational opportunities to individuals 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.

SLARR – shall mean the total of the Service Level Agreement Rights and Remedies for CTS 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 – CTS 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 incarcerated individual and the called party the call will end due to expiration of time.

Three-Way Calling – Calling that involves connecting three (3) distinct parties.

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 CTS.

User Manual – a comprehensive CTS user instruction that contains detailed and clear instructions on the operations of the CTS hardware and software.

User Privilege – administrative privileges assigned individually to users and/or groups.

Video Call – simultaneous real-time audio and video communication between incarcerated individual and their family or friends.

Video Clips – brief recorded video from a family or friend to an incarcerated individual

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

Visiting Areas – common area used for family and friends visiting with the incarcerated individuals.

Visually Impaired – an individual who may be blind or have diminished vision.

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 incarcerated individual.

## 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
- Attachment 6: Community Program IWTS Equipment
- Attachment 7: DJJ Youth Facilities' IWTS Equipment
- Attachment 8: Cellular Interdiction Solution (CIS) Equipment
- Attachment 9: CDCR Network Equipment Standards

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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

<b>DJJ Youth Facilities</b>	<b>Physical Address</b>
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 Aqueduct-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
	<b>TOTALS</b>	<b>4648</b>	<b>50</b>	<b>220</b>	<b>163</b>	<b>386</b>	<b>21</b>	<b>8</b>	<b>177</b>	<b>80</b>	<b>525</b>

### 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
	<b>Total</b>	<b>136</b>	<b>104</b>	<b>86</b>	<b>35</b>	<b>0</b>	<b>39</b>	<b>42</b>	

### 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
	<b>TOTALS:</b>	<b>197</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>

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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 CCTRTP	3	3	0	0	0	1
2	San Diego CCTRTP	3	3	0	0	0	1
3	Bakersfield CCTRTP	3	3	0	0	0	1
4	Stockton CCTRTP	2	0	0	0	0	1
5	Sacramento CCTRTP	2	0	0	0	0	1
	<b>TOTALS:</b>	<b>13</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>

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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
<b>TOTALS:</b>	<b>68</b>	<b>68</b>	<b>2</b>	<b>0</b>	<b>44</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>

\* 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
<b>Total</b>	<b>103</b>	<b>68</b>	<b>272</b>	<b>272</b>	<b>170</b>	<b>34</b>



## 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

<u>Part Number</u>	<u>Description</u>	<u>Manufacturer</u>	<u>Quantity</u>
<u>JL074A</u>	<u>HPE Aruba 6300M 48-port 1GbE Class 4 PoE and 4-port SFP56 Switch</u>	<u>Hewlett Packard Enterprise</u>	<u>1</u>
<u>JL087A</u>	<u>Aruba x372 54 VDC 1050W Power supply</u>	<u>Hewlett Packard Enterprise</u>	<u>1</u>
<u>J9151E</u>	<u>Aruba 10G SFP+ LC LR 10km SMF Transceiver</u>	<u>Hewlett Packard Enterprise</u>	<u>1</u>
<u>If more than 48 ports are necessary a second, third, or fourth switch must be added and each switch must also include the following:</u>			
<u>ROM46A</u>	<u>HPE Aruba Aruba 50G SFP56 to SFP56 0.65m DAC Cable - (2.13 Feet)</u>	<u>Hewlett Packard Enterprise</u>	<u>1</u>

## For IDFs with Pre-Existing Aruba 3810's

<u>Part Number</u>	<u>Description</u>	<u>Manufacturer</u>	<u>Quantity</u>
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
<u>J9151EJ4859C</u>	<u>Aruba 10G SFP+ LC LR 10km SMF TransceiverX121 1G SFP LC LX Transceiver Mini-GBIC (requires 2)</u>	Hewlett Packard Enterprise	2
<u>If more than 48 ports are necessary a second, third, or fourth switch must be added and each switch must also include the following:</u>			
JL084A	HPE Aruba 3810M 4-Port Stacking Module	Hewlett Packard Enterprise	1
J9578A	Aruba 3800/3810M 0.5m Stacking Cable	Hewlett Packard Enterprise	1

Note: All new deployments or a replacement of a non-3810 switch will be replaced with the new 6300 standard. If an IDF has an existing 3810. CDCR will expand that stack with additional 3810s.

## 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 22: BUSINESS AND TECHNICAL REQUIREMENTS**

Refer to spreadsheet attachment.

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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

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**California Department of Corrections and Rehabilitation  
Cost Proposal  
Instructions**

**Due October 28, 2020 by 3:00 p.m. PST**

<b>INSTRUCTIONS</b>
1. Please populate <b>ALL</b> cells shaded in <b>YELLOW</b> cells within the Cost Proposal and Cost List Tab. 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.
2. Per the RFP, the state requires a solution that is revenue generating or cost neutral. Therefore, the response to this cost proposal shall yield <b>no cost to the state</b> . Additionally, the vendor must complete the "Cost List" tab for all proposed services in which fees will be charged to offenders and their family and friends.
3. Tab 2 is the Summary Cost Worksheets that will be used for Evaluation and Scoring of the Cost Proposal. This spreadsheet is automatically calculated and will not require any input from the Bidder.
4. For Tab 3, the Anticipated Call Volume are in no way an indication of what can be expected or guaranteed to be produced. The amounts are only for the purposes of evaluating the Cost Proposals for scoring in this RFP.
5. For Tab 4, the Anticipated Annual Transactions are in no way an indication of what can be expected or guaranteed to be produced. The amounts provided in the spreadsheet are only for the purposes of evaluating the Cost Proposals for scoring in the RFP.  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 items list as "No Charge" will not be changed and are required to be provided at no charge to the State or Offender.
6. For 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.
7. Tab 6 is provided to allow the Bidder's to include any other costs or fees that were not included in the previous Cost Tabs. These costs or fees will not be scored as part of the Cost proposal.

<b>California Department of Corrections and Rehabilitation</b>	
<b>Cost Proposal</b>	
<b>Cost Workbook</b>	
<b>Respondent:</b>	<b>Company X</b>
<b>Item Description</b>	<b>Annual Cost</b>
Telephone Call Rates and Charges	\$0.00
Other Offender Communication	\$0.00
Offender Services and Entertainment (OPTION 1)	\$0.00
Offender Services and Entertainment (OPTION 2)	\$0.00
<b>OPTION 1 Total</b>	<b>\$0.00</b>
<b>OPTION 2 Total</b>	<b>\$0.00</b>
<b>Other Charges:</b>	
**Prepaid Account One-time Transaction Fee	\$0.00
***Advance Pay Call Transaction Fee - per use	\$0.00

**California Department of Corrections and Rehabilitation  
 Cost Proposal**

Cost Workbook

<b>Respondent:</b>	<b>Company X</b>
--------------------	------------------

**Offender Communications**

**Telephone Call Rates and Charges**

Item Description	Proposed Fee to Offender, Family, or Friend (per minute)	Anticipated Annual Call Volume (minutes)	Gross Revenue Generated
Adult - Local, IntraLATA, InterLATA, Interstate		237,316,204	\$0.00
Youth - Local, IntraLATA, InterLATA, Interstate	\$0.000	3,002,134	\$0.00
International Calls (Adult and Youth)		146,571	\$0.00
			<b>\$0.00</b>

**Other Offender Communication**

Item Description	Proposed Fee to Offender, Family, or Friend (per transaction)	Anticipated Annual Transactions	Gross Revenue Generated
Each E-mail		73,450,000	\$0.00
Each Photograph		13,510,000	\$0.00
Each e-Card		2,120,000	\$0.00
Each Video Gram		1,410,000	\$0.00
Each Video Call (i.e. Video Visitation)		1,800,000	\$0.00
			<b>\$0.00</b>
<b>Other Charges:</b>			
**Prepaid Account One-time Transaction Fee		120,000	\$0.00
***Advance Pay Call Transaction Fee - per use		250,000	\$0.00

\*\*Prepaid Account One-time Transaction Fee is a one-time fee to setup a prepaid account and is a nonrecurring fee. Once a prepaid account is established, the customer will not be required to pay this fee again when adding funds to the Prepaid Account.

\*\*\*Advance Pay One Call Transaction Fee is an automated payment method fee (via debit or credit card) used with a prepaid calling option that does not have a minimum balance requirement and does not require setting up a Prepaid account.

California Department of Corrections and Rehabilitation			
Cost Proposal			
Cost Workbook			
Respondent:		Company X	
Offender Services and Entertainment			
Item Description	Proposed Fee to Offender, Family, or Friend (per Transaction)	Anticipated Annual Transactions	Gross Revenue Generated
Each e-Book		740,000	\$0.00
Each Game Puchase		400,000	\$0.00
Each Printed Page (B/W)		500,000	\$0.00
Each Printed Page (Color)		300,000	\$0.00
<b>OPTION 1:</b>			
Each Song Purchase		18,850,000	\$0.00
Each Movie Rental		1,500,000	\$0.00
<b>OPTION 1 Total</b>			<b>\$0.00</b>
<b>OPTION 2:</b>			
	Proposed Fee to Offender, Family, or Friend (Monthly Subscription Fee)	Anticipated Annual Subscriptions	
Music Subscription Services		750,000	\$0.00
Movie Subscription Services		750,000	\$0.00
<b>OPTION 2 Total</b>			<b>\$0.00</b>
Access to CDCR and Third Party Application and Content	No Charge		
Internal Communication/Messaging	No Charge		
CDCR-Initiated Messaging	No Charge		
Hotline Communications/Reporting	No Charge		

May 15, 2018

<b>California Department of Corrections and Rehabilitation</b>	
<b>Cost Proposal</b>	
<b>Cost Workbook</b>	
<b>Respondent:</b>	<b>Company X</b>
<b>Tablet Accessories</b>	
Item Description	Proposed Cost to Offender, Family, or Friend
Earbuds	
Keyboards	
Screen Protectors	
Enter Item Description	
Enter Item Description	



Question #	Document	Section #	Page #	Question	Response
1	RFP CDCR 08112020	Cost Workbook Tab 2		<p>Would you please provide the formula that will be used to allocate the 600 cost points between bidders? Will it be that the bidder with the lowest cost will receive 600 points and the other bidders will receive a prorated amount based on their cost compared to the lowest cost? For example, if Bidder 1's cost was \$18M and Bidder 2's cost was \$20M, then Bidder 1 would receive 600 points and Bidder 2 would receive 540 points (<math>\\$18M/\\$20M * 600</math> points)?</p>	<p>Every rate bid will be evaluated and potentially negotiated should the Bidder be invited to negotiations. See RFP Part 1, Table 7-4. Cost Workbook, Tab 2 row 12 Option 1 OR row 13 Option 2 will be used for all cost evaluation calculations.</p>
2	RFP CDCR 08112020	Cost Workbook Tab 2, Cells A16 & A17		<p>Will the Prepaid one-time and Advance Pay costs be evaluated? If yes, what will be the formula to compare costs between vendors and how much of the 600 points for cost will each of these be worth?</p>	<p>Every rate bid will be evaluated and potentially negotiated should the Bidder be invited to negotiations. Individual rate point allocation will not be defined.</p>
3	RFP CDCR 08112020	Cost Workbook Tab 3, Cell A19		<p>Would you please define "Attachment"? We see that Photographs and e-Cards are listed separately, so what type of attachment is anticipated at 10M units per year?</p>	<p>See Addendum 1 for revision.</p>
4	RFP CDCR 08112020	Cost Workbook Tab 4, Subscription Services		<p>Some vendors price their services per minute rather than per month. In addition to a monthly subscription option would you include an option for per minute pricing for the following services:</p> <ul style="list-style-type: none"> <li>• Music</li> <li>• Games</li> <li>• Audio Books</li> <li>• Movies/TV/Video Entertainment</li> <li>• Newsfeed</li> </ul> <p>Our experience suggests multiple payment models offer the most inclusion and ensure the greatest adoption of use. This lessens the divide between those with money and those with little money. These payment models also offer the ability to grant metered access to entertainment content free of charge to indigent inmates or other designated inmates.</p>	<p>The State has considered the feedback provided. The requirement will remain as written.</p>

Question #	Document	Section #	Page #	Question	Response
5	RFP CDCR 08112020	Cost Workbook Tab 4, Cells A7 & A8		Some vendors offer games through payment models other than an individual purchase. As such, would you consider allowing a vendor to bid a pay per minute model, monthly subscription model, and/or a combination of these two models under Option 2? In our experience, this model offers the user more variety and flexibility.	The State has considered the feedback provided. The requirement will remain as written.
6	RFP CDCR08112020	Cost Workbook Tab 4, Cell A20		Given that some providers only offer a 24-hour rental package for their movie library, would you consider allowing a 24-hour movie subscription under Option 2? This option provides inmates the ability to potentially pay the same rate they may pay for 1 movie while receiving the option to watch a variety of movies during a 24-hour time period.	The Bidder's description of services appears acceptable. However, the Bidder must provide the services in a flat monthly fee subscription model. If this is still unclear, the Bidder is requested to bring this question to Conceptual Discussions.
7	RFP CDCR 08112020	Cost Workbook Tab 4, Above Section for Options 1 & 2		Would you add an item for "Monthly cost to access paid content"? Some vendors require an inmate to pay a fee each month to open access to purchase content. Without paying the fee, the tablet will only allow access to the tablet's free profile and free content. It is important that fees like this are evaluated in Tab 4 or a vendor could simply show zero cost for the content in Tab 4 and then load all their cost and profit into a monthly fee in Tab 6, which is not evaluated."	There is no line item for the Bidder to propose this fee and the State will not accept this kind of fee being charged to the incarcerated individual nor friends or family.
8	RFP CDCR 08112020	Cost Worksheet Tab 4, Option 1, Music Albums		If a vendor is bidding Option 1, although does not sell music albums, what should be entered for the cost?	The Bidder is not required to bid optional line items. Please enter NA if a line item is not being proposed by the bidder. See Addendum 1 for updated Cost Workbook Instructions.



Question #	Document	Section #	Page #	Question	Response
9	RFP CDCR 08112020 Parts 1 & 2	Exhibit 24.3; Proposed Network, SOW 2.2.2.7 Tablet Services In Cell	page 207 SOW page 29	<p>Would you please confirm that the following services are required "within the cells" as specified here, "Describe how the proposed CTS solution will provide services in the housing units, within cells, and dorms."</p> <ul style="list-style-type: none"> <li>• Access to CDCR and third-party application and content, such as law library, commissary ordering and the learning management system</li> <li>• Internal communication/messaging, such as requests and grievances</li> <li>• Receipt of CDCR-Initiated messaging</li> <li>• Send/receive email, attachments, photographs and e-cards</li> <li>• E-Books, games, music and movies</li> </ul>	See Addendum 1 for revision.
10	RFP CDCR 08112020 Part 2	SOW 20.1.4, #3 Wireless Spectrum	Page 62	<p>This section states that tablets will only be allowed to operate on the 5 GHz spectrum. We understand if part of the reason for this requirement is that CDCR does not want tablets that would run on the 2.4 GHz spectrum and interfere with other services running on that spectrum. If a vendor has a solution that delivers wireless signaling that does not conflict with Wi-Fi spectrum, would that be acceptable to CDCR?</p>	Possibly, but it would also need to be confirmed to not interfere with CDCR's public safety radios (700-800Mhz bands) and other non-802.11 wireless bands. If the devices are 802.11 CDCR will currently only support 5Ghz. Future consideration for 802.11ax+ 6Ghz spectrum is being considered. Bidder is requested to bring this item to Conceptual Discussions.
11	RFP CDCR 08112020 Part 2	Business Requirements Workbook Law Library Access OS-101		<p>Would you please confirm that access to law library is online access and not access to the LexisNexis hard drive solution?</p>	Online access to CDCR/Third Party Law Library content
12	RFP CDCR 08112020	SOW 20.1.4, bullet #9 Tablets	Page 62	<p>Would you please provide the use cases and security requirements for the following, "Possess an external QWERTY keyboard or have the ability to utilize with a keyboard peripheral"? Given that external peripherals can create an unnecessary security hole, would you allow an internal software keyboard to meet the requirement?</p>	The State requires that the option is available upon State's request. See Addendum 1 for revision
13	RFP CDCR 08112020 PART 2	SOW 20.1.4.1 Tablets Features	Page 63	<p>Would you please consider striking the following requirements due to the potential for message passing between incarcerated individuals, "Provide the ability for highlighting text and bookmarking pages when reading book files of any type on the Tablet. Provide the basic productivity tools for taking 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."</p>	See Addendum 1 for revision.

Question #	Document	Section #	Page #	Question	Response
14	RFP CDCR 08112020	20.1.4.1 SOW Tablets Features	Page 63	When incarcerated individuals are able to type and store text on the tablet, this allows them to pass messages by simply sharing their login credentials. In a related note, this is the primary reason why most institutions don't allow incarcerated individuals to save email drafts. Security staff have found that an incarcerated individual will type a message, save it as a draft, provide their login credentials to another incarcerated individual who will login, read the draft and <del>then delete it so that security staff have no record of the illicit message</del>	See Addendum 1 for revision
15	RFP CDCR 08112021	2.2.2.4 Entertainment Services, SOW	Page 27	Would you please consider removing AM radio from the following requirement? - "Provide access AM/FM radio at no cost." While FM radio tuners are standard component for tablet manufacturers, AM tuner components are not, and AM signals are more prone to interference. Requiring access to AM radio signals over-the-air may force bidders to create a one-off custom tablet for CDCR that would increase the cost of manufacturing, supporting and servicing.	See Addendum 1 for revision.
16	RFP CDCR 08112022	2.1, Service To Be Provided, #2.	Parts 1 & 2 page 206; SOW page 62	Would you please consider reducing the minimum size for the Kiosk to 15" from 17"? 15" kiosks provide equally adequate viewing and take up less wall space. They are also less expensive to procure, maintain, and service.	The State has considered the feedback provided. The requirement will remain as written.
17	RFP CDCR 08112023	20.1.3 SOW Video Relay System/American Sign Language Video Calling System	Page 60	If a vendor is able to provide their VRS/ASL-VCS via a tablet that is docked to secure wall mount station, would CDCR accept that in lieu of the specifications listed here? Allowing incarcerated individuals to use the existing tablets for this service would reduce cost, simplify maintenance and reduce the amount of hardware installed on facility walls and susceptible to abuse and damage. Cameras on the tablets would be controlled by software and only activated when docked to the wall station.	As long as the tablet is a minimum of 17" and meets all other requirements, the State has no preference for other items as described in the question. If this is still unclear to the Bidder, please bring this item to Conceptual Discussions.
18	RFP CDCR 08112024	Technical Requirements, Charging Requirements	TAB-107	Would CDCR allow wireless charging of the tablets in lieu of wall powered barrel chargers?	The State is considering the request. Please bring this item to Conceptual Discussions.

Question #	Document	Section #	Page #	Question	Response
19	RFP CDCR 08112025	1.4.1.11.1 EIC Information	Page 25	Would you please add to the bidders' library the EIC rates for all products and services (e.g. cost of a stamp, cost of a song, cost of an album, cost for printing messages and/or photos etc.), to include any bundled pricing and any promotional pricing that has been offered during the term of the pilot?	Uploaded, please see new document uploaded to Bidder Library.
20	RFP CDCR 08112026	1.4.1.11.1 EIC Information	Page 25	Would you please also provide all monthly EIC sales reports to show the product, number of transactions and revenue per product?	Please refer to Exhibit - California EIC Metrics by Month-2019
21	RFP CDCR 08112027	Section 10, item #7	Page 25	Would you please provide additional details on the pilots for healthcare grievances and healthcare service requests? Are the tablets only providing access to a third-party portal for these services or are these services being hosted by the EIC provider?	The referenced document is unclear. Healthcare Grievance submission form developed and hosted by current vendor. Healthcare Service requests not implemented. State cannot locate the reference to Section 10, Item # 7. If Bidder requires additional response, please rephrase and resubmit question.
22	RFP CDCR 08112028	1.4.1.11.1 EIC Information	Page 25	Would you please provide details on the process by which restitution is taken from deposits for incarcerated individuals to tablet content from the EIC vendor?	Restitution is taken from the incarcerated individual's Trust account
23	RFP CDCR 08112029	1.4.1.11.1 EIC Information	Page 25	Would you please add to the bidders' library any policies or procedures that have been written to address the services provided within the EIC pilot?	EIC is a Pilot and any policies or procedures that are specific to the Pilot are not relevant to the services requested under this RFP.
24	RFP CDCR 08112030 Parts 1 & 2	1.4.4.1 Part 1 & 2 ; SOW 2.2.2.1; SOW 20.1.6.3 Sites for Tablet & Kiosk Services	Parts 1 & 2 page 31; SOW page 24; SOW page 66	Would you please confirm that tablet services will not be required at the fire camps, youth camps, CCTRP facilities, or parole? If services will be required at these locations, would you please provide architectural diagrams along with the ADP per housing unit?	All institutions and Camps will require CTS services. State does not have the requested information. A camp is included as part of the Bidder Site Visits.
25	RFP CDCR 08112031 Part 2	20.1.6.1.1 IDF Network Switches; SOW Attachment 9	Page 66	Please provide for each existing IDF network switch, by facility, their current port utilization level and percentage of open ports available. Also provide information on known project(s) that may consume any of the ports, power, infrastructure or other resources that may no longer be available for this project.	The State does not have the requested information. The Bidder may be able to view some of this infrastructure during the Bidder Site Visits.
26	RFP CDCR 08112032	20.1.6.3 Firewalls SOW	Page 66	Please provide the quantity of firewalls required, by facility for "all Camps, Parole, and remote locations for offender and parolee access".	There are currently 180 locations within CDCR; any location that will provide these services would require a firewall.

Question #	Document	Section #	Page #	Question	Response
27	RFP CDCR 08112033 Part 2	20.1.6.3 Firewalls SOW	Page 66	In addition, please confirm if CDCR is requiring two such firewalls at each OCTS location that will receive service. One firewall for securing the CDCR network and one securing the vendor network.	One firewall is acceptable per site if configured to segregate the two environments appropriately.
28	RFP CDCR 08112034 Parts 1 & 2	22.3 Cabling and Power Installation SOW	Page 69	Relating to power, vendor is concerned about the responsibility for power as it relates to the overall power infrastructure of a facility, yard, housing unit; and who has responsibility for building out such things as power panels and any other work required should current power infrastructure not meet OCTS deployed solution requirements. Detailed information on all aspects of power is required if cost go beyond running power from a device to the applicable power panel.	The State requires the vendor to be responsible for all power needs of the vendor's solution. Bidder must assume all of these costs when preparing their bid. The State requires the vendor upgrade the power panels as necessary.
29	RFP CDCR 08112035 Parts 2	22.3 Cabling and Power Installation SOW	Page 69	Also please provide all power surveys that have been conducted by CDCR at each facility (by power panel) to assure that the number of tablets (with associated power cords) to be deployed will be able to be supported by the power requirements to charge the applicable tablets.	The State does not have the requested information. The Bidder will be responsible for assessing the power requirement and conducting surveys. If the Bidder requires further clarification on power and the awarded vendor's responsibility, the Bidder is requested to bring these questions to Conceptual Discussions.
30	RFP CDCR 08112036 Parts 1 & 2	Parts 1 & 2, 1.4.4.1; SOW 2.2.2.1 Responsibilities of CDCR Staff	Parts 1 & 2 page 32; SOW page 24	Regarding the statement that "There will be little to no CDCR involvement in the service or maintenance", would you please confirm that CDCR staff will have involvement with providing escorts, collecting damaged tablets, distributing replacement tablets, minor administrative duties, and the involvement they have with the OCTS today?	The State will provide escorts for the implementation and ongoing M&O as necessary and minimum administrative support for the contract. The Bidder must not assume any additional support beyond that which is explicitly stated by the State.
31	RFP CDCR 08112037 Parts 1 & 2	Exhibit 14 Contract Value for Bidding Preferences and Incentives	Page 154	Will CDCR set a contract value (revenue) that all bidders will use to determine eligibility for bidder preferences or are bidders to use the Option 1 or Option 2 total cost from Tab 2 of the Cost Workbook?	All preferences and incentives will be calculated by the State from the evaluation total listed as Option 1 or Option 2 on Cost Workbook Tab 2.
32	RFP CDCR 08112038 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.1; Staff Qualifications and Qualifications Forms	Page 175	For the Key Personnel experience requirements, is it acceptable if the experience includes previous employment? For example, if a PM had three years of experience in corrections at the bidder's company and three years of experience at the place where they worked before the bidder hired them, would you count that full six years of experience in corrections towards the mandatory requirement?	Yes, prior employment experience is acceptable as long as it meets the State's Mandatory Qualifications.

Question #	Document	Section #	Page #	Question	Response
33	RFP CDCR 08112039 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.1; Staff Qualifications and Qualifications Forms	Page 175	For the PM, On-site Installation Manager and Implementation Manager, would you consider reducing the experience requirements from six years to five years or replace "years" with a number of projects? Given the relatively high turnover within corrections, finding candidates with more than 5 years of correctional implementation experience is challenging.	See Addendum 1 for revision.
34	RFP CDCR 08112040 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.1; Staff Qualifications and Qualifications Forms	Page 175	For the PM, is it acceptable if the PM will have their PMP prior to execution of the contract vs. at proposal submission?	See Addendum 1 for revision.
35	RFP CDCR 08112041 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20; Staff Qualifications and Qualifications Forms	Page 173	For the Trainers and the desirable requirement to 'Possess a training certification', would you please confirm that you are referring to certification by the vendor that the trainer has been trained on the vendor's products for which they will be providing training?	See Addendum 1 for revision.
36	RFP CDCR 08112042 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.4; Staff Qualifications and Qualifications Forms	Page 184	For the Trainers and the requirement related to training at two State level Department of Corrections, is it acceptable if both of those training are at different facilities/campuses within the same agency?	The Bidder's description is acceptable as stated as long as it meets the State's Mandatory Qualifications. See Addendum 1 revision.
37	RFP CDCR 08112043 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.4; Staff Qualifications and Qualifications	Page 184	Would it be acceptable if some portion of the training sessions are handled either through remote training or recorded training?	As approved by the State, remote training will be acceptable. Recorded training is still being considered by the State. The Bidder should assume no recorded training at this time.
38	RFP CDCR 08112044 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.4; Staff Qualifications and Qualifications Forms	Page 173	For the trainers, would you consider making the corrections experience requirement optional? Given the number of trainers that may be required to adequately train an organization the size of CDCR, it will be difficult to find that number of candidates all with experience training in correctional environments. As long as the trainers are certified to train on the vendor's products and have been through the vendor's training boot camp, they would be capable of training in a corrections environment.	The State has considered the feedback provided. The requirement will remain as written.
39	RFP CDCR 08112045 Parts 1 & 2	4.1.4 Key Personnel References	Page 81	Please confirm that a bidder may use CDCR as a reference for key personnel.	CDCR may be used as a reference. However, the State's core team individuals cannot be a reference for the Bidder. If the Bidder requests a reference from the CDCR core team member, the CDCR team member will notify the Bidder if they are unable to be listed as a reference.

Question #	Document	Section #	Page #	Question	Response
40	RFP CDCR 08112046 Part 2	SOW 5.1.10 Contractor Privacy Policy and Terms of Conditions,	Page 34	Please confirm that CTS does not require the Privacy Policy and Terms and Conditions to include any additional opt out or opt in the sharing of personal information other than what is required by law.	The requirement in the SOW is correct as written. The State is not requiring anything beyond that which is already identified in the SOW. If the Bidder is still unclear, please rephrase and resubmit the question.
41	RFP CDCR 08112047 Parts 1 & 2	Bond Requirements	Page 62 & 63	Table 3-1 states that the Performance Bond is "required within 21 days after Contract Awards and Aligns with Performance Start Date". However, under the definitions item 1b on page 63, it states that the Performance Bond is "Required within 14 calendar days of Contract Award". Would the State please clarify which timeline is preferred?	21 days. See Addendum 1 revision.
42	RFP CDCR 08112048 Parts 1 & 2	Exhibit 24: Narrative Responses	Page 200	The requirement states that "each Narrative Response must not exceed two pages with the total Narrative Response not exceeding 18 pages". With 12 Narrative Responses required, would the State consider increasing the total Narrative Response page count to 24 pages?	See Addendum 1 for revision. Please not 1 Narrative response item has been added.
43	RFP CDCR 08112049 Parts 1 & 2	Questions Regarding the Solicitation Document & 2.3 Key Action Dates, Parts 1 & 2, 2.2.2	Page 42	Given the importance of the procurement and the anticipated number of questions, would the State consider providing a second round of written questions following the receipt of the initial responses?	The State does not anticipate issuing another Q&A set. Please be sure to schedule and take advantage of the Site Visits and Conceptual Discussions.
44	RFP CDCR 08112049 SOW	p. 58-60 #20.1.2 and p. 64-65 #20.1.5	Page 58-60 Page 64-65	What is the difference between the required VCS devices and the required kiosks? Please list all functionality required on each the VCS device and the kiosk. If one device can be provided that allows for both Video Calling Services and all kiosk functionality, would that be preferred by the CDCR?	The State is agreeable should the Bidder have 1 device that meets the functional requirements of each device. The Bidder is requested to bring this item to Conceptual Discussions.
45	RFP CDCR 08112049 SOW	20.1.5 SOW	Page 58	The RFP requires "Video Calling Services (VCS) equipment at correctional facilities and locations as specified by CDCR." How many VCS devices are required and at which locations?	All locations that will provide CTS services. VCS devices will be determined on a site by site basis.
46	RFP CDCR 08112049 SOW	2.2.2.6	Page 28	Section 2.2.2.6 states, "Fulltime Contractor support would be required to perform Digital Forensic Examiner / Analytical support for CDCR." What duties will be assigned to these personnel?	Please refer to Exhibit: Contractor Corrections Intelligence Analyst Requirements in the Bidders library
47	RFP CDCR 08112049 SOW	2.2.2.6	Page 29	Section 2.2.2.6 states that location based services are desirable. This technology has recently fallen under legal scrutiny for invasion of privacy is no longer widely available in the ITS industry. Therefore will the State remove this as a desirable feature?	See Addendum 1 for revision.

Question #	Document	Section #	Page #	Question	Response
48	RFP CDCR 08112049 Parts 1 & 2	Table 2-2	Page 45	At the time questions were due, we had not yet been given access to the Bidders' Library, and Site Visits have not yet occurred, nor has it been decided whether they will in fact take place. Additionally, we are only in the beginning stages of preparing our proposal and because this RFP is especially long and complex, we are likely to notice more details as we get further along in the response process. And finally, the State's responses to vendors' initial questions frequently raises additional questions or clarification of some of the State's responses. For all of these reasons, and to avoid any assumptions as discussed during the pre-solicitation stage, we request that the State add a second round of Questions & Answers into its schedule.	Bidder's Library access was granted the week of 09/01/2020. Site Visits will occur onsite as identified in the RFP. If a Bidder will not be attending Site Visits and is requested a virtual option, the Bidder must notify the Procurement Official immediately. The State does not anticipate releasing another Q&A set. Please be prepared to discuss any outstanding questions during the Bidder's Conceptual Discussion.
49	RFP CDCR 08112049 Parts 1 & 2	CTS_RFP_Parts_1_and_2	Page 13	The RFP states, "This encompasses a population of approximately 120,000 incarcerated individuals in custody throughout these various institutions and facilities." Please provide the current ADP broken down by each institution/facility. This information is necessary to determine the numbers and locations of Wireless Access Points to enable the table solution, a substantial component of our cost estimate.	Please refer to Exhibit: California Weekly Report of Population In the Bidders library
50	RFP CDCR 08112049 Parts 1 & 2	CTS_RFP_Parts_1_and_2	Page 13	Does the CDCR anticipate any significant reduction in the population or have any plans to release a large number of inmates in the future? Please describe.	The State does not have the requested information.
51	RFP CDCR 08112049 Parts 1 & 2	Section 7.3.7	Page 107	RFP Section 7.3.7 describes the formula that will be used to award points in the Cost Worksheets. This formula is based on a "Proposed Total Cost." However, the Cost Workbook - Tab 2 is described as the Summary Cost Worksheets that will be used for Evaluation and Scoring of the Cost Proposal," and it does not calculate a single "Total Cost." Rather, it calculates total costs in several categories, in addition to populating per-use transaction fees. How will these multiple costs and per-transaction fees be calculated into a Proposed Total Cost? How much weight will each of these factors be given in the Scoring calculations (i.e., how many of the total 600 points will be awarded for each cost component)?	See response to Question 1 and 2.
52	RFP CDCR 08112049 Coat Work Book	Cost Workbook	Tab 4	For offender services and entertainment, the Cost Workbook only has options for per-transaction and monthly subscription pricing. Would the State accept proposals for other pricing models, such as per-minute pricing?	The State has considered the feedback provided. The requirement will remain as written.
53	RFP CDCR 08112049 Parts 1 & 2	Bond Requirements	Page 62-63	Regarding the surety/performance bonds required, the RFP does not include a bond form. Does the State have a specific bond form they require? Given the potential 10-year term, the sureties will want to use an annually renewing bond form. The RFP is also silent on this matter. Please advise.	See Addendum 1 for revision. The State does not require a specific bond form. The duration of the performance bond has been lessened to two years or system acceptance, whichever is later.

Question #	Document	Section #	Page #	Question	Response
54		Section 7.3 and 7.3.5.1	7.3 – Page 98 7.3.5.1 – Page 106	<p>Section 7.3 Final Proposal Evaluation outlines how the State will evaluate a Proposal Submission and award points. Table 7-1 includes the Scoring and Point Distribution. Within Table 7-1, Exhibit 22: Business and Technical Requirements show that a maximum of 500 Points are allocated for this scored component.</p> <p>Section 7.3.5.1 Business and Technical Requirements consists of (M) Mandatory, (MS) Mandatory Scored and (DS) Desirable Scored categories. There are 17 (MS) Mandatory Scored Requirements and 18 (DS) Desirable Scored Requirements for a total of 35 Scored Requirements within Section 7.3.5.1 Business and Technical Requirements.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1) With a maximum of 500 Points allocated to the Business and Technical Requirements, what is the maximum point allocation for each of the 35 scored requirements?</li> <li>2) If each of the 35 Scored Requirements have equal weight, will each Scored Requirement be allocated a maximum of 14.28 Points each?</li> <li>3) If each Scored Requirement does not have equal weight, what is the assigned Point allocation for each of the 35 Scored Requirements?</li> <li>4) Will each (MS) Mandatory Scored Requirement be allocated more points than each (DS) Desirable Scored Requirement?</li> </ol>	See Addendum 1 for revisions.
55		Section 7.3 and 7.3.5.3	7.3 – Page 98 7.3.5.3 – Page 106	<p>Section 7.3 Final Proposal Evaluation outlines how the State will evaluate a Proposal Submission and award points. Table 7-1 includes the Scoring and Point Distribution. Within Table 7-1, Exhibit 24.1 to Exhibit 24.12: Narrative Responses show that a maximum of 840 Points are allocated for this scored component.</p> <p>Section 7.3.5.3 Narrative Response(s) Requirements shows that each of the 12 Exhibits include the requirement to respond to each Business Need or Requirement.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1) With a maximum of 840 Points allocated to the Narrative Response Requirements, what is the maximum point allocation for each of the 12 Narrative Responses?</li> <li>2) If each of the 12 Narrative Responses have equal weight, will each Scored Requirement be allocated a maximum of 70 Points each?</li> <li>3) If each Narrative Response does not have equal weight, what is the assigned Point allocation for each of the 12 Narrative Responses?</li> </ol>	See Addendum 1 for revision.



Question #	Document	Section #	Page #	Question	Response
56		Section 502: Cost Workbook Instructions	Page 91	Will the state allow multiple price offers with multiple sub-contractors?	A single Bidder must submit a single proposal.
57		Section 502: Cost Workbook Instructions And CTS RFP Cost Workbook	Page 91	Are all bidders required to submit pricing per item as the scoring form requires? For example, what if a vendor provides music on a subscription to a library for a flat fee? In this case, the libraries will vary dramatically, but the cost per song in the library would be very low.	See Addendum 1 for updates to Cost Workbook instructions.
58		Not Provided	N/A	Will we be required to interface with ATG for debit calling funds transfers? Historically ATG requires a 5% fee on all transfers from trust to debit accounts. Will the State declare whether vendors will be required to pay a fee to ATG, which will obviously increase the cost to end users or conversely will the state require ATG to transfer funds to the phone accounts at no charge since once the interface is created there is no cost to ATG for the transfer.	State has not made the determination that the incarcerated persons would be allowed to self fund their calling account. If the Bidder is still unclear, please bring this item to Conceptual Discussions.
59		Section 3.21: Socioeconomic Programs	Page 63-97	The requirement for DVBE and Small Business states points will be allocated based on the percentage used. Since technically this is a no cost contract to the state, can the state clarify whether the percentage participation is a percentage of total revenues, which are clearly estimates as nobody can anticipate actual volumes without all services being currently installed at all facilities nor can vendors anticipate revenues in an environment where populations are decreasing, or whether the percentages are percentages of COST to deploy the networks requested.	See response to question number 31.
60		Section 3.21: Socioeconomic Programs And 3.21.4	Page 63-67	Additionally, can the State clarify the definition of net revenues as mentioned in section 3.21.4 and what is removed from gross revenue (Sum of costs in cost worksheets) to arrive at net revenue?	See response to question 31 for further clarify on how calculations will be made.
61		Cost Workbook	Tab 3	Tab 3 Cost Proposal spreadsheet for Offender Communications starts with Telephone Call Rates and Charges. Cell A8 includes "Item Description," and cells A9 to A15 show local and long-distance call types for Adult's and Youth's. Cell B8 shows Proposed Fee to Offender, Family or Friend on a PER MINUTE basis. Cells B9 to B15 are to be populated with proposed rate per minute. Line 17 shows "Other Offender Communication" and cell C17 is blank. Questions: 1) Should cell C17 say Anticipated Annual Transactions? 2) Additionally, should cell B17 say Proposed Fee to Offender, Family or Friend on a PER TRANSACTION basis?	See Addendum 1 for revision

Question #	Document	Section #	Page #	Question	Response
62		Cost Workbook	Tab 4	<p>If a vendor chooses a subscription model over a purchase model will the State require the same library availability, including new releases, and specific artists and titles, which are available and comparable in the commercial marketplace?. Is it the expectation of the department that the subscription music and movie services would have comparable selections to Apple Music, Spotify, and Netflix?</p> <p>Alternatively, if vendor subscription models have smaller libraries how will the State evaluate them compared to individual purchase pricing?</p>	The State will not prescribe the Bidder's offerings. The State will be evaluating the cost of the Bidder's monthly subscription. If the Bidder is invited to Negotiations, the State may request additional offerings.
63		Section 1.4.4.4: Entertainment Services And Cost Workbook	Page 34 Tab 4	<p>Section 1.4.4.4 includes a statement that "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 incarcerated individuals and their friends or families."</p> <p>Content in the form of Games, Movies, e-books and Music (individual or album), has pricing that is set forth by the studios, artists, publishers and game creators. This pricing is generally dependent on the quality and age of the content. Vendors responding to this solicitation could propose only old or undesirable content at a very low price to maximize scoring points. As an example, new release movies on iTunes are generally \$19.99 to purchase or \$5.99 to rent, but after a year, those same movies can be purchased for \$9.99 and rented for \$1.99. After two years, they are often available for free on a streaming service like Netflix or Amazon prime. Based on the way scoring is allocated for this section of the bid, vendors are encouraged to provide the offenders sub-par and older content at lower prices to win the award, which may not be in their best interest, or what they want to buy.</p> <p>Questions related to Cost Workbook – Tab 4: Tab 4 Cost Proposal spreadsheet requires Proposed Fee to Offender, Family or Friend to be priced on a Per Transaction basis. Costs for e-Books, Movies and Games have ranges of costs. Will the Department change the spreadsheet to allow for ranges of costs based on categories of age and type of content being delivered? If so, how will the range of costs be scored using anticipated annual volumes that vary by content purchased? Additionally, how will the State score quality of the library at varying</p>	See response to question number 62.

Question #	Document	Section #	Page #	Question	Response
64		CTS RFP Parts 1 and 2 Section 1.4.4.6	Page 35	<p>In Section 1.4.4.6 Investigative Tools and Support, the Department requires 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.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1) What updates to the Palantir does the Department have planned over the next 6 years?</li> <li>2) What is the expected cost for those upgrades?</li> <li>3) What are the current annual licensing costs for the Palantir software/system?</li> </ol>	See Addendum 1 for revision
65		CTS RFP Parts 1 and 2 Section 1.4.4.6	Page 35	<p>The Department is also requiring fulltime Contractor support to perform Digital Forensic Examiner/Analytical support to CDCR. Question:</p> <ol style="list-style-type: none"> <li>1) What are the number of fulltime Contractors required to perform Digital Forensic Examiner/ Analytical support?</li> <li>2) Will these individuals be housed at CDCR facilities?</li> <li>3) Will these individuals be employees of the contractor, or the Agency?</li> <li>4) Will the contractor be required to provide equipment and licensing for all tools used by the individuals filling this role?</li> <li>5) If so, what equipment does the State require for this position to be effective?</li> <li>6) Will the contractor be responsible for maintenance agreements on the above referenced equipment?</li> <li>7) How will the state evaluate for purposes of this RFP the training requirement referenced?</li> </ol>	<ol style="list-style-type: none"> <li>1) Please refer to Business Requirements, CDCR Staff Tools and Services Tab, ITS-207 for the number of contractors.</li> <li>2) Housed at CDCR Facility</li> <li>3) Employees of the Prime Contractor</li> <li>4) The contractor will not be required to purchase or provide M&amp;O on the Tools</li> <li>7) Please refer to Exhibit: Contractor Criminal Intelligence Analyst Requirements. The Prime Contractor will be responsible to initial and ongoing training for their staff after execution of the Contract. The Training requirement will not be evaluated for the RFP.</li> </ol>
66		CTS RFP Parts 1 and 2 Section 6.6 Final Proposal Format and Content	Page 95	<p>Section 6.6 provides instruction on how each volume of the vendor's response should be organized and submitted to the State for the final proposal.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1) Exhibit 25: Cost worksheet is listed in the table required for both Volume 1 – Response to administrative and Proposal Requirements and Volume 2 – Cost. Can the State confirm that it would like vendors to include the cost worksheets in both volumes or ONLY in Volume 2?</li> <li>2) According to 6.6.2 – Cost, vendor should include worksheets 1-5. The Cost Workbook includes 6 tabbed worksheets. Should vendor's include Tab 6 in Volume 2 as well or where would the State like vendors to include Tab 6?</li> </ol>	Only in Volume 2 including Tab 6. Please refer to Addendum 1

Question #	Document	Section #	Page #	Question	Response
67		CTS RFP Parts 1 and 2 Exhibits 24.1 through 24.12	Page 200-212	<p>The instructions for completing the narrative response for Exhibit 24 state that the "narrative response must not exceed two pages."</p> <p>Questions:</p> <p>1) Each narrative response form includes a prompt describing what the State wants include in the narrative. This prompt takes up approximately ½ a page. Can the vendor delete this prompt to optimize space?</p> <p>2) If not, does the two-page limit include the space being taken up by the narrative prompt from the State?</p>	The Bidder narrative responses can be on a separate sheet and not exceed two pages
68		CTS RFP Tech Requirements And CTS RFP Parts 1 and 2, Section 4.2.1 Business and Technical Requirements	All Tabs Page 84-85	<p>Per the RFP instructions in Section 4.2.1 on how to complete the Business and Technical Requirements, the bidder must provide a description of the proposed solution or identify the page number if it is described somewhere else in the bidder's response. In the excel workbook for the Technical Requirements there is not a column where the bidder can describe the proposed solution on any of the tabs even though some of the requirements prompt a description. For example, INT-102 end with "Contractor shall provide description of system.:</p> <p>1) Was this omission of a designated column where to provide a written response intentional?</p> <p>If so, where should the vendor provide a description of the system?</p>	See Addendum 1 for revision.
69		Cost Workbook	Tab 3	<p>1) Can the State declare how many Advance Pay One Call fees were collected by GTL last year, and how many Account Setup Fees were collected last year?</p> <p>2) Please confirm that individual transaction fees for subsequent funding events on prepaid accounts are not allowed?</p>	The State has considered the feedback provided. The requirement will remain as written.

Question #	Document	Section #	Page #	Question	Response
70		CTS RFP Parts 1 and 2	Page 62	<p>Given the nature of this procurement, and the fact that the selected bidder will be required to provide 100% of the equipment to the state up front at the vendors sole expense, AND given the fact that zero tax dollars are being used in the procurement of these services on behalf of the state, would the state consider waiving or reducing the size of the performance bond?</p> <p>This size of bond will be of significant cost to the awarded vendor, and will end up being funded by higher prices to the end users of the service, but will not provide the benefit a traditional performance bond would, given the fact that the state will not spend any funds in the deployment of this project, and is therefore not in need of financial protection.</p> <p>Additionally, if a bond is ultimately required by the State, is the following language from the bond company acceptable as bond companies will issue approvals subject to underwriting which requires a final contract before the bond can be issued?</p> <p>"If vendor is selected and requests that we provide the necessary Performance and/or Payment Bonds, we will be prepared to execute the bonds subject to our acceptable review of the contract terms and conditions, bond forms, appropriate contract funding and any other underwriting considerations at the time of the request."</p>	See response to question 53. No other modifications are being made to performance bond requirements.
71		CTS SOW, Section 20.1.6 Network Equipment And CTS SOW: Attachment 9	Page 66  Page 114	<p>The SOW in attachment 9 has specific network hardware models required by the state. Vendor networks are unique. They have specific applications and security requirements that are designed to work with specific equipment. Additionally, we train and certify technicians, Network Operations Center staff, and technical support staff on specific equipment so we can offer specific and aggressive SLA's. The State is requiring uptime and functionality that has never been tested on the specific equipment outlined by the State, and will therefore be impossible for vendors to commit to without testing.</p> <p>Question: 1) Will the state allow vendors to propose their own hardware solutions to the state so long as all functionality required is maintained?</p>	The State has considered the feedback provided. Bidders that propose hardware outside of the hardware specified in Attachment 9 will be required to stand up their own infrastructure and will not be allowed to utilize the State's infrastructure. Bidder is requested to bring this item to Conceptual Discussions.

Question #	Document	Section #	Page #	Question	Response
72		CTS SOW, Section 20.1.6 Network Equipment And CTS SOW: Attachment 9	Page 66  Page 114	<p>Network security for a system used by prisons is different than systems used in businesses or homes. Stringent quality and load testing standards are necessary in order to meet the user experience and performance objectives of offender product and services. These standards are developed in live correctional environments providing real time audio/video communication solutions along with consumption of rich media content. As part of these rigorous quality objectives, we have identified and certified a series of network switches/routers, firewalls, integrated access devices (IADs) and WAPs, and in some cases have specifically customized that hardware to suit our applications. In addition, we also install customized embedded computers/servers that function as application servers/ media caching appliances for caching content and provide local platform services to the tablets, terminals and kiosks, and therefore require upgraded memory, and custom software to interface with other parts of the network. Additionally, the RFP requires vendors to be responsible for the performance and security of the network, but also notes that the state would be responsible for management of the network. It stands to reason that vendors cannot be responsible for the performance of a network they do not manage.</p> <p>We noticed that the approved equipment list in Attachment 9 did not include any Integrated Access Devices or embedded computers, which is essential for us to provide our services inside the institution, some of which are not compatible with the network infrastructure recommended by the state. Lastly, in SEC-103, the state requires vendors to have "sole responsibility" for breaches to the network, which again is not reasonable if vendors don't manage the network.</p>	See response to Question 71.
73		CTS RFP Tech Requirements, Tablet Tab, Tab-101 And CTS SOW, Section 20.1.41	Page 69	<p>In the State's final CTS Tech Requirements spreadsheet, the State revised Tab-101, #4 of the requirement from the pre-solicitation draft to say that portable devices must include the "Ability to use a management device to identify approximate location of Tablet when powered on with feature that cannot be disabled by a user."</p> <p>However, this was not changed in the corresponding requirements section in the SOC Section 20.1.4.</p> <p>Can the State please verify that Section 20.1.4, #4 in the statement of work should also be changed?</p>	State will update the SOW language to match Technical Requirement. See Addendum 1 for revision.
74		CTS SOW, Section 22.3	Page 69	What is the purpose of two data lines to each WAP?	Redundancy of infrastructure connections, multi-Gig support, and future proofing.

Question #	Document	Section #	Page #	Question	Response
75		CTS RFP Parts 1 and 2, Section 3.24 And Exhibit 18	Page 72  Page 163	The resulting contract from RFP CDCR 08112020 will include telephones, tablets and terminals. As such, installation requirements will be Cat5/Cat6/Fiber, prebuilt booths, and network equipment. Questions: 1. Why does Exhibit 18 include a requirement for a B general contractor when no anticipated structural modification will be required? 2. Since we are installing low voltage cable, why is a C-10 license needed when the work is clearly C-7 requirements? 3. If the C-10 is still required, why would a C-7 be required when a C-10 can also perform the work under CA law? 4. Due to the timeframe required to obtain the required licenses, if a vendor can show progress on the process at the time of bid submission, would this be acceptable with the understanding that at the time of award we would supply the appropriate license numbers?	These requirements are applicable for subcontractors the bidder chooses to use for all construction and installation services. The State anticipates there will structural modification such as wall and floor penetration. Per the Contractor's State License Board and Department of Consumer Affairs such work will require a B - General Building Contractor License. If the Bidder still has questions on this item, please bring to Conceptual Discussions.
76		CTS RFP Parts 1 and 2 Section 1.4.1.9 – Cellphone Interdiction Solutions (CIS)	Page 23	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. Question: 1) Is the awarded vendor responsible for supplying any new CIS equipment and/or paying for annual maintenance costs for existing CIS hardware/software, including Managed Access Systems (MAS)?	The Attachment 6 describes the current environment. No CIS hardware or support is required for the CTS RFP.
77	SOW	Narratives		Would the State please confirm that as long as a bidder offers a solution that meets the requirements, they may also offer an optional alternative solution? For example, bidder offers a compliant 17" kiosk to meet the kiosk requirements but may also offer an optional alternative docked tablet solution.	Any tablet proposed must meet or exceed all State mandatory requirements.
78		Technical Requirements TAB-103	Tablet Tab	2 Technical Requirements TAB-103 Tablet Tab Would the State consider a tablet that has a transparent back, but black trim and bezel to meet the following requirement? "Contractor shall provide a Tablet that has clear view technology to allow complete viewing of the internal components." Photos of the tablet have been attached.	No. The State has considered the feedback provided. The requirement will remain as written.

Question #	Document	Section #	Page #	Question	Response
79		Technical Requirements TAB-107	Tablet Tab	We respectfully request that the State remove the following requirement as we believe no vendor can meet this, "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." Given that tablet batteries can be 5000-8000mAh, charging time to bring a large batter from zero to fully charged can be 8 hours or more. To a bring large battery from 10% up to a point where it could provide 6 hours of prolonged use is almost the same amount of time.	See Addendum 2 for revision.
80		Technical Requirements TAB-107	Tablet Tab	As proposed in the Conceptual Discussions, would the State please confirm that an alternative to individual barrel chargers would be acceptable as long as it still supports portable in-cell charging with clear view technology? This question is in response to the following requirement, "Portable power adapter must be clear view technology and use a barrel connection."	See Addendum 2 for revision.
81		Technical Requirements TAB-107	Tablet Tab	Requirement TAB-107 mentions both portable chargers and charging carts. Would the State confirm that it is the State's preference that offenders have personal chargers where they have access to in-cell power and bulk charging stations would only be necessary where in-cell power is not available. If yes, could the State please indicate the model of housing unit where in-cell power would not be available?	Yes. However, the State does not have this information but anticipates a limited number of housing unit may require charging carts.
82		SOW, 20.1.4.1 Tablet Features	Page 70	Based on the concerns related to message passing when offenders have the ability to save text in drafts to a tablet, would the State consider eliminating the following from the SOW and Technical Requirements to reduce this security risk, "Provide the basic productivity tools for taking notes, use word processing, create spreadsheet, and create presentation documents".	See Addendum 2 for revision.
83		SOW, Section 20.1.6 SOW, Attachment 9 Q&A, Question 71	Page 72 Page 120	Would the State please clarify what infrastructure may still be used if a bidder chooses to install hardware other than what is specified in Attachment 9 and that bidder is to "stand up their own infrastructure" as specified in the answer to Question 71 in the Q&A? For example, would the bidder still have access to available copper and fiber cable if that cable is not connected to CDCR equipment and is not carrying traffic on the CDCR network? We're most concerned about the cabling between buildings and the PBX or IDF and the cost to provide new connectivity between buildings. If new connectivity is required, would the State allow equipment to be mounted in facilities to allow PTP wireless?	Vendor may use any infrastructure being used by the current Offender communication services contractor. Any new infrastructure required is the responsibility of the Awarded Contractor of this RFP.
84		SOW, Section 20.1.6 SOW, Attachment 9 Q&A, Question 71	Page 72 Page 120	Would the State please clarify the availability of network/fiber pathways between building IDFs and facility MDFs by adult facility? If the State cannot be exact, can the State provide information on those facilities that CDCR knows most if not all of the pathway network is being utilized? This is a major cost factor that will affect overall rates.	See response to Question 83.



Question #	Document	Section #	Page #	Question	Response
85		Technical Requirements TAB-104	Tablet Tab	Tech Req TAB-104 states that, "Contractor shall ensure the device is electronically assigned to offender." Is the intent that every offender that gets a device, is assigned that device, and that there will be no shared or community 'unassigned' devices? Is it CDCR's intent that offenders that want a tablet would be required to submit a request for a tablet, similar to what offenders do today with the EIC pilot? Would the State please provide statistics on the number of offenders in the EIC pilots who have requested tablets and the total ADP for the same corresponding period so that we may understand the ratio of offenders that request tablets?	See Addendum 2 for revision.
86		Cost Workbook Q&A, Question 71	Tab 4, Option 1	In response to the following previously submitted question sets, "If a vendor is bidding Option 1, although does not sell music albums, what should be entered for the cost?", the State responded, "The Bidder is not required to bid optional line items. Please enter NA if a line item is not being proposed by the bidder. See Addendum 1 for updated Cost Workbook Instructions."  With this, if a bidder chooses Option 1 on Tab 4 and enters "N/A" for the album price, the cost of those 1.17M transactions would not flow through to their total cost on Tab 2 even though, in reality, those album sales would simply convert to an increase in individual song purchases. This means a bidder could manipulate the scoring and pricing model to artificially lower their evaluated total annual cost. This creates a significant evaluation disparity and disadvantage in terms of a) those that bid Option 1 and enter an album price and those that bid Option 2 where there is no album component that could be used to manipulate the Option 2 scoring. If a bidder chooses Option 1 and does not choose to offer album sales, would CDCR convert those 1.17M album sales into song sales? So, if the average album has 12-15 songs and offenders bought every song off each of those albums, the anticipated annual song purchases would be increased by 14M- 18M song purchases.  Another way to look at it would be to assume that the dollars spent on albums would instead be spent on songs. So, if an album costs \$12.99 and a song costs \$1.06, then each of the album transactions would equate to 12 song purchases (\$12.99/\$1.06), which support the estimate for an additional 14M-18M song purchases if albums purchases are not offered.	See Addendum 2 for revision.
87		Technical Requirements NET-122	Network Tab	Would the State please provide CDCR's definition for the following so that all vendors have the same definition for the areas to be served: "housing units, dayrooms, dorms, libraries, visiting areas, and classrooms". This will be necessary when viewing facility floor plans to determine service areas.	See Addendum 2 for revision.
88		Parts 1 & 2, Section 3.20 and Exhibit 12	Page 62 and 153	Would the State please clarify who should the Letter of Bondability be addressed to? Would it be the same as the who the Performance Bond will go to, the Deputy Director of CDT STP?	Yes, please see CTS RFP Parts 1 and 2 Addendum 2 Section 3.20, Bonds and Other Security Documents, 1a Letter of Bondability, for who to address this to.

Question #	Document	Section #	Page #	Question	Response
89		General	General	Would the State please provide existing population and build capacity for each housing unit at the following facilities to assist project costing: CMC, CRC, CTF, NKSP, SAFT, and SVSP?	For population report see in the Bidders Library - Exhibit - California Weekly Report of Population. The weekly population report is publicly available on the CDCR Website. The State makes no guarantees re: population through the term of this contract. However, the contracted rates are maximums through the contract term.
90		Cost Workbook	Pricing	Can a vendor propose a similar, premium service on Tab 6 at a different price than the service on Tab 4 as long as the vendor still offers the base service at the Tab 4 price?	No. Bidders cannot propose similar services to those identified on Tab 4. Bidders may propose additional offerings on Tab 6 that enhance or add on to services provided in Tab 4.
91		Cost Workbook	Pricing	Would the State please confirm that the rates provided on Tab 3 would represent the maximum rate charged?	Correct. These are maximum rates that may not be increased through the contract term.
92		Business Requirement Workbook	Communications Tab	Would the State confirm that an electronic letter is nothing more than an e-message that the offender has chosen to have printed?	Incoming e-message from a family or friend that is printed in the mailroom and delivered to the inmate that may not have a tablet.
93		General	AdSeg Housing	Can the State confirm the housing units within facilities that offenders in AdSeg or SHU housing would not have access to tablets? And, if for those housing units, any tablet access is required?	Every Offender shall have access to a tablet.
94		General	Department of Juvenile Justice (DJJ locations)	Can the State confirm that the DJJ is participating in this CTS contract and will require deployment of all CTS services, or are only some of the CTS services required? If not all CTS services, can the State please provide those CTS services that will be required?	Yes, DJJ will be included with all CTS services
95		Technical Requirements, Tablet Batteries	Tablet Tab: TAB-107	<p>Tablet requirements state the tablet must be able to be charged in 60 min or run for 6 hours on less than 10% battery. This is problematic for the agency in that fast charging can equal shortened battery life, and prolonged use at low charge levels is only possible with very large batteries.</p> <p>Would the State please consider changing the requirement to the following: Tablet batteries must have a minimum of 8000 mAh capacity.</p>	See Addendum 2 for revision.
96		Technical Requirements, Video Calling Service Equipment	Video Calling Services Tab: VCS-101	<p>The VCS tab on the technical requirements worksheet identifies requirements for video calling service equipment, but during discussions it seemed that the State found it acceptable to deliver video calling on tablet devices when docked.</p> <p>Will the State declare whether or not they intend to allow VCS on a tablet in a dock? NOTE: Kiosks are required in all cases for VRS services, so it is advantageous for the State to require fixed kiosks for video calling AND tablets for other services.</p> <p>Suggested Language: Video calling services should only be enabled via Kiosks, mounted within housing units with cameras pointed into inconspicuous areas</p>	The VCS services may be provided via tablets, provided the solution is ADA compliant and the cameras can be disabled while the tablet is not being used for the VCS.

Question #	Document	Section #	Page #	Question	Response
97		Technical Requirements, Tablet Functionality	Video Calling Services Tab: VCS-113	Related to the point above, it is our recommendation that no cameras be allowed on tablets. If video calling IS allowed from a docked tablet, the camera must be permanently mounted within the dock as outlined in the Statement of Work? Taking this into consideration, we ask the State to consider revising this requirement.	See response to Question 96.
98		Technical Requirements Kiosk Hardware	VRS-ASL-VCS Tab: VRS-103/ Kiosk Tab: KOS-014	Kiosks for VRS and Video Calling are the same devices. In VRS-103, the requirement is for a surface acoustic screen. In KOS 014, the requirement is for a pinch and zoom screen which is not compatible with surface acoustic screens, rather these require a multi-touch monitor. These conflicting requirements would require two different types of kiosks which is not in the best interest of the State. Since the pinch and zoom function exists on tablets and that accommodation exists on tablets, we suggest you remove that requirement from KOS 014.	See Addendum 2 for revision. Not all offenders may have a tablet therefore the requirement for pinch and zoom shall remain as written.
99		Technical Requirements Tablet Capabilities	Tablets Tab: TAB-101, #6	This requirement is for an ambient light sensor to improve battery life. This sensor adds hundreds of dollars into the cost of tablets and does not add significant advantage in largely indoor environments where lighting is constant. Taking this into consideration, we ask the State to consider removing this requirement?	See Addendum 2 for revision.
100		Technical Requirements Tablet Capabilities	Tablets Tab: TAB-101, #5	Microphones are integrated into the headphones not into the device. The device requires headphones to function. Taking this into consideration, we ask the State to consider removing this requirement.	See Addendum 2 for revision.
		Narrative Responses	Exhibit 24	Will the State consider extending the narrative response page limit to 5 pages for Exhibit 24.1: Communications, Exhibit 24.7: Network, and Exhibit 24.12: Investigative Solution and Technology?	See Addendum 2 for revision.
		Account Funding		Please Clarify whether ATG will be allowed to charge fees for transfers from trust accounts into phone and media accounts?	It should be assumed ATG will continue to charge fees for transfers from trust accounts into phone and media accounts.
		Business Requirements	Business Requirements, Communications Tab: EM-004/EM-005	Since Email is delivered via tablet vs kiosk primarily, all offenders will have access to tablets, and the kiosk is used for video calling sessions which are scheduled events, these requirements are not necessary. Taking this into consideration, we ask the State to consider removing this requirement.	The State has considered the feedback provided. The requirement will remain as written.

Question #	Document	Section #	Page #	Question	Response
		Kiosk Hardware Counts		Will the State provide a count of housing units that will require kiosks, and the number of housing units with over 50 offenders?	All the CDCR facilities that house offenders will require kiosk. The Awarded Vendor will work with the CDCR Operations Manager for the number of kiosk required at each facility based on the offender population
		Business Requirements Public Website	Business Requirements, Communications Tab: COM-107	Since our clients span over all 50 states, all of our customers come to one central website for all information requested. Since we use the same central website for all of our clients, we can't give approval rights to CDCR on what is posted there as not everything is tied to CDCR.  We kindly request removal of requirement mandating CDCR operations manager approval for posting to public website.	CDCR will require the language being published for CA families and friends to be approved by the State.
		Business Requirements ADA Requirements	Business Requirements, ADA Tab: ADA-141	Since all offenders will be provided a tablet, and all applications will be available on the tablet, a kiosk time configuration requirement is not necessary to give them more time at a kiosk.  Taking this into consideration, we ask the State to consider removing this requirement.	The State has considered the feedback provided. The requirement will remain as written.
		Prevailing Wages		Are prevailing wage rates only required for subcontractors doing the installation work or are we required to pay prevailing wage for subcontractors doing service work (repairing and replacing inmate phones or kiosks).	Per <a href="https://www.dir.ca.gov/public-works/prevailing-wage.html">https://www.dir.ca.gov/public-works/prevailing-wage.html</a> , All workers employed on public works projects must be paid the prevailing wage determined by the Director of the Department of Industrial Relations, according to the type of work and location of the project.
		Investigative Tools and Support	SOW 2.2.2.6	Please provide definition of a link and data analysis program. Is CDCR referring to Cellebrite's Pathfinder link and analytics program? If so, will CDCR provide cloud computing and storage of this program or will the Contractor need to provide?	Software comparable to Palantir which is currently used by CDCR that can be linked to multiple CDCR datasets for comparison and data analytics
		Technical Requirements Tablet Hardware	Tablets Tab: TAB-102	Since all operating systems can be circumvented with outside intervention, and these devices will be present for years to come in correctional facilities, we recommend never having a camera on a tablet.  Recommend revising requirement to "No tablet device may have a camera under any circumstances". (Also recommend consistency with 20.1.4 in the SOW.	The State has considered the feedback provided. The requirement will remain as written.

Question #	Document	Section #	Page #	Question	Response
		CTS_RFP_Parts_1_and_2	p. 59-60 #3.13	This section instructs Bidder to "document its agreement with the State's SOW in its entirety by indicating 'Yes' on Exhibit 4, RESPONSE TO THE ADMINISTRATIVE REQUIREMENT." However, we do not understand the relationship between Exhibit 4 and the SOW. Exhibit 4 references several sections of the RFP (all administrative requirements) but does not mention the SOW. Please advise how Bidder should document its agreement with the SOW.	Please see CTS RFP Parts 1 and 2 Addendum 2, Exhibit 4, Response to the Administrative Requirement.
		CTS_RFP_Parts_1_and_2	p. 123 Appendix A	We understand that the Narrative Response section requires concise written responses to several specific SOW sections. However, it is unclear what the purpose of Appendix A is, since it is included in the Bidder Response section of the RFP, but it is not listed in the Evaluation Criteria nor in the required format for proposal Volume 1 as specified on p. 95, Section 6.6.1. Is Appendix A's purpose to incorporate the SOW by reference into the RFP and any resulting contract? Or does the State require Bidders to insert something in the Appendix A location in proposal Volume 1; and, if so, please specify whether Bidders should insert a copy of the SOW, or something else.	Per CTS RFP Parts 1 and 2 Addendum 2 Section 3.13, Statement of Work, "Appendix 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."
		CTS_RFP_Parts_1_and_2	p. 124 Solicitation Forms	This page instructs bidders that 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....." 1) Does the State want Bidders to include a signed copy of STD 213 in their proposal? It is unclear from the instructions on p. 59, #3.12, which read "INCLUDE THE DATE SIGNED.STD 213" (sic), but then goes on to say that the 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." Also STD 213 was not included in the required format for proposal Volume 1 as specified on p. 95, #6.6.1; therefore, if the State requires that it be included in Volume 1, please specify whether it should be signed by the Bidder, and specify the required location. 2) SOW is mentioned here again. Please specify if this reference to the SOW refers to the specific Narrative Responses to the SOW that are required by Exhibit 24, or to something else. If something else, please specify exactly what is to be included, and its required location in Volume 1 since the SOW is not listed in the required format specified on p. 95, #6.6.1.	1) Please see revisions in CTS RFP Parts 1 and 2 Addendum 2 Section 3.12, STD 213, Standard Agreement. 2) Please see revisions in CTS RFP Parts 1 and 2 Addendum 2 Section 3.13, Statement of Work.





California Department of Corrections and Rehabilitation



**REQUEST FOR PROPOSAL (RFP)**

**RFP CDCR08112020**

**PART 1 – BIDDER INSTRUCTIONS**

**FOR**

**Communications And Technology Solution (CTS)**

**08/11/2020**

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 CDCR08112020**

## **PART 1 – BIDDER INSTRUCTIONS**

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## TABLE OF CONTENTS

<b>PART 1 – BIDDER INSTRUCTIONS</b> .....	<b>4</b>
<b>1 INTRODUCTION</b> .....	<b>13</b>
1.1 PURPOSE OF THIS REQUEST FOR PROPOSAL .....	13
1.2 BACKGROUND .....	13
1.3 TERM OF CONTRACT .....	14
1.4 CURRENT AND PROPOSED ENVIRONMENT .....	14
1.4.1 Current Environment .....	14
1.4.2 Proposed Environment .....	29
1.4.3 Solution Objectives .....	30
1.4.4 Business Model Objectives .....	30
1.5 AMERICANS WITH DISABILITIES ACT (ADA) .....	39
<b>2 BIDDING INSTRUCTIONS</b> .....	<b>40</b>
2.1 BIDDER ADMONISHMENT .....	40
2.2 COMMUNICATIONS AND CONTACTS .....	40
2.2.1 Procurement Official .....	41
2.2.2 Questions Regarding the Solicitation Document .....	42
2.2.3 Intent to Bid .....	42
2.2.4 Bidders' Library .....	43
2.2.5 Conceptual Discussions (M) .....	43
2.2.6 Site Visit (M) .....	44
2.2.7 Cloud Computing Services .....	44
2.3 KEY ACTION DATES .....	44
2.4 RULES GOVERNING COMPETITION .....	46
2.4.1 Identification and Classification of Solicitation Requirements .....	46
2.4.2 Solicitation Documents .....	46
2.4.3 Examination of the Work .....	47
2.4.4 Exclusion for Conflict of Interest .....	47
2.4.5 Confidentiality .....	47
2.4.6 Addenda .....	48
2.4.7 Bidder's Cost .....	48
2.4.8 Discounts .....	48
2.4.9 Signature of Proposal .....	49
2.4.10 Irrevocable Offer .....	49
2.4.11 False or Misleading Statements .....	49
2.4.12 Joint Bids (Not Applicable) .....	49
2.4.13 Bonds .....	49
2.4.14 Unfair Practices Act and Other Laws .....	49

2.4.15	Fair Employment and Housing Commission Regulations.....	49
2.4.16	Plastic Trash Bag Certification Violations .....	50
2.4.17	Air or Water Pollution Violations.....	50
2.5	<b>BIDDING STEPS</b> .....	50
2.5.1	Compliance Phase .....	51
2.5.2	Proposal Submission Phase (M).....	51
2.5.3	Withdrawal and Resubmission/Modification of Proposals .....	52
2.5.4	Disposition of proposals .....	52
2.6	<b>PROTESTS (NOT APPLICABLE)</b> .....	52
2.7	<b>NEGOTIATIONS</b> .....	52
2.8	<b>PRIMARY BIDDER</b> .....	53
<b>3</b>	<b>ADMINISTRATIVE REQUIREMENTS</b> .....	<b>53</b>
3.1	<b>ABILITY TO PERFORM</b> .....	53
3.2	<b>SUBCONTRACTORS</b> .....	54
3.2.1	Bidder Declaration Form (M).....	54
3.3	<b>AMENDMENT</b> .....	55
3.3.1	Availability of Technology and Additional Service Items (M) .....	55
3.4	<b>FINANCIAL RESPONSIBILITY INFORMATION</b> .....	56
3.4.1	Financial Stability .....	56
3.4.2	Financial STATEMENTS (Not Applicable).....	56
3.4.3	Responsibility Certification (M).....	56
3.5	<b>GENERAL PROVISIONS</b> .....	56
3.5.1	General Provisions – Information Technology (GSPD-401IT-09/05/2014) .....	57
3.5.2	Cloud Computing Services Special Provisions .....	57
3.6	<b>INSURANCE AND LIABILITY GENERAL REQUIREMENTS</b> .....	57
3.6.1	Acceptance.....	57
3.6.2	Coverage Term .....	57
3.6.3	Cancellation.....	57
3.6.4	Deductibles.....	58
3.6.5	Contract Termination.....	58
3.6.6	Primary Insurance .....	58
3.7	<b>COMMERCIAL GENERAL LIABILITY</b> .....	58
3.8	<b>WORKERS' COMPENSATION/EMPLOYER'S LIABILITY (M)</b> .....	58
3.9	<b>AUTOMOBILE LIABILITY (M)</b> .....	59
3.10	<b>ADMINISTRATIVE REQUIREMENTS DOCUMENT (M)</b> .....	59
3.11	<b>COVER LETTER (M)</b> .....	59
3.12	<b>INCLUDE THE DATE SIGNED.STD 213, STANDARD AGREEMENT (M)</b> .....	59
3.13	<b>STATEMENT OF WORK (M)</b> .....	59
3.14	<b>CONFIDENTIALITY STATEMENT (M)</b> .....	60

3.15	SECRETARY OF STATE CERTIFICATION (M).....	60
3.16	SELLER’S PERMIT (M) .....	61
3.17	PAYEE DATA RECORD (STD 204) (M) .....	61
3.18	IRAN CONTRACTING ACT OF 2010 (M).....	61
3.19	CALIFORNIA CIVIL RIGHTS LAWS (M) .....	62
3.20	BONDS AND OTHER SECURITY DOCUMENTS (M).....	62
3.21	SOCIOECONOMIC PROGRAMS .....	63
3.21.1	Bidder’s Preference and Incentive Declaration (M) .....	63
3.21.2	Disabled Veteran Business Enterprise (DVBE) Program .....	63
3.21.3	Small Business Preference (O).....	65
3.21.4	Non-Small Business Subcontractor Preference (O) .....	65
3.21.5	Commercially Useful Function (M) If Applicable .....	66
3.21.6	Target Area Contract Preference Act (TACPA) .....	67
3.22	PRODUCTIVE USE REQUIREMENTS.....	68
3.22.1	Customer In-Use .....	68
3.22.2	Customer References for Productive Use Requirements (M) .....	69
3.22.3	Hardware/Equipment .....	70
3.22.4	Hardware Warranty .....	70
3.23	PUBLIC WORKS REQUIREMENTS (M).....	70
3.23.1	Laws to be Observed .....	71
3.24	CONTRACTOR’S LICENSE (M) .....	72
<b>4</b>	<b>BID REQUIREMENTS.....</b>	<b>73</b>
4.1	QUALIFICATION REQUIREMENTS .....	73
4.1.1	Bidder Qualifications (M/DS).....	74
4.1.2	Bidder References (m).....	74
4.1.3	Staff Qualifications (M/DS).....	75
4.1.4	Staff References (M).....	82
4.2	SOLUTION REQUIREMENTS .....	82
4.2.1	Business and Technical Requirements (MS).....	83
4.2.2	Narrative Response RequirementS (MS) .....	85
<b>5</b>	<b>COST.....</b>	<b>91</b>
5.1	COST WORKBOOK (MS) .....	92
5.2	COST WORKBOOK INSTRUCTIONS .....	92
5.3	PROJECT PAYMENT TERMS (NOT APPLICABLE).....	94
<b>6</b>	<b>PROPOSAL/BID FORMAT AND SUBMISSION REQUIREMENTS.....</b>	<b>94</b>
6.1	PREPARATION .....	94

6.2	COMPLETION OF PROPOSALS .....	95
6.3	DATE, TIME, AND ADDRESS OF SUBMITTALS .....	95
6.4	UPLOAD AND NAMING .....	95
	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. ....	95
6.5	FORMATTING .....	95
6.6	FINAL PROPOSAL FORMAT AND CONTENT .....	96
6.6.1	Volume 1: Response to ADMINISTRATIVE AND Proposal Requirements .....	96
6.6.2	Volume 2: Cost.....	97
<b>7</b>	<b>EVALUATION .....</b>	<b>97</b>
7.1	EVALUATION TEAM.....	98
7.2	EVALUATION STEPS .....	98
7.2.1	Evaluation of Required Information and Requirements .....	98
7.2.2	Receipt and Preliminary Review .....	99
7.2.3	Mandatory Requirements Evaluation .....	99
7.2.4	Validation against Requirements .....	99
7.3	FINAL PROPOSAL EVALUATION .....	99
7.3.1	Errors in the Final Proposal.....	101
7.3.2	Rejection of Proposals .....	103
7.3.3	Administrative Requirements Evaluation .....	103
7.3.4	Qualification requirements evaluation .....	103
7.3.5	Solution requirements evaluation.....	107
7.3.6	Calculate Bidder Proposal Non-Cost Score.....	109
7.3.7	Cost Evaluation .....	110
7.3.8	Socioeconomic Programs .....	111
7.3.9	Bidder Final Score Calculation and Rank Determination.....	114
7.4	NEGOTIATIONS .....	115
7.4.1	Negotiation Invitation.....	116
7.4.2	Demonstrations (Mandatory).....	116
7.4.3	Best and Final Offer Submission (BAFO) .....	116
7.4.4	Evaluation of BAFO Submission .....	117
7.5	SELECTING THE PROPOSED AWARDEE .....	117
7.6	DEBRIEFING .....	118
<b>8</b>	<b>INFORMATIONAL ATTACHMENTS .....</b>	<b>119</b>
	<b>PART 2 – BIDDER RESPONSE .....</b>	<b>124</b>



<b>APPENDIX A, STATEMENT OF WORK .....</b>	<b>126</b>
<b>SOLICITATION FORMS .....</b>	<b>127</b>
<b>EXHIBIT 2: INTENT TO BID .....</b>	<b>131</b>
<b>EXHIBIT 3: CONFIDENTIALITY STATEMENT .....</b>	<b>133</b>
<b>EXHIBIT 4: RESPONSE TO ADMINISTRATIVE REQUIREMENTS .....</b>	<b>135</b>
<b>EXHIBIT 5: BIDDER DECLARATION GSPD 05-105 .....</b>	<b>139</b>
<b>EXHIBIT 6: SECRETARY OF STATE CERTIFICATION.....</b>	<b>141</b>
<b>EXHIBIT 7: WORKERS’ COMPENSATION CERTIFICATION .....</b>	<b>143</b>
<b>EXHIBIT 8: SELLER’S PERMIT CERTIFICATION .....</b>	<b>145</b>
<b>EXHIBIT 9: PAYEE DATA RECORD .....</b>	<b>147</b>
<b>EXHIBIT 10: IRAN CONTRACTING ACT OF 2010.....</b>	<b>149</b>
<b>EXHIBIT 11: CALIFORNIA CIVIL RIGHTS LAWS CERTIFICATION .....</b>	<b>152</b>
<b>EXHIBIT 12: BOND AND OTHER SECURITY DOCUMENTS .....</b>	<b>154</b>
<b>EXHIBIT 13: DVBE DECLARATIONS.....</b>	<b>156</b>
<b>EXHIBIT 14: BIDDING PREFERENCES AND INCENTIVES.....</b>	<b>158</b>
<b>EXHIBIT 15: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION.....</b>	<b>160</b>
<b>EXHIBIT 16: TACPA PREFERENCE REQUEST FORMS .....</b>	<b>162</b>
<b>EXHIBIT 17: LIST OF PROPOSED SUBCONTRACTORS (PUBLIC WORKS) .....</b>	<b>164</b>
<b>EXHIBIT 18: CONTRACTOR’S LICENSE INFORMATION .....</b>	<b>167</b>
<b>EXHIBIT 19: BIDDER QUALIFICATION FORM – INSTRUCTIONS .....</b>	<b>169</b>
EXHIBIT 19.1: BIDDER QUALIFICATIONS FORM .....	171
EXHIBIT 19.2: BIDDER REFERENCE FORM.....	174
<b>EXHIBIT 20: KEY STAFF QUALIFICATIONS FORM – INSTRUCTIONS .....</b>	<b>177</b>
EXHIBIT 20.1: STAFF - QUALIFICATIONS FORM – PROJECT MANAGER .....	179
EXHIBIT 20.2: STAFF - QUALIFICATIONS FORM – ON-SITE INSTALLATION MANAGER .....	182
EXHIBIT 20.3: STAFF - QUALIFICATIONS FORM – IMPLEMENTATION MANAGER.....	185
EXHIBIT 20.4: STAFF - QUALIFICATIONS FORM – TRAINER(S).....	188

EXHIBIT 20.5: STAFF - QUALIFICATIONS FORM – MAINTENANCE AND OPERATIONS MANAGER.....	191
EXHIBIT 20.6: STAFF - QUALIFICATIONS FORM – CUSTOMER SUPPORT MANAGER	194
<b>EXHIBIT 21: STAFF - REFERENCE FORM.....</b>	<b>197</b>
<b>EXHIBIT 22: BUSINESS AND TECHNICAL REQUIREMENTS .....</b>	<b>200</b>
<b>EXHIBIT 23: DELIVERABLES TABLE .....</b>	<b>202</b>
<b>EXHIBIT 24: NARRATIVE RESPONSES .....</b>	<b>204</b>
EXHIBIT 24.1: COMMUNICATIONS .....	205
EXHIBIT 24.2: INFORMATION SERVICES.....	206
EXHIBIT 24.3: CDCR AND THIRD PARTY APPLICATION AND CONTENT .....	207
EXHIBIT 24.4: ENTERTAINMENT .....	208
EXHIBIT 24.5: TABLETS .....	209
EXHIBIT 24.6: KIOSK .....	210
EXHIBIT 24.7: NETWORK .....	211
EXHIBIT 24.8: SECURITY.....	212
EXHIBIT 24.9: TECHNOLOGY REFRESH.....	213
EXHIBIT 24.10: INNOVATION AND TECHNOLOGY ENHANCEMENT.....	214
EXHIBIT 24.11: PROJECT MANAGEMENT METHODOLOGY .....	215
EXHIBIT 24.12: INVESTIGATIVE SOLUTION AND TECHNOLOGY .....	216
<b>EXHIBIT 25: COST WORKSHEETS .....</b>	<b>218</b>
<b>EXHIBIT 26: RESPONSIBILITY CERTIFICATION.....</b>	<b>220</b>
<b>ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL .....</b>	<b>222</b>
<b>ATTACHMENT 2: SOLICITATION SUBMISSION CHECKLIST.....</b>	<b>224</b>
<b>ATTACHMENT 5: GLOSSARY OF TERMS.....</b>	<b>225</b>

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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 Incarcerated individual communications, provide electronic access to new services and increase access to existing services for Incarcerated individuals through advancements in technology to increase rehabilitative opportunities. (Hereafter referred to as "Incarcerated individuals Communications and Technology Solution (CTS)"). 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 incarcerated individuals 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 Incarcerated individuals 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 CTS 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 Incarcerated individual 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 adults and youths, 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 Incarcerated individuals;
- 3) Publicly or privately owned Community Correctional Facilities (CCF) with disciplinary, release, and custody oversight Incarcerated individuals;
- 4) Privately owned facilities Community Programs (CP's) with disciplinary, release and custody oversight for females Incarcerated individuals; 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 adults and 600 youths . 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 CTS Contract based upon activation or deactivation of facilities to accommodate population changes and/or changes in CDCR operations and programs. The State makes not guarantees re: population through the term of this contract.

#### **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 telephones is based upon the design of the facility, available

infrastructure, and other CDCR policies. IWTS equipment includes: 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. Incarcerated individual's assignments include: dispatch to wildland fires, response to emergencies, and assisting with a variety of community work projects.

The individuals housed at these facilities are trained with firefighting skills. The quantity of telephones is based upon design of the camp, capacity, and available infrastructure (on-site and provided by the Local Exchange Carrier) to support phones. IWTS equipment includes wall-mounted 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 individuals 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 telephones is based upon the design of the CCF or CP, available infrastructure, and capacity. IWTS equipment includes: 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 telephones is based upon design and capacity of the facility/camp, available infrastructure, and population. IWTS equipment includes: 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 calls. The equipment and quantities can be found in Attachment 6, Bidder's Library.

#### **1.4.1.3 CTS 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 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, 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) telephones at adult facilities and sixty eight (68) telephones at youth facilities, designed to accommodate non-confidential personal calls. Coinless, tamper-resistant telephones are designated exclusively for incarcerated individuals.

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 Incarcerated individuals to make domestic calls and international calls prepaid by the called party or collect where available to Incarcerated individuals 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 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 calls;
- 6) Ability to block calls to specific telephone numbers upon request; and,
- 7) Programming features allowing centralized investigations.

#### **1.4.1.4.1 COINLESS TELEPHONES**

Telephones have special tamper resistant steel housings with break-resistant handsets attached by armor-shielded cords and steel lanyards. All 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 phones are located outside. Currently CDCR has authorized phone booths to be installed outside as an alternative for reliability during inclement weather conditions.
- 2) Telephones on mobile carts are currently used at California State Prison, San Quentin (CSP-SQ), and California City Correctional Facility (CAC) for condemned individuals 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 phones are installed on a mobile cart and rolled to the front of the cell. The handset cord is long enough to go through cell bars and allow the individual to sit on the end of the bottom bed. The telephone line cord is plugged into the back of the 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 individual makes a call.

#### **1.4.1.4.2 CUT-OFF SWITCHES**

All telephones are capable of being shut off manually by CDCR staff. Some locations utilize physical cut-off switches that are hardwired to 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 TELEPHONE ENCLOSURES, PEDESTALS AND CARTS**

Although the majority of telephones are wall-mounted inside 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 the 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 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 telephone conversations and scan, interrupt and terminate calls. This equipment has the capability of turning on and off designated 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 recordings, and ability to save 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. TDD calls are processed on the IWTS network and the current contractor maintains and services the TDDs.

Individuals with hearing disabilities are not sent to fire camps. However, portable TDDs are provided, as needed, in the event an incarcerated individual 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 calls. The requirements were established to notify the incarcerated individuals 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 individuals are aware of the recording and/or monitoring.
- 2) Branding is the initial recorded message the incarcerated individuals and called parties hear during the call process. The branding is different for adults and youths. The Incarcerated individual and called party cannot talk to each other when the branding is played.
  - a) The Incarcerated individual and called party hear "...this call and your telephone number will be recorded and monitored. you have a collect call from <Incarcerated individual's name> an Incarcerated individual 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 Incarcerated individual and called party to be connected until this required branding announcement ends.
  - b) The Incarcerated individual and called party hear "...you have a collect call from <Incarcerated individual state's their name> an Incarcerated individual 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 Incarcerated individual 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 Incarcerated individual and called party, "This recorded call is from an Incarcerated individual at a California Correctional Facility." The random overlay is played in the background of the call and does not block the conversation between the Incarcerated individual and called party. The random overlay is a tool to protect the public from receiving calls from Incarcerated individuals 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 Incarcerated individual at a California correctional facility.
- 4) Call Termination recorded messages are played for the Incarcerated individual and called party at two (2) separate times towards the end of the call. The Incarcerated individual and called party hear "you have 60 seconds remaining" and "you have 30 seconds remaining."

#### **1.4.1.4.8 IWTS RECORDINGS**

The call 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 Incarcerated individuals to place calls to Sexual Abuse Hot Lines, or any other confidential line designated by CDCR at no cost to CDCR or the Incarcerated individual. 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 the youth 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 individuals 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 Incarcerated individual 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, Incarcerated individuals 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**

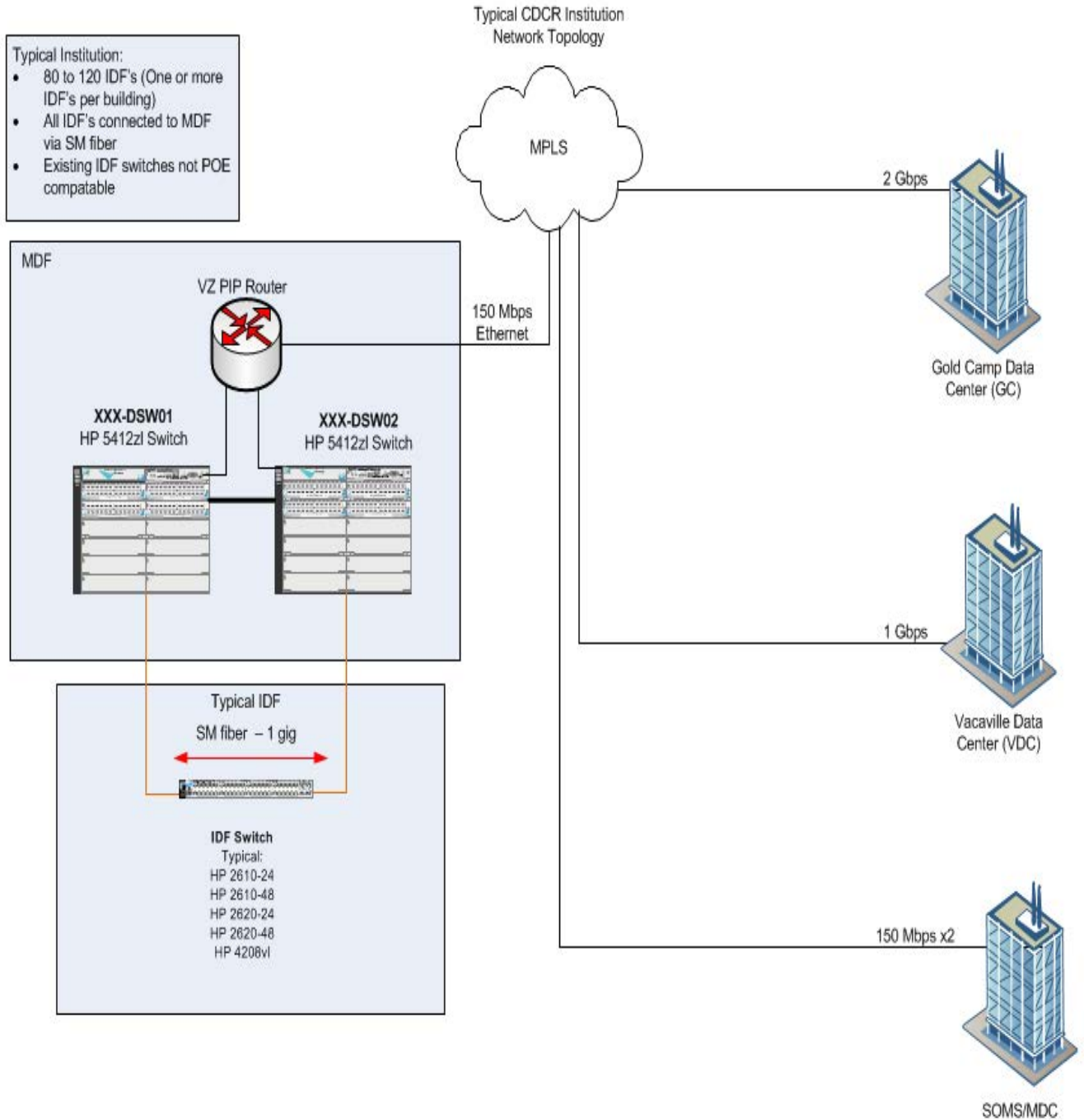
CDCR's data communications Local Area Network (LAN) is composed of a pair of Hewlett-Packard (HP) 5412zl switches located in the sites' main distribution frame (MDF). These switches function as the LAN's 'core'.

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**

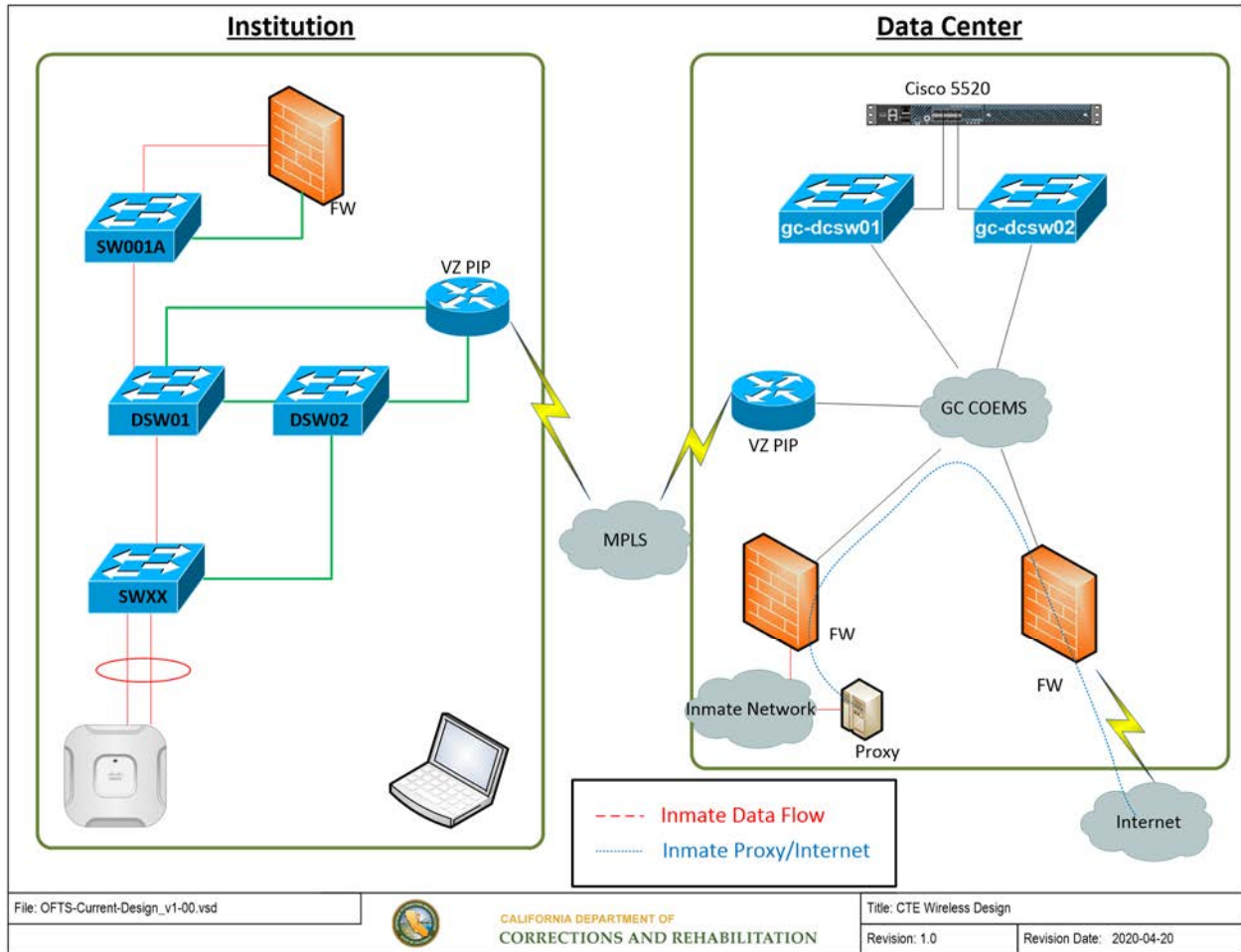


Figure 1-2: Inmate Data Flow

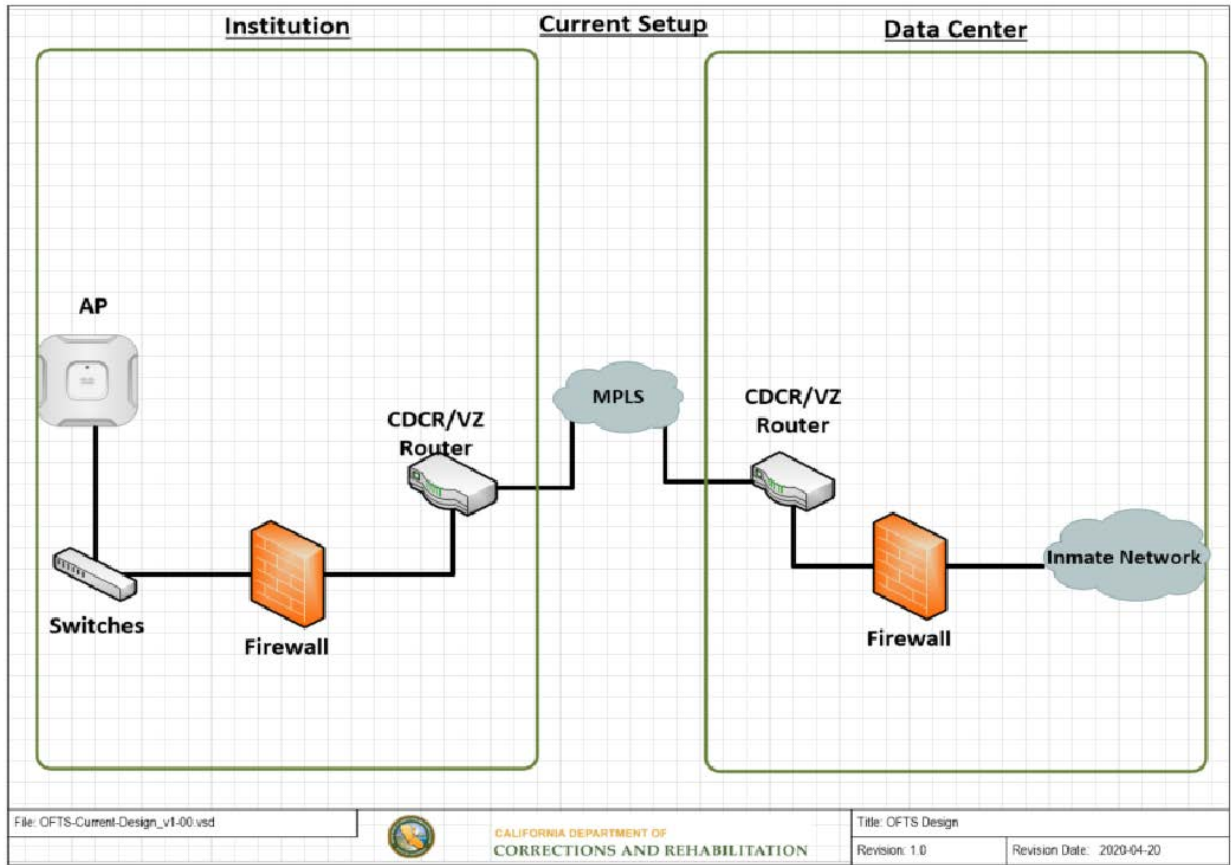


Figure 1-3: Simplified Inmate Data Flow

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 1.4.4.7 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 CTS Project will provide and issue every individual a Tablet at no cost as part of the project to allow each individual to retain the Tablet in their possession and ensure access to the CTS services being provided. The one-to-one ratio of Tablets to individuals will provide all Incarcerated individuals with authorized services and reduce the issues of individuals 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 CTS Project is not strictly technological in nature. A significant portion of the effort involves business process optimization. CTS improves Incarcerated individuals rehabilitation through the innovative use of technology and streamlined processes. The proposed new environment will deliver Communications and Technology Solution to all individuals and will continue to evolve over a period of years. The software components of CTS 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 CTS Program together with every part of CDCR will reengineer the State of California's 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 services are offered. Many operational processes that touch an Incarcerated individual will be impacted in some way.

### 1.4.3 SOLUTION OBJECTIVES

The CDCR is seeking implementation of a Communications and Technology Solution that includes the services for Incarcerated individuals in the following areas:

- Communication
- Information Services
- Access to Third Party and CDCR-provided Application and Content
- Entertainment (Optional)

In addition to the services for the Incarcerated Individuals, the CTS will include Investigative Tools/Support, a Management System for Staff, and network infrastructure to support the CTS 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 access to communication
- Ensure equal access and reasonable accommodation of services provided.
- Ensure access to approved ~~educational content and rehabilitative programs.~~ Third Party and CDCR applications and content.
- Ensure the efficient and effective use of resources.
- Ensure safety and security of institutional staff and Incarcerated individuals.
- Ensure Incarcerated individual access to services within mandated time frames and 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 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 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 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 individuals in compliance with ADA, FCC, and California PSC.
- Ensure wheelchair access for physically disabled individuals to communication service devices in compliance with ADA.
- Provide authorized hot lines for Incarcerated individuals to use that are not monitored.
- Provide authorized CDCR staff the capability to monitor, record, and store all 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 telephones that are placed in designated housing units, Correctional Treatment Centers, ~~Fire-Camps and~~ 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 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 communication services, the most significant change is the implementation of live video calling and electronic messaging. In the proposed environment, Incarcerated individuals will have the ability to schedule and make video calls. - 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. Incarcerated individuals will not have the ability to send but only receive e-letters, photos and video clips. The Incarcerated individuals 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, Fire-Camps and 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 Incarcerated individual and the family and friend corresponding with the Incarcerated individual 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 CTS 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 individuals 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 individuals to comply with ADA, FCC, and California PSC regulations and guidelines. Assistive Technology should be used to ensure visually impaired individuals 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 Incarcerated individual 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 access to general information regarding policies, regulations, procedures, manuals, and other essential information.
- Establish an electronic repository where Incarcerated individuals could access and search for information.
- Reduce number of hard copy documents requested or required to provide Incarcerated individuals.

The CTS will provide the capability for CDCR to download and update CDCR Policies, Rules, Regulations, Operating Procedures, Manuals, and Information for the Incarcerated individuals to access electronically via the 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 information documents will be provided by the CTS contractor. The following are some samples of the documents and files that will be available and included in 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 Incarcerated individuals



- Restitution Responsibility Information for Adults
- 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 individuals 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 Incarcerated individuals 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 Incarcerated individual directly.

#### **1.4.4.3 CDCR AND THIRD PARTY APPLICATION AND CONTENT**

The Prime Contractor shall provide the Incarcerated individual access to CDCR and Third Party Application and Content such as Education and Rehabilitative Services, Health Care Services, Law Library, Trust and Banking Services, Appeals and Grievances and Canteen Services on the Kiosk and Tablets as required. The Prime Contractor shall work with CDCR staff to implement CDCR and Third Party application and content as required.

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

As with the current environment, CDCR would utilize the services to provide the Incarcerated individuals 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 Incarcerated individuals 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 consumption. Authorized CDCR staff shall have access to monitor the entertainment content the Incarcerated individual is downloading or streaming on demand and may suspend or disable content at the Incarcerated individual 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 Incarcerated individuals 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 Incarcerated individual 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 Incarcerated individuals.
- Improve reporting and metrics to measure and demonstrate compliance and quality improvement.

As a result of new and improved services being provided to the Incarcerated individuals, 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 Incarcerated individual and family/friends communication, activities, and services. Authorized CDCR staff will need the capability to grant access to services based on the Incarcerated individual's privilege group, status, and restrictions. Access to the management tool should be Web based and have easy access.

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 services being provided by the CTS.

#### 1.4.4.6 INVESTIGATIVE TOOLS AND SUPPORT

A critical portion of the CTS 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 Incarcerated individuals 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 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, CTS will require the eContractor provide a link analysis program, such as comparable to -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. The Fulltime Contractor support will be located at the CDCR facility.

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, etc. Search tools such the ability to conduct keyword searching analytics on live/ recorded Incarcerated individual 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.

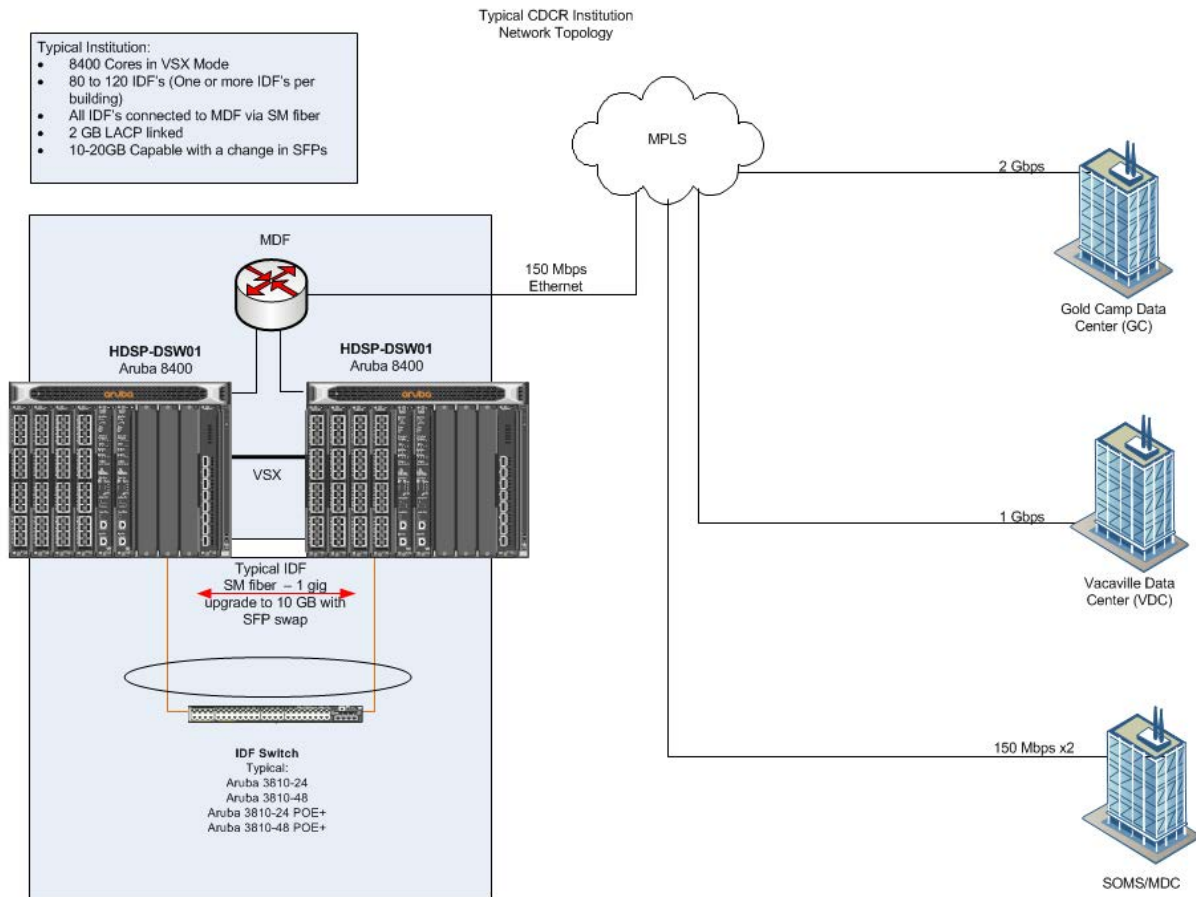
Investigative staff will have the ability to identify and access the IP address associated with any activity related to the approved electronic devices and/ or related databases. In addition, investigative tools including voice biometrics/voice identification of all calling parties (inmates/ outside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

~~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.



**Figure 1-4: New Equipment Standard**

CDCR has architected an Inmate Network utilizing VLANs assigned on their IDF network switches to isolate the Incarcerated individual traffic from the CDCR network. The Contractor shall incorporate the CTS network connectivity through the use of VLANs that are assigned by CDCR on the IDF switches and allow the CTS traffic to utilize the CDCR pathway to the MDF where it will then be handed off to the CTS Contractor’s router/switch/firewall and access the CTS 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: CTS Proposed Network.

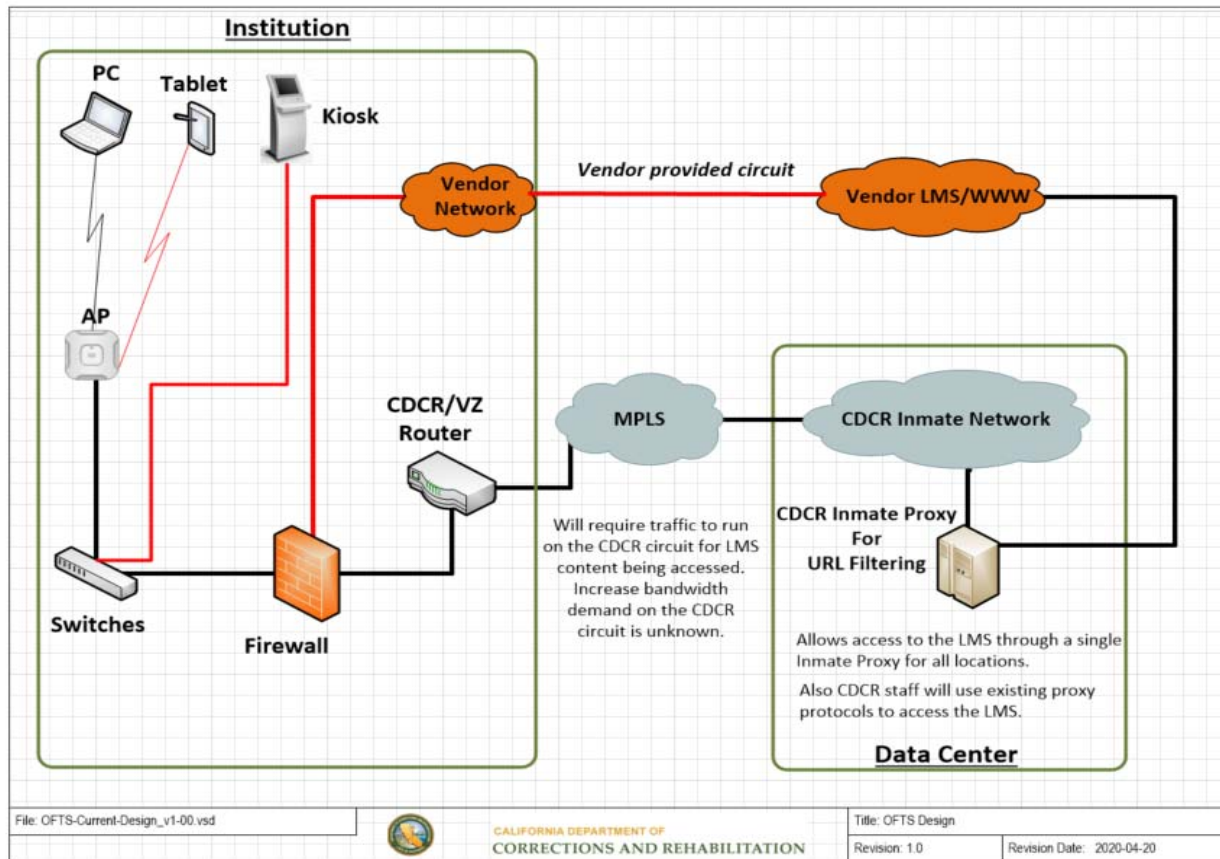


Figure 1-5: CTS Proposed Network

## 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**

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.ca.gov](http://www.caleprocure.ca.gov).

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:	<a href="mailto:Emily.Klahn@state.ca.gov">Emily.Klahn@state.ca.gov</a>
Phone:	916-628-5661
Secondary Procurement Official:	David Sanchez
Email:	<a href="mailto:David.Sanchez@state.ca.gov">David.Sanchez@state.ca.gov</a>
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 is encouraged to review the information in the Bidders' Library to gain a thorough understanding of the CTS 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 CTS 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 Visits 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)**

The State will make a decision if site visits will occur when the State posts the Q&A and Addendum set. 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 CTS 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 2-2: 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 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) <b>Exhibit 2</b> , 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 <sup>1</sup>	September 10, 2020
7.	Site Visit	September 16-22, 2020
8.	Conceptual Discussions	October 5-9, 2020
9.	Last day to submit Proposal <sup>2</sup>	October 28, 2020, 5:00 PM PT
10.	Evaluation Period <sup>3</sup>	October 29-November 13, 2020
11.	Negotiation, includes Demo	November 30-December 9, 2020
12.	Contract Award(s)	December 31, 2020
<sup>1</sup> All dates approximate and may be adjusted as conditions indicate. <sup>2</sup> All dates after submission of proposal are approximate and may be adjusted as conditions indicate without addendum to this solicitation. <sup>3</sup> 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 mandatory requirement 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. Any deviation of any requirement, 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](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 “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 Exhibit 4.1 as a cover letter with their response.

1. 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.

2. Include the email and phone number of the person signing the letter.

2-3. Include the date signed.

### **3.12 ~~INCLUDE THE DATE SIGNED~~.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.

### **3.13 STATEMENT OF WORK (M)**

Appendix 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.<sup>1</sup>

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

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

(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)**

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 8: 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~~ two (2) 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 6021 calendar days of contract award, the surety will execute the Performance Bond or Bidder's Bond requirement. The Letter of Bondability shall be addressed to the Deputy Director of CDT STP and valid until execution of the performance bond.

1b Performance Bond (Required within 4421 Calendar Days of Contract Award)

The Bidder shall furnish to the State Deputy Director of CDT STP, 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. The bond must be in a form satisfactory to the Deputy Director of CDT STP. The bond shall be in effect for not less than two (2) years after Contract execution, or until full implementation and system acceptance whichever is later.

Within 4421 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 4421 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: DVBE Declaration. The form is available at:

[https://www.documents.dgs.ca.gov/dgs/fmc/gsp/pd/pd\\_843.pdf](https://www.documents.dgs.ca.gov/dgs/fmc/gsp/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, 1<sup>st</sup> 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
<b>Category 1 - Critical Software</b> 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
<b>Category 2 - All Information Technology Equipment and Non-critical Software.</b>	Less than \$10,000	1 month
	\$10,000 up to \$100,000	3 months

Information technology equipment is defined in SAM §4819.2.	More than \$100,000	4 months
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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 CTS equipment required to provide the services specified in the SOW. Refer to Appendix A, SOW, Section 20.1 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 Appendix A, SOW, Section 20.1 Hardware Requirements and Section 31 Warranty for additional information on the warranties for the CTS 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 (M/DS)**

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 (M)**

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.

Any "Unsatisfactory" ratings provided by the reference will result in a "Fail" rating for the entire reference form.

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 (M/DS)**

The Bidder is fully responsible for all necessary staffing resources to successfully implement the CTS 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 CTS. 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 Incarcerated individuals on the CTS functions, features, and services provided. Responsible for providing classroom and hands-on instruction at all the CDCR institutions and facilities where CTS is being implemented.

**Maintenance and Operations Manager:** Responsible for the maintenance and operational support for the CTS 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 manner. 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"> <li>• At least <del>six (6)</del><u>five (5)</u> years of project management experience on large, complex projects</li> <li>• Must possess an active Project Management Professional (PMP) certification from the Project Management Institute (PMI) <u>at time of proposal submission or prior to execution of the Contract.</u></li> <li>• At least <del>six (6)</del><u>five (5)</u> years project management experience in deploying projects in a Correctional environment at a county, state or federal level</li> <li>• At least three (3) years' experience in telecommunications and Incarcerated individual communications.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in managing projects installing, testing, and implementing wireless network technology.</li> <li>• Experience managing projects in a correctional facility in the State of California.</li> </ul>

Key Staff Position	Minimum Mandatory Requirements	Desirable Requirements
On-Site Installation Manager(s)	<ul style="list-style-type: none"> <li>• At least <del>six (6)</del>five (5) years coordinating and supervising the installation of projects on-site.</li> <li>• At least three (3) years managing the on-site installation of telecommunication, network, wiring/cabling, and equipment.</li> <li>• At least three (3) years as on-site installation manager in a correctional institution/facility.</li> <li>• At least three (3) years' experience managing multiple, concurrent work crews at the installation site.</li> <li>• Demonstrated ability to develop and manage work plans reflecting daily work over several weeks.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience as an on-site manager at a California State prison.</li> <li>• Experience as the on-site manager at a State Department of Corrections prison.</li> <li>• Demonstrated experience applying and adhering to California Building Codes.</li> </ul>
Implementation Manager	<ul style="list-style-type: none"> <li>• At least <del>six (6)</del>five (5) years of experience implementing Incarcerated individual communications system projects.</li> <li>• At least four (4) years of experience implementing network, wiring/cabling, and equipment in a correctional environment.</li> <li>• At least three (3) years of experience implementing communication, network, wiring/cable, and equipment at a State Department of Corrections prison system.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience implementing a wireless network in a correctional environment.</li> <li>• Successfully completed the implementation of statewide Incarcerated individual communication projects</li> </ul>

Key Staff Position	Minimum Mandatory Requirements	Desirable Requirements
Trainer(s)	<ul style="list-style-type: none"> <li>• At least four (4) years of experience providing and conducting training to correctional staff and Incarcerated individuals.</li> <li>• At least three (3) years of experience providing train-the-trainer training to correctional staff.</li> <li>• Experience providing web-based training and one-on-one training to management and executive staff.</li> <li>• <u>Conducted training for at least two (2) State level Department of Corrections or at least two (2) different facilities within the same agency for staff and Incarcerated individual population.</u><del>Conducted training for at least two (2) State level Department of Corrections or Facility staff and Incarcerated individual population.</del></li> </ul>	<ul style="list-style-type: none"> <li>• Greater than four (4) years of experience providing and conducting training to correctional staff and Incarcerated individuals.</li> <li>• At least three (3) years of experience providing Web-based training and instruction to customers</li> <li>• Possess a training certification <u>for the Contractor CTS Solution.</u></li> </ul>

Key Staff Position	Minimum Mandatory Requirements	Desirable Requirements
<p>Maintenance and Operations Manager</p>	<ul style="list-style-type: none"> <li>• At least six (6) years of experience managing and overseeing State Department of Corrections field support and service operations to maintain Incarcerated individual communication systems.</li> <li>• At least four (4) years of experience and knowledge of telecommunications and network systems.</li> <li>• At least four (4) years of experience and knowledge with the Bidder's products and services being provided as part of this procurement.</li> </ul>	<ul style="list-style-type: none"> <li>• At least three (3) years of experience maintaining and servicing wireless networks.</li> <li>• Greater than six (6) years of experience managing and overseeing telecommunication, network, and equipment in a correctional environment.</li> <li>• Experiencing managing five (5) or more correctional institutions and facilities concurrently to provide maintenance and operational support.</li> </ul>
<p>Customer Service Manager</p>	<ul style="list-style-type: none"> <li>• At least eight (8) years of customer service experience</li> <li>• At least five (5) years of providing customer service to Incarcerated individual family and friends involving services provided in a correctional environment.</li> <li>• At least five (5) years of experience and knowledge with the Bidder's products and services being provided as part of this procurement.</li> <li>• At least three (3) correctional systems in which knowledge and familiarity with correctional policies and procedures were demonstrated.</li> </ul>	<ul style="list-style-type: none"> <li>• Greater than five (5) years providing customer service to Incarcerated individual family and friends involving services provided in a correctional environment.</li> <li>• Knowledgeable in California Department of Corrections and Rehabilitation policies and procedures.</li> <li>• Providing customer services to a Department of Corrections statewide communication system.</li> </ul>



#### **4.1.4 STAFF REFERENCES (M)**

The bidder must complete and submit as part of their Final Proposal, Exhibit 21: Staff Reference Form. 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.

Any "Unsatisfactory" ratings provided by the reference will result in a "Fail" rating for the entire reference form.

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 (MS)

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 (MS)

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:

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

D – Desirable; Bidder may optionally include in their Bid. It will not be scored, if included.

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 for the Business Requirements. A description of the Technical Requirements~~

~~is not required in Exhibit 22, Technical Requirements Workbook. 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. ~~84213~~ 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: Information Services
- Exhibit 24.3: CDCR and Third Party Application and Content

- Exhibit 24.4: Entertainment
- Exhibit 24.5: Tablets
- Exhibit 24.6: Kiosks
- Exhibit 24.7: Network
- Exhibit 24.8: Security
- Exhibit 24.9: Technology Refresh
- Exhibit 24.10: Innovation and Technology Enhancement
- Exhibit 24.11: Project Management Methodology
- Exhibit 24.12: Investigate Solution and Technology
- Exhibit 24.13: Interfaces

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"> <li>• Describe how the outbound domestic and international telephone and video calls will be processed;</li> <li>• Describe how the CTS will prohibit outbound calls from being placed to another CDCR facility;</li> <li>• Describe how the CTS solution detects and prevents prohibited calls (Three Way, Conference, 800, etc.);</li> <li>• Contractor shall indicate how the CTS solution identifies and validates end users and enable CDCR to manage communication (telephone, video call, VRS and ASL-VCS, and e-messages) ;</li> <li>• Describe how the CTS will process call to CDCR and other State agencies designated hot lines (PREA, etc.); and/or;</li> <li>• Any additional types not listed above.</li> </ul> <p>Describe how the Contractor will ensure data integrity while allowing multiple accesses to the same CDCR recording.</p>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.2:  Information Services	Section 2.2.2.2	<p>Describe in detail how the Contractor’s proposed CTS solution will provide the Incarcerated individual access to general information regarding policies, regulations, and other essential information. The description will address and include the following:</p> <ul style="list-style-type: none"> <li>• Provide a repository to store the DOM, Title 15;</li> <li>• Describe any limits to the format and size for the information documents;</li> <li>• Describe how the Contractor will ensure the information documents are ADA compliant;</li> <li>• Describe how important announcements can be provided to Incarcerated individuals on the CTS solution</li> </ul>
Exhibit 24.3: CDCR and Third Party Application and Content	Section 2.2.2.3	<p>Describe in detail how the Contractor’s proposed solution will provide the Incarcerated individual access to CDCR and Third Party Application and Content. Describe how the Contractor will implement the solution without compromising security.</p> <p>Any features in addition to the mandatory requirements already identified in the RFP.</p>
Exhibit 24.4: Entertainment	Section 2.2.2.4	<p>Describe in detail the proposed 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"> <li>• Quantity and type of available e-Books and games provided at no cost.</li> <li>• Periodic promotional offers for discounted entertainment items if offered.</li> <li>• Contemporary list of e-Books offered in addition to the Gutenberg list if offered.</li> <li>• Music Catalog containing large quantity and numerous genres to choose from.</li> <li>• How music, e-Books, games, and videos are screened prior to being offered to Incarcerated individuals.</li> <li>• Procedures to remove items that are deemed inappropriate or restricted for the Incarcerated individuals.</li> <li>• Identify any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.5: Tablets	Section 20.1.3	<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"> <li>• Variations of screen sizes offered. (Minimum is 7”).</li> <li>• Method used to track Tablet location and precision of location</li> <li>• Security features to prevent unauthorized use of a tablet or sharing of tablet (Biometrics).</li> <li>• Storage capability</li> <li>• Screen resolution</li> <li>• Brightness adjustments, color options for screen contrast, fonts, and highlighting.</li> <li>• Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>
Exhibit 24.6: Kiosk (If Applicable)	20.1.4	<p>Describe in detail the proposed CTS solution and how it meets the functionality, features and applications provided with the Kiosk. The description will address and include the following:</p> <ul style="list-style-type: none"> <li>• Variations of screen sizes offered. (Minimum is 17”).</li> <li>• Security features to prevent tampering and vandalism.</li> <li>• Privacy capabilities without jeopardizing security.</li> <li>• Screen resolution</li> <li>• Accessibility</li> <li>• Brightness adjustments, color options for screen contrast, fonts, and highlighting.</li> <li>• Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</li> <li>• If there are no enclosures, contractor is to explain in detail the plan for mounting and security of the hardware.</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>



Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.7: Network	Section 2.2.2.7	<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"> <li>• Vendor owned equipment space and power requirements</li> <li>• Bandwidth required and additional available bandwidth for growth and ensure performance.</li> <li>• Number of concurrent users supported.</li> <li>• Network performance, availability, and response time for downloading and access.</li> <li>• Describe <u>if and</u> how the proposed CTS solution will provide services in the housing units, within cells, and dorms.</li> <li>• Server location for the proposed network.</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>
Exhibit 24.8: 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"> <li>• How proposed network meets security requirements for a correctional environment and prevents potential hacking or unauthorized use.</li> <li>• Method of Intrusion Detection and Prevention, notifications for potential breaches</li> <li>• Method for Incarcerated individual's to log on to tablets and access services</li> <li>• Compliance with industry Security standards</li> <li>• Any features in addition to the mandatory requirements already identified in the RFP.</li> </ul>
Exhibit 24.9: Technology Refresh	Section 24	<p>Describe in detail the Contractor Technology Refresh Policy and how it ensures relevant and timely upgrades by adhering to security best practices, manufactures standards and industry best practices.</p> <p>Any features in addition to the mandatory requirements already identified in the RFP.</p>

Exhibit	SOW Reference	Business Need or Requirement
Exhibit 24.10: Innovation and Technology Enhancement	Section 24.1	Describe in detail how the Contractor's proposed CTS solution shall evolve, supplement, and enhance the goods and services provided and keep pace with and utilize technological advancements and improvements.  Any features in addition to the mandatory requirements already identified in the RFP.
Exhibit 24.11: Project Management Methodology	Section 14	Describe in detail the Contractor's Project Management Methodology and how the Contractor will ensuring the transition of current services and implementation of new technology and services is planned, coordinated with CDCR, baselined, and then completed on schedule.
Exhibit 24.12: Investigative Solution and Technology	Section 2.2.2.6	Describe in detail the Contractor's Investigative Solution and Technologies for telephone and video call conversations, voice biometrics, e-message correspondence, link and data analysis, and keyword search analytics.
<u>Exhibit 24.813: Interfaces</u>	<u>Section 4821</u>	<u>Describe in detail the definition of system that will interface with the CDCR and Third Party existing systems. The system interfaces should include any and all connections if applicable including database, web services, systems, and external entities.</u>

## 5 COST

Cost is a primary evaluation criterion weighted at 30% of the total 2,000 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.

**The State has established not-to-exceed (NTE) rates for this procurement. Bidder's rates for calls must not exceed \$.05 per minute. Bidders may propose rates lower than the NTE identified.**

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 Incarcerated individuals, family, and friends. Since no commissions are paid to the State, the pricing for CTS 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 (MS)**

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: Communications
- Tab 4, Cost Worksheet #3: 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 Incarcerated individuals 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 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 Bidder may enter an NA if the services described is not offered by the Bidder.

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 Incarcerated individual.

**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 CDCR08112020;
  - 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:

Exhibit 2: Intent to Bid (if not already submitted in earlier in Key Action Dates)

Exhibit 3: Confidentiality Statement (if not already submitted in earlier in Key Action Dates)

Exhibit 4: Response to Administrative Requirements

Exhibit 5: Bidder Declarations 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: DVBE Declarations (if applicable)

- Exhibit 14: Bidding Preferences and Incentives
- Exhibit 15: Commercially Useful Function (CUF) Certification
- Exhibit 16: TACPA Preference Request Forms (if applicable)
- Exhibit 17: List of Proposed Subcontractors (Public Works)
- Exhibit 18 Contractors License Information
- Exhibit 19.1: Bidder Qualification Form
- Exhibit 19.2: Bidder Reference Form
- Exhibit 20.1: Staff – Qualifications Form – Project Manager
- Exhibit 20.2: Staff – Qualifications Form – On-Site Installation Manager
- Exhibit 20.3: Staff – Qualifications Form – Implementation Manager
- Exhibit 20.4: Staff – Qualifications Form – Trainer(s)
- Exhibit 20.5: Staff – Qualifications Form – Maintenance and Operations Manager
- Exhibit 20.6: Staff – Qualifications Form – Customer Support Manager
- Exhibit 21: Staff – Reference Form
- Exhibit 22: Business and Technical Requirements
- Exhibit 23: Deliverables Table
- Exhibit 24.1 Through 24.123: Narrative Responses
- ~~Exhibit 25: Cost Worksheets~~
- Exhibit 26: Responsibility Certification

## 6.6.2 VOLUME 2: COST

This volume must be in a separate folder containing:

- Exhibit 25: Cost Worksheets #1 - #56

## 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 1,400
Bidder Qualification Forms	Pass/Fail
Bidder Qualification Forms – Desirable Scored	20
Bidder Reference Forms	20
Staff Qualification Forms	Pass/Fail
Staff Qualification Forms – Desirable Scored	5
Staff Reference Forms	15
Exhibit 22: Business and Technical Requirements	<u>Maximum Points</u> 500
<u>Business Requirements</u>	<u>300</u>
<u>Technical Requirements</u>	<u>120</u>
<u>Entertainment</u>	<u>80</u>
Exhibit 23: Deliverables Table	Pass/Fail
Exhibit 24.1 – 24.1 <del>23</del> : Narrative Responses	<u>Maximum Points</u> 840

<u>Communications Solution</u>	<u>140</u>
<u>Support for Third Party and CDCR Application and Content</u>	<u>120</u>
<u>Network and Security</u>	<u>120</u>
<u>Technology Delivery, Refresh, Growth, and Innovation</u>	<u>300</u>
<u>Entertainment</u>	<u>80</u>
<u>Project Management Methodology</u>	<u>80</u>
Section 5, Cost	Maximum Points 600
Cost Worksheets	600
Incentive and Preference Points	Maximum Points 200
Maximum Small Business Preference Points	100
DVBE Incentive	100
Maximum Total Score with preference points applied	2,200

### 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)~~, and (D) 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 24.9123. A Narrative Response form is provided for each Business Need or Requirement identified in Section 4.2.2, Narrative Response Requirements.

The following scoring key will be used to evaluate all Narrative responses:

<b>Scoring Type: Mandatory Scored (MS) Narrative Responses</b>		
<b><u>Evaluation Criteria</u></b>	<b><u>Evaluation Outcome</u></b>	<b><u>Score</u></b>
<ul style="list-style-type: none"> <li><u>Response and supporting information:</u></li> <li><u>Demonstrates in the Bidder’s own words a thorough, detailed, and comprehensive understanding of the requirement.</u></li> <li><u>Demonstrates the ability and intent to meet or exceed the requirement in full.</u></li> <li><u>Provides evidence of proven ability to meet or exceed the requirement or detailed plans or methodology that further demonstrates how the requirement will be optimally met or exceeded.</u></li> <li><u>Provides an approach that is fully achievable, applies best practices, is clearly and concisely presented, and is logically organized and well-integrated.</u></li> </ul>	Exceeds (E)	<u>100% of the max points available for that Req. Number</u>
<ul style="list-style-type: none"> <li><u>Response and supporting information:</u></li> <li><u>Demonstrates in the Bidder’s own words a comprehensive understanding of the requirement.</u></li> <li><u>Demonstrates the ability and intent to meet the requirement in full.</u></li> <li><u>Provides some evidence of proven ability to meet the requirement or detailed plans or methodology that further demonstrates how the requirement will be met.</u></li> </ul>	Good (G)	<u>75% of the max points available for that Req. Number</u>

<ul style="list-style-type: none"> <li>• <u>Provides an approach that is mostly achievable, suitable, acceptably presented, sufficiently organized and integrated.</u></li> </ul>		
<ul style="list-style-type: none"> <li>• <u>Response and supporting information:</u></li> <li>• <u>Simply repeats or paraphrases the requirement.</u></li> <li>• <u>Meets or partially meets the RFP requirement without supporting description or literature.</u></li> <li>• <u>Does not demonstrate that the Bidder fully understands the requirement.</u></li> <li>• <u>Provides an approach that is not fully achievable, somewhat suitable, less than acceptably presented, somewhat unorganized, and partially integrated.</u></li> </ul>	<u>Marginal (M)</u>	<u>50% of the max points available for that Req. Number</u>
<ul style="list-style-type: none"> <li>• <u>Response is not relevant; or</u></li> <li>• <u>Response does not demonstrate an understanding of, or inaccurately interpreted the requirement; or</u></li> <li>• <u>The approach is not achievable; or</u></li> <li>• <u>The Bidder failed to provide narrative to support the requirement; or</u></li> <li>• <u>The Bidder provided a narrative that counters or softens the "Yes" response to a mandatory requirement with a statement that "intends" to support the mandatory requirement.</u></li> </ul>	<u>Unacceptable (U)</u>	<u>0%</u>

### 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

Bidder Proposal Non-Cost Score Calculation			
Bidder	Hypothetical Bidder & Staff Qualification Requirements Score	Hypothetical Bidder Solution Requirements Score	Hypothetical Bidder Proposal Score Summation
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	
$\frac{\text{(Lowest proposed total cost)}}{\text{(Bidder's proposed total cost)}} \times 600 \text{ points} = \text{Bidder cost score}$	

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	$\begin{array}{r} \$300,000 \\ \hline \$500,000 \end{array}$ X points	<del>1,000</del> 600 <del>600</del> 360 points
B	\$400,000	$\begin{array}{r} \$300,000 \\ \hline \$400,000 \end{array}$ X points	<del>1,000</del> 600 <del>750</del> 450 points
C	\$300,000	$\begin{array}{r} \$300,000 \\ \hline \$300,000 \end{array}$ X points	<del>1,000</del> 600 <del>1,000</del> 600 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

**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 CDCR08112020 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

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
<b>Total Non-Cost Score</b>	<b>1,400.00</b>	<b>1125.00</b>	<b>1245.00</b>	<b>1100.00</b>
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
<b>Total Evaluated <b>Cost Score</b></b> (points awarded)	<b>600</b>	<b>480.00</b>	<b>570.00</b>	<b>600.00</b>
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: 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.
3. Attachment 3: Glossary of Terms. This attachment includes definitions, acronyms and abbreviations for terms used in the solicitation and in the SOW.

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California Department of Corrections and Rehabilitation



**REQUEST FOR PROPOSAL (RFP)**

**RFP CDCR08112020**

**PART 2 – BIDDER RESPONSE**

**FOR**

**Communications and Technology Solution CTS**

**08/11/2020**

**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**

Refer to the Word file on Cal eProcure labeled, “Appendix A: Statement of Work” for purposes of this RFP.

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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 <b>STANDARD AGREEMENT</b> 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

<b>STATE AGENCY'S NAME</b> California Department of Corrections and Rehabilitation
<b>CONTRACTOR'S NAME</b>

2. The term of this Agreement is: 1/1/2021 or upon CDT approval, whichever is later, through 12/31/2026 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 22, Business and Technical Requirements
- Exhibit 23: Deliverables Table
- Exhibit 24.1-24.12 Narrative Responses
- Exhibit 25, Cost Worksheets

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.**

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



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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](mailto: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](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.

RFP Section*	Administrative Requirement – RFP Section 3	Bidder Agrees Yes / No
2.8	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
<u>3.3.1</u>	<u>Availability of Technology and Additional Service Items</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
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
<u>3.6.1</u>	<u>Acceptance</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<u>3.6.2</u>	<u>Coverage Term</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<u>3.6.3</u>	<u>Cancellation</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<u>3.6.4</u>	<u>Deductibles</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<u>3.6.5</u>	<u>Contract Termination</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<u>3.6.6</u>	<u>Primary Insurance</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
3.7	Commercial General Liability	<input type="checkbox"/> Yes <input type="checkbox"/> No
<u>3.9</u>	<u>Automobile Liability</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<u>3.13</u>	<u>Statement of Work</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<del>3.24</del>	<del>Socioeconomic Programs</del>	<input type="checkbox"/> <del>Yes</del> <input type="checkbox"/> <del>No</del>
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
<u>3.22.4</u>	<u>Hardware Warranty</u>	<input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u>
<del>3.23</del>	<del>Public Works Requirement</del>	<input type="checkbox"/> <del>Yes</del> <input type="checkbox"/> <del>No</del>
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/qs/pd/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/gs/pd/pd\\_843.pdf](https://www.documents.dgs.ca.gov/dgs/fmc/gs/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](https://www.documents.dgs.ca.gov/dgs/fmc/gspd/pd/pd_843.pdf)
- I am not claiming the DVBE incentive.

**EXHIBIT 14: 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:

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**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 <b>NO</b> goods involved, check <b>N/A</b> 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 Incarcerated individual 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 Incarcerated individuals. 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 Incarcerated individual 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 CTS 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 <del>six (6)</del> <u>five (5)</u> years of project management experience on large, complex projects		
11	Mandatory	At least <del>six (6)</del> <u>five (5)</u> 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 Incarcerated individual 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 <u>at time of proposal submission or prior to execution of the Contract.at time of proposal submission or at the time of award of the Contract.</u>		Attach PMP Certificate <u>(if Applicable)</u>

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 <del>six (6)</del> <u>five (5)</u> 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 <del>six (6)</del> <u>five (5)</u> years of experience implementing Incarcerated individual 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 Incarcerated individual 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 Incarcerated individuals.		
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 <u>or at least two (2) different facilities within the same agency for</u> staff and Incarcerated individual population.		
15	Desirable Scored	Greater than four (4) years of experience providing and conducting training to correctional staff and Incarcerated individuals.  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 <u>for the Contractor CTS Solution</u> .  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 Incarcerated individual 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 Incarcerated individual 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 Incarcerated individual 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 this Exhibit 21, 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 Exhibit 21, 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 this Exhibit 21 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, 1 = Marginal, 2 = Satisfactory, 3 = Excellent Circle only one number for each question below.	
6	How would you rate the individual’s overall performance?	0 1 2 3
7	How would you rate the individual’s effectiveness at communicating (orally and in writing) with project members and stakeholders?	0 1 2 3
8	How would you rate your satisfaction with the individual’s products and deliverables they provided?	0 1 2 3

9	How would you rate the individual's ability to perform in a correctional environment?	0 1 2 3
10	How was the individual's attitude in terms of being customer oriented?	0 1 2 3
11	How would you rate the individual's knowledge and expertise in their assigned project role?	0 1 2 3

By signing below, I declare that I have reviewed the information contained in Exhibits 20.1 through 20.6 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 ~~twofive~~ pages with the total Narrative Response not exceeding ~~1824626~~ 65 pages. Figures and diagrams may be provided by the Bidder to support the Narrative Response



**EXHIBIT 24.2: INFORMATION SERVICES**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.2	<b>Information Services</b>
<p><i>Describe in detail how the Contractor’s proposed CTS solution will provide the Incarcerated individual access to general information regarding policies, regulations, and other essential information. The description will address and include the following:</i></p> <ul style="list-style-type: none"> <li>• <i>Provide a repository to store the DOM, Title 15;</i></li> <li>• <i>Describe any limits to the format and size for the information documents;</i></li> <li>• <i>Describe how the Contractor will ensure the information documents are ADA compliant;</i></li> <li>• <i>Describe how important announcements can be provided to Incarcerated individuals on the CTS solution</i></li> <li>• </li> </ul>	
<p>Bidder’s Response:</p>	

**EXHIBIT 24.3: CDCR AND THIRD PARTY APPLICATION AND CONTENT**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.3	<b>CDCR and Third Party Application and Content</b>
<i>Describe in detail how the Contractor’s proposed solution will provide the Incarcerated individual access to CDCR and Third Party Application and Content. Describe how the Contractor will implement the solution without compromising security.</i>	
<i>Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder’s Response:	

**EXHIBIT 24.4: ENTERTAINMENT**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.4	<b>Entertainment</b>
<p><i>Describe in detail the proposed Entertainment items being offered and how the service will be implemented and supported. The description will include the following:</i></p> <ul style="list-style-type: none"> <li>• <i>Quantity and type of available e-Books and games provided at no cost.</i></li> <li>• <i>Periodic promotional offers for discounted entertainment items if offered.</i></li> <li>• <i>Contemporary list of e-Books offered in addition to the Gutenberg list if offered.</i></li> <li>• <i>Music Catalog containing large quantity and numerous genres to choose from.</i></li> <li>• <i>How music, e-Books, games, and videos are screened prior to being offered to Incarcerated individuals.</i></li> <li>• <i>Procedures to remove items that are deemed inappropriate or restricted for the Incarcerated individuals.</i></li> <li>• <i>Identify any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder’s Response:</p>	

**EXHIBIT 24.5: TABLETS**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 20.1.3	<b>Tablets</b>
<p><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></p> <ul style="list-style-type: none"> <li>• <i>Variations of screen sizes offered. (Minimum is 7").</i></li> <li>• <i>Method used to track Tablet location and precision of location</i></li> <li>• <i>Security features to prevent unauthorized use of a tablet or sharing of tablet (Biometrics).</i></li> <li>• <i>Storage capability</i></li> <li>• <i>Screen resolution</i></li> <li>• <i>Brightness adjustments, color options for screen contrast, fonts, and highlighting.</i></li> <li>• <i>Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	



**EXHIBIT 24.6: KIOSK**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 20.1.4	<b>Kiosk (If Applicable)</b>
<p><i>Describe in detail the proposed CTS solution and how it meets the functionality, features and applications provided with the Kiosk. The description will address and include the following:</i></p> <ul style="list-style-type: none"> <li>• <i>Variations of screen sizes offered. (Minimum is <del>17</del>15”).</i></li> <li>• <i>Security features to prevent tampering and vandalism.</i></li> <li>• <i>Privacy capabilities without jeopardizing security.</i></li> <li>• <i>Screen resolution</i></li> <li>• <i>Accessibility</i></li> <li>• <i>Brightness adjustments, color options for screen contrast, fonts, and highlighting.</i></li> <li>• <i>Zoom In and Zoom Out capability and range (e.g. 0.5x to 4x, etc.)</i></li> <li>• <i>If there are no enclosures, contractor is to explain in detail the plan for mounting and security of the hardware.</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder’s Response:</p>	

**EXHIBIT 24.7: NETWORK**

NARRATIVE RESPONSE FORM	
SOW Reference	Business Need or Requirement
Section 2.2.2.7	<b>Network</b>
<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"> <li>• <i>Vendor owned equipment space and power requirements</i></li> <li>• <i>Bandwidth required and additional available bandwidth for growth and ensure performance.</i></li> <li>• <i>Number of concurrent users supported.</i></li> <li>• <i>Network performance, availability, and response time for downloading and access.</i></li> <li>• <i>Describe <u>if and</u> how the proposed CTS solution will provide services in the housing units, within cells, and dorms.</i></li> <li>• <i>Server location for the proposed network.</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder's Response:</p>	

**EXHIBIT 24.8: SECURITY**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 18	<b>Security</b>
<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"> <li>• <i>How proposed network meets security requirements for a correctional environment and prevents potential hacking or unauthorized use.</i></li> <li>• <i>Method of Intrusion Detection and Prevention, notifications for potential breaches</i></li> <li>• <i>Method for Incarcerated individual’s to log on to tablets and access services</i></li> <li>• <i>Compliance with industry Security standards</i></li> <li>• <i>Any features in addition to the mandatory requirements already identified in the RFP.</i></li> </ul>	
<p>Bidder’s Response:</p>	

**EXHIBIT 24.9: TECHNOLOGY REFRESH**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 24	<b>Technology Refresh</b>
<i>Describe in detail the Contractor Technology Refresh Policy and how it ensures relevant and timely upgrades by adhering to security best practices, manufactures standards and industry best practices.</i>	
<i>Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder's Response:	

**EXHIBIT 24.10: INNOVATION AND TECHNOLOGY ENHANCEMENT**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 24.1	<b>Innovation and Technology Enhancement</b>
<i>Describe in detail how the Contractor’s proposed CTS solution shall evolve, supplement, and enhance the goods and services provided and keep pace with and utilize technological advancements and improvements.</i>	
<i>Any features in addition to the mandatory requirements already identified in the RFP.</i>	
Bidder’s Response:	

**EXHIBIT 24.11: PROJECT MANAGEMENT METHODOLOGY**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 14	<b>Project Management Methodology</b>
<i>Describe in detail the Contractor's Project Management Methodology and how the Contractor will ensuring the transition of current services and implementation of new technology and services is planned, coordinated with CDCR, baselined, and then completed on schedule.</i>	
Bidder's Response:	

**EXHIBIT 24.12: INVESTIGATIVE SOLUTION AND TECHNOLOGY**

<b>NARRATIVE RESPONSE FORM</b>	
<b>SOW Reference</b>	<b>Business Need or Requirement</b>
Section 2.2.2.6	<b>Investigative Solution and Technology</b>
Describe in detail the Contractor's Investigative Solution and Technologies for telephone and video call conversations, biometrics, e-message correspondence, link and data analysis, and keyword search analytics.	
Bidder's Response:	





**EXHIBIT 25: COST WORKSHEETS**

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			
<b>Name of Bidder:</b>			
<b>Contact Person:</b>			
<b>Contact Email and Phone Number:</b>			
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.)

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?

- Uploaded and formatted as identified in Section 6.
- No cost data provided in any volumes, except in Volume 2.
- Cost Complies with NTE rates
- Exhibits 2-24 and 26 have been completed in their entirety and are submitted as separate files within a folder labeled Volume 1

Volume 2: Cost

- Exhibit 25: Cost Worksheets, submitted in native file format within a folder labeled Volume 2

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 CTS RFP CDCR08112020 and the resulting Contract, the following words and phrases shall have the indicated meanings.

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

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

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

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 CTS data and reports.

Barge-in – ability for an authorized CDCR staff to interrupt a CTS 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 CTS that documents the details of the telephone, video phone, VRS, and the ASL-VCS.

Call Detection – means of detecting unusual or suspicious activities on a CTS call.

Call Duration – the total amount of minutes an Incarcerated individual may converse with the called party on a CTS call.

Call Forwarding – CTS calls forwarded by a called party to a third party.

Called Party – Incarcerated individuals family or friend



CCHCS – California Correctional Health Care Services provides care that includes medical, dental and mental health services, to California’s Incarcerated individual population.

CDCR – California Department of Corrections and Rehabilitation. Primary consumer for Incarcerated individual 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 CTS for the duration of the contract.

CDT – California Department of Technology. CDT will be responsible for the CTS Contract Administration.

Censored – communication that is not released to an Incarcerated individual or their family or friends

Classrooms – rooms for delivering educational programming to the incarcerated.

Credentials – a document or certificate proving a person's identity or qualifications.

Dayroom – a common room in the housing unit where the incarcerated individuals spend their free time.

Device ID – The unique identifier on all CTS devices.

Dorms – dormitory type living units for housing minimum security incarcerated individuals

DTMF – Dual Tone Multi-Frequency

E-Cards – pre-approved greeting cards

Electronic Letter – an inbound letter similar to an email from a family or friend to an Incarcerated individual. These letters are printed by staff and delivered to the Incarcerated individual

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 a CTS call for unusual or suspicious activity

GUI – Graphical User Interface

Health Care Services – medical care provided to Incarcerated individuals in the institutions.

Hearing Carry Over – allows speech disabled user with hearing capabilities to listen to the called party.

Hotline Call – calls originating from the adult or youth Incarcerated individual to a designated hot line (i.e. PREA, other State Agencies)

Housing Unit – Facility with cells used to housing incarcerated individuals.

Inbound Call – calls originating from the public to an Incarcerated individual. Inbound calls are prohibited and shall not be processed by the CTS.

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 CTS hardware either permanently installed on the wall or floor utilized by the Incarcerated individuals to consume CTS 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

Library – common area in an institution where incarcerated individuals may obtain reading materials and do research. A library may also be used to deliver educational programming to the incarcerated.

Live Monitoring – real-time listening or viewing of the Incarcerated individual 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 activities shall be recorded and monitored by authorized CDCR staff.

Non-Confidential Emails – emails exchanged between the Incarcerated individual and their family or friends.

Incarcerated individual – Adult and Youth in the care of the CDCR

CTS – Communications and Technology Solution

CTS Management Application – web-based application used for administrative management of CTS features.

Outbound Call – telephone, video phone, VRS, or ASL-VCS calls originating from an Incarcerated individual to their family or friends.

Overlay Message – message that is played or displayed randomly throughout the telephone or video communication.

PINs – Personal Identification Numbers

Post Release Community Supervision (PRCS) – parolee under the supervision of a county agency and not the CDCR.

Prime Contractor – the primary CTS contractor under contract with the State who has full responsibility of completing and managing the CTS 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 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 CTS 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 – CTS 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 Incarcerated individual and the called party the call will end due to expiration of time.

Three-Way Calling – Calling that involves connecting three (3) distinct parties.

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 CTS.

User Manual – a comprehensive CTS user instruction that contains detailed and clear instructions on the operations of the CTS hardware and software.

User Privilege – administrative privileges assigned individually to users and/or groups.

Video Call – simultaneous real-time audio and video communication between Incarcerated individual and their family or friends.

Video Clips – brief recorded video from a family or friend to an Incarcerated individual

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

Visiting Areas – common area used for family and friends visiting with the incarcerated individuals.

Visually Impaired – an Incarcerated individual who may be blind or have diminished vision.

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 Incarcerated individual.



**Table A-1: Bidder’s Library Table of Contents**

Document Name	Originating Entity	Date
CDCR Institution and Conservation 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
<u>International Call Rates</u>	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-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_2019	CDCR	1/1/2017
2020 Design and Construction Policy Guidelines	CDCR	1/01/2020
2020 Design Criteria Guidelines	CDCR	1/1/2020
Structured Cabling Guidelines FPCM IECS Version 3.0 07292020	CDCR	1/26/2020
CLOUD COMPUTING SERVICES SPECIAL PROVISIONS	CDCR	5/11/2016
Gate Clearance Form	CDCR	10/2015
PREA Form	CDCR	UNK
<u>Exhibit – Contractor Criminal Intelligence Analyst Requirements</u>	<u>CDCR</u>	<u>9/1/2020</u>
<u>Exhibit – California Weekly Report of Population</u>	<u>CDCR</u>	<u>9/2/2020</u>



## **California Department of Corrections and Rehabilitation**

COMMUNICATIONS AND TECHNOLOGY SOLUTION (CTS)

Statement of Work



# Table of Contents

<b>1</b>	<b>BACKGROUND AND PURPOSE</b>	<b>9</b>
1.1	Background	9
1.2	Purpose	10
<b>2</b>	<b>CURRENT ENVIRONMENT AND PROPOSED ENVIRONMENT</b>	<b>10</b>
<b>2.1</b>	<b>Current Environment</b>	<b>10</b>
2.1.1	Adult facilities	11
2.1.2	Youth Facilities	12
2.1.3	CDCR Field Offices	12
2.1.4	Telephone System	12
2.1.5	Domestic And International Call Volumes and Call Rates	16
2.1.6	Space And Space Conditioning	17
2.1.7	Facility Cable Plant And Infrastructure	17
2.1.8	Managed Access Systems (MAS)	17
2.1.9	Cellphone Interdiction Solutions (CIS)	18
2.1.10	Video Relay Service (VRS)	18
2.1.11	Enterprise Inmate Communications (EIC) Pilot	19
<b>2.2</b>	<b>Proposed Environment</b>	<b>23</b>
2.2.1	Solution Objectives	23
2.2.2	Business Model Objectives	24
<b>3</b>	<b>TERM OF CONTRACT</b>	<b>31</b>
<b>4</b>	<b>CONTRACT CONTACTS</b>	<b>31</b>
<b>5</b>	<b>GENERAL REQUIREMENTS</b>	<b>32</b>
<b>5.1</b>	<b>Compliance Requirements</b>	<b>32</b>
5.1.1	Local, State, and Federal Statutory and Regulatory Compliance	32
5.1.2	Legislative Compliance	33
5.1.3	ADA Compliance	33
5.1.4	FCC Regulations Compliance	33
5.1.5	FCC Regulations Video Relay Services Compliance	33
5.1.6	VRS and ASL-VCS Calls	33
5.1.7	Equipment and Installation Compliance	33
5.1.8	CDCR Policy and Regulations Compliance	33
5.1.9	CDCR Log-In Screen Policy Compliance	33

5.1.10	Contractor Privacy Policy and Terms of Conditions	34
5.2	General Requirements	34
5.3	Documentation Requirements	34
<b>6</b>	<b>SOLUTION REQUIREMENTS</b>	<b>35</b>
<b>7</b>	<b>DATA CENTER FACILITY ENVIRONMENT</b>	<b>35</b>
<b>8</b>	<b>STATE'S ROLES AND RESPONSIBILITIES</b>	<b>36</b>
<b>9</b>	<b>CONTRACTOR'S ROLES AND RESPONSIBILITIES</b>	<b>37</b>
<b>10</b>	<b>KEY STAFF QUALIFICATIONS AND SKILLS</b>	<b>37</b>
<b>11</b>	<b>KEY PERSONNEL CHANGES</b>	<b>38</b>
<b>12</b>	<b>ESCALATION PROCESS</b>	<b>38</b>
<b>13</b>	<b>CHANGE CONTROL PROCEDURES</b>	<b>38</b>
<b>14</b>	<b>CONTRACTOR TASKS AND DELIVERABLE REQUIREMENTS</b>	<b>39</b>
14.1	CTS Project Management Plan	39
14.2	Project Schedule	39
14.3	Escalation Plan	39
14.4	Configuration Management Plan	40
14.5	Weekly status reports	40
14.6	Security Management Plan	41
14.7	Contingency and Disaster Recovery Plans	41
14.8	Acceptance Test Plan	41
14.9	Training Plan	41
14.10	CTS CDCR User manual	42

14.11	CTS CDCR Live monitoring User Guide	42
14.12	CTS CDCR Investigative Staff User Guide	42
14.13	CTS CDCR Operations Manager User Manual	42
14.14	CTS Customer Guides and Brochures	43
14.15	CTS TRAINING Materials	43
14.16	CTS Maintenance and Service Plan	43
<b>15</b>	<b>DELIVERABLE ACCEPTANCE/REJECTION PROCESS</b>	<b>44</b>
<b>16</b>	<b>DATA HANDLING AND OWNERSHIP</b>	<b>44</b>
<b>17</b>	<b>REPORTING</b>	<b>44</b>
17.1	Investigative Reports	45
17.2	Custom Query Reports	46
17.3	Alert Group Reports	46
17.4	Station Configuration Report	46
17.5	Ad hoc Reports	47
17.6	User ID Creation Report	48
17.7	Audit Log Report	48
17.8	Live monitoring Activity Report	48
17.9	Passive Acceptance Report	48
17.10	Blocked Number Report	48
17.11	Do Not Record Report	48
17.12	Data Backup Validation Reports	49
17.13	Monthly Reports	49
17.14	Trouble Ticket Report	49

<b>17.15</b>	<b>Customer Service Call Volume Report</b>	<b>50</b>
<b>17.16</b>	<b>Customer Service Issues Report</b>	<b>50</b>
<b>17.17</b>	<b>Service, Support, and Maintenance Reports</b>	<b>50</b>
<b>17.18</b>	<b>Inventory Report</b>	<b>50</b>
<b>17.19</b>	<b>Network Performance Report</b>	<b>51</b>
<b>17.20</b>	<b>COMMUNICATION Volume Report</b>	<b>52</b>
<b>17.21</b>	<b>Revenue Tracking Report</b>	<b>52</b>
<b>17.22</b>	<b>Service Level Agreement Reports</b>	<b>52</b>
<b>17.23</b>	<b>Trouble Ticket Report</b>	<b>52</b>
<b>17.24</b>	<b>Catastrophic Outage SLA Report</b>	<b>53</b>
<b>17.25</b>	<b>SLA Summary Report</b>	<b>53</b>
<b>17.26</b>	<b>Executive Outage Summary Report</b>	<b>53</b>
<b>17.27</b>	<b>Annual SLA Trouble Ticket Summary Report</b>	<b>54</b>
<b>17.28</b>	<b>Report Screen Menus</b>	<b>54</b>
<b>18</b>	<b>SECURITY</b>	<b>54</b>
<b>19</b>	<b>DISASTER RECOVERY</b>	<b>55</b>
<b>20</b>	<b>HARDWARE AND SOFTWARE NEEDS</b>	<b>56</b>
<b>20.1</b>	<b>Hardware Requirements</b>	<b>56</b>
20.1.1	Telephones	56
20.1.2	video calling services	58
20.1.3	Video Relay System/American Sign Language Video Calling System (VRS/ASL-VCS)	60
20.1.4	Tablets	62
20.1.5	Kiosks	64
20.1.6	Network Equipment	66
<b>20.2</b>	<b>Software Requirements</b>	<b>67</b>
20.2.1	Software In-Use Requirements	67
20.2.2	Software Maintenance	68
20.2.3	Software Testing	68

20.2.4	CDCR and third PARTY APPLICATIONS	68
<b>21</b>	<b>COMPATIBILITY AND INTERFACE</b>	<b>68</b>
<b>22</b>	<b>SYSTEM INSTALLATION</b>	<b>69</b>
22.1	Contractor Site Walks and Participation	69
22.2	Contractor Staff and Resource Background Checks	69
22.3	Cabling and Power Installation	70
22.4	Uninterruptible Power	70
22.5	Pre-Installation Documentation	71
22.6	As-Built Documentation	71
<b>23</b>	<b>SYSTEM IMPLEMENTATION</b>	<b>71</b>
<b>24</b>	<b>TECHNOLOGY REFRESH</b>	<b>72</b>
24.1	Availability of Technology and Additional Service Items	72
<b>25</b>	<b>SYSTEM TESTING AND ACCEPTANCE PROCEDURES</b>	<b>73</b>
<b>26</b>	<b>TRANSITION OF OPERATION TO NEW CONTRACTOR OR STATE</b>	<b>73</b>
<b>27</b>	<b>KNOWLEDGE OF TRANSFER AND/OR TRAINING</b>	<b>74</b>
27.1	CDCR Training and Knowledge Transfer	74
27.2	End User Customer Training	75
<b>28</b>	<b>MAINTENANCE AND OPERATIONS (M&amp;O)</b>	<b>76</b>
28.1	Remote Management	77
28.2	Trouble Ticket Reporting and Tracking System	77
28.3	CTS Trouble Ticket Priority Definitions and Response Table	79
28.4	CTS Support	80

<b>28.5</b>	<b>CTS End User Support</b>	<b>81</b>
<b>28.6</b>	<b>Preventive and Routine Maintenance</b>	<b>82</b>
<b>29</b>	<b>HELP DESK/CALL CENTER</b>	<b>83</b>
<b>30</b>	<b>INSURANCE AND LIABILITY REQUIREMENTS</b>	<b>83</b>
30.1.1	Acceptance	83
30.1.2	Coverage Term	84
30.1.3	Cancellation	84
30.1.4	Deductibles	84
30.1.5	Contract Termination	84
30.1.6	Primary Insurance	84
<b>30.2</b>	<b>COMMERCIAL GENERAL LIABILITY</b>	<b>84</b>
<b>30.3</b>	<b>WORKERS' COMPENSATION/EMPLOYER'S LIABILITY (M)</b>	<b>85</b>
<b>30.4</b>	<b>Automobile LIABILITY</b>	<b>85</b>
<b>31</b>	<b>WARRANTY</b>	<b>85</b>
<b>32</b>	<b>SERVICE LEVEL AGREEMENTS (SLAS)</b>	<b>85</b>
<b>32.1</b>	<b>General Requirements</b>	<b>85</b>
<b>32.2</b>	<b>RIGHTS AND REMEDIES</b>	<b>86</b>
<b>32.3</b>	<b>TROUBLE TICKET STOP CLOCK CONDITIONS (SCC)</b>	<b>86</b>
<b>32.4</b>	<b>SERVICE LEVEL AGREEMENTS (SLAs)</b>	<b>87</b>
32.4.1	Availability	88
32.4.2	Catastrophic Outage (CAT)	89
32.4.3	COMMUNICATION Records and Recording Information Loss	90
32.4.4	Excessive Outage	90
32.4.5	TRANSITION-In TIMELINES	91
32.4.6	IMPLEMENTATION TIMELINES	92
32.4.7	Security Breach	93
<b>33</b>	<b>(RESERVED FOR FUTURE USE)</b>	<b>94</b>
<b>34</b>	<b>UNANTICIPATED TASKS</b>	<b>94</b>

<b>35 BUDGET DETAIL AND PAYMENT PROVISIONS</b>	<b>95</b>
35.1 Contract Administrative Fee	95
35.2 NONREIMBURSEMENT OF ADDITIONAL COSTS	95
<b>36 GSPD-401IT GENERAL PROVISIONS – INFORMATION TECHNOLOGY</b>	<b>95</b>
<b>37 STATEWIDE USE</b>	<b>96</b>
<b>38 GLOSSARY OF TERMS</b>	<b>96</b>
<b>39 ATTACHMENTS</b>	<b>100</b>
Exhibits	120

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# **1 BACKGROUND AND PURPOSE**

The intent of this document is to provide clear definition of the scope of the Communications and Technology Solution (CTS) Project work, as well as the required project outcomes to be achieved. To accomplish CTS 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 individuals, there's a limited number of TTY/TDD phones available at designated institutions where these individuals reside. In the past couple of years, Video Relay Service/American Sign Language-Video Calling System (VRS/ASL-VCS) was implemented for hearing impaired individuals that use American Sign Language as their primary means of communication. In addition to 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 incarcerated individuals 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 incarcerated individuals through advancements in technology to increase rehabilitative opportunities. Throughout this document, the term individual will refer to both Adult and Youth Incarcerated Individuals.

An integral part of an individual's rehabilitation are the continued support and connections with their families, friends and communities. By providing services via 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 a Communications and Technology Solution (CTS) to focus on this need for connections. This system will enhance individual's communication user experience, provide new services and increase access to existing services 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 CTS shall be completed no more than 18 months following Contract award. The CTS 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 a 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 incarcerated individuals, 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 Incarcerated individuals;

- 3) Publicly or privately owned Community Correctional Facilities (CCF) with disciplinary, release, and custody oversight;
- 4) Privately owned facilities Community Programs (CP's) with disciplinary, release and custody oversight for females ; 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 adults. CDCR operated three (3) youth facilities and one (1) youth fire camp, housing approximately 600 youths. 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 CTS Contract based upon activation or deactivation of facilities to accommodate population changes and/or changes in CDCR operations and programs. The State makes no guarantees re: population through the term of this contract.

## **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 telephones is based upon the design of the facility, available infrastructure, and other CDCR policies. IWTS equipment includes: 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. Individual's assignments include: dispatch to wildland fires, response to emergencies, and assisting with a variety of community work projects.

The individuals housed at these facilities are trained with firefighting skills. The quantity of telephones is based upon design of the camp, capacity, and available infrastructure (on-site and provided by the Local Exchange Carrier) to support the phones. IWTS equipment include walls-mounted 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 incarcerated individuals 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 telephones is based upon the design of the CCF or CP, available infrastructure, capacity, and population. IWTS equipment includes: 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 telephones is based upon design and capacity of the facility/camp, available infrastructure, and population. IWTS equipment includes: 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 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 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, 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) telephones at adult facilities and sixty-eight (68) telephones at youth facilities designed to accommodate incarcerated individual originated, non-confidential personal calls. Coinless, tamper-resistant telephones are designated exclusively for incarcerated individuals.

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 the 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 incarcerated individual 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 the calls;
- 6) Ability to block calls to specific telephone numbers upon request; and,
- 7) Programming features allowing centralized investigations.

#### **2.1.4.1 COINLESS TELEPHONES**

Telephones have special tamper resistant steel housings with break-resistant handsets attached by armor-shielded cords and steel lanyards. All 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 phones are located outside. Currently CDCR has authorized phone booths to be installed outside as an alternative for reliability during inclement weather conditions.

- 2) Telephones on mobile carts are currently used at California State Prison, San Quentin (CSP-SQ) for condemned individuals 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 phones are installed on a mobile cart and rolled to the front of the cell. The handset cord is long enough to go through cell bars and allow the individual to sit on the end of the bottom bed. The telephone line cord is plugged into the back of the 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 individual makes a call.

#### **2.1.4.2 CUT-OFF SWITCHES**

All telephones are capable of being shut off manually by CDCR staff. Some locations utilize physical cut-off switches that are hardwired to the 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 TELEPHONE ENCLOSURES, PEDESTALS AND CARTS**

Although the majority of the telephones are wall-mounted inside 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 the 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 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 telephone conversations and scan, interrupt and terminate calls. This equipment has the capability of turning on and off designated 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 call recordings, and ability to save 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 TDD calls are not processed on the IWTS network; however, the current contractor maintains and services the TDDs.

Individuals with hearing disabilities are not sent to fire camps. However, portable TDDs are provided, as needed, in the event an incarcerated individual 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 calls. The requirements were established to notify the incarcerated individuals 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 incarcerated individuals are aware of the recording and/or monitoring.
- 2) Branding is the initial recorded message the incarcerated individuals and called parties hear during the call process. The branding is different for adults and youths. The incarcerated individual and called party cannot talk to each other when the branding is played.

- a) The individual and called party hear "...this call and your telephone number will be recorded and monitored. you have a collect call from <Incarcerated individual's name> an Incarcerated individual 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 Incarcerated individual and called party to be connected until this required branding announcement ends.
  - b) The Incarcerated individual and called party hear "...you have a collect call from <Incarcerated individual state's their name> an incarcerated individual 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 Incarcerated individual 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 incarcerated individual and called party, "This recorded call is from an individual 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 incarcerated individuals 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 individual at a California correctional facility.
  - 4) Call Termination recorded messages are played for the incarcerated individual and called party at two (2) separate times towards the end of the call. The individual and called party hear "you have 60 seconds remaining" and "you have 30 seconds remaining."

#### **2.1.4.8 IWTS RECORDINGS**

The 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 individuals to place calls to Sexual Abuse Hot Lines, or any other confidential line designated by CDCR at no cost to CDCR or the individual. 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 youths 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 individuals 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 incarcerated individual 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, individuals 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.

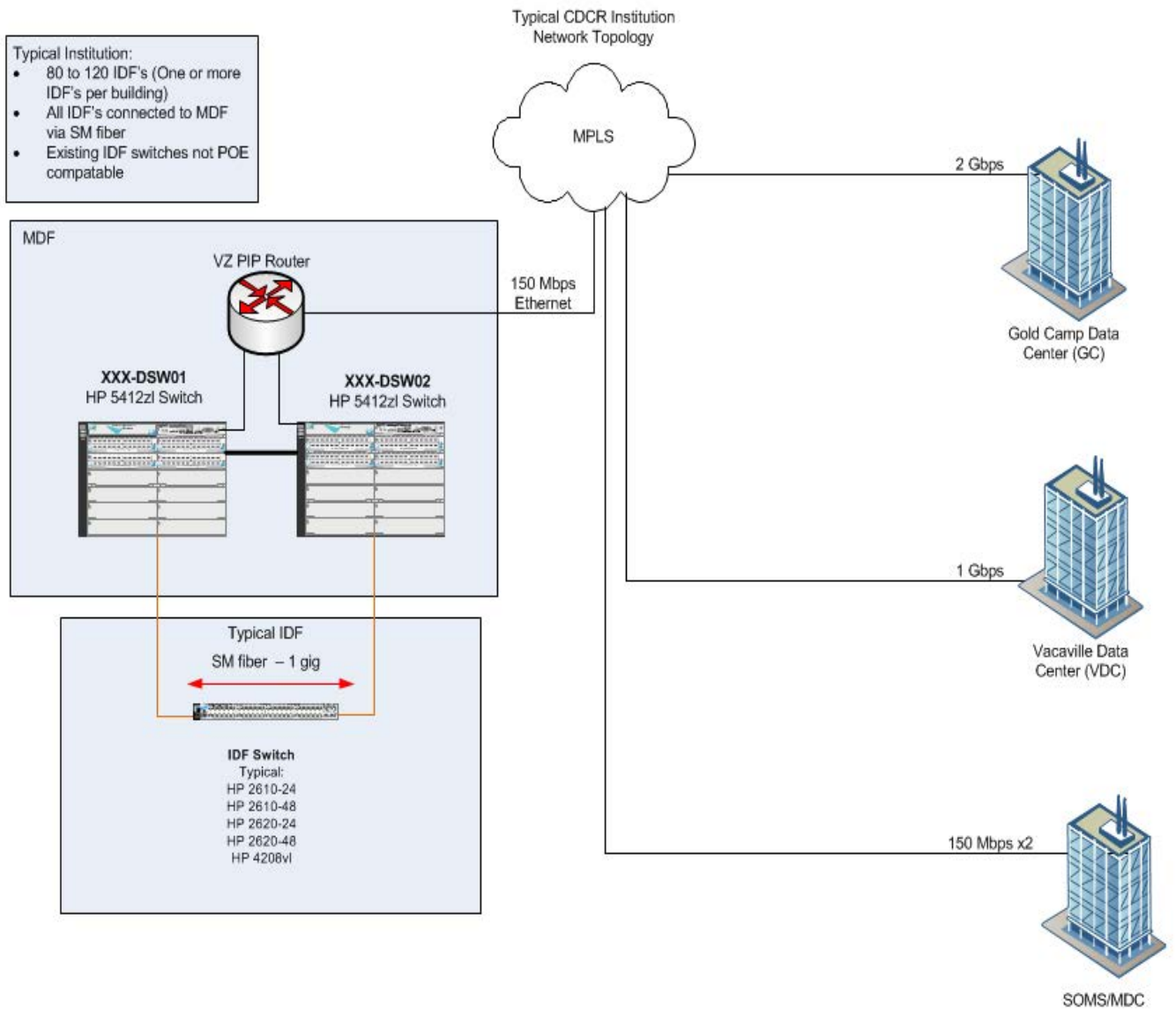
### **2.1.11.2 CURRENT CDCR NETWORK TOPOLOGY**

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**

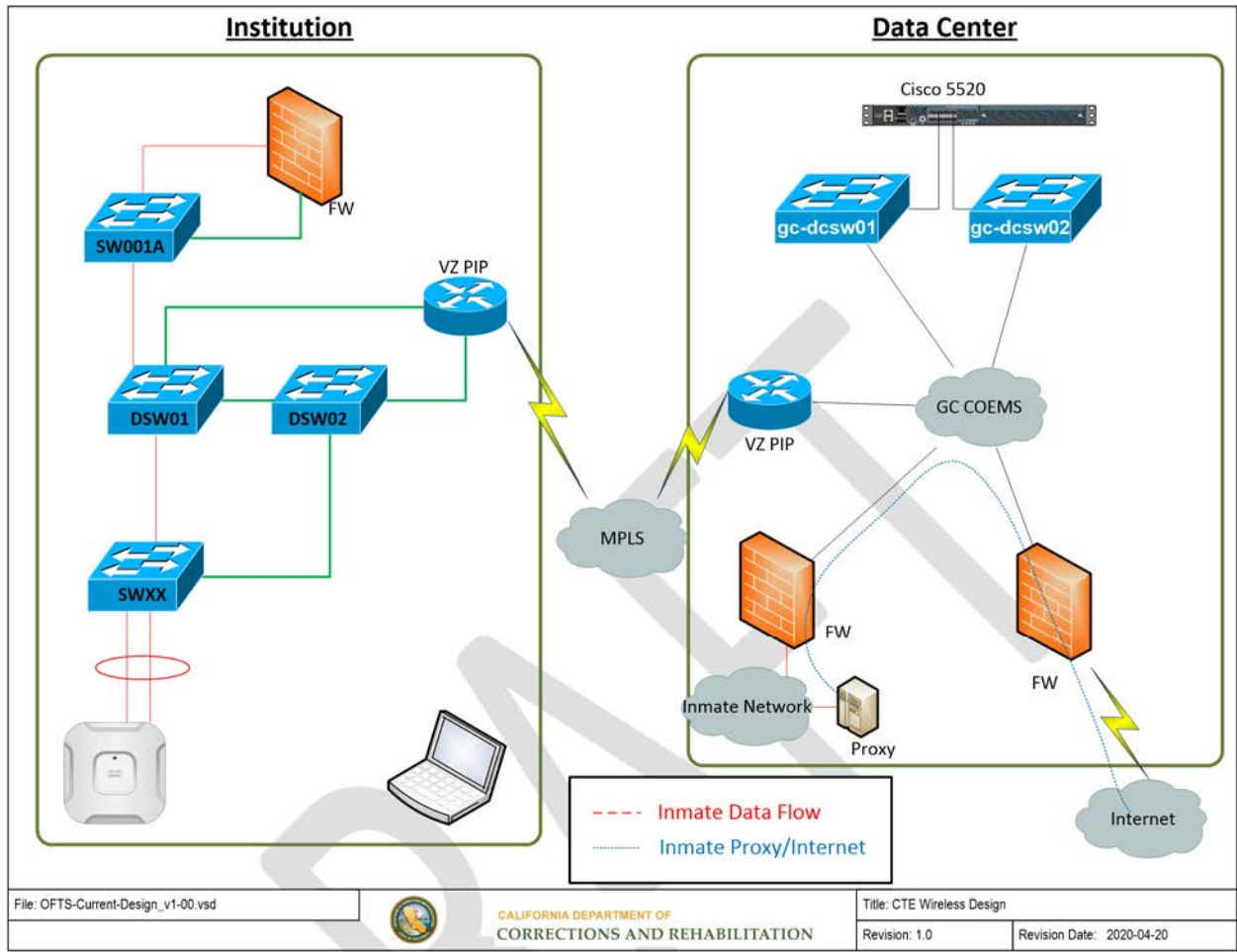


Figure 2-2: Inmate Data Flow

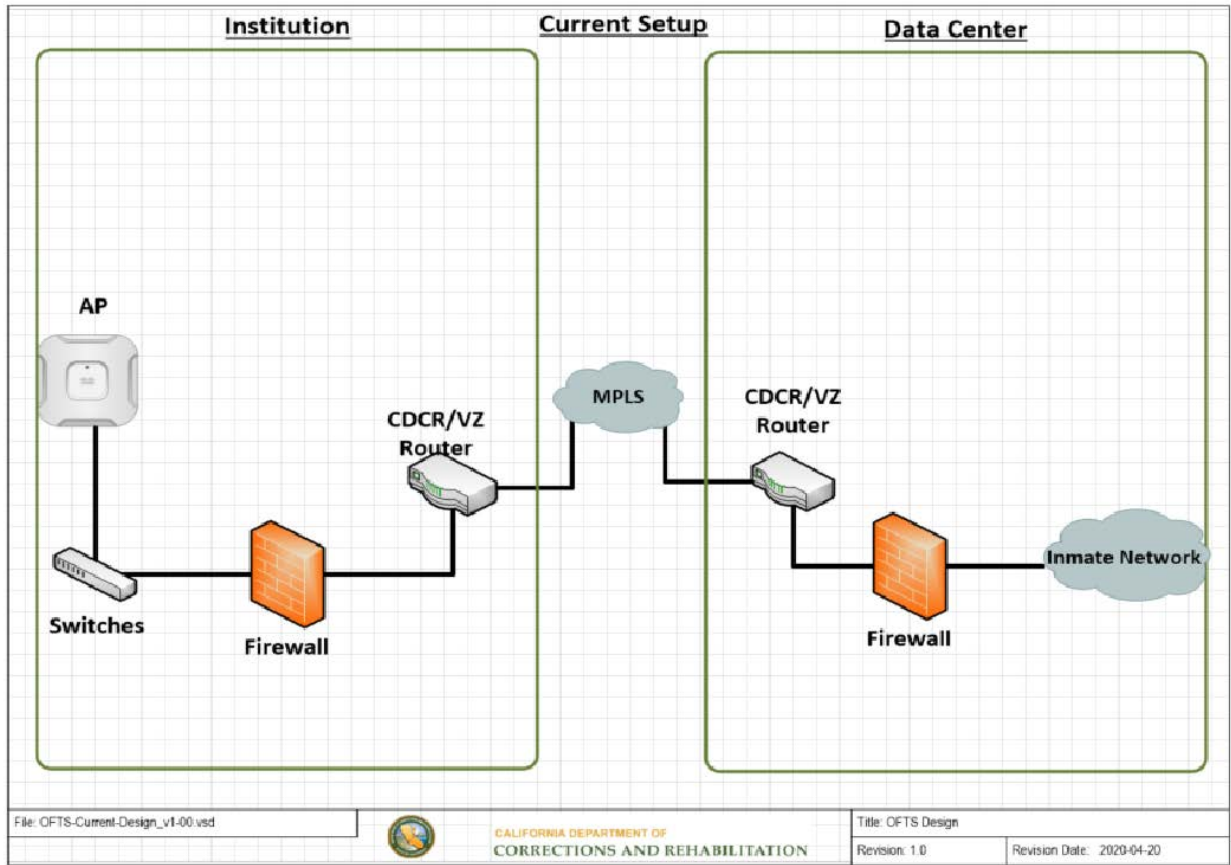


Figure 2-3 Simplified Inmate Data Flow

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 Communications and Technology Solution (CTS) to all individuals and will continue to evolve over a period of years. The software components of CTS and use of technology will enable new corrections processes not possible in today's CDCR correctional environment. CTS improves the connection between the incarcerated individuals and families and friends by increasing communication and supporting the rehabilitative efforts of the individuals. The CTS 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 CTS Program together with every part of CDCR will reengineer the State of California's 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 services are offered. Many operational processes that touch an incarcerated individual will be impacted in some way.

### **2.2.1 SOLUTION OBJECTIVES**

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

- Communication
- Information Services
- Access to CDCR and Third Party provided Application and Content
- Entertainment (Optional)

In addition to the services, the CTS will include Investigative Tools/Support, a Management System for Staff, and network infrastructure to support the CTS 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 access to communication
2. Ensure equal access and reasonable accommodation of services provided.

3. Ensure access to approved ~~educational content and rehabilitative programs~~ Third Party and CDCR applications and content.
4. Ensure the efficient and effective use of resources.
5. Ensure safety and security of institutional staff and incarcerated individuals.
6. Ensure access to services within mandated time frames and 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 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 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 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 individuals in compliance with ADA, FCC, and California PSC.
- C. Ensure wheelchair access for physically disabled individuals to communication service devices in compliance with ADA.
- D. Provide authorized hot lines that are not monitored.
- E. Provide authorized CDCR staff the capability to monitor, record, and store all 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 telephones that are placed in designated housing units, Correctional Treatment Centers, Camps and Firehouses, and in some Yards at the institutions and facilities. The Contractor must include at least as many 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, incarcerated individuals, and called parties. At some future date, CDCR may look to Tablets as a means to place voice calls. The processes and procedures governing 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 communication services, the most significant change is the implementation of live video calling and electronic messaging. In the proposed environment, individuals 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. Incarcerated individuals will not have the ability to send but only receive e-letters, photos and video clips. The incarcerated individuals 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 of these services will be in designated housing units, Correctional Treatment Centers, Camps and 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 incarcerated individuals and family and friend corresponding with the incarcerated individual 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 CTS 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 individuals 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 individuals to comply with ADA, FCC, and California PSC regulations and guidelines. Assistive Technology should be used to ensure visually impaired individuals 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 incarcerated individual 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 access to general information regarding policies, regulations, procedures, manuals, and other essential information.
- B. Establish an electronic repository where individuals could access and search for information.
- C. Reduce number of hard copy documents requested or required to provide incarcerated individuals.

The CTS will provide the capability for CDCR to download and update CDCR Policies, Rules, Regulations, Operating Procedures, Manuals, and Information for the individuals to access electronically via the 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 information documents will be provided by the CTS 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
- Restitution Responsibility Information for Adult Incarcerated individuals
- 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 include access and view through the Tablet/Kiosk. Another feature that will be available is the capability to distribute information and important announcements

directly to individuals 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 incarcerated individual directly.

### **2.2.2.3 CDCR and Third Party Application and Content**

The Prime Contractor shall provide the incarcerated individual access to CDCR and Third Party Application and Content such as Education and Rehabilitative Services, Health Care Services, Law Library, Trust and Banking Services, Appeals and Grievances and Canteen Services on the Kiosk and Tablets as required. The Prime Contractor shall work with CDCR staff to implement CDCR and Third Party application and content as required.

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

As with the current environment, CDCR would utilize the services to provide the incarcerated individuals 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 individuals 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 consumption. Authorized CDCR staff shall have access to monitor the entertainment content the incarcerated individual is downloading or streaming on demand and may suspend or disable content at the individual 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 incarcerated individuals 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 incarcerated individual 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.
- 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 incarcerated individuals, 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 incarcerated individuals and family/friends communication, activities, and services. Authorized CDCR staff will need the capability to grant access to services based on the incarcerated individual's privilege group, status, and restrictions. Access to the management tool should be Web based and have easy access

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 services being provided by the CTS.

#### **2.2.2.6 Investigative Tools and Support**

A critical portion of the CTS 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 incarcerated individuals 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, CTS will require the Contractor provide a link and data analysis program, such as comparable to Palantir which is currently used by CDCR that can be linked to CDCR datasets for comparison and data 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. The Fulltime Contractor support will be located at the CDCR Facility.

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, etc. Search tools such as the ability to conduct keyword searching analytics on live/ recorded 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

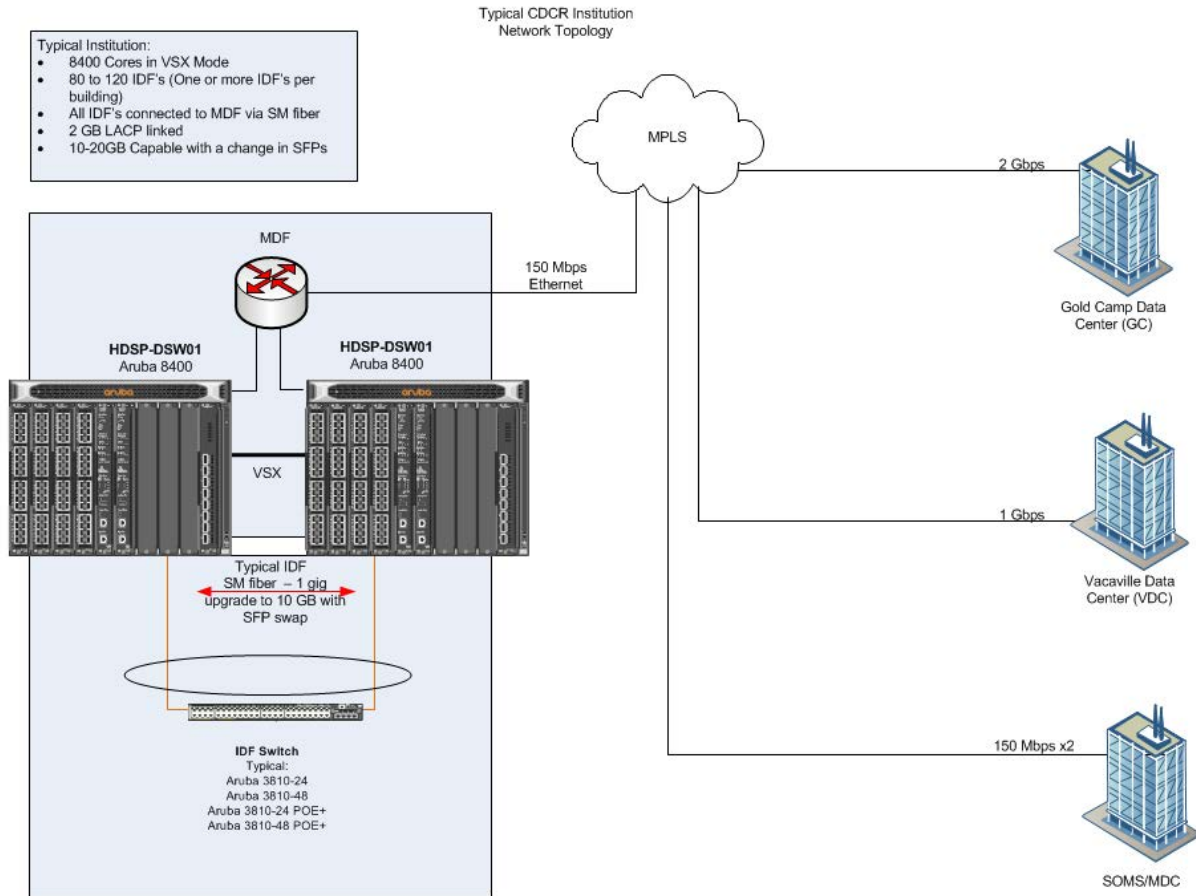
the ability to link the analytical database with other allied agencies for link analysis in support of investigations.

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 CTS.

~~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 incarcerated individual traffic from the CDCR network. The Contractor shall incorporate the CTS network connectivity through the use of VLANs that are assigned by CDCR on the IDF switches and allow the CTS traffic to utilize the CDCR pathway to the MDF where it will then be handed off to the CTS Contractor's router/switch/firewall and access the CTS 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: CTS Proposed Network.

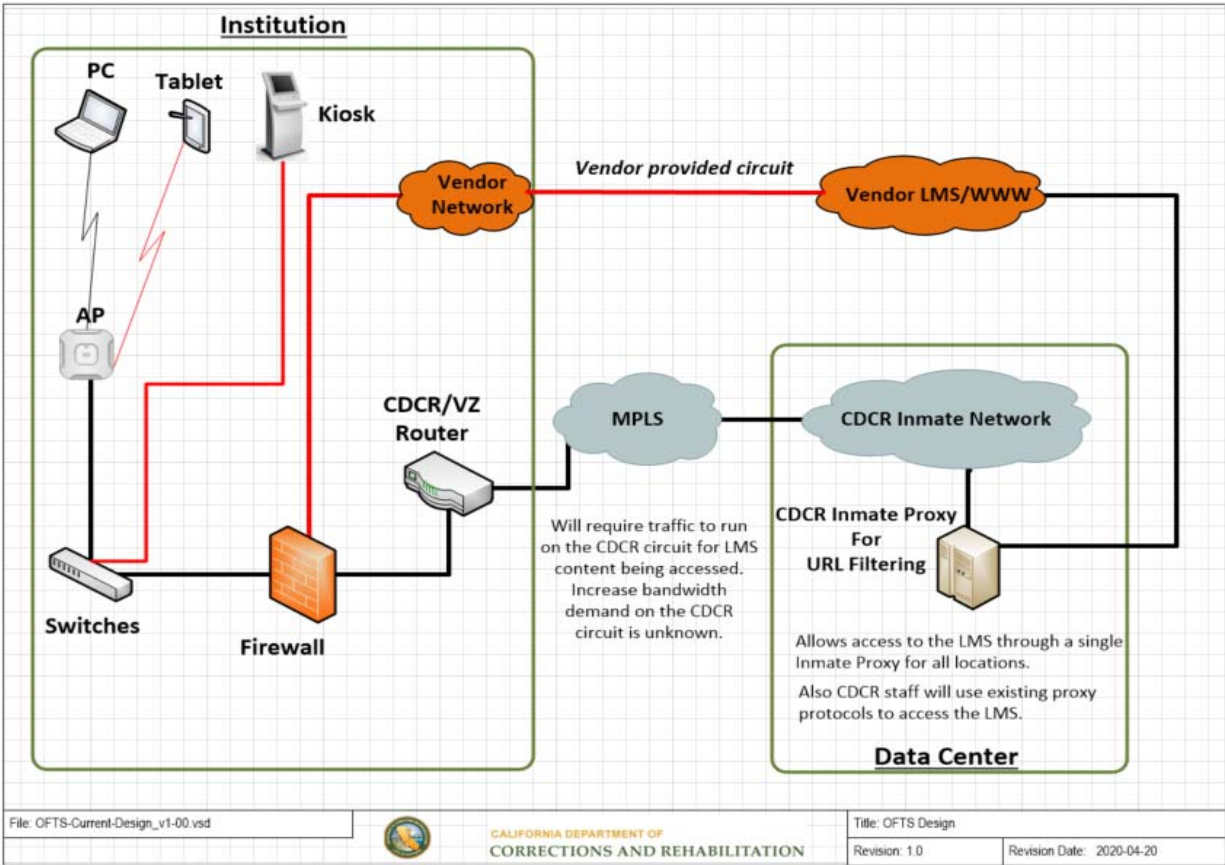


Figure 2-5: CTS Proposed Network

### 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: <a href="mailto:CIOSTNDCDCRContractAdminUnit@state.ca.gov">CIOSTNDCDCRContractAdminUnit@state.ca.gov</a>	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 individuals 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 CTS 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 Communications and Technology Solution 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, incarcerated individual, 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](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 CTS 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 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 family/friends that will use the CTS 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 individuals. The CDCR has a diverse incarcerated 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 individuals can have equal access to the programs and services provided by the CTS.

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 CTS 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 CTS 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 CTS 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 CTS and make the documentation available to CDCR Operations Manager upon request. The Prime Contractor shall explicitly define how the CTS 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 CTS 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 CTS databases and shall be responsible for the management and administration of all the databases associated with CTS. 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 CTS databases), and reports. This does not include real-time audio and video packets or configuration files associated with CTS network control systems.

The CTS shall provide secure, multi-level database access control configurations and definable staff levels as described in CDCR CTS Role-Based User Profiles. The CTS 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 CTS 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 CTS system shall broadcast database updates to all appropriate CTS locations on the network concurrently and without operator intervention.

The CTS shall provide hardware and software capable of archiving all CTS data. Automatic archiving of the database files shall be accomplished without requiring manual intervention or degradation to the use of the CTS System. The archiving function will be used to comply with the redundancy requirement as described in CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS services. The State will retain core technology management functions for strategic planning, quality assurance, contract management, and specific CTS service functions.

The State will provide custody escorts necessary for the Prime Contractor to complete the implementation of the CTS services within the State and the Prime Contractor agreed upon schedule. The Prime Contractor shall reimburse the State for the actual costs for the custody escorts required to implement the CTS.

## 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 CTS 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.
- The Prime Contractor shall reimburse the State for the actual costs for the custody escorts required to implement the CTS.

## 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 Contractors 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 Contractors must provide experienced professionals and skilled technical staff necessary for the implementation, support, and Maintenance and Operations of the CTS 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 CTS 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 Contractors 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 CTS project.

## **12 ESCALATION PROCESS**

The Prime Contractor shall provide an Escalation Plan which details procedures, processes, and personnel for use during a CTS 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 CTS Project Manager, the Prime Contractor shall clarify the relationship of the Project Manager in the escalation process.

The CTS 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 a CTS 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 CTS 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 CTS 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 CTS hardware and software, along with the documentation, consistent and current.

The CTS Configuration Management Plan shall be updated and provided to CDCR Operations Manager when CTS components are modified, installed, or upgraded. The components shall include all CTS 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 CTS PROJECT MANAGEMENT PLAN**

The Prime Contractor shall submit a proposed CTS 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 CTS Project Management Plan shall address installation and the on-going management of the CTS Contract components. The Prime Contractor will meet with the State to finalize the CTS Project Management Plan within 30 calendar days of Contract award. The CTS 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 CTS 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 CTS PM Plan shall include materials and decisions from the CDCR Project Manager.

The CTS 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 CTS 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 CTS implementation and describe how they will keep the project on schedule. The CTS 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 a CTS 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 CTS Project Manager, the Prime Contractor shall clarify the relationship of the Project Manager in the escalation process.

The CTS 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 a CTS Configuration Management Plan to the CDCR Operations Manager for approval at least 30 calendar days prior to any planned implementation. The CTS 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 CTS hardware and software, along with the documentation, consistent and current.

The CTS Configuration Management Plan shall be updated and provided to CDCR Operations Manager when CTS components are modified, installed, or upgraded. The components shall include all CTS 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 a CTS Security Management Plan that details and demonstrates the physical and data security requirements for both the CTS system and the Prime Contractor's facilities and processes. This plan shall address the requirements regarding the following:

- 1) CTS Network Security;
- 2) Intrusion Detection System and Intrusion Protection System (IDS/IPS)
- 3) CTS Live Monitoring Security;
- 4) CTS Investigative System Network Security;
- 5) CTS Investigative Software/Hardware Security;
- 6) CTS Data Management; and
- 7) CTS 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 CTS 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 CTS. The Acceptance Test Plan must be provided 90 days prior to placing any CTS features in operation and must be approved by CDCR.

## **14.9 TRAINING PLAN**

The CTS Training Plan shall contain a complete syllabus of how CDCR Authorized staff will be effectively taught to use the CTS. 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 CTS 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 CTS Training Plan shall be subject to approval by CDCR Operations Manager and modifications as directed. The CTS 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 CTS CDCR USER MANUAL**

The Prime Contractor shall provide and maintain current CTS CDCR User Manuals for CDCR Authorized Staff for all CTS features.

- 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the CTS functionality. There shall be no references to any features or functionalities that are not provided in the CTS environment.
- 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the CTS 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 CTS and make the documentation available to CDCR upon request.

#### **14.11 CTS CDCR LIVE MONITORING USER GUIDE**

The Prime Contractor shall prepare and provide a CTS 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 CTS. Hardcopies shall be laminated and posted at each CTS Live Monitoring location. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the CTS Contractor-Hosted Secured Network Portal. The Prime Contractor shall modify the CDCR User Guide as directed by the State.

#### **14.12 CTS CDCR INVESTIGATIVE STAFF USER GUIDE**

The Prime Contractor shall prepare and provide a CTS 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 CTS CDCR Investigative Staff User Guide will be made available on the Prime Contractor's CTS Private Web site and shall be specific to the CTS. 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 CTS Private Web site. The Prime Contractor shall modify the CTS CDCR Investigative Staff User Guide as directed by the State.

#### **14.13 CTS 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 CTS CUSTOMER GUIDES AND BROCHURES**

The Prime Contractor shall prepare and provide a CTS 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 CTS 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 CTS 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 CTS 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 CTS services (where applicable). Upon request, the Prime Contractor shall provide soft copies of the brochures to the CDCR Operations Manager.

#### **14.15 CTS TRAINING MATERIALS**

Contractor shall provide training materials that instruct the incarcerated individuals to easily navigate through the phone, kiosk, and tablet. In addition provide the training materials on new processes and procedures to access the 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 user guides, quick reference cards/sheets, and on-line help, frequently asked questions (FAQs), video clips, and posters.

The Prime Contractor shall prepare and provide a 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 CTS 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 CTS 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, CTS maintenance procedures and scheduling plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components that includes all CTS 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 CTS Maintenance and Service Plan shall include the schedule of required regular CTS 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 CTS 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 CTS 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 CTS databases and shall be responsible for the management and administration of all the data and databases associated with the Communications and Technology Solution. The data stored in the all the CTS databases is confidential and the property of the CDCR. Data is defined as information and content specific to call recordings, call detail records, e-messages including pictures and video grams, and investigative tools. The security and privacy of the CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS Private Web Site.

## **17.1 INVESTIGATIVE REPORTS**

The CTS shall be capable of generating the following Reports from the CTS 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 CTS 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 CTS 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) CTS Station Identifier;
- 7) CDCR Facility;
- 8) CTS Station Location within the CDCR facility;
- 9) Destination Number (with partial field search capability using a wild card);
- 10) Date and Time of CTS 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 CTS 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 CTS shall provide Call Frequency Report by Origination and Destination calls from a specific CTS 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 CTS 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 CTS Facility Contact List as an active Alert Group by a specific CDCR Authorized User.

## **17.4 STATION CONFIGURATION REPORT**

The CTS Station Configuration Report lists the unique CTS device station number for each CTS device within the designated facility(s). This report shall list the CTS Station Identifier, the station location and the last time the station configuration record was updated.

## 17.5 AD HOC REPORTS

CTS 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 CTS 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 CTS 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 CTS will include user friendly filters and sort criteria to customize the Ad Hoc Reports. The authorized CDCR Staff shall request from the Prime Contractor CTS Ad Hoc Reports that may include a compilation of information from the other reports described in CTS 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) CTS Station Type;
- 7) CTS 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 individual, 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 CTS 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 CTS 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 CTS 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 CTS Live Monitoring Terminals during a specific reporting period. This report shall include the identification of the CTS 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 CTS 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 CTS Blocked Number Report details the telephone numbers that have been identified as unauthorized to receive CTS calls. The CTS 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 CTS 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 CTS 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**

CTS 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 CTS Trouble Ticket Report tracks the status and activity of trouble ticket activity each month. The CTS 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 CTS Trouble Ticket Report are as follows:

- 1) CTS 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 CTS Trouble Ticket Summary Report.

### **17.15 CUSTOMER SERVICE CALL VOLUME REPORT**

The CTS 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 CTS 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 CTS 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 CTS 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 CTS Customer Service Issues Summary Report.

### **17.17 SERVICE, SUPPORT, AND MAINTENANCE REPORTS**

The CTS 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 CTS activities.

### **17.18 INVENTORY REPORT**

The Current CTS Inventory Report provides the CDCR Operations Manager with a complete accounting of the equipment located at CDCR facilities and connected to the CTS (whether the Prime Contractor installed or State owned). The Current CTS 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) CTS 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 CTS.
  - b) Equipment Identification Number;
  - c) Equipment Location:
    - i) Housing Unit;
    - ii) Yard Location; or,
    - iii) Building Location.
  - d) Type of CTS Device:
    - i) Standard CTS device (fixed); or
    - ii) CTS device (portable).
  - e) Type of CTS Enclosure:
    - i) Wall enclosure or
    - ii) Pedestal enclosure
  - f) Type of CTS 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 CTS 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 CTS 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 CTS Call Volume Summary Report.

## **17.21 REVENUE TRACKING REPORT**

The Prime Contractor shall provide as part of the monthly revenue reports a Monthly CTS Revenue Tracking Report. The Monthly CTS 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 CTS 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 incarcerated individuals for each SLA applied.

The Monthly CTS 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**

CTS CAT outages shall be reported independently on a per occurrence basis. A CTS 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 CTS 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**

A CTS Executive Outage Summary Report may be requested by the CDCR Operations Manager for any significant network outage or critical service failure. A CTS 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 CTS 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 a CTS 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 CTS 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 CTS 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](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 CTS 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 CTS 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 CTS telephones shall be capable of mounting to concrete walls, stainless steel shrouded columns, mobile carts, or internal/external enclosures. Telephones installed at correctional facilities shall not be programmable. Telephones shall not be capable of being used to program any feature of the CTS. 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 CTS 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 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 telephones shall be equipped with volume controls which allow offenders to amplify the called party's voice. Telephones shall reduce background noise through the use of confidencers or directional microphones in the handset.

The 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 telephones required throughout the State. The 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 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 telephones installed inside or outside. The 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 CTS 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.

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

### **20.1.2 VIDEO CALLING SERVICES**

The Prime Contractor shall provide and install all the Video Calling Services (VCS) equipment at correctional facilities and locations as specified by CDCR. VCS will be used to place video calls via the CTS. The Prime Contractor shall be responsible for all modifications to existing enclosures necessary to mount the proposed VCS set. The Prime Contractor shall install additional 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 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 VCS installed inside; mounted on a wall, or have the option to be attached to a pedestal. The VCS enclosures shall provide privacy, but allow the incarcerated individual to be visually accessible by CDCR staff. The Contractor shall provide the VCS with background blurring software/feature or partitions as needed to obstruct the view and prevent a security risk. Prior to installation, CDCR will inspect all enclosures, shelves, pedestals, and other mounting apparatus to ensure requirements are met. The VCS shall meet the ADA requirements and ADA Accessibility Guidelines (ADAAG).

All VCS devices shall use unique identifiers, provided by the CDCR Operations Manager that will be referenced in all database files. VCS installed at correctional facilities shall not be programmable. VCS shall not be capable of being used to program any feature of the CTS.

### **20.1.2.1 Video Calling Services Construction Specifications**

The enclosures must contain all hardware and software necessary to provide a “turnkey” enclosure that provides Video Calling 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 tampering and vandalism.
- 9) Enclosure must have adequate ventilation to include fans if needed for components.

The armored handset cords for the 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 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 must have no access to the back of the video phone device.

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.

Video Calling sets and enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.

### **20.1.2.2 Video Calling Services Monitors/Screens**

Monitors must be Energy Star compliant with a minimum level of EPEAT Bronze. Monitors must be a minimum of 47<sup>15</sup>" 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 VIDEO RELAY SYSTEM/AMERICAN SIGN LANGUAGE VIDEO CALLING SYSTEM (VRS/ASL-VCS)**

The Prime Contractor shall provide and install all the VRS/ASL-VCS equipment at correctional facilities and locations as specified by CDCR. VRS/ASL-VCS sets will be used to place calls via the CTS. 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, but allow the incarcerated individual to be visually accessible by CDCR staff. The Contractor shall provide the VCS with background blurring software/feature or partitions as needed to obstruct the view and prevent a security risk. 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 CTS.

### **20.1.3.1 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 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.

VRS and ASL-VCS and enclosures shall meet all ADA requirements and ADA Accessibility Guidelines (ADAAG) as appropriate for new construction or alteration.

### **20.1.3.2 VRS/ASL-VCS Monitors/Screens**

Monitors must be Energy Star compliant with a minimum level of EPEAT Bronze. Monitors must be a minimum of 47<sup>15</sup>" 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.

### **20.1.4 TABLETS**

The Contractor shall provide Tablets to every incarcerated individual at no cost to the State, the incarcerated individual, and the family/friends. The Contractor will retain ownership of the 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 5 GHz spectrum. Tablet will only be allowed to operate on the 5 GHz spectrum. Contractors wireless network shall not interfere with the CDCR Network(s). In cases of overlapping channels and/or co-channel interference the contractors network shall reduce transmit power.
- 4) Ability to use a management device to identify approximate location of Tablet when powered on with feature that cannot be disabled by a user. 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~~

108) 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 incarcerated individual 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.~~ Contractor shall provide charging carts for bulk charging the tablets. The CDCR Operations Manager will determine the location requiring charging carts.

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 incarcerated individuals and CDCR staff.

~~Provide Tablets that can support the ability to add external keyboards, mice, etc. based on program needs.~~

#### Electronic Tablet Assignment Tablet Identification

~~Contractor shall ensure the device is electronically assigned to individuals 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.

#### **20.1.4.1 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 individual 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 individual 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 individual 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 highlighting text and bookmarking pages when reading book files of any type on the Tablet.~~

~~Provide the basic productivity tools for taking 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 ID functionality to Tablet operation for long term identification tracking purposes.

## **20.1.5 KIOSKS**

The Prime Contractor shall provide and install Kiosks in housing units, long-term care facilities, and other CDCR specified locations where offenders are housed. The Contractor shall retain ownership of the Kiosk equipment and shall be responsible for all the scheduled maintenance, repairs, replacement, support, and service for the term of the contract.

### **20.1.5.1 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 individuals 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 a 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 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.

#### **20.1.5.2 Display Monitor/Screen**

Kiosk should contain a touch screen; however, a durable security centered keyboard will also be considered especially supporting disabled individuals 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 individual having to scroll. However there are cases where in order to view the item or text in a readable size, the viewing size must be increased which may require the individual 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 individual could zoom in or enlarge the content for readability.

For non-touch screen Kiosk, resolution changes must be possible to avoid scrolling

## **20.1.6 NETWORK EQUIPMENT**

### **20.1.6.1 Network Switches**

#### **20.1.6.1.1 IDF Network Switches**

Contractor must provide additional switches or replace existing CDCR switches for CTS connectivity if the number of available ports is less than 20% after CTS 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.

#### **20.1.6.2 Wireless Access Points (WAPs)**

Contractor shall be responsible to provide and install all Wireless Access Points (WAPs) required to provide coverage to ensure connectivity to the CTS from the 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.

#### **20.1.6.3 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 incarcerated individuals 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 CTS) 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 CTS) 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 CTS circuit separate from the firewall securing access from the CTS to the CDCR network

#### **20.1.6.4 Uninterruptible Power Supply (UPS)**

The Prime Contractor shall provide all equipment necessary to maintain 100% functionality for the contractor's main CTS 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 a CTS 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 CTS. 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 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 CTS 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 CTS 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 CTS 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 AND THIRD PARTY APPLICATIONS**

The Prime Contractor shall allow CDCR and Third Party developed and approved applications to be loaded on the Kiosks and Tablets as required. 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 CTS Management application, CDCR and Customer facing web portal that is compatible with current industry standard web browser.

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 CTS. All development and implementation of the interfaces will be at no cost to the State, incarcerated individuals or their family and friends. The CTS 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 CTS.

## **22 SYSTEM INSTALLATION**

The Contractor shall be responsible to provide, install, and test all infrastructure required to provide the CTS 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 CTS 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 CTS shall meet all current applicable Federal, State, and Local Codes, Standards, and Regulations. All CTS 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 CTS 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 CTS 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 a CTS 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 CTS 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, new circuit and electrical 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 CTS. The Prime Contractor shall provide a CTS Implementation plan and associated staff that can meet the demands of a phased, multi-site implementation in an efficient manner. The Telephone and VRS/ASL-VCS services shall be implemented first followed by the remaining CTS services. If additional detailed site specific information is required for engineering the CTS 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 CTS 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 CTS 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 CTS 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 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 CTS. The Acceptance Test Plan must be provided 90 days prior to placing any CTS 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. Once the corrective measures are taken, the State shall monitor the point of failure until a consecutive thirty (30) calendar day period free of defects is achieved.

The Final Acceptance period is ninety (90) business days following delivery of all project phases and approval of all deliverables -at the final CTS site.

~~, to be executed prior to acceptance of an individual CTS 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 CTS equipment during the Transition-Out process, the Prime Contractor shall agree to relinquish to CDCR all claims of ownership of the CTS equipment identified in CTS Transition Requirements. The transition of ownership of the equipment shall occur in accordance with the CTS 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 CTS services or may include new strategies for providing CTS 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 a CTS Transition Out plan at time such plan is required.

The implementation of a CTS 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 CTS contract, the State will



take ownership of the CTS telephone equipment including all CTS 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 CTS calling devices, enclosures, cut-off switches and associated cabling as part of the Transition-Out process to the future CTS 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 CTS 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 CTS.

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 a CTS 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 CTS. Hardcopies shall be laminated and posted at each CTS Live Monitoring location. Electronic copies in .pdf and .doc format will be provided to CDCR and available on the CTS 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 CTS CDCR User Manuals for CDCR Authorized Staff for all CTS features.

- 1) Customized CDCR user manuals shall contain information that pertains specifically to CDCR authorized staff's use of the CTS functionality. There shall be no references to any features or functionalities that are not provided in the CTS environment.
- 2) CDCR user manuals shall contain detailed and clear instructions on the operation of the CTS 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 CTS and make the documentation available to CDCR upon request.

The Prime Contractor shall prepare and provide a CTS 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 CTS CDCR Investigative User Guide will be made available on the Prime Contractor's CTS Private Web site and shall be specific to the CTS. 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 CTS 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 CTS. 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 CTS. 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 incarcerated individuals in the use of the CTS 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 a 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 CTS 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 a CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 CTS 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 individuals. 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 CTS 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 a CTS 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 CTS 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 CTS 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 CTS 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: CTS calling devices, Monitoring Equipment, Investigative Equipment, Prime Contractor wiring, network equipment, network transmission, power, software, programming/ configuration) including the Equipment Identification, Current CTS 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, CTS 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 CTS TROUBLE TICKET PRIORITY DEFINITIONS AND RESPONSE TABLE

Priority	Criteria	Response Target	Resolution Target
Critical	Impact: Extensive/Widespread  Major System or network outage, CTS 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  CTS functionality is 'down' at one site or one (1) housing unit. A down system includes any CTS 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 CTS services is of a nature that is not impacting incarcerated individuals 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 CTS 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 CTS shall possess the capability to automatically notify both the Prime Contractor and selected CDCR Authorized Staff in the event of a CTS Live Monitoring malfunction of the Call

Control system, the recording system; the Prime Contractor hosted web-based CTS 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 CTS 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 CTS Private Web Portal to the Prime Contractor's Complaint Tracking and Reporting System.

## **28.5 CTS 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 CTS



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 a CTS 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 CTS 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 CTS equipment shall not require on-site routine and preventative maintenance more than once per month for any site. CTS 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, CTS maintenance procedures and scheduling plans, including any remedial maintenance plans. The schedules shall include a Table of Maintenance Components that includes all CTS 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 CTS Maintenance and Service Plan

shall include the schedule of required regular CTS 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, CTS 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 CTS 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 CTS service and environment for use by the Prime Contractor's organization. The Procedures will be submitted to CDCR for approval prior to CTS 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 CTS 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 CTS to the 'back-end' systems that manage, control and support each of the components that make up the complete CTS.

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 CTS 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 CTS 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 CTS 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](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

<b>SLA Name:</b> Availability (Network, Voice, and Data)											
<b>Definition:</b> The percentage of time and CTS service is fully functional and available for use each calendar month.											
<b>Measurement Process:</b> 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.											
<b>Services:</b>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<b>Objective(s):</b>											
<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>Information Services</td> <td>≥ 95.5%</td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td>≥ 95.5%</td> </tr> <tr> <td>Entertainment Services</td> <td>≥ 95.5%</td> </tr> </tbody> </table>		Services	Monthly Objective	Communication Services	95.5%	Information Services	≥ 95.5%	CDCR and Third Party Application and Content	≥ 95.5%	Entertainment Services	≥ 95.5%
Services	Monthly Objective										
Communication Services	95.5%										
Information Services	≥ 95.5%										
CDCR and Third Party Application and Content	≥ 95.5%										
Entertainment Services	≥ 95.5%										
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> N/A										
	<b>Monthly Aggregated Measurements:</b> 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 CTS services were unavailable to the affected Customers (Incarcerated individuals, Family or Friends). The Customers shall also receive credit for one (1) complimentary telephone call for each 60 minute interval the CTS service were unavailable. The outage minutes will be rounded up to the next 60 minute interval if they fall between intervals. Example: 40 minute outage shall be rounded up as 60-minute interval.										

### 32.4.2 CATASTROPHIC OUTAGE (CAT)

<b>SLA Name:</b> Catastrophic Outage											
<b>Definition:</b> Failure of any part of the Network Based CTS 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 CTS services on a system wide basis, or 20% of the overall impact to CDCR operations.											
<b>Measurement Process:</b> 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 CTS 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-CTS service basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each CTS service is deemed out of service from the first notification until the Contractor determines the CTS service is restored. Any CTS service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.											
<b>Service(s):</b>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<b>Objective (s):</b> The objective restoral time shall be:											
<table border="1"> <thead> <tr> <th>Services</th> <th>Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td>≤2 hours</td> </tr> <tr> <td>Information Services</td> <td>≤2 hours</td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td>≤ 2 hours</td> </tr> <tr> <td>Entertainment Services</td> <td>≤2 hours</td> </tr> </tbody> </table>		Services	Monthly Objective	Communication Services	≤2 hours	Information Services	≤2 hours	CDCR and Third Party Application and Content	≤ 2 hours	Entertainment Services	≤2 hours
Services	Monthly Objective										
Communication Services	≤2 hours										
Information Services	≤2 hours										
CDCR and Third Party Application and Content	≤ 2 hours										
Entertainment Services	≤2 hours										
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> A CTS Catastrophic (CAT) report shall be provided to CDCR within 30 calendar days of restoration date.										



	<p><b>Monthly Aggregated Measurements:</b> 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 CTS services were unavailable to the affected Customers (Incarcerated individuals, Family or Friends). The Customers shall also receive credit for two (2) complimentary email for each 60 minutes the CTS service were unavailable.</p>
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### 32.4.3 COMMUNICATION RECORDS AND RECORDING INFORMATION LOSS

<b>SLA Name:</b> Communication Records and Call Information Loss					
<p><b>Definition:</b> The loss or damage to communication records, including but not limited to Call Detail Records (CDRs), call recordings, messages, photos, videos.</p> <p>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.</p>					
<p><b>Measurement Process</b> 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.</p>					
<b>Service(s):</b>					
Communication Records and Call Information					
<b>Objective (s):</b>					
<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 80%;"></th> <th style="width: 20%; text-align: center;">Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Records and Call Information Loss</td> <td style="text-align: center;">0%</td> </tr> </tbody> </table>			Monthly Objective	Communication Records and Call Information Loss	0%
	Monthly Objective				
Communication Records and Call Information Loss	0%				
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> N/A				
	<p><b>Monthly Aggregated Measurements:</b> Each month the service fails to meet the committed SLA objective shall result in credit for one (1) complimentary telephone call to the CTS individual Customers per lost or damaged communication record or call information.</p>				

### 32.4.4 EXCESSIVE OUTAGE

<b>SLA Name:</b> Excessive Outage
-----------------------------------

<b>Definition:</b> A service failure that remains unresolved for more than the committed objective level.											
<b>Measurement Process:</b> 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.											
<b>Service(s):</b>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<b>Objective (s):</b> The Unavailable Time objective shall not exceed:											
<table border="1"> <thead> <tr> <th>Services</th> <th>Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td>12 hours</td> </tr> <tr> <td>Information Services</td> <td>12 hours</td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td>12 hours</td> </tr> <tr> <td>Entertainment Services</td> <td>12 hours</td> </tr> </tbody> </table>		Services	Monthly Objective	Communication Services	12 hours	Information Services	12 hours	CDCR and Third Party Application and Content	12 hours	Entertainment Services	12 hours
Services	Monthly Objective										
Communication Services	12 hours										
Information Services	12 hours										
CDCR and Third Party Application and Content	12 hours										
Entertainment Services	12 hours										
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> N/A										
	<b>Monthly Aggregated Measurements:</b> 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 CTS Customers with open accounts (Incarcerated individuals, Family or Friends) at location(s) where outage occurred.										

### 32.4.5 TRANSITION-IN TIMELINES

<b>SLA Name:</b> Transition-In	
<b>Definition:</b> This SLA is the transition of new rates and services.	
<b>Measurement Process:</b> This SLA is based on the contractor meeting the commitment dates for Transition-In as specified in the Contractor's approved Transition Plan.	
<b>Service(s):</b>	
Communication Services	Information Services

CDCR and Third Party Application and Content		Entertainment Services
<b>Objective (s):</b>		
		<b>Monthly Objective</b>
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
<b>Rights and Remedies</b>	<b>Per Occurrence: N/A</b>	
	<b>Monthly Aggregated Measurements:</b> Credit or rebate of one (1) telephone call per incarcerated individual per day at affected facility.	

### 32.4.6 IMPLEMENTATION TIMELINES

<b>SLA Name:</b> Implementation		
<b>Definition:</b> Implementation Timelines		
<b>Measurement Process:</b> This SLA is based on the percentage of successful implementation of services met by the commitment dates for the approved Contractor's Implementation Plan.		
<b>Service(s):</b>		
Communication Services	Information Services	
CDCR and Third Party Application and Content	Entertainment Services	
<b>Objective (s):</b>		
		<b>Monthly Objective</b>
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
<b>Per Occurrence: N/A</b>		

<b>Rights and Remedies</b>	<b>Monthly Aggregated Measurements:</b> Credit or rebate of one (1) telephone call per incarcerated individual per day at affected facility.
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### 32.4.7 SECURITY BREACH

<b>SLA Name:</b> Security Breach											
<b>Definition:</b> 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><b>Measurement Process:</b> 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>											
<b>Service(s):</b>											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<p><b>Objective (s):</b> The Unavailable Time objective shall not exceed:</p> <table border="1" data-bbox="418 1310 1401 1629"> <thead> <tr> <th>Services</th> <th>Each Occurrence</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td><b>2 hours</b></td> </tr> <tr> <td>Information Services</td> <td><b>2 hours</b></td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td><b>2 hours</b></td> </tr> <tr> <td>Entertainment Services</td> <td><b>2 hours</b></td> </tr> </tbody> </table>		Services	Each Occurrence	Communication Services	<b>2 hours</b>	Information Services	<b>2 hours</b>	CDCR and Third Party Application and Content	<b>2 hours</b>	Entertainment Services	<b>2 hours</b>
Services	Each Occurrence										
Communication Services	<b>2 hours</b>										
Information Services	<b>2 hours</b>										
CDCR and Third Party Application and Content	<b>2 hours</b>										
Entertainment Services	<b>2 hours</b>										
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> A CTS 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.										

	<b>Monthly Aggregated Measurements:</b> 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 CTS services were unavailable to the affected Customers (Incarcerated individuals, Family or Friends).
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### 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 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**

After completion of the Transition-In phase and for the remaining term of the Contract, an annual Contract Administrative Fee of \$200,000 will be payable by the Prime Contractor, in monthly increments of \$16,666.66 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.

### **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 CTS 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](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 25, 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 CTS **RFP CXXXXXX-D**CDCR08112020 and the resulting Contract, the following words and phrases shall have the indicated meanings.

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

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

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

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 CTS data and reports.

Barge-in – ability for an authorized CDCR staff to interrupt a CTS 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 CTS that documents the details of the telephone, video phone, VRS, and the ASL-VCS.

Call Detection – means of detecting unusual or suspicious activities on a CTS call.

Call Duration – the total amount of minutes an individual may converse with the called party on a CTS call.

Call Forwarding – CTS calls forwarded by a called party to a third party.

Called Party – family or friends

CCHCS – California Correctional Health Care Services provides care that includes medical, dental and mental health services, to California's incarcerated individual population.

CDCR – California Department of Corrections and Rehabilitation. Primary consumer for Communications 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 CTS for the duration of the contract.

CDT – California Department of Technology. CTS Contract Administrator.

Censored – communication that is not released to an incarcerated individual or their family or friends

Classrooms – rooms for delivering educational programming to the incarcerated.

Credentials – a document or certificate proving a person's identity or qualifications.

Dayroom – a common room in the housing unit where the incarcerated individuals spend their free time.

Device ID – The unique identifier on all CTS devices.

Dorms – dormitory type living units for housing minimum security incarcerated individuals

DTMF – Dual Tone Multi-Frequency

E-Cards – pre-approved greeting cards

Electronic Letter – an inbound letter similar to an email from a family or friend to an incarcerated individual. These letters are printed by staff and delivered to the individual by the mailroom.

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 a CTS call for unusual or suspicious activity

GUI – Graphical User Interface

Health Care Services – medical care provided to individuals in the institutions.

Hearing Carry Over – allows speech disabled user with hearing capabilities to listen to the called party.

Hotline Call – calls originating from the adult or youth incarcerated individual to a designated hot line (i.e. PREA, other State Agencies)

Housing Unit – Facility with cells used to housing incarcerated individuals.

Inbound Call – calls originating from the public to an incarcerated individual. Inbound calls are prohibited and shall not be processed by the CTS.

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 CTS hardware either permanently installed on the wall or floor utilized by the individuals to consume CTS 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

Library – common area in an institution where incarcerated individuals may obtain reading materials and do research. A library may also be used to deliver educational programming to the incarcerated.

Live Monitoring – real-time listening or viewing of the 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 activity shall be recorded and monitored by authorized CDCR staff.

Non-Confidential Emails – emails exchanged between the incarcerated individual and their family or friends.

Incarcerated Individual – Adult and Youth in the care of the CDCR

CTS – Communications and Technology Solution

CTS Management Application – web-based application used for administrative management of CTS features.

Outbound Call – telephone, video, VRS, or ASL-VCS calls originating from an incarcerated individual to their family or friends.

Overlay Message – message that is played or displayed randomly throughout the telephone or video communication.

PINs – Personal Identification Numbers

Post Release Community Supervision (PRCS) – parolee under the supervision of a county agency and not the CDCR.

Prime Contractor – the primary CTS contractor under contract with the State who has full responsibility of completing and managing the CTS 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 family and friends.

Rehabilitative – provide access to educational opportunities to individuals 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.

SLARR – shall mean the total of the Service Level Agreement Rights and Remedies for CTS 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 – CTS 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 incarcerated individual and the called party the call will end due to expiration of time.

Three-Way Calling – Calling that involves connecting three (3) distinct parties.

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 CTS.

User Manual – a comprehensive CTS user instruction that contains detailed and clear instructions on the operations of the CTS hardware and software.

User Privilege – administrative privileges assigned individually to users and/or groups.

Video Call – simultaneous real-time audio and video communication between incarcerated individual and their family or friends.

Video Clips – brief recorded video from a family or friend to an incarcerated individual

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

Visiting Areas – common area used for family and friends visiting with the incarcerated individuals.

Visually Impaired – an individual who may be blind or have diminished vision.

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 incarcerated individual.

## 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
- Attachment 6: Community Program IWTS Equipment
- Attachment 7: DJJ Youth Facilities' IWTS Equipment
- Attachment 8: Cellular Interdiction Solution (CIS) Equipment
- Attachment 9: CDCR Network Equipment Standards

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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 Repres, 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**

<b>CDCR Adult Institution</b>	<b>Physical Address</b>
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

<b>DJJ Youth Facilities</b>	<b>Physical Address</b>
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 Aqueduct-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
	<b>TOTALS</b>	<b>4648</b>	<b>50</b>	<b>220</b>	<b>163</b>	<b>386</b>	<b>21</b>	<b>8</b>	<b>177</b>	<b>80</b>	<b>525</b>

### Attachment 4: CDF/CDCR Camps' IWTS Equipment

		OFFENDER PHONES AND RELATED EQUIPMENT				LIVE MONITORING EQUIPMENT		INVESTIGATIVE WORKSTATIONS	
	CAMP	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
	<b>Total</b>	<b>136</b>	<b>104</b>	<b>86</b>	<b>35</b>	<b>0</b>	<b>39</b>	<b>42</b>	

### 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
	<b>TOTALS:</b>	<b>197</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>

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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 CCTRTP	3	3	0	0	0	1
2	San Diego CCTRTP	3	3	0	0	0	1
3	Bakersfield CCTRTP	3	3	0	0	0	1
4	Stockton CCTRTP	2	0	0	0	0	1
5	Sacramento CCTRTP	2	0	0	0	0	1
	<b>TOTALS:</b>	<b>13</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>

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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
<b>TOTALS:</b>	<b>68</b>	<b>68</b>	<b>2</b>	<b>0</b>	<b>44</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>

\* 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
<b>Total</b>	<b>103</b>	<b>68</b>	<b>272</b>	<b>272</b>	<b>170</b>	<b>34</b>

## 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

<u>Part Number</u>	<u>Description</u>	<u>Manufacturer</u>	<u>Quantity</u>
<u>JL074A</u>	<u>HPE Aruba 6300M 48-port 1GbE Class 4 PoE and 4-port SFP56 Switch</u>	<u>Hewlett Packard Enterprise</u>	<u>1</u>
<u>JL087A</u>	<u>Aruba x372 54 VDC 1050W Power supply</u>	<u>Hewlett Packard Enterprise</u>	<u>1</u>
<u>J9151E</u>	<u>Aruba 10G SFP+ LC LR 10km SMF Transceiver</u>	<u>Hewlett Packard Enterprise</u>	<u>1</u>
<u>If more than 48 ports are necessary a second, third, or fourth switch must be added and each switch must also include the following:</u>			
<u>ROM46A</u>	<u>HPE Aruba Aruba 50G SFP56 to SFP56 0.65m DAC Cable - (2.13 Feet)</u>	<u>Hewlett Packard Enterprise</u>	<u>1</u>

## For IDFs with Pre-Existing Aruba 3810's

<u>Part Number</u>	<u>Description</u>	<u>Manufacturer</u>	<u>Quantity</u>
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
<u>J9151EJ4859C</u>	<u>Aruba 10G SFP+ LC LR 10km SMF TransceiverX121 1G SFP LC LX Transceiver Mini-GBIC (requires 2)</u>	Hewlett Packard Enterprise	2
<u>If more than 48 ports are necessary a second, third, or fourth switch must be added and each switch must also include the following:</u>			
JL084A	HPE Aruba 3810M 4-Port Stacking Module	Hewlett Packard Enterprise	1
J9578A	Aruba 3800/3810M 0.5m Stacking Cable	Hewlett Packard Enterprise	1

Note: All new deployments or a replacement of a non-3810 switch will be replaced with the new 6300 standard. If an IDF has an existing 3810. CDCR will expand that stack with additional 3810s.

## 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 22: BUSINESS AND TECHNICAL REQUIREMENTS**

Refer to spreadsheet attachment.

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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



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Question #	Document	Section #	Page #	Question	Response
1	RFP CDCR 08112020	Cost Workbook Tab 2		<p>Would you please provide the formula that will be used to allocate the 600 cost points between bidders? Will it be that the bidder with the lowest cost will receive 600 points and the other bidders will receive a prorated amount based on their cost compared to the lowest cost? For example, if Bidder 1's cost was \$18M and Bidder 2's cost was \$20M, then Bidder 1 would receive 600 points and Bidder 2 would receive 540 points (<math>\\$18M/\\$20M * 600</math> points)?</p>	<p>Every rate bid will be evaluated and potentially negotiated should the Bidder be invited to negotiations. See RFP Part 1, Table 7-4. Cost Workbook, Tab 2 row 12 Option 1 OR row 13 Option 2 will be used for all cost evaluation calculations.</p>
2	RFP CDCR 08112020	Cost Workbook Tab 2, Cells A16 & A17		<p>Will the Prepaid one-time and Advance Pay costs be evaluated? If yes, what will be the formula to compare costs between vendors and how much of the 600 points for cost will each of these be worth?</p>	<p>Every rate bid will be evaluated and potentially negotiated should the Bidder be invited to negotiations. Individual rate point allocation will not be defined.</p>
3	RFP CDCR 08112020	Cost Workbook Tab 3, Cell A19		<p>Would you please define "Attachment"? We see that Photographs and e-Cards are listed separately, so what type of attachment is anticipated at 10M units per year?</p>	<p>See Addendum 1 for revision.</p>
4	RFP CDCR 08112020	Cost Workbook Tab 4, Subscription Services		<p>Some vendors price their services per minute rather than per month. In addition to a monthly subscription option would you include an option for per minute pricing for the following services:</p> <ul style="list-style-type: none"> <li>• Music</li> <li>• Games</li> <li>• Audio Books</li> <li>• Movies/TV/Video Entertainment</li> <li>• Newsfeed</li> </ul> <p>Our experience suggests multiple payment models offer the most inclusion and ensure the greatest adoption of use. This lessens the divide between those with money and those with little money. These payment models also offer the ability to grant metered access to entertainment content free of charge to indigent inmates or other designated inmates.</p>	<p>The State has considered the feedback provided. The requirement will remain as written.</p>

Question #	Document	Section #	Page #	Question	Response
5	RFP CDCR 08112020	Cost Workbook Tab 4, Cells A7 & A8		Some vendors offer games through payment models other than an individual purchase. As such, would you consider allowing a vendor to bid a pay per minute model, monthly subscription model, and/or a combination of these two models under Option 2? In our experience, this model offers the user more variety and flexibility.	The State has considered the feedback provided. The requirement will remain as written.
6	RFP CDCR08112020	Cost Workbook Tab 4, Cell A20		Given that some providers only offer a 24-hour rental package for their movie library, would you consider allowing a 24-hour movie subscription under Option 2? This option provides inmates the ability to potentially pay the same rate they may pay for 1 movie while receiving the option to watch a variety of movies during a 24-hour time period.	The Bidder's description of services appears acceptable. However, the Bidder must provide the services in a flat monthly fee subscription model. If this is still unclear, the Bidder is requested to bring this question to Conceptual Discussions.
7	RFP CDCR 08112020	Cost Workbook Tab 4, Above Section for Options 1 & 2		Would you add an item for "Monthly cost to access paid content"? Some vendors require an inmate to pay a fee each month to open access to purchase content. Without paying the fee, the tablet will only allow access to the tablet's free profile and free content. It is important that fees like this are evaluated in Tab 4 or a vendor could simply show zero cost for the content in Tab 4 and then load all their cost and profit into a monthly fee in Tab 6, which is not evaluated."	There is no line item for the Bidder to propose this fee and the State will not accept this kind of fee being charged to the incarcerated individual nor friends or family.
8	RFP CDCR 08112020	Cost Worksheet Tab 4, Option 1, Music Albums		If a vendor is bidding Option 1, although does not sell music albums, what should be entered for the cost?	The Bidder is not required to bid optional line items. Please enter NA if a line item is not being proposed by the bidder. See Addendum 1 for updated Cost Workbook Instructions.

Question #	Document	Section #	Page #	Question	Response
9	RFP CDCR 08112020 Parts 1 & 2	Exhibit 24.3; Proposed Network, SOW 2.2.2.7 Tablet Services In Cell	page 207 SOW page 29	<p>Would you please confirm that the following services are required "within the cells" as specified here, "Describe how the proposed CTS solution will provide services in the housing units, within cells, and dorms."</p> <ul style="list-style-type: none"> <li>• Access to CDCR and third-party application and content, such as law library, commissary ordering and the learning management system</li> <li>• Internal communication/messaging, such as requests and grievances</li> <li>• Receipt of CDCR-Initiated messaging</li> <li>• Send/receive email, attachments, photographs and e-cards</li> <li>• E-Books, games, music and movies</li> </ul>	See Addendum 1 for revision.
10	RFP CDCR 08112020 Part 2	SOW 20.1.4, #3 Wireless Spectrum	Page 62	This section states that tablets will only be allowed to operate on the 5 GHz spectrum. We understand if part of the reason for this requirement is that CDCR does not want tablets that would run on the 2.4 GHz spectrum and interfere with other services running on that spectrum. If a vendor has a solution that delivers wireless signaling that does not conflict with Wi-Fi spectrum, would that be acceptable to CDCR?	Possibly, but it would also need to be confirmed to not interfere with CDCR's public safety radios (700-800Mhz bands) and other non-802.11 wireless bands. If the devices are 802.11 CDCR will currently only support 5Ghz. Future consideration for 802.11ax+ 6Ghz spectrum is being considered. Bidder is requested to bring this item to Conceptual Discussions.
11	RFP CDCR 08112020 Part 2	Business Requirements Workbook Law Library Access OS-101		Would you please confirm that access to law library is online access and not access to the LexisNexis hard drive solution?	Online access to CDCR/Third Party Law Library content
12	RFP CDCR 08112020	SOW 20.1.4, bullet #9 Tablets	Page 62	Would you please provide the use cases and security requirements for the following, "Possess an external QWERTY keyboard or have the ability to utilize with a keyboard peripheral"? Given that external peripherals can create an unnecessary security hole, would you allow an internal software keyboard to meet the requirement?	The State requires that the option is available upon State's request. See Addendum 1 for revision
13	RFP CDCR 08112020 PART 2	SOW 20.1.4.1 Tablets Features	Page 63	Would you please consider striking the following requirements due to the potential for message passing between incarcerated individuals, "Provide the ability for highlighting text and bookmarking pages when reading book files of any type on the Tablet. Provide the basic productivity tools for taking 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."	See Addendum 1 for revision.

Question #	Document	Section #	Page #	Question	Response
14	RFP CDCR 08112020	20.1.4.1 SOW Tablets Features	Page 63	When incarcerated individuals are able to type and store text on the tablet, this allows them to pass messages by simply sharing their login credentials. In a related note, this is the primary reason why most institutions don't allow incarcerated individuals to save email drafts. Security staff have found that an incarcerated individual will type a message, save it as a draft, provide their login credentials to another incarcerated individual who will login, read the draft and <del>then delete it so that security staff have no record of the illicit message</del>	See Addendum 1 for revision
15	RFP CDCR 08112021	2.2.2.4 Entertainment Services, SOW	Page 27	Would you please consider removing AM radio from the following requirement? - "Provide access AM/FM radio at no cost." While FM radio tuners are standard component for tablet manufacturers, AM tuner components are not, and AM signals are more prone to interference. Requiring access to AM radio signals over-the-air may force bidders to create a one-off custom tablet for CDCR that would increase the cost of manufacturing, supporting and servicing.	See Addendum 1 for revision.
16	RFP CDCR 08112022	2.1, Service To Be Provided, #2.	Parts 1 & 2 page 206; SOW page 62	Would you please consider reducing the minimum size for the Kiosk to 15" from 17"? 15" kiosks provide equally adequate viewing and take up less wall space. They are also less expensive to procure, maintain, and service.	The State has considered the feedback provided. The requirement will remain as written.
17	RFP CDCR 08112023	20.1.3 SOW Video Relay System/American Sign Language Video Calling System	Page 60	If a vendor is able to provide their VRS/ASL-VCS via a tablet that is docked to secure wall mount station, would CDCR accept that in lieu of the specifications listed here? Allowing incarcerated individuals to use the existing tablets for this service would reduce cost, simplify maintenance and reduce the amount of hardware installed on facility walls and susceptible to abuse and damage. Cameras on the tablets would be controlled by software and only activated when docked to the wall station.	As long as the tablet is a minimum of 17" and meets all other requirements, the State has no preference for other items as described in the question. If this is still unclear to the Bidder, please bring this item to Conceptual Discussions.
18	RFP CDCR 08112024	Technical Requirements, Charging Requirements	TAB-107	Would CDCR allow wireless charging of the tablets in lieu of wall powered barrel chargers?	The State is considering the request. Please bring this item to Conceptual Discussions.

Question #	Document	Section #	Page #	Question	Response
19	RFP CDCR 08112025	1.4.1.11.1 EIC Information	Page 25	Would you please add to the bidders' library the EIC rates for all products and services (e.g. cost of a stamp, cost of a song, cost of an album, cost for printing messages and/or photos etc.), to include any bundled pricing and any promotional pricing that has been offered during the term of the pilot?	Uploaded, please see new document uploaded to Bidder Library.
20	RFP CDCR 08112026	1.4.1.11.1 EIC Information	Page 25	Would you please also provide all monthly EIC sales reports to show the product, number of transactions and revenue per product?	Please refer to Exhibit - California EIC Metrics by Month-2019
21	RFP CDCR 08112027	Section 10, item #7	Page 25	Would you please provide additional details on the pilots for healthcare grievances and healthcare service requests? Are the tablets only providing access to a third-party portal for these services or are these services being hosted by the EIC provider?	The referenced document is unclear. Healthcare Grievance submission form developed and hosted by current vendor. Healthcare Service requests not implemented. State cannot locate the reference to Section 10, Item # 7. If Bidder requires additional response, please rephrase and resubmit question.
22	RFP CDCR 08112028	1.4.1.11.1 EIC Information	Page 25	Would you please provide details on the process by which restitution is taken from deposits for incarcerated individuals to tablet content from the EIC vendor?	Restitution is taken from the incarcerated individual's Trust account
23	RFP CDCR 08112029	1.4.1.11.1 EIC Information	Page 25	Would you please add to the bidders' library any policies or procedures that have been written to address the services provided within the EIC pilot?	EIC is a Pilot and any policies or procedures that are specific to the Pilot are not relevant to the services requested under this RFP.
24	RFP CDCR 08112030 Parts 1 & 2	1.4.4.1 Part 1 & 2 ; SOW 2.2.2.1; SOW 20.1.6.3 Sites for Tablet & Kiosk Services	Parts 1 & 2 page 31; SOW page 24; SOW page 66	Would you please confirm that tablet services will not be required at the fire camps, youth camps, CCTRP facilities, or parole? If services will be required at these locations, would you please provide architectural diagrams along with the ADP per housing unit?	All institutions and Camps will require CTS services. State does not have the requested information. A camp is included as part of the Bidder Site Visits.
25	RFP CDCR 08112031 Part 2	20.1.6.1.1 IDF Network Switches; SOW Attachment 9	Page 66	Please provide for each existing IDF network switch, by facility, their current port utilization level and percentage of open ports available. Also provide information on known project(s) that may consume any of the ports, power, infrastructure or other resources that may no longer be available for this project.	The State does not have the requested information. The Bidder may be able to view some of this infrastructure during the Bidder Site Visits.
26	RFP CDCR 08112032	20.1.6.3 Firewalls SOW	Page 66	Please provide the quantity of firewalls required, by facility for "all Camps, Parole, and remote locations for offender and parolee access".	There are currently 180 locations within CDCR; any location that will provide these services would require a firewall.

Question #	Document	Section #	Page #	Question	Response
27	RFP CDCR 08112033 Part 2	20.1.6.3 Firewalls SOW	Page 66	In addition, please confirm if CDCR is requiring two such firewalls at each OCTS location that will receive service. One firewall for securing the CDCR network and one securing the vendor network.	One firewall is acceptable per site if configured to segregate the two environments appropriately.
28	RFP CDCR 08112034 Parts 1 & 2	22.3 Cabling and Power Installation SOW	Page 69	Relating to power, vendor is concerned about the responsibility for power as it relates to the overall power infrastructure of a facility, yard, housing unit; and who has responsibility for building out such things as power panels and any other work required should current power infrastructure not meet OCTS deployed solution requirements. Detailed information on all aspects of power is required if cost go beyond running power from a device to the applicable power panel.	The State requires the vendor to be responsible for all power needs of the vendor's solution. Bidder must assume all of these costs when preparing their bid. The State requires the vendor upgrade the power panels as necessary.
29	RFP CDCR 08112035 Parts 2	22.3 Cabling and Power Installation SOW	Page 69	Also please provide all power surveys that have been conducted by CDCR at each facility (by power panel) to assure that the number of tablets (with associated power cords) to be deployed will be able to be supported by the power requirements to charge the applicable tablets.	The State does not have the requested information. The Bidder will be responsible for assessing the power requirement and conducting surveys. If the Bidder requires further clarification on power and the awarded vendor's responsibility, the Bidder is requested to bring these questions to Conceptual Discussions.
30	RFP CDCR 08112036 Parts 1 & 2	Parts 1 & 2, 1.4.4.1; SOW 2.2.2.1 Responsibilities of CDCR Staff	Parts 1 & 2 page 32; SOW page 24	Regarding the statement that "There will be little to no CDCR involvement in the service or maintenance", would you please confirm that CDCR staff will have involvement with providing escorts, collecting damaged tablets, distributing replacement tablets, minor administrative duties, and the involvement they have with the OCTS today?	The State will provide escorts for the implementation and ongoing M&O as necessary and minimum administrative support for the contract. The Bidder must not assume any additional support beyond that which is explicitly stated by the State.
31	RFP CDCR 08112037 Parts 1 & 2	Exhibit 14 Contract Value for Bidding Preferences and Incentives	Page 154	Will CDCR set a contract value (revenue) that all bidders will use to determine eligibility for bidder preferences or are bidders to use the Option 1 or Option 2 total cost from Tab 2 of the Cost Workbook?	All preferences and incentives will be calculated by the State from the evaluation total listed as Option 1 or Option 2 on Cost Workbook Tab 2.
32	RFP CDCR 08112038 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.1; Staff Qualifications and Qualifications Forms	Page 175	For the Key Personnel experience requirements, is it acceptable if the experience includes previous employment? For example, if a PM had three years of experience in corrections at the bidder's company and three years of experience at the place where they worked before the bidder hired them, would you count that full six years of experience in corrections towards the mandatory requirement?	Yes, prior employment experience is acceptable as long as it meets the State's Mandatory Qualifications.

Question #	Document	Section #	Page #	Question	Response
33	RFP CDCR 08112039 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.1; Staff Qualifications and Qualifications Forms	Page 175	For the PM, On-site Installation Manager and Implementation Manager, would you consider reducing the experience requirements from six years to five years or replace "years" with a number of projects? Given the relatively high turnover within corrections, finding candidates with more than 5 years of correctional implementation experience is challenging.	See Addendum 1 for revision.
34	RFP CDCR 08112040 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.1; Staff Qualifications and Qualifications Forms	Page 175	For the PM, is it acceptable if the PM will have their PMP prior to execution of the contract vs. at proposal submission?	See Addendum 1 for revision.
35	RFP CDCR 08112041 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20; Staff Qualifications and Qualifications Forms	Page 173	For the Trainers and the desirable requirement to 'Possess a training certification', would you please confirm that you are referring to certification by the vendor that the trainer has been trained on the vendor's products for which they will be providing training?	See Addendum 1 for revision.
36	RFP CDCR 08112042 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.4; Staff Qualifications and Qualifications Forms	Page 184	For the Trainers and the requirement related to training at two State level Department of Corrections, is it acceptable if both of those training are at different facilities/campuses within the same agency?	The Bidder's description is acceptable as stated as long as it meets the State's Mandatory Qualifications. See Addendum 1 revision.
37	RFP CDCR 08112043 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.4; Staff Qualifications and Qualifications	Page 184	Would it be acceptable if some portion of the training sessions are handled either through remote training or recorded training?	As approved by the State, remote training will be acceptable. Recorded training is still being considered by the State. The Bidder should assume no recorded training at this time.
38	RFP CDCR 08112044 Parts 1 & 2	Key Personnel Qualifications; Parts 1 & 2; Exhibit 20.4; Staff Qualifications and Qualifications Forms	Page 173	For the trainers, would you consider making the corrections experience requirement optional? Given the number of trainers that may be required to adequately train an organization the size of CDCR, it will be difficult to find that number of candidates all with experience training in correctional environments. As long as the trainers are certified to train on the vendor's products and have been through the vendor's training boot camp, they would be capable of training in a corrections environment.	The State has considered the feedback provided. The requirement will remain as written.
39	RFP CDCR 08112045 Parts 1 & 2	4.1.4 Key Personnel References	Page 81	Please confirm that a bidder may use CDCR as a reference for key personnel.	CDCR may be used as a reference. However, the State's core team individuals cannot be a reference for the Bidder. If the Bidder requests a reference from the CDCR core team member, the CDCR team member will notify the Bidder if they are unable to be listed as a reference.



Question #	Document	Section #	Page #	Question	Response
40	RFP CDCR 08112046 Part 2	SOW 5.1.10 Contractor Privacy Policy and Terms of Conditions,	Page 34	Please confirm that CTS does not require the Privacy Policy and Terms and Conditions to include any additional opt out or opt in the sharing of personal information other than what is required by law.	The requirement in the SOW is correct as written. The State is not requiring anything beyond that which is already identified in the SOW. If the Bidder is still unclear, please rephrase and resubmit the question.
41	RFP CDCR 08112047 Parts 1 & 2	Bond Requirements	Page 62 & 63	Table 3-1 states that the Performance Bond is "required within 21 days after Contract Awards and Aligns with Performance Start Date". However, under the definitions item 1b on page 63, it states that the Performance Bond is "Required within 14 calendar days of Contract Award". Would the State please clarify which timeline is preferred?	21 days. See Addendum 1 revision.
42	RFP CDCR 08112048 Parts 1 & 2	Exhibit 24: Narrative Responses	Page 200	The requirement states that "each Narrative Response must not exceed two pages with the total Narrative Response not exceeding 18 pages". With 12 Narrative Responses required, would the State consider increasing the total Narrative Response page count to 24 pages?	See Addendum 1 for revision. Please not 1 Narrative response item has been added.
43	RFP CDCR 08112049 Parts 1 & 2	Questions Regarding the Solicitation Document & 2.3 Key Action Dates, Parts 1 & 2, 2.2.2	Page 42	Given the importance of the procurement and the anticipated number of questions, would the State consider providing a second round of written questions following the receipt of the initial responses?	The State does not anticipate issuing another Q&A set. Please be sure to schedule and take advantage of the Site Visits and Conceptual Discussions.
44	RFP CDCR 08112049 SOW	p. 58-60 #20.1.2 and p. 64-65 #20.1.5	Page 58-60 Page 64-65	What is the difference between the required VCS devices and the required kiosks? Please list all functionality required on each the VCS device and the kiosk. If one device can be provided that allows for both Video Calling Services and all kiosk functionality, would that be preferred by the CDCR?	The State is agreeable should the Bidder have 1 device that meets the functional requirements of each device. The Bidder is requested to bring this item to Conceptual Discussions.
45	RFP CDCR 08112049 SOW	20.1.5 SOW	Page 58	The RFP requires "Video Calling Services (VCS) equipment at correctional facilities and locations as specified by CDCR." How many VCS devices are required and at which locations?	All locations that will provide CTS services. VCS devices will be determined on a site by site basis.
46	RFP CDCR 08112049 SOW	2.2.2.6	Page 28	Section 2.2.2.6 states, "Fulltime Contractor support would be required to perform Digital Forensic Examiner / Analytical support for CDCR." What duties will be assigned to these personnel?	Please refer to Exhibit: Contractor Corrections Intelligence Analyst Requirements in the Bidders library
47	RFP CDCR 08112049 SOW	2.2.2.6	Page 29	Section 2.2.2.6 states that location based services are desirable. This technology has recently fallen under legal scrutiny for invasion of privacy is no longer widely available in the ITS industry. Therefore will the State remove this as a desirable feature?	See Addendum 1 for revision.

Question #	Document	Section #	Page #	Question	Response
48	RFP CDCR 08112049 Parts 1 & 2	Table 2-2	Page 45	At the time questions were due, we had not yet been given access to the Bidders' Library, and Site Visits have not yet occurred, nor has it been decided whether they will in fact take place. Additionally, we are only in the beginning stages of preparing our proposal and because this RFP is especially long and complex, we are likely to notice more details as we get further along in the response process. And finally, the State's responses to vendors' initial questions frequently raises additional questions or clarification of some of the State's responses. For all of these reasons, and to avoid any assumptions as discussed during the pre-solicitation stage, we request that the State add a second round of Questions & Answers into its schedule.	Bidder's Library access was granted the week of 09/01/2020. Site Visits will occur onsite as identified in the RFP. If a Bidder will not be attending Site Visits and is requested a virtual option, the Bidder must notify the Procurement Official immediately. The State does not anticipate releasing another Q&A set. Please be prepared to discuss any outstanding questions during the Bidder's Conceptual Discussion.
49	RFP CDCR 08112049 Parts 1 & 2	CTS_RFP_Parts_1_and_2	Page 13	The RFP states, "This encompasses a population of approximately 120,000 incarcerated individuals in custody throughout these various institutions and facilities." Please provide the current ADP broken down by each institution/facility. This information is necessary to determine the numbers and locations of Wireless Access Points to enable the table solution, a substantial component of our cost estimate.	Please refer to Exhibit: California Weekly Report of Population In the Bidders library
50	RFP CDCR 08112049 Parts 1 & 2	CTS_RFP_Parts_1_and_2	Page 13	Does the CDCR anticipate any significant reduction in the population or have any plans to release a large number of inmates in the future? Please describe.	The State does not have the requested information.
51	RFP CDCR 08112049 Parts 1 & 2	Section 7.3.7	Page 107	RFP Section 7.3.7 describes the formula that will be used to award points in the Cost Worksheets. This formula is based on a "Proposed Total Cost." However, the Cost Workbook - Tab 2 is described as the Summary Cost Worksheets that will be used for Evaluation and Scoring of the Cost Proposal," and it does not calculate a single "Total Cost." Rather, it calculates total costs in several categories, in addition to populating per-use transaction fees. How will these multiple costs and per-transaction fees be calculated into a Proposed Total Cost? How much weight will each of these factors be given in the Scoring calculations (i.e., how many of the total 600 points will be awarded for each cost component)?	See response to Question 1 and 2.
52	RFP CDCR 08112049 Coat Work Book	Cost Workbook	Tab 4	For offender services and entertainment, the Cost Workbook only has options for per-transaction and monthly subscription pricing. Would the State accept proposals for other pricing models, such as per-minute pricing?	The State has considered the feedback provided. The requirement will remain as written.
53	RFP CDCR 08112049 Parts 1 & 2	Bond Requirements	Page 62-63	Regarding the surety/performance bonds required, the RFP does not include a bond form. Does the State have a specific bond form they require? Given the potential 10-year term, the sureties will want to use an annually renewing bond form. The RFP is also silent on this matter. Please advise.	See Addendum 1 for revision. The State does not require a specific bond form. The duration of the performance bond has been lessened to two years or system acceptance, whichever is later.

Question #	Document	Section #	Page #	Question	Response
54		Section 7.3 and 7.3.5.1	7.3 – Page 98 7.3.5.1 – Page 106	<p>Section 7.3 Final Proposal Evaluation outlines how the State will evaluate a Proposal Submission and award points. Table 7-1 includes the Scoring and Point Distribution. Within Table 7-1, Exhibit 22: Business and Technical Requirements show that a maximum of 500 Points are allocated for this scored component.</p> <p>Section 7.3.5.1 Business and Technical Requirements consists of (M) Mandatory, (MS) Mandatory Scored and (DS) Desirable Scored categories. There are 17 (MS) Mandatory Scored Requirements and 18 (DS) Desirable Scored Requirements for a total of 35 Scored Requirements within Section 7.3.5.1 Business and Technical Requirements.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1) With a maximum of 500 Points allocated to the Business and Technical Requirements, what is the maximum point allocation for each of the 35 scored requirements?</li> <li>2) If each of the 35 Scored Requirements have equal weight, will each Scored Requirement be allocated a maximum of 14.28 Points each?</li> <li>3) If each Scored Requirement does not have equal weight, what is the assigned Point allocation for each of the 35 Scored Requirements?</li> <li>4) Will each (MS) Mandatory Scored Requirement be allocated more points than each (DS) Desirable Scored Requirement?</li> </ol>	See Addendum 1 for revisions.
55		Section 7.3 and 7.3.5.3	7.3 – Page 98 7.3.5.3 – Page 106	<p>Section 7.3 Final Proposal Evaluation outlines how the State will evaluate a Proposal Submission and award points. Table 7-1 includes the Scoring and Point Distribution. Within Table 7-1, Exhibit 24.1 to Exhibit 24.12: Narrative Responses show that a maximum of 840 Points are allocated for this scored component.</p> <p>Section 7.3.5.3 Narrative Response(s) Requirements shows that each of the 12 Exhibits include the requirement to respond to each Business Need or Requirement.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1) With a maximum of 840 Points allocated to the Narrative Response Requirements, what is the maximum point allocation for each of the 12 Narrative Responses?</li> <li>2) If each of the 12 Narrative Responses have equal weight, will each Scored Requirement be allocated a maximum of 70 Points each?</li> <li>3) If each Narrative Response does not have equal weight, what is the assigned Point allocation for each of the 12 Narrative Responses?</li> </ol>	See Addendum 1 for revision.

Question #	Document	Section #	Page #	Question	Response
56		Section 502: Cost Workbook Instructions	Page 91	Will the state allow multiple price offers with multiple sub-contractors?	A single Bidder must submit a single proposal.
57		Section 502: Cost Workbook Instructions And CTS RFP Cost Workbook	Page 91	Are all bidders required to submit pricing per item as the scoring form requires? For example, what if a vendor provides music on a subscription to a library for a flat fee? In this case, the libraries will vary dramatically, but the cost per song in the library would be very low.	See Addendum 1 for updates to Cost Workbook instructions.
58		Not Provided	N/A	Will we be required to interface with ATG for debit calling funds transfers? Historically ATG requires a 5% fee on all transfers from trust to debit accounts. Will the State declare whether vendors will be required to pay a fee to ATG, which will obviously increase the cost to end users or conversely will the state require ATG to transfer funds to the phone accounts at no charge since once the interface is created there is no cost to ATG for the transfer.	State has not made the determination that the incarcerated persons would be allowed to self fund their calling account. If the Bidder is still unclear, please bring this item to Conceptual Discussions.
59		Section 3.21: Socioeconomic Programs	Page 63-97	The requirement for DVBE and Small Business states points will be allocated based on the percentage used. Since technically this is a no cost contract to the state, can the state clarify whether the percentage participation is a percentage of total revenues, which are clearly estimates as nobody can anticipate actual volumes without all services being currently installed at all facilities nor can vendors anticipate revenues in an environment where populations are decreasing, or whether the percentages are percentages of COST to deploy the networks requested.	See response to question number 31.
60		Section 3.21: Socioeconomic Programs And 3.21.4	Page 63-67	Additionally, can the State clarify the definition of net revenues as mentioned in section 3.21.4 and what is removed from gross revenue (Sum of costs in cost worksheets) to arrive at net revenue?	See response to question 31 for further clarify on how calculations will be made.
61		Cost Workbook	Tab 3	Tab 3 Cost Proposal spreadsheet for Offender Communications starts with Telephone Call Rates and Charges. Cell A8 includes "Item Description," and cells A9 to A15 show local and long-distance call types for Adult's and Youth's. Cell B8 shows Proposed Fee to Offender, Family or Friend on a PER MINUTE basis. Cells B9 to B15 are to be populated with proposed rate per minute. Line 17 shows "Other Offender Communication" and cell C17 is blank. Questions: 1) Should cell C17 say Anticipated Annual Transactions? 2) Additionally, should cell B17 say Proposed Fee to Offender, Family or Friend on a PER TRANSACTION basis?	See Addendum 1 for revision

Question #	Document	Section #	Page #	Question	Response
62		Cost Workbook	Tab 4	<p>If a vendor choses a subscription model over a purchase model will the State require the same library availability, including new releases, and specific artists and titles, which are available and comparable in the commercial marketplace?. Is it the expectation of the department that the subscription music and movie services would have comparable selections to Apple Music, Spotify, and Netflix?</p> <p>Alternatively, if vendor subscription models have smaller libraries how will the State evaluate them compared to individual purchase pricing?</p>	The State will not prescribe the Bidder's offerings. The State will be evaluating the cost of the Bidder's monthly subscription. If the Bidder is invited to Negotiations, the State may request additional offerings.
63		Section 1.4.4.4: Entertainment Services And Cost Workbook	Page 34 Tab 4	<p>Section 1.4.4.4 includes a statement that "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 incarcerated individuals and their friends or families."</p> <p>Content in the form of Games, Movies, e-books and Music (individual or album), has pricing that is set forth by the studios, artists, publishers and game creators. This pricing is generally dependent on the quality and age of the content. Vendors responding to this solicitation could propose only old or undesirable content at a very low price to maximize scoring points. As an example, new release movies on iTunes are generally \$19.99 to purchase or \$5.99 to rent, but after a year, those same movies can be purchased for \$9.99 and rented for \$1.99. After two years, they are often available for free on a streaming service like Netflix or Amazon prime. Based on the way scoring is allocated for this section of the bid, vendors are encourage to provide the offenders sub-par and older content at lower prices to win the award, which may not be in their best interest, or what they want to buy.</p> <p>Questions related to Cost Workbook – Tab 4: Tab 4 Cost Proposal spreadsheet requires Proposed Fee to Offender, Family or Friend to be priced on a Per Transaction basis. Costs for e-Books, Movies and Games have ranges of costs. Will the Department change the spreadsheet to allow for ranges of costs based on categories of age and type of content being delivered? If so, how will the range of costs be scored using anticipated annual volumes that vary by content purchased? Additionally, how will the State score quality of the library at varying</p>	See response to question number 62.

Question #	Document	Section #	Page #	Question	Response
64		CTS RFP Parts 1 and 2 Section 1.4.4.6	Page 35	<p>In Section 1.4.4.6 Investigative Tools and Support, the Department requires 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.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1) What updates to the Palantir does the Department have planned over the next 6 years?</li> <li>2) What is the expected cost for those upgrades?</li> <li>3) What are the current annual licensing costs for the Palantir software/system?</li> </ol>	See Addendum 1 for revision
65		CTS RFP Parts 1 and 2 Section 1.4.4.6	Page 35	<p>The Department is also requiring fulltime Contractor support to perform Digital Forensic Examiner/Analytical support to CDCR. Question:</p> <ol style="list-style-type: none"> <li>1) What are the number of fulltime Contractors required to perform Digital Forensic Examiner/ Analytical support?</li> <li>2) Will these individuals be housed at CDCR facilities?</li> <li>3) Will these individuals be employees of the contractor, or the Agency?</li> <li>4) Will the contractor be required to provide equipment and licensing for all tools used by the individuals filling this role?</li> <li>5) If so, what equipment does the State require for this position to be effective?</li> <li>6) Will the contractor be responsible for maintenance agreements on the above referenced equipment?</li> <li>7) How will the state evaluate for purposes of this RFP the training requirement referenced?</li> </ol>	<ol style="list-style-type: none"> <li>1) Please refer to Business Requirements, CDCR Staff Tools and Services Tab, ITS-207 for the number of contractors.</li> <li>2) Housed at CDCR Facility</li> <li>3) Employees of the Prime Contractor</li> <li>4) The contractor will not be required to purchase or provide M&amp;O on the Tools</li> <li>7) Please refer to Exhibit: Contractor Criminal Intelligence Analyst Requirements. The Prime Contractor will be responsible to initial and ongoing training for their staff after execution of the Contract. The Training requirement will not be evaluated for the RFP.</li> </ol>
66		CTS RFP Parts 1 and 2 Section 6.6 Final Proposal Format and Content	Page 95	<p>Section 6.6 provides instruction on how each volume of the vendor's response should be organized and submitted to the State for the final proposal.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1) Exhibit 25: Cost worksheet is listed in the table required for both Volume 1 – Response to administrative and Proposal Requirements and Volume 2 – Cost. Can the State confirm that it would like vendors to include the cost worksheets in both volumes or ONLY in Volume 2?</li> <li>2) According to 6.6.2 – Cost, vendor should include worksheets 1-5. The Cost Workbook includes 6 tabbed worksheets. Should vendor's include Tab 6 in Volume 2 as well or where would the State like vendors to include Tab 6?</li> </ol>	Only in Volume 2 including Tab 6. Please refer to Addendum 1

Question #	Document	Section #	Page #	Question	Response
67		CTS RFP Parts 1 and 2 Exhibits 24.1 through 24.12	Page 200-212	<p>The instructions for completing the narrative response for Exhibit 24 state that the "narrative response must not exceed two pages."</p> <p>Questions:</p> <p>1) Each narrative response form includes a prompt describing what the State wants include in the narrative. This prompt takes up approximately ½ a page. Can the vendor delete this prompt to optimize space?</p> <p>2) If not, does the two-page limit include the space being taken up by the narrative prompt from the State?</p>	The Bidder narrative responses can be on a separate sheet and not exceed two pages
68		CTS RFP Tech Requirements And CTS RFP Parts 1 and 2, Section 4.2.1 Business and Technical Requirements	All Tabs Page 84-85	<p>Per the RFP instructions in Section 4.2.1 on how to complete the Business and Technical Requirements, the bidder must provide a description of the proposed solution or identify the page number if it is described somewhere else in the bidder's response. In the excel workbook for the Technical Requirements there is not a column where the bidder can describe the proposed solution on any of the tabs even though some of the requirements prompt a description. For example, INT-102 end with "Contractor shall provide description of system.:</p> <p>1) Was this omission of a designated column where to provide a written response intentional?</p> <p>If so, where should the vendor provide a description of the system?</p>	See Addendum 1 for revision.
69		Cost Workbook	Tab 3	<p>1) Can the State declare how many Advance Pay One Call fees were collected by GTL last year, and how many Account Setup Fees were collected last year?</p> <p>2) Please confirm that individual transaction fees for subsequent funding events on prepaid accounts are not allowed?</p>	The State has considered the feedback provided. The requirement will remain as written.

Question #	Document	Section #	Page #	Question	Response
70		CTS RFP Parts 1 and 2	Page 62	<p>Given the nature of this procurement, and the fact that the selected bidder will be required to provide 100% of the equipment to the state up front at the vendors sole expense, AND given the fact that zero tax dollars are being used in the procurement of these services on behalf of the state, would the state consider waiving or reducing the size of the performance bond?</p> <p>This size of bond will be of significant cost to the awarded vendor, and will end up being funded by higher prices to the end users of the service, but will not provide the benefit a traditional performance bond would, given the fact that the state will not spend any funds in the deployment of this project, and is therefore not in need of financial protection.</p> <p>Additionally, if a bond is ultimately required by the State, is the following language from the bond company acceptable as bond companies will issue approvals subject to underwriting which requires a final contract before the bond can be issued?</p> <p>"If vendor is selected and requests that we provide the necessary Performance and/or Payment Bonds, we will be prepared to execute the bonds subject to our acceptable review of the contract terms and conditions, bond forms, appropriate contract funding and any other underwriting considerations at the time of the request."</p>	See response to question 53. No other modifications are being made to performance bond requirements.
71		CTS SOW, Section 20.1.6 Network Equipment And CTS SOW: Attachment 9	Page 66  Page 114	<p>The SOW in attachment 9 has specific network hardware models required by the state. Vendor networks are unique. They have specific applications and security requirements that are designed to work with specific equipment. Additionally, we train and certify technicians, Network Operations Center staff, and technical support staff on specific equipment so we can offer specific and aggressive SLA's. The State is requiring uptime and functionality that has never been tested on the specific equipment outlined by the State, and will therefore be impossible for vendors to commit to without testing.</p> <p>Question: 1) Will the state allow vendors to propose their own hardware solutions to the state so long as all functionality required is maintained?</p>	The State has considered the feedback provided. Bidders that propose hardware outside of the hardware specified in Attachment 9 will be required to stand up their own infrastructure and will not be allowed to utilize the State's infrastructure. Bidder is requested to bring this item to Conceptual Discussions.



Question #	Document	Section #	Page #	Question	Response
72		CTS SOW, Section 20.1.6 Network Equipment And CTS SOW: Attachment 9	Page 66  Page 114	<p>Network security for a system used by prisons is different than systems used in businesses or homes. Stringent quality and load testing standards are necessary in order to meet the user experience and performance objectives of offender product and services. These standards are developed in live correctional environments providing real time audio/video communication solutions along with consumption of rich media content. As part of these rigorous quality objectives, we have identified and certified a series of network switches/routers, firewalls, integrated access devices (IADs) and WAPs, and in some cases have specifically customized that hardware to suit our applications. In addition, we also install customized embedded computers/servers that function as application servers/ media caching appliances for caching content and provide local platform services to the tablets, terminals and kiosks, and therefore require upgraded memory, and custom software to interface with other parts of the network. Additionally, the RFP requires vendors to be responsible for the performance and security of the network, but also notes that the state would be responsible for management of the network. It stands to reason that vendors cannot be responsible for the performance of a network they do not manage.</p> <p>We noticed that the approved equipment list in Attachment 9 did not include any Integrated Access Devices or embedded computers, which is essential for us to provide our services inside the institution, some of which are not compatible with the network infrastructure recommended by the state. Lastly, in SEC-103, the state requires vendors to have "sole responsibility" for breaches to the network, which again is not reasonable if vendors don't manage the network.</p>	See response to Question 71.
73		CTS RFP Tech Requirements, Tablet Tab, Tab-101 And CTS SOW, Section 20.1.41	Page 69	<p>In the State's final CTS Tech Requirements spreadsheet, the State revised Tab-101, #4 of the requirement from the pre-solicitation draft to say that portable devices must include the "Ability to use a management device to identify approximate location of Tablet when powered on with feature that cannot be disabled by a user."</p> <p>However, this was not changed in the corresponding requirements section in the SOC Section 20.1.4.</p> <p>Can the State please verify that Section 20.1.4, #4 in the statement of work should also be changed?</p>	State will update the SOW language to match Technical Requirement. See Addendum 1 for revision.
74		CTS SOW, Section 22.3	Page 69	What is the purpose of two data lines to each WAP?	Redundancy of infrastructure connections, multi-Gig support, and future proofing.

Question #	Document	Section #	Page #	Question	Response
75		CTS RFP Parts 1 and 2, Section 3.24 And Exhibit 18	Page 72  Page 163	<p>The resulting contract from RFP CDCR 08112020 will include telephones, tablets and terminals. As such, installation requirements will be Cat5/Cat6/Fiber, prebuilt booths, and network equipment.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1. Why does Exhibit 18 include a requirement for a B general contractor when no anticipated structural modification will be required?</li> <li>2. Since we are installing low voltage cable, why is a C-10 license needed when the work is clearly C-7 requirements?</li> <li>3. If the C-10 is still required, why would a C-7 be required when a C-10 can also perform the work under CA law?</li> <li>4. Due to the timeframe required to obtain the required licenses, if a vendor can show progress on the process at the time of bid submission, would this be acceptable with the understanding that at the time of award we would supply the appropriate license numbers?</li> </ol>	These requirements are applicable for subcontractors the bidder chooses to use for all construction and installation services. The State anticipates there will structural modification such as wall and floor penetration. Per the Contractor's State License Board and Department of Consumer Affairs such work will require a B - General Building Contractor License. If the Bidder still has questions on this item, please bring to Conceptual Discussions.
76		CTS RFP Parts 1 and 2 Section 1.4.1.9 – Cellphone Interdiction Solutions (CIS)	Page 23	<p>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.</p> <p>Question:</p> <ol style="list-style-type: none"> <li>1) Is the awarded vendor responsible for supplying any new CIS equipment and/or paying for annual maintenance costs for existing CIS hardware/software, including Managed Access Systems (MAS)?</li> </ol>	The Attachment 6 describes the current environment. No CIS hardware or support is required for the CTS RFP.
77	SOW	Narratives		Would the State please confirm that as long as a bidder offers a solution that meets the requirements, they may also offer an optional alternative solution? For example, bidder offers a compliant 17" kiosk to meet the kiosk requirements but may also offer an optional alternative docked tablet solution.	Any tablet proposed must meet or exceed all State mandatory requirements.
78		Technical Requirements TAB-103	Tablet Tab	<p>2 Technical Requirements TAB-103 Tablet Tab Would the State consider a tablet that has a transparent back, but black trim and bezel to meet the following requirement? "Contractor shall provide a Tablet that has clear view technology to allow complete viewing of the internal components." Photos of the tablet have been attached.</p>	No. The State has considered the feedback provided. The requirement will remain as written.

Question #	Document	Section #	Page #	Question	Response
79		Technical Requirements TAB-107	Tablet Tab	We respectfully request that the State remove the following requirement as we believe no vendor can meet this, "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." Given that tablet batteries can be 5000-8000mAh, charging time to bring a large batter from zero to fully charged can be 8 hours or more. To a bring large battery from 10% up to a point where it could provide 6 hours of prolonged use is almost the same amount of time.	See Addendum 2 for revision.
80		Technical Requirements TAB-107	Tablet Tab	As proposed in the Conceptual Discussions, would the State please confirm that an alternative to individual barrel chargers would be acceptable as long as it still supports portable in-cell charging with clear view technology? This question is in response to the following requirement, "Portable power adapter must be clear view technology and use a barrel connection."	See Addendum 2 for revision.
81		Technical Requirements TAB-107	Tablet Tab	Requirement TAB-107 mentions both portable chargers and charging carts. Would the State confirm that it is the State's preference that offenders have personal chargers where they have access to in-cell power and bulk charging stations would only be necessary where in-cell power is not available. If yes, could the State please indicate the model of housing unit where in-cell power would not be available?	Yes. However, the State does not have this information but anticipates a limited number of housing unit may require charging carts.
82		SOW, 20.1.4.1 Tablet Features	Page 70	Based on the concerns related to message passing when offenders have the ability to save text in drafts to a tablet, would the State consider eliminating the following from the SOW and Technical Requirements to reduce this security risk, "Provide the basic productivity tools for taking notes, use word processing, create spreadsheet, and create presentation documents".	See Addendum 2 for revision.
83		SOW, Section 20.1.6 SOW, Attachment 9 Q&A, Question 71	Page 72 Page 120	Would the State please clarify what infrastructure may still be used if a bidder chooses to install hardware other than what is specified in Attachment 9 and that bidder is to "stand up their own infrastructure" as specified in the answer to Question 71 in the Q&A? For example, would the bidder still have access to available copper and fiber cable if that cable is not connected to CDCR equipment and is not carrying traffic on the CDCR network? We're most concerned about the cabling between buildings and the PBX or IDF and the cost to provide new connectivity between buildings. If new connectivity is required, would the State allow equipment to be mounted in facilities to allow PTP wireless?	Vendor may use any infrastructure being used by the current Offender communication services contractor. Any new infrastructure required is the responsibility of the Awarded Contractor of this RFP.
84		SOW, Section 20.1.6 SOW, Attachment 9 Q&A, Question 71	Page 72 Page 120	Would the State please clarify the availability of network/fiber pathways between building IDFs and facility MDFs by adult facility? If the State cannot be exact, can the State provide information on those facilities that CDCR knows most if not all of the pathway network is being utilized? This is a major cost factor that will affect overall rates.	See response to Question 83.

Question #	Document	Section #	Page #	Question	Response
85		Technical Requirements TAB-104	Tablet Tab	Tech Req TAB-104 states that, "Contractor shall ensure the device is electronically assigned to offender." Is the intent that every offender that gets a device, is assigned that device, and that there will be no shared or community 'unassigned' devices? Is it CDCR's intent that offenders that want a tablet would be required to submit a request for a tablet, similar to what offenders do today with the EIC pilot? Would the State please provide statistics on the number of offenders in the EIC pilots who have requested tablets and the total ADP for the same corresponding period so that we may understand the ratio of offenders that request tablets?	See Addendum 2 for revision.
86		Cost Workbook Q&A, Question 71	Tab 4, Option 1	<p>In response to the following previously submitted question sets, "If a vendor is bidding Option 1, although does not sell music albums, what should be entered for the cost?", the State responded, "The Bidder is not required to bid optional line items. Please enter NA if a line item is not being proposed by the bidder. See Addendum 1 for updated Cost Workbook Instructions."</p> <p>With this, if a bidder chooses Option 1 on Tab 4 and enters "N/A" for the album price, the cost of those 1.17M transactions would not flow through to their total cost on Tab 2 even though, in reality, those album sales would simply convert to an increase in individual song purchases. This means a bidder could manipulate the scoring and pricing model to artificially lower their evaluated total annual cost. This creates a significant evaluation disparity and disadvantage in terms of a) those that bid Option 1 and enter an album price and those that bid Option 2 where there is no album component that could be used to manipulate the Option 2 scoring. If a bidder chooses Option 1 and does not choose to offer album sales, would CDCR convert those 1.17M album sales into song sales? So, if the average album has 12-15 songs and offenders bought every song off each of those albums, the anticipated annual song purchases would be increased by 14M- 18M song purchases.</p> <p>Another way to look at it would be to assume that the dollars spent on albums would instead be spent on songs. So, if an album costs \$12.99 and a song costs \$1.06, then each of the album transactions would equate to 12 song purchases (\$12.99/\$1.06), which support the estimate for an additional 14M-18M song purchases if albums purchases are not offered.</p>	See Addendum 2 for revision.
87		Technical Requirements NET-122	Network Tab	Would the State please provide CDCR's definition for the following so that all vendors have the same definition for the areas to be served: "housing units, dayrooms, dorms, libraries, visiting areas, and classrooms". This will be necessary when viewing facility floor plans to determine service areas.	See Addendum 2 for revision.
88		Parts 1 & 2, Section 3.20 and Exhibit 12	Page 62 and 153	Would the State please clarify who should the Letter of Bondability be addressed to? Would it be the same as the who the Performance Bond will go to, the Deputy Director of CDT STP?	Yes, please see CTS RFP Parts 1 and 2 Addendum 2 Section 3.20, Bonds and Other Security Documents, 1a Letter of Bondability, for who to address this to.

Question #	Document	Section #	Page #	Question	Response
89		General	General	Would the State please provide existing population and build capacity for each housing unit at the following facilities to assist project costing: CMC, CRC, CTF, NKSP, SAFT, and SVSP?	For population report see in the Bidders Library - Exhibit - California Weekly Report of Population. The weekly population report is publicly available on the CDCR Website. The State makes no guarantees re: population through the term of this contract. However, the contracted rates are maximums through the contract term.
90		Cost Workbook	Pricing	Can a vendor propose a similar, premium service on Tab 6 at a different price than the service on Tab 4 as long as the vendor still offers the base service at the Tab 4 price?	No. Bidders cannot propose similar services to those identified on Tab 4. Bidders may propose additional offerings on Tab 6 that enhance or add on to services provided in Tab 4.
91		Cost Workbook	Pricing	Would the State please confirm that the rates provided on Tab 3 would represent the maximum rate charged?	Correct. These are maximum rates that may not be increased through the contract term.
92		Business Requirement Workbook	Communications Tab	Would the State confirm that an electronic letter is nothing more than an e-message that the offender has chosen to have printed?	Incoming e-message from a family or friend that is printed in the mailroom and delivered to the inmate that may not have a tablet.
93		General	AdSeg Housing	Can the State confirm the housing units within facilities that offenders in AdSeg or SHU housing would not have access to tablets? And, if for those housing units, any tablet access is required?	Every Offender shall have access to a tablet.
94		General	Department of Juvenile Justice (DJJ locations)	Can the State confirm that the DJJ is participating in this CTS contract and will require deployment of all CTS services, or are only some of the CTS services required? If not all CTS services, can the State please provide those CTS services that will be required?	Yes, DJJ will be included with all CTS services
95		Technical Requirements, Tablet Batteries	Tablet Tab: TAB-107	Tablet requirements state the tablet must be able to be charged in 60 min or run for 6 hours on less than 10% battery. This is problematic for the agency in that fast charging can equal shortened battery life, and prolonged use at low charge levels is only possible with very large batteries.  Would the State please consider changing the requirement to the following: Tablet batteries must have a minimum of 8000 mAh capacity.	See Addendum 2 for revision.
96		Technical Requirements, Video Calling Service Equipment	Video Calling Services Tab: VCS-101	The VCS tab on the technical requirements worksheet identifies requirements for video calling service equipment, but during discussions it seemed that the State found it acceptable to deliver video calling on tablet devices when docked. Will the State declare whether or not they intend to allow VCS on a tablet in a dock? NOTE: Kiosks are required in all cases for VRS services, so it is advantageous for the State to require fixed kiosks for video calling AND tablets for other services. Suggested Language: Video calling services should only be enabled via Kiosks, mounted within housing units with cameras pointed into inconspicuous areas	The VCS services may be provided via tablets, provided the solution is ADA compliant and the cameras can be disabled while the tablet is not being used for the VCS.

Question #	Document	Section #	Page #	Question	Response
97		Technical Requirements, Tablet Functionality	Video Calling Services Tab: VCS-113	Related to the point above, it is our recommendation that no cameras be allowed on tablets. If video calling IS allowed from a docked tablet, the camera must be permanently mounted within the dock as outlined in the Statement of Work? Taking this into consideration, we ask the State to consider revising this requirement.	See response to Question 96.
98		Technical Requirements Kiosk Hardware	VRS-ASL-VCS Tab: VRS-103/ Kiosk Tab: KOS-014	Kiosks for VRS and Video Calling are the same devices. In VRS-103, the requirement is for a surface acoustic screen. In KOS 014, the requirement is for a pinch and zoom screen which is not compatible with surface acoustic screens, rather these require a multi-touch monitor. These conflicting requirements would require two different types of kiosks which is not in the best interest of the State. Since the pinch and zoom function exists on tablets and that accommodation exists on tablets, we suggest you remove that requirement from KOS 014.	See Addendum 2 for revision. Not all offenders may have a tablet therefore the requirement for pinch and zoom shall remain as written.
99		Technical Requirements Tablet Capabilities	Tablets Tab: TAB-101, #6	This requirement is for an ambient light sensor to improve battery life. This sensor adds hundreds of dollars into the cost of tablets and does not add significant advantage in largely indoor environments where lighting is constant. Taking this into consideration, we ask the State to consider removing this requirement?	See Addendum 2 for revision.
100		Technical Requirements Tablet Capabilities	Tablets Tab: TAB-101, #5	Microphones are integrated into the headphones not into the device. The device requires headphones to function. Taking this into consideration, we ask the State to consider removing this requirement.	See Addendum 2 for revision.
101		Narrative Responses	Exhibit 24	Will the State consider extending the narrative response page limit to 5 pages for Exhibit 24.1: Communications, Exhibit 24.7: Network, and Exhibit 24.12: Investigative Solution and Technology?	See Addendum 2 for revision.
102		Account Funding		Please Clarify whether ATG will be allowed to charge fees for transfers from trust accounts into phone and media accounts?	It should be assumed ATG will continue to charge fees for transfers from trust accounts into phone and media accounts.
103		Business Requirements	Business Requirements, Communications Tab: EM-004/EM-005	Since Email is delivered via tablet vs kiosk primarily, all offenders will have access to tablets, and the kiosk is used for video calling sessions which are scheduled events, these requirements are not necessary. Taking this into consideration, we ask the State to consider removing this requirement.	The State has considered the feedback provided. The requirement will remain as written.

Question #	Document	Section #	Page #	Question	Response
104		Kiosk Hardware Counts		Will the State provide a count of housing units that will require kiosks, and the number of housing units with over 50 offenders?	All the CDCR facilities that house offenders will require kiosk. The Awarded Vendor will work with the CDCR Operations Manager for the number of kiosk required at each facility based on the offender population
105		Business Requirements Public Website	Business Requirements, Communications Tab: COM-107	Since our clients span over all 50 states, all of our customers come to one central website for all information requested. Since we use the same central website for all of our clients, we can't give approval rights to CDCR on what is posted there as not everything is tied to CDCR.  We kindly request removal of requirement mandating CDCR operations manager approval for posting to public website.	CDCR will require the language being published for CA families and friends to be approved by the State.
106		Business Requirements ADA Requirements	Business Requirements, ADA Tab: ADA-141	Since all offenders will be provided a tablet, and all applications will be available on the tablet, a kiosk time configuration requirement is not necessary to give them more time at a kiosk.  Taking this into consideration, we ask the State to consider removing this requirement.	The State has considered the feedback provided. The requirement will remain as written.
107		Prevailing Wages		Are prevailing wage rates only required for subcontractors doing the installation work or are we required to pay prevailing wage for subcontractors doing service work (repairing and replacing inmate phones or kiosks).	Per <a href="https://www.dir.ca.gov/public-works/prevailing-wage.html">https://www.dir.ca.gov/public-works/prevailing-wage.html</a> , All workers employed on public works projects must be paid the prevailing wage determined by the Director of the Department of Industrial Relations, according to the type of work and location of the project.
108		Investigative Tools and Support	SOW 2.2.2.6	Please provide definition of a link and data analysis program. Is CDCR referring to Cellebrite's Pathfinder link and analytics program? If so, will CDCR provide cloud computing and storage of this program or will the Contractor need to provide?	Software comparable to Palantir which is currently used by CDCR that can be linked to multiple CDCR datasets for comparison and data analytics
109		Technical Requirements Tablet Hardware	Tablets Tab: TAB-102	Since all operating systems can be circumvented with outside intervention, and these devices will be present for years to come in correctional facilities, we recommend never having a camera on a tablet.  Recommend revising requirement to "No tablet device may have a camera under any circumstances". (Also recommend consistency with 20.1.4 in the SOW.	The State has considered the feedback provided. The requirement will remain as written.

Question #	Document	Section #	Page #	Question	Response
110		CTS_RFP_Parts_1_and_2	p. 59-60 #3.13	This section instructs Bidder to "document its agreement with the State's SOW in its entirety by indicating 'Yes' on Exhibit 4, RESPONSE TO THE ADMINISTRATIVE REQUIREMENT." However, we do not understand the relationship between Exhibit 4 and the SOW. Exhibit 4 references several sections of the RFP (all administrative requirements) but does not mention the SOW. Please advise how Bidder should document its agreement with the SOW.	Please see CTS RFP Parts 1 and 2 Addendum 2, Exhibit 4, Response to the Administrative Requirement.
111		CTS_RFP_Parts_1_and_2	p. 123 Appendix A	We understand that the Narrative Response section requires concise written responses to several specific SOW sections. However, it is unclear what the purpose of Appendix A is, since it is included in the Bidder Response section of the RFP, but it is not listed in the Evaluation Criteria nor in the required format for proposal Volume 1 as specified on p. 95, Section 6.6.1. Is Appendix A's purpose to incorporate the SOW by reference into the RFP and any resulting contract? Or does the State require Bidders to insert something in the Appendix A location in proposal Volume 1; and, if so, please specify whether Bidders should insert a copy of the SOW, or something else.	Per CTS RFP Parts 1 and 2 Addendum 2 Section 3.13, Statement of Work, "Appendix 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."
112		CTS_RFP_Parts_1_and_2	p. 124 Solicitation Forms	This page instructs bidders that 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....." 1) Does the State want Bidders to include a signed copy of STD 213 in their proposal? It is unclear from the instructions on p. 59, #3.12, which read "INCLUDE THE DATE SIGNED.STD 213" (sic), but then goes on to say that the 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." Also STD 213 was not included in the required format for proposal Volume 1 as specified on p. 95, #6.6.1; therefore, if the State requires that it be included in Volume 1, please specify whether it should be signed by the Bidder, and specify the required location. 2) SOW is mentioned here again. Please specify if this reference to the SOW refers to the specific Narrative Responses to the SOW that are required by Exhibit 24, or to something else. If something else, please specify exactly what is to be included, and its required location in Volume 1 since the SOW is not listed in the required format specified on p. 95, #6.6.1.	1) Please see revisions in CTS RFP Parts 1 and 2 Addendum 2 Section 3.12, STD 213, Standard Agreement. 2) Please see revisions in CTS RFP Parts 1 and 2 Addendum 2 Section 3.13, Statement of Work.



Question #	Document	Section #	Page #	Question	Response
113		CTS_RFP_Parts_1_and_2	p. 52 #3	Section 3 ADMINISTRATIVE REQUIREMENTS instructs Bidders that "all requirements identified as (M) must be responded to." Our understanding is that we are to indicate responses to Administrative Requirements in Exhibit 4, which is the only place designated for responses to these requirements in the proposal format instructions on p. 95, #6.6.1. However, not all (M) Administrative Requirements are listed on Exhibit 4; for example, 3.3.1 AVAILABILITY OF TECHNOLOGY AND ADDITIONAL SERVICE ITEMS (p. 55). Where should Bidders indicate their agreement to any Mandatory Administrative Requirements that are not included in Exhibit 4?	Please see revisions in CTS RFP Parts 1 and 2 Addendum 2 Exhibit 4, Response to Administrative Requirement.
114		CTS_RFP_SOW		At the Conceptual Discussion, it was noted that the CDCR owns the inmate telephones. Which of the following does the CDCR also own, if any: booths, wall enclosures, pedestals, TDD devices, VRS devices?	Yes, with exception of the VRS devices.
115	Business Requirements, Addendum 2; Parts 1 & 2, Addendum 2	Bus. Requirements, All Tabs; Parts 1 & 2, Section 4.2.1		<p>The Addendum 2 Business Requirements workbook no longer has the Vendor Response column, while in the Addendum 2 Parts 1 &amp; 2 doc, Section 4.2.1 Business and Technical Requirements, the language was struck through that says "Describe the Proposed Solution to Meet or Exceed Requirement." This change was not noted in the Q&amp;A. Is it now the intent of the State to only respond to the Business Requirements with a Yes or No, or is was the Vendor Response area inadvertently deleted?</p> <p>Additionally, in the Addendum 2 Business Requirements, Offender Information Services tab, the "Bidder Agrees to Meet Requirement (Y/N)" column has been removed. Would the State please clarify if this was on purpose?</p>	<p>Yes, the State's intent is that the bidder only submit a Yes or No response.</p> <p>A freeze pane was inadvertently applied to the document. The column is available if you scroll to the left.</p>
116	Technical Requirements, Addendum 2; SOW Addendum 2; Parts 1 & 2 Addendum 2 Exhibit 24.6	VRS-102, VCS-102; SOW 20.1.2.2 and 20.1.3.2; Parts 1 & 2 Exhibit 24.6		In Addendum 2, Technical Requirement, both VRS-102 and VCS-102 were edited to require monitors be at least be 15". However, SOW Section 20.1.2.2-Video Calling Services Monitors/Screens, SOW Section 20.1.3.2: VRS/ASL-VCS Monitors/Screens, and Parts 1 & 2, Exhibit 24.6: Kiosk still have 17" as the required monitor size. Would the State please change these requirements to the 15" monitor size across all documents?	Per Addendum 2, the requirement is for monitors to be at least 15". The SOW and Exhibit 24.6 were inadvertently not modified to reflect this change. Please see the updated CTS RFP Parts 1 and 2 Addendum 2.1 and CTS RFP SOW Addendum 2.1 both dated 10.20.2020.

Question #	Document	Section #	Page #	Question	Response
117				<p>Could the State clarify monitoring, notifying and comprehensive tool? Does the State want a tool that continuously monitors inmate telephone and video calls using Artificial Intelligence, Machine Language, and Natural Language Processing that will automatically and continuously monitors all audio for key words or phrases and notifies staff when a call contains actionable intelligence in near real time, to include immediate threats of suicide, PREA, threats towards staff and inmates, COVID-19, on-going criminal activity, and alert staff within minutes of completion of the call?</p>	<p>The Bidders solution shall have the ability to live monitor telephone and video calls as they are occurring. As discussed during the Bidder Conceptual Discussion the State will not prescribe how the Bidder's solution would meet the State's requirement.</p>
118				<p>With the additional review by investigative staff of video visits and inmate tablet communication, staff could be overwhelmed by this additional workload. With this increased monitoring, does the State want vendors/sub-contractors to include Subject Matter Experts/Fulltime Contractor support that would be assigned and embedded to assist and provide actionable intelligence that would mitigate liability, assist investigators, and in addition provide training and support of investigative tools included in vendors/sub-contractors proposal?</p>	<p>As discussed during the Bidder Conceptual Discussion the State will not prescribe how the Bidder's solution would meet the State's requirement.</p>
119				<p>In the Addenda 2 version of the business requirements excel document, Offender Information Services Tab, there does not seem to be a column in which to indicate Y/N. Should Vendor's simply mark Yes or No in the column to the right of the column titled "type?"</p>	<p>See response to question 115 above.</p>
120				<p>Due to new opportunities to add additional information to our Narrative Responses and to allow more time to finalize our partner relationships, we respectfully request a one week extension of the due date for the RFP response.</p>	<p>The State has considered this request and the due date will remain the same.</p>



## Bid Clarification or Action Item Request

RFP CDCR08112020

<b>BIDDER</b>	Securus			
<b>REQUEST #</b>	1	<input checked="" type="checkbox"/> Final	<input type="checkbox"/> BAFO	<input type="checkbox"/> Other
<b>NATURE OF REQUEST</b>	<input checked="" type="checkbox"/> Bid Clarification	<input type="checkbox"/> Research	<input type="checkbox"/> Additional Reference Material	<input type="checkbox"/> Other
<b>DATE OF REQUEST</b>	10/30/2020			
<b>DATE RESOLUTION NEEDED</b>	11/56/2020 by <del>2 PM</del> 10 AM			

**STATE'S REQUEST (INCLUDING RATIONALE FOR REQUEST):**

Per the requirements of RFP CDCR08112020 Part 1 section 4.1.1:

**Exhibit 19.1, Bidder Qualification Form:**

Project Name: Texas Department of Criminal Justice

Box 8: Was it the Bidder's intent to mark "no" in the Texas Department of Criminal Justice project? Please respond yes or no in Bidder Response below.

Box 12: The description of services provided is not relevant to the project form submitted. As a reminder, the bidder must submit a separate 19.1 for each customer reference/project.

Box 13: The description of services provided is not relevant to the project form submitted. As a reminder, the bidder must submit a separate 19.1 for each customer reference/project.

Box 14: The description of services provided is not relevant to the project form submitted. As a reminder, the bidder must submit a separate 19.1 for each customer reference/project.

Project Name: Connecticut Department of Corrections

Box 11: Not enough information to determine if this project does or does not meet the mandatory requirement.

Box 12: The description of services provided is not relevant to the project form submitted. As a reminder, the bidder must submit a separate 19.1 for each customer reference/project.

Box 13: The description of services provided is not relevant to the project form submitted. As a reminder, the bidder must submit a separate 19.1 for each customer reference/project.

Box 14: The description of services provided is not relevant to the project form submitted. As a reminder, the bidder must submit a separate 19.1 for each customer reference/project.

Project Name: Arkansas Department of Corrections

Box 11: Not enough information to determine if this project does or does not meet the mandatory requirement.

Box 12: The description of services provided is not relevant to the project form submitted. As a reminder, the bidder must submit a separate 19.1 for each customer reference/project.

Box 13: The description of services provided is not relevant to the project form submitted. As a reminder, the bidder must submit a separate 19.1 for each customer reference/project.

Box 14: The description of services provided is not relevant to the project form submitted. As a reminder, the bidder must submit a separate 19.1 for each customer reference/project.

**BIDDER RESPONSE:**

**REQUESTER'S NAME:** Katie DeAngelis, [Katie.deangelis@state.ca.gov](mailto:Katie.deangelis@state.ca.gov) AND David Sanchez, [david.sanchez@state.ca.gov](mailto:david.sanchez@state.ca.gov)



## Bid Clarification or Action Item Request

RFP CDCR08112020

<b>BIDDER</b>	Securus			
<b>REQUEST #</b>	2	<input checked="" type="checkbox"/> Final	<input type="checkbox"/> BAFO	<input type="checkbox"/> Other
<b>NATURE OF REQUEST</b>	<input checked="" type="checkbox"/> Bid Clarification	<input type="checkbox"/> Research	<input type="checkbox"/> Additional Reference Material	<input type="checkbox"/> Other
<b>DATE OF REQUEST</b>	11/2/2020			
<b>DATE RESOLUTION NEEDED</b>	11/56/2020 by <del>2 PM</del> 10 AM			
<b><u>STATE'S REQUEST (INCLUDING RATIONALE FOR REQUEST):</u></b>				
<p>Per the requirements of RFP CDCR08112020 Part 1 section 4.1.3:  <u><b>Exhibit 20.2, Staff Qualifications Form – On-Site Installation Manager:</b></u></p> <p><u>Project Name:</u> Connecticut Department of Corrections          Box 14: The project description and description of services provided is insufficient to validate claim of experience demonstrating the ability to develop and manage work plans reflecting daily work over several weeks. Please provide additional information for state to evaluate the proposed staff's ability to meet the requirements.</p> <p><u>Project Name:</u> New York State Department of Corrections Inmate Communications          Box 14: The project description and description of services provided is insufficient to validate claim of experience demonstrating the ability to develop and manage work plans reflecting daily work over several weeks. Please provide additional information for state to evaluate the proposed staff's ability to meet the requirements.</p>				
<b><u>BIDDER RESPONSE:</u></b>				
<b><u>REQUESTER'S NAME:</u></b> Katie DeAngelis, <a href="mailto:katie.deangelis@state.ca.gov">katie.deangelis@state.ca.gov</a> AND David Sanchez, <a href="mailto:david.sanchez@state.ca.gov">david.sanchez@state.ca.gov</a>				



## Bid Clarification or Action Item Request

RFP CDCR08112020

<b>BIDDER</b>	Securus			
<b>REQUEST #</b>	3	<input checked="" type="checkbox"/> Final	<input type="checkbox"/> BAFO	<input type="checkbox"/> Other
<b>NATURE OF REQUEST</b>	<input checked="" type="checkbox"/> Bid Clarification	<input type="checkbox"/> Research	<input type="checkbox"/> Additional Reference Material	<input type="checkbox"/> Other
<b>DATE OF REQUEST</b>	11/2/2020			
<b>DATE RESOLUTION NEEDED</b>	11/56/2020 by <del>2 PM</del> 10 AM			

**STATE'S REQUEST (INCLUDING RATIONALE FOR REQUEST):**

Per the requirements of RFP CDCR08112020 Part 1 section 4.1.3:

**Exhibit 20.4, Staff Qualifications Form – Trainer:**

**Proposed Staff: David McTee**

Project Name: Elkhart County Jail Workshops

Box 11 and 15: The project description and description of services provided is insufficient to validate claim of experience providing and conducting training to correctional staff and offenders. Please provide additional information for state to evaluate the proposed staff's ability to meet the requirements.

Box 16: The description of services provided is not relevant to the project form submitted. As a reminder, the bidder must submit a separate 20.4 for each customer reference/project. The description of services provided must be specific to the services provided for the referenced project.

Project Name: Jefferson County Sheriff's Detention Center Investigator Workshops

Box 11 and 15: The project description and description of services provided is insufficient to validate claim of experience providing and conducting training to correctional staff and offenders. Please provide additional information for state to evaluate the proposed staff's ability to meet the requirements. Exhibit 20.4

Box 16: The description of services provided is not relevant to the project form submitted. As a reminder, the bidder must submit a separate 20.4 for each customer reference/project. The description of services provided must be specific to the services provided for the referenced project.

Box 17: Marked "yes" that proposed staff possesses a training certification for the Contractor's CTS Solution however, no certification found within bid submission. Exhibit 20.4

**Proposed Staff: Mark Lester**

Project Name: Texas Dept. of Criminal Justice – NextGen SCP Training (ITS & Video)

Box 11 and 15: The project description and description of services provided is insufficient to validate claim of experience providing and conducting training to correctional staff and offenders. Please provide additional information for state to evaluate the proposed staff's ability to meet the requirements. Exhibit 20.4

Box 16: The description of services provided is not relevant to the project form submitted. As a reminder, the bidder must submit a separate 20.4 for each customer reference/project. The description of services provided must be specific to the services provided for the referenced project.

Box 17: Marked "yes" that proposed staff possesses a training certification for the Contractor's CTS Solution however, no certification found within bid submission.

**Proposed Staff: Chris Burton**

Box 17: Marked "yes" that proposed staff possesses a training certification for the Contractor's CTS Solution however, no certification found within bid submission. The certifications provided were not relevant to the requirement. Exhibit 20.4

**BIDDER RESPONSE:**

**REQUESTER'S NAME:** Katie DeAngelis, [Katie.deangelis@state.ca.gov](mailto:Katie.deangelis@state.ca.gov) AND David Sanchez, [david.sanchez@state.ca.gov](mailto:david.sanchez@state.ca.gov)



## Bid Clarification or Action Item Request

RFP CDCR08112020

<b>BIDDER</b>	Securus			
<b>REQUEST #</b>	4	<input checked="" type="checkbox"/> Final	<input type="checkbox"/> BAFO	<input type="checkbox"/> Other
<b>NATURE OF REQUEST</b>	<input checked="" type="checkbox"/> Bid Clarification	<input type="checkbox"/> Research	<input type="checkbox"/> Additional Reference Material	<input type="checkbox"/> Other
<b>DATE OF REQUEST</b>	11/2/2020			
<b>DATE RESOLUTION NEEDED</b>	11/56/2020 by <del>2 PM</del> 10 AM			
<b><u>STATE'S REQUEST (INCLUDING RATIONALE FOR REQUEST):</u></b>				
<p>Per the requirements of RFP CDCR08112020 Part 1 section 4.1.3:  <u><b>Exhibit 20.6, Staff Qualifications Form – Customer Support Manager:</b></u></p> <p><u>Project Name:</u> Washington State Department of Corrections          Box 13 The description of services provided is not relevant to the project form submitted.          As a reminder, the bidder must submit a separate 20.6 for each customer reference/project.</p>				
<b><u>BIDDER RESPONSE:</u></b>				
<b><u>REQUESTER'S NAME:</u></b> Katie DeAngelis, <a href="mailto:Katie.deangelis@state.ca.gov">Katie.deangelis@state.ca.gov</a> AND David Sanchez, <a href="mailto:david.sanchez@state.ca.gov">david.sanchez@state.ca.gov</a>				





## Bid Clarification or Action Item Request

RFP CDCR08112020

<b>BIDDER</b>	Securus			
<b>REQUEST #</b>	5	<input checked="" type="checkbox"/> Final	<input type="checkbox"/> BAFO	<input type="checkbox"/> Other
<b>NATURE OF REQUEST</b>	<input checked="" type="checkbox"/> Bid Clarification	<input type="checkbox"/> Research	<input type="checkbox"/> Additional Reference Material	<input type="checkbox"/> Other
<b>DATE OF REQUEST</b>	11/5/2020			
<b>DATE RESOLUTION NEEDED</b>	11/12/2020 by 9 AM			
<b><u>STATE'S REQUEST (INCLUDING RATIONALE FOR REQUEST):</u></b>				
<p><b>Per the requirements of RFP CDCR08112020 Part 1 section 4.1.2:</b>          If additional Exhibits 19.1 are submitted in response to Clarification Request #1, additional Exhibits 19.2, Bidder Reference Form, must be submitted.</p> <p><b>Per the requirements of RFP CDCR 08112020 Part 1 section 4.1.4:</b>          If additional Exhibits 20.1 through 20.6 are submitted in response to Clarification Requests #2 through 4, additional Exhibits 21, Staff Reference Form, must be submitted.</p>				
<b><u>BIDDER RESPONSE:</u></b>				
<p><b>Per the requirements of RFP CDCR08112020 Part 1 section 4.1.2:</b>          If additional Exhibits 19.1 are submitted in response to Clarification Request #1, additional Exhibits 19.2, Bidder Reference Form, must be submitted.</p> <p><b>Per the requirements of RFP CDCR 08112020 Part 1 section 4.1.4:</b>          If additional Exhibits 20.1 through 20.6 are submitted in response to Clarification Requests #2 through 4, additional Exhibits 21, Staff Reference Form, must be submitted.</p>				
<b><u>REQUESTER'S NAME:</u></b> Katie DeAngelis, <a href="mailto:Katie.deangelis@state.ca.gov">Katie.deangelis@state.ca.gov</a> AND David Sanchez, <a href="mailto:david.sanchez@state.ca.gov">david.sanchez@state.ca.gov</a>				

December 2, 2020

Thank you for Securus's participation in the negotiation phase of the evaluation process for RFP CDCR08112020, Offender Communications and Technology Solution.

As discussed, ALL requirements listed in Exhibit 22 MUST be met and included in the not to exceed (NTE) price. ALL service level agreements (SLAs) and the statement of work (SOW) requirements MUST be met in the NTE price.

The State is requesting a Best and Final Offer (BAFO) submission which must address the following:

1. A Supplemental Proposal containing the agenda items discussed in Bidder's negotiation session with State. This includes but may not be limited to Exhibit 24.1 through 24.13, Exhibit 25, and an Executive Summary. Specific changes requested by the State are identified below:
  - a. Exhibit 25, Cost Worksheets:
    - i. Rates for the following need to be lowered:
      1. Tab 3, \*\*\*Advance Pay Call Transaction Fee
      2. Tab 4, Movie Subscription Services
      3. Tab 5, Earbuds, Keyboards, and Chargers
      4. Tab 6, New Release Game Options
      5. Tab 6, New Release Movie Options
    - ii. Tab 3: Each Video Call (i.e. Video Visitation) is a per minute rate, average transaction of 15 minutes
    - iii. Tab 3, International Calls (Adult and Youth: This must be per minute rate for Adult only. Bidder to add International Calls (Youth) to Tab 6 and provide per minute rate.
    - iv. Tab 6: All proposed features and functions must be included in the applicable rates (i.e., call and messaging) located on Tab 3. Per CTS RFP Parts 1 and 2 Addendum 2, section 5, Cost, Bidder must remove all references of those services and features from their bid submission if the services and features are not available without remaining below the NTE requirement.
  - b. Exhibits 24.1 through 24.13, Narrative Responses: If it is not included in the NTE rate as part of the proposed solution, remove references from narrative responses.
  - c. Describe Promotional Offerings (i.e., Indigent, COVID, or other) within applicable topic narrative response (i.e., games promotion for Indigent population to be discussed in Entertainment narrative response).

2. Two (2) versions of the Supplemental Proposal must be provided. One (1) version in tracked changes and one (1) version with all changes clean and accepted. A hardcopy is not required.
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 and Request for Clarifications. 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 CDCR08112020 and the changes identified in this executive summary represent all substantive 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."

The BAFO must be submitted via file sharing site to the Procurement Official identified below, by Wednesday, December 9, 2020 by 12:00 p.m. Pacific Time.

The State intends to review all BAFO submissions against the criteria stated in RFP CDCR08112020.

Any Marginal or Unsatisfactory ratings in Exhibits 24 BAFO evaluation will disqualify a solution from Contract award. Any outstanding deviations, exceptions, or requests to modify the State's requirements, may also disqualify a solution or bidder from contract award.

This letter is only an invitation to participate further in the RFP process and does not convey or imply anything more. This letter is not intended to be a binding commitment to contract, nor will the State be obligated in any manner until a formal written contract has been executed.

Any questions can be directed to the undersigned Procurement Official.

Thank you,

Katie DeAngelis  
Procurement Official  
Statewide Technology Procurement  
(916) 281-4062 | [Katie.deangelis@state.ca.gov](mailto:Katie.deangelis@state.ca.gov)