




AGREEMENT NUMBER C5610009

- This Agreement is entered into between the Contracting Agency and the Contractor named below:

CONTRACTING AGENCY NAME Department of Corrections and Rehabilitation	
CONTRACTOR NAME Global Tel*Link Corporation (GTL)	
- The term of this Agreement is: **12/31/2020, or upon approval by CDT-STP, whichever is later, through 12/30/2026 (six years). (with four (4) one-year options to extend)**
- The maximum amount of this Agreement is: **\$0.00 (Zero Dollars and Zero Cents)**
- The parties agree to comply with the terms and conditions of the following exhibits which are by this reference made a part of the Agreement # C5610009 for the Department of Corrections and Rehabilitation's Offender Communications and Technology Solution Project:

EXHIBIT TITLE	PAGES
*Cloud Computing – Software as a Service (SaaS) General Provisions, revised 06/07/2019	29
*Cloud Computing Special Provisions for Software as a Service (SaaS), revised 03/15/18	6
*General Provisions – Information Technology (GSPD-401IT), revised 09/05/2014	28
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*RFP CDCR08112020 through Addendum 2, in its entirety	440
*Bidder's Response and BAFO to RFP CDCR08112020, in its entirety	395

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

CONTRACTOR		Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only
CONTRACTOR NAME (If other than an individual, state whether a corporation, partnership, etc.) Global Tel*Link Corporation		
CONTRACTOR AUTHORIZED SIGNATURE 	DATE SIGNED Dec 28, 2020	
PRINTED NAME AND TITLE OF PERSON SIGNING Alicia Freeman, Vice President Contracts		
ADDRESS 3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042		
STATE OF CALIFORNIA		
CONTRACTING AGENCY NAME Department of Corrections and Rehabilitation		
CONTRACTING AGENCY AUTHORIZED SIGNATURE  <small>Sylvia R. Dumalig (Dec 28, 2020 12:55 PST)</small>	DATE SIGNED Dec 28, 2020	<input type="checkbox"/> EXEMPT PER:
PRINTED NAME AND TITLE OF PERSON SIGNING Sylvia Dumalig, Information Technology Manager		
CONTRACTING AGENCY ADDRESS 1960 Birkmont Drive, Rancho Cordova, CA 95742		



California Department of Corrections and Rehabilitation

COMMUNICATIONS AND TECHNOLOGY SOLUTION (CTS)

Statement of Work

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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)

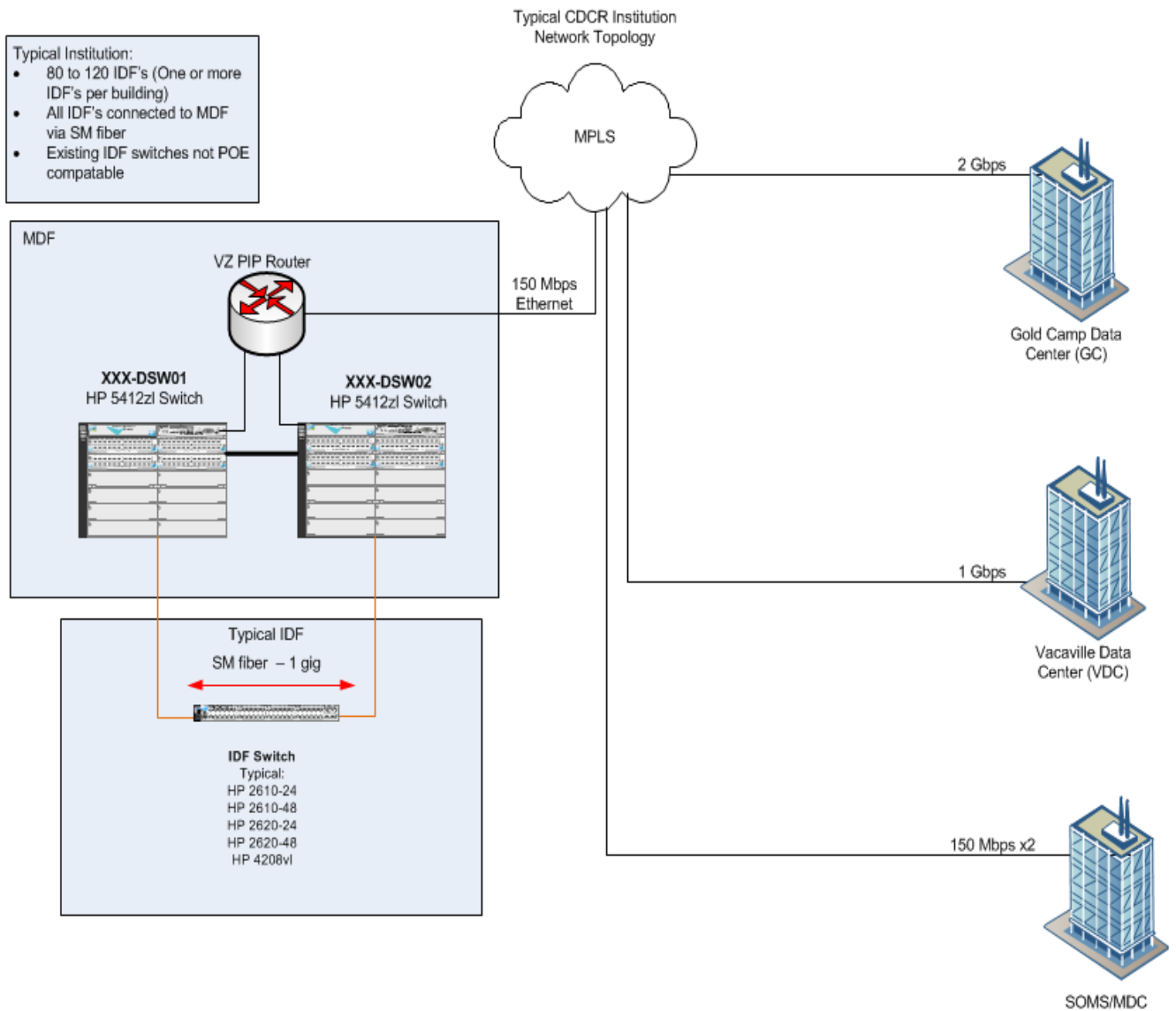


Figure 2-1 TYPICAL CDCR INSTITUTION TOPOLOGY

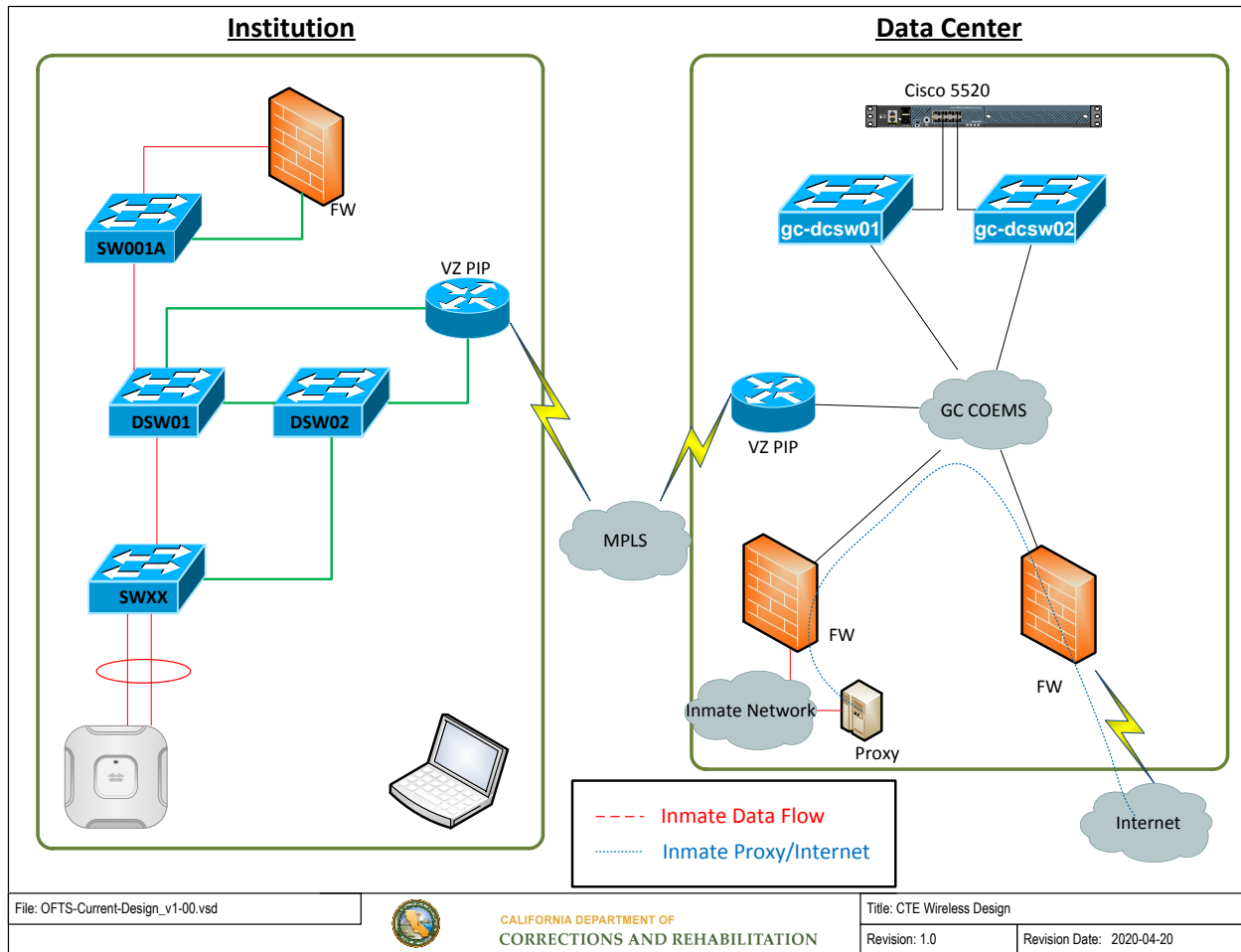


Figure 2-2: Inmate Data Flow

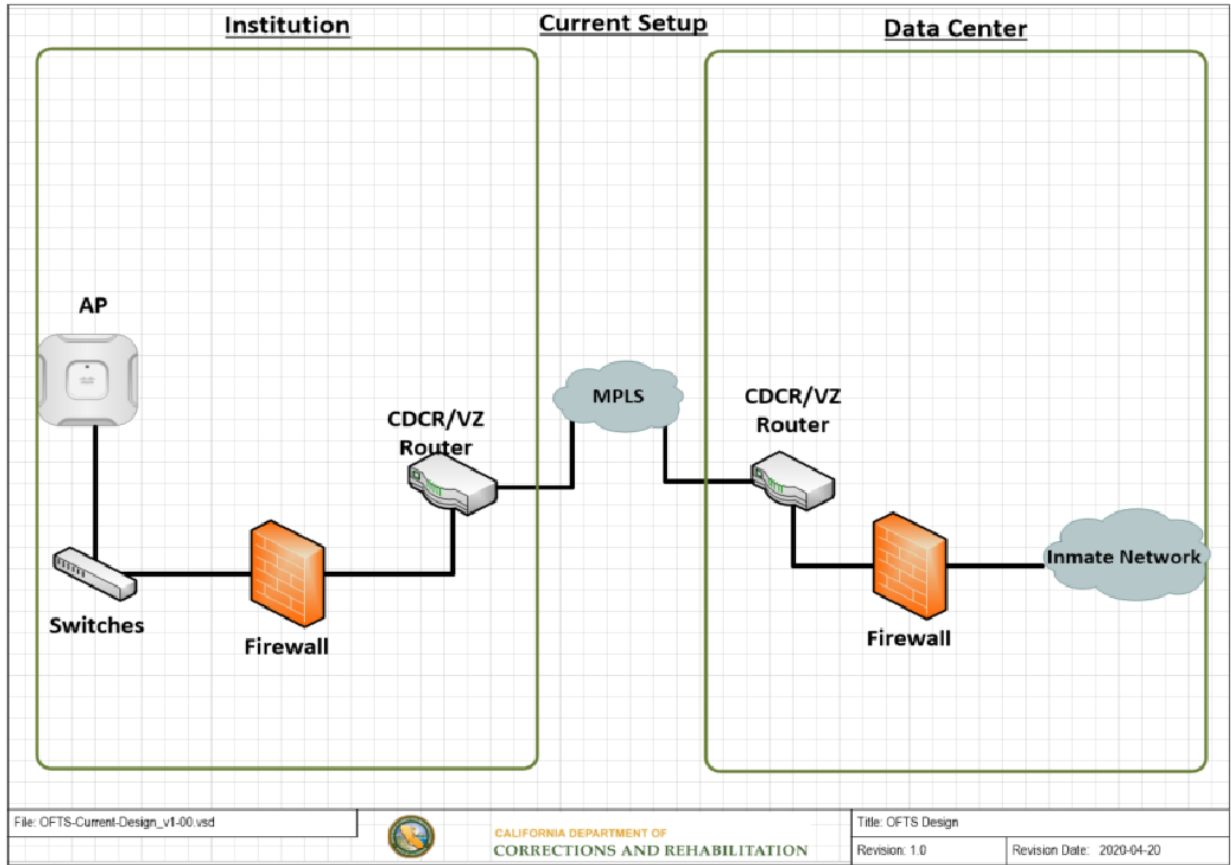


Figure 2-3 Simplified Inmate Data Flow

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 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 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, 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.

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.

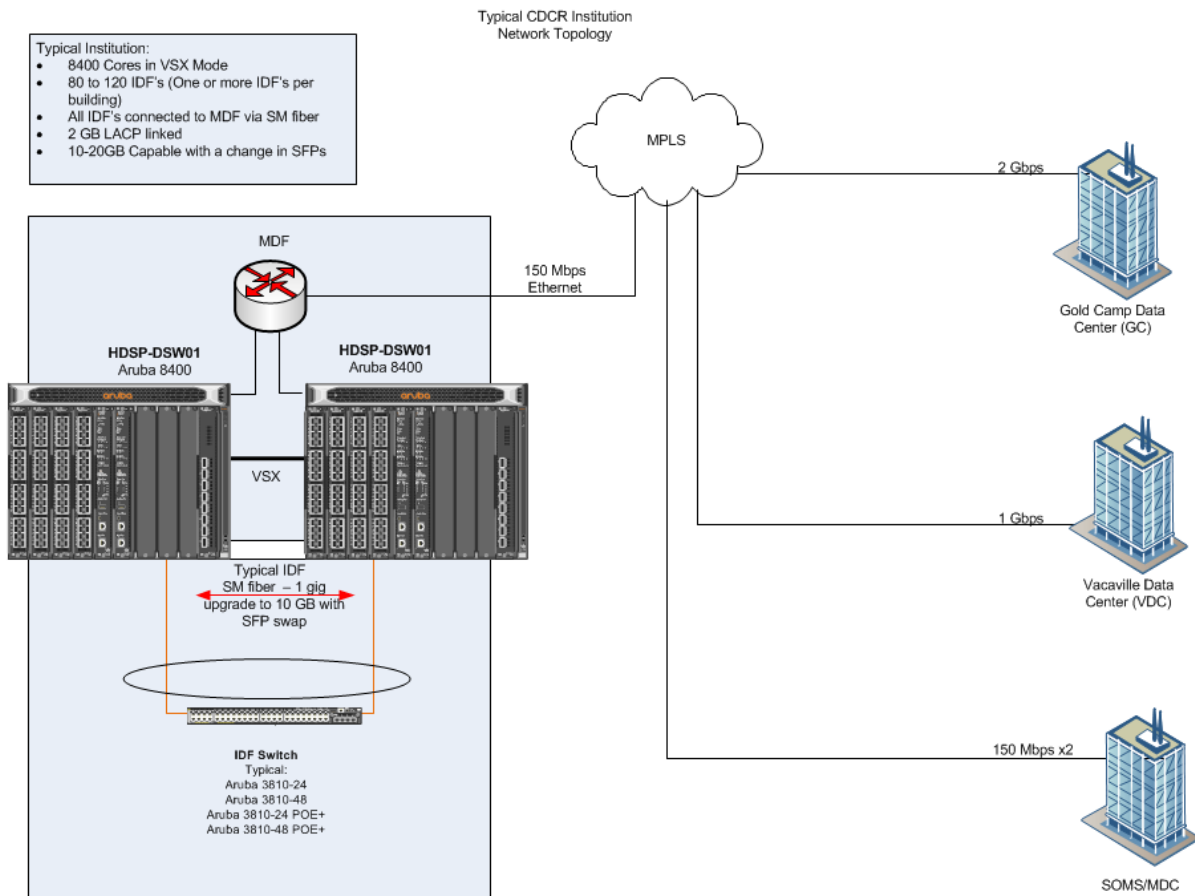


Figure 2-4: New Equipment Standard

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.

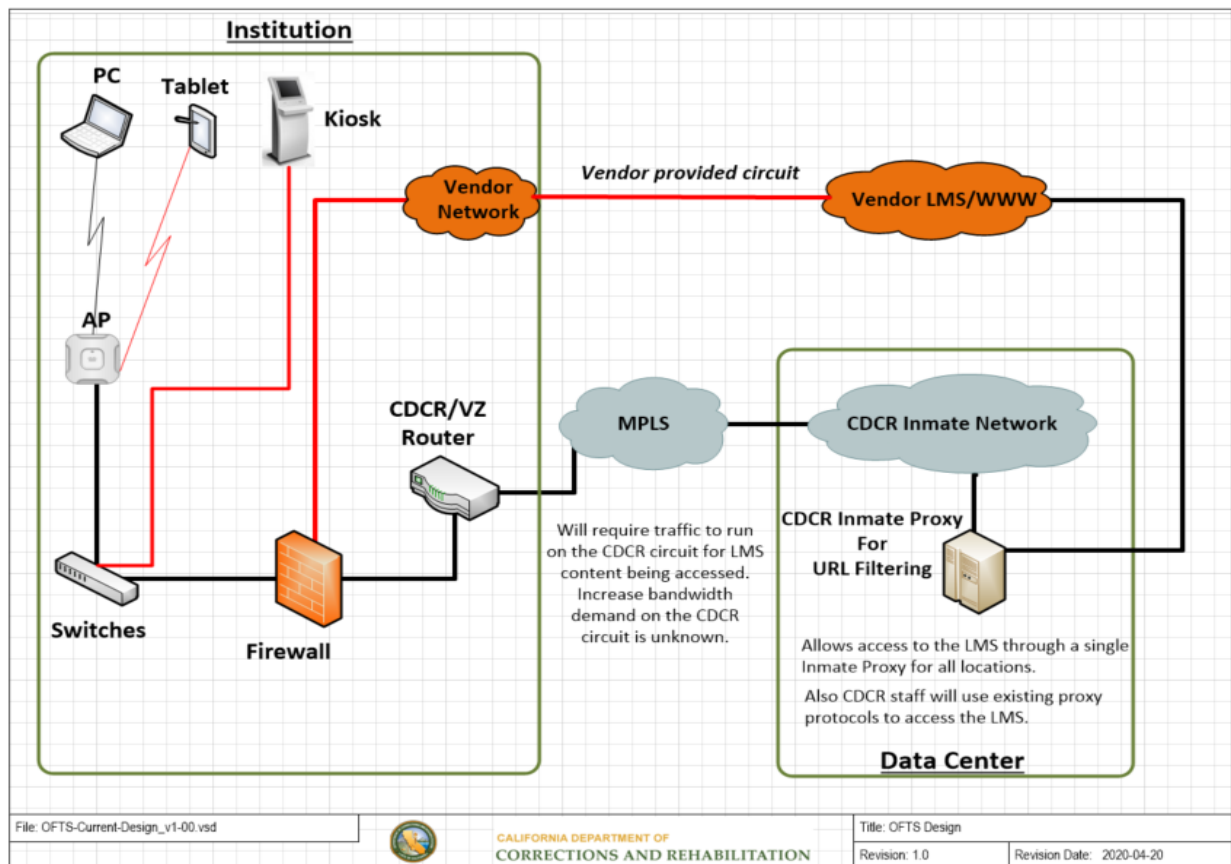


Figure 2-5: CTS Proposed Network

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: Global Tel*Link Corporation
Division/Unit: Statewide Technology Procurements (STP)	Unit/Department Contracts
Attention: Raymond Estey	Attention: Alicia Freeman
Address: P.O. Box 1810 Rancho Cordova, CA 95741-1810	Address: 3120 Fairview Park Dr., Suite 300 Falls Church, VA 22042
Phone: (916) 431-3638	Phone: (571) 267-2805
Email: technologyprocurements@state.ca.gov	Email: Alicia.freeman@gtl.net

The CDCR will provide a CDCR Operations Manager. The CDCR Operations Manager is the point of contact for the day-to-day activities, Transition-In and Transition-Out of services, moves, adds, and changes, coordination of gate clearances (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.

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 Contractor's Project Manager shall meet with the State as necessary to maintain satisfactory performance and to resolve any issues during the implementation and the term of the Contract. The Project Manager will establish priorities and schedules, review projects, and ensure that all work proceeds in a timely and satisfactory manner.

The Prime Contractor must provide experienced professionals and skilled technical staff necessary for the implementation, support, and Maintenance and Operations of the 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 Contractor's Key Staff shall have a minimum of three (3) years' experience supporting large scale project in a correctional environment.

11 KEY PERSONNEL CHANGES

The Prime Contractor shall notify the State, any Key Staff changes and shall submit their resumes for CDCR Operations Manager review. The proposed Key Staff replacements must meet the same mandatory qualifications as required in the original solicitation. The Key Staff responsible for implementation, support, training, and Maintenance and Operations must be approved by the CDCR Operations Manager prior to working on the 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 excepted ranges) detail. Use of color on reports for titles, conditional formatting and other report elements shall be limited to shades that will remain readable when printed in black and white.

Reports shall not be password protected and shall not be copyrighted or classified as proprietary.

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

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 15" 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 15" 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.
- 5) Gravity sensor function for automated screen orientation
- 6) UL and FCC certified
- 7) Brightness adjustment for screen
- 8) 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. If charging stations are used, they must be constructed to only adapt to the tablets and no other device. 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.

Tablet Identification

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.

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 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.

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.

<p>Minor</p>	<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>	<p>≤ Two (2) hours</p>	<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>Informational Requests</p>	<p>Requests for information, equipment change requests and general information</p>	<p>≤ Four (4) hours</p>	<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

32.4 SERVICE LEVEL AGREEMENTS (SLAS)

The Contractor shall meet the SLAs as specified in this section which consist of the following categories:

- Availability
- Catastrophic Outage
- Communication Records and Recording Information Loss
- Excessive Outage
- Transition-In Timelines
- Implementation Timelines

- Security Breach

Each of the SLA definitions, objectives, and rights and remedies are described in the tables that follow.

32.4.1 AVAILABILITY

SLA Name: Availability (Network, Voice, and Data)											
Definition: The percentage of time and CTS service is fully functional and available for use each calendar month.											
Measurement Process: The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the affected service (includes Contractor provided web portal, data, investigative tools and applications and reports), and feature per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.											
Services:											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
Objective(s):											
<table border="1"> <thead> <tr> <th>Services</th> <th>Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td>95.5%</td> </tr> <tr> <td>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%										
Rights and Remedies	Per Occurrence: N/A										
	Monthly Aggregated Measurements: Each month the service fails to meet the committed SLA objective shall result in a 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)

SLA Name: Catastrophic Outage											
Definition: 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.											
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the CDCR, Customer or Contractor, whichever occurs first. Upon notification from the CDCR, Customer or network alarm, the Contractor shall compile a list for each 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.											
Service(s):											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
Objective (s): 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										
Rights and Remedies	Per Occurrence: A CTS Catastrophic (CAT) report shall be provided to CDCR within 30 calendar days of restoration date.										

	<p>Monthly Aggregated Measurements: Each month the service fails to meet the committed SLA objective shall result in a credit for complimentary telephone calls equal to the duration of time the 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

SLA Name: Communication Records and Call Information Loss					
<p>Definition: 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>Measurement Process CDCR Authorized Staff shall report information loss (including reduced audio and video quality) to the Prime Contractor by opening a trouble ticket. All instances of missing data shall be reported on a per record basis (CDR or Call Recording) for each trouble ticket.</p>					
Service(s):					
Communication Records and Call Information					
Objective (s):					
	<table border="1"> <thead> <tr> <th></th> <th>Monthly Objective</th> </tr> </thead> <tbody> <tr> <td>Communication Records and Call Information Loss</td> <td>0%</td> </tr> </tbody> </table>		Monthly Objective	Communication Records and Call Information Loss	0%
	Monthly Objective				
Communication Records and Call Information Loss	0%				
Rights and Remedies	Per Occurrence: N/A				
	<p>Monthly Aggregated Measurements: 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

SLA Name: Excessive Outage

Definition: A service failure that remains unresolved for more than the committed objective level.											
Measurement Process: This SLA is based on trouble ticket Unavailable Time. The service or feature is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If CDCR reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.											
Service(s):											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
Objective (s): 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										
Rights and Remedies	Per Occurrence: N/A										
	Monthly Aggregated Measurements: Each month the service fails to meet the committed SLA objective shall result in a rebate or credit the equivalent of 2 emails to the CTS Customers with open accounts (Incarcerated individuals, Family or Friends) at location(s) where outage occurred.										

32.4.5 TRANSITION-IN TIMELINES

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

CDCR and Third Party Application and Content		Entertainment Services
Objective (s):		
		Monthly Objective
Prime Contractor shall meet its obligation to Transition-In in accordance to the approved Contractor's Transition Plan.		100% Transition on or before the scheduled due date per CDCR facility
Rights and Remedies	Per Occurrence: N/A	
	Monthly Aggregated Measurements: Credit or rebate of one (1) telephone call per incarcerated individual per day at affected facility.	

32.4.6 IMPLEMENTATION TIMELINES

SLA Name: Implementation		
Definition: Implementation Timelines		
Measurement Process: This SLA is based on the percentage of successful implementation of services met by the commitment dates for the approved Contractor's Implementation Plan.		
Service(s):		
Communication Services	Information Services	
CDCR and Third Party Application and Content	Entertainment Services	
Objective (s):		
		Monthly Objective
Prime Contractor shall meet the commitment dates for the approved Contractor's Implementation Plan.		100% Transition on or before the scheduled due date per CDCR facility
Per Occurrence: N/A		

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

SLA Name: Security Breach											
Definition: Security failure to one (1) or more individual network, device, component, service and/or application. Total Security failure to one (1) or more CDCR facilities.											
<p>Measurement Process: The outage duration start shall be determined by the network alarm resulting from the security breach event or the opening of a trouble ticket by CDCR, whichever occurs first. Breach duration shall be measured on an individual circuit, device, component, service and/or application basis from information recorded from the network equipment or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each application, device, and/or service affected by the common cause. Each circuit, device, component, service and/or application is considered out of service from the first notification until the Prime Contractor determines the circuit, device, component, service and/or application is restored. Any circuit, device, component, service and/or application reported by the CDCR authorized staff as not having been restored shall have the outage time adjusted to the actual restoration time.</p>											
Service(s):											
Communication Services	Information Services										
CDCR and Third Party Application and Content	Entertainment Services										
<p>Objective (s): The Unavailable Time objective shall not exceed:</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th style="background-color: #d9e1f2;">Services</th> <th style="background-color: #d9e1f2;">Each Occurrence</th> </tr> </thead> <tbody> <tr> <td>Communication Services</td> <td style="text-align: center;">2 hours</td> </tr> <tr> <td>Information Services</td> <td style="text-align: center;">2 hours</td> </tr> <tr> <td>CDCR and Third Party Application and Content</td> <td style="text-align: center;">2 hours</td> </tr> <tr> <td>Entertainment Services</td> <td style="text-align: center;">2 hours</td> </tr> </tbody> </table>		Services	Each Occurrence	Communication Services	2 hours	Information Services	2 hours	CDCR and Third Party Application and Content	2 hours	Entertainment Services	2 hours
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CDCR and Third Party Application and Content	2 hours										
Entertainment Services	2 hours										
Rights and Remedies	Per Occurrence: 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>Monthly Aggregated Measurements: Each month the service fails to meet the committed SLA objective shall result in a credit for complimentary telephone calls equal to the duration of time the 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/qs/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** 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

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



California Department of Corrections and Rehabilitation CONSERVATION (FIRE) CAMPS

CDCR Adult Institution	Physical Address
Acton Conservation Camp	8800 Soledad Canyon Road Acton, CA 93510
Alder Conservation Camp	1400 Alder Camp Road Klamath, CA 95548
Antelope Conservation Camp	P.O. Box 270160, Susanville, CA 96127
Baseline Conservation Camp	16809 Peoria Flat Road Jamestown, Ca. 95327
Ben Lomond Conservation Camp	13575 Empire Grade Road Santa Cruz Ca, 95060
Bautista Conservation Camp	33015 Bautista Canyon Rd Hemet, CA. 92544
Chamberlain Creek Camp	15800 HWY 20 Fort Bragg, CA. 95437
Cuesta Conservation Camp	635 N. Santa Rosa Street San Luis Obispo, CA 93405
Deadwood Conservation Camp	17148 McAdams Creek Road Fort Jones, CA 96032
Delta Conservation Camp	6246 Lambie Road Suisun City, California 94585
Devil's Garden Conservation Camp	2300 County Road 74 Alturas, CA 96101
Eel River Conservation Camp	3850 Redwood Dr Redway, CA 95560
Fenner Canyon Conservation Camp	Big Rock Creek Road Valyermo, CA 93563
Francisquito Conservation Camp	35100 N. San Francisquito Canyon Road Santa Clarita, CA 91390
Gabilan Conservation Camp	31801 McCoy Rd Soledad, California 93960
Growlersburg Conservation Camp	5440 Longview Lane Georgetown, CA 95634
High Rock Conservation Camp	23322 Ave. of the Giants Weott, CA 95571
Holton Conservation Camp	12653 N. Little Tujunga Canyon Road Sylmar, CA 91342
Intermountain Conservation Camp	651-025 Foothill Road Bieber, CA 96009
Ishi Conservation Camp	30500 Plum Creek Road Paynes Creek, CA 96075
Julius Klein Conservation Camp	East Fork Road Azusa, CA 91702
Konocti Conservation Camp	8275 South State Highway 29 Lower Lake, CA 95457
La Cima Conservation Camp	15108 SUNRISE HIGHWAY JULIAN, CA 92036
Malibu Conservation Camp	1250 S. Encinal Canyon Rd Malibu, CA 90265
McCain Valley Conservation Camp	2550 McCain Valley Rd Boulevard, CA 91905
Miramonte Conservation Camp	49039 Orchard Drive Miramonte, CA 93641
Mountain Home Conservation Camp	P. O. Box 647 Springville, Ca. 93265



California Department of Corrections and Rehabilitation CONSERVATION (FIRE) CAMPS

CDCR Adult Institution	Physical Address
Mount Bullion Conservation Camp	5730 Mount Bullion Access Road Mariposa, CA 95338
Norco Conservation Camp	3195 Western Ave. Norco, CA 92860
Oak Glen Conservation Camp	41100 PINEBENCH RD YUCAIPA, CA. 92399
Owens Valley Conservation Camp	2781 S. Round Valley Road Bishop, CA 93514
Parlin Fork Conservation Camp	23000 Hwy. 20 Fort Bragg, CA 95437
Pilot Rock Conservation Camp	P.O. Box 10 Crestline, CA 92325
Pine Grove Conservation Camp	13630 Aqueduct-Volcano Road Pine Grove, CA. 95665
Prado Conservation Camp	14467 Central Ave Chino, CA 91710
Puerta La Cruz Conservation Camp	32363 Highway 79 Warner Springs, California 92086
Rainbow Conservation Camp	8215 Rainbow Heights Road Fallbrook, CA 92028
Salt Creek Conservation Camp	10655 Round Valley Rd. Paskenta, CA 96074
Sugar Pine Conservation Camp	15905 SUGAR PINE CAMP RD BELLA VISTA, CA. 96008
Trinity River Conservation Camp	3325 Pettijohn Road Lewiston, CA 96052
Vallecito Conservation Camp	3225 SIX MILE ROAD ANGLES CAMP, CA 95222
Valley View Conservation Camp	3339 County Road 307 Elk Creek, CA 95939
Ventura Conservation Camp	2800 Wright Road Camarillo, Ca. 93010
Washington Ridge Camp	11425 Conservation Camp Road Nevada City Ca. 95959



**California Department of Corrections and Rehabilitation
Custody to Community Transitional Reentry Programs**

CDCR Adult Institution	Physical Address
CCTRP - Santa Fe Springs	11121 Bloomfield Ave Santa Fe Springs, 90670
CCTRP- San Diego	3050 Armstrong Ave San Diego, 92111
CCTRP - Bakersfield	1932 Jessie Street Bakersfield, 93305
CCTRP - Stockton	1609 North Wilson Way Stockton, 95205
CCTRP - Sacramento	4410 Power Inn Rd. Sacramento, 95826

Attachment 2: DJJ Youth Facilities

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

DJJ Youth Facilities	Physical Address
N.A. Chaderjian Youth Correctional Facility	7650 South Newcastle Road Stockton, CA 95213 (209) 944-6400
O.H. Close Youth Correctional Facility	7650 South Newcastle Road Stockton, CA 95213 (209) 944-6400
Pine Grove Youth Conservation Camp	13630 Aqueduct-Volcano Road Pine Grove, CA 95665 (209) 296-7581
Ventura Youth Correctional Facility	3100 Wright Road Camarillo, CA 93010 (805) 485-7951

Attachment 3: Adult Institutions' IWTS Equipment

		OFFENDER PHONES AND RELATED EQUIPMENT									LIVE MONITORING TERMINALS
	Facility	Phones	Carts	Cut-off Switches	Booths	Wall Enclosures	Pedestals	Pedestals with Enclosure	TDD s	VRS	Laptops
1	ASP	197		0	0	99	2	0	8		6
2	CAC	227	8	124	0	0	0	0			10
3	CAL	132		0	0	0	0	0	1		22
4	CCC	35		0	21	19	0	0	1		8
5	CCI	119		16	18	0	0	0	5		7
6	CCWF	101		0	0	82	0	0	9	6	16
7	CEN	106		0	0	0	0	0	1		23
8	CHCF	105		0	0	0	0	0	12	10	6
9	CIM	156		40	2	48	1	0	11	5	5
10	CIW	61		26	26	3	0	0	2		4
11	CMC	86		0	35	0	0	0	2		12
12	CMF	80		0	9	0	0	0	8	6	3
13	COR	171		0	0	0	0	0	4	7	33
14	CRC	104		1	0	0	0	0	2		9
15	CTF	160		0	0	95	0	0	6		6
16	CVSP	108		0	0	0	0	0	1		4
17	DVI	39		0	4	0	14	4	3	2	4
18	FSP	71		0	4	29	0	4	4		3
19	FWF	24		0	0	0	0	0			1
20	HDSP	162		0	0	0	0	0	8		30
21	ISP	178		0	1	0	0	0	3		24
22	KVSP	204		0	0	0	0	0	1		35
23	LAC	126		0	3	2	2	0	9	10	22
24	MCSP	189		0	0	0	0	0	7		19
25	NKSP	147		0	2	2	0	0	3	5	19
26	PBSP	160		13	0	2	2	0	2		20
27	PVSP	135		0	0	0	0	0	8		25
28	RJD	153		0	0	0	0	0	11	11	23
29	SAC	141		0	0	0	0	0	5	2	5
30	SATF	259		0	0	0	0	0	10	11	27
31	SCC	50		0	24	0	0	0	3		3
32	SOL	141		0	0	0	0	0	3		15
33	SQP	119	55	0	12	5	0	0	6	5	9
34	SVSP	119		0	0	0	0	0	10		29
35	VSP	124		0	0	0	0	0	5		17
36	WSP	159		0	2	0	0	0	3		21
	TOTALS	4648	50	220	163	386	21	8	177	80	525

Attachment 4: CDF/CDCR Camps' IWTS Equipment

	CAMP	OFFENDER PHONES AND RELATED EQUIPMENT				LIVE MONITORING EQUIPMENT		INVESTIGATIVE WORKSTATIONS	
		PHONES	Cut-off Switches	Booths	Enclosure on Wall	Terminals	Speaker boxes	Workstations	Connection
1	Acton	2	2	2	0		1	1	Auto Dialer
2	Alder	4	4	4	0		0	1	Satelite/ Direct Dial
3	Antelope 1	4	0	4	0		0	0	Satelite /Direct Dial
4	Baseline	2	2	2	0		0	1	Satelite /Direct Dial
5	Bautista	4	4	0	4		0	1	Satelite/Auto Dialer
6	Ben Lomond	4	4	4	0		4	1	Satelite/ Direct Dial
7	Chamberlain Creek	3	0	3	0		3	1	Satelite/ Direct Dial
8	Deadwood	2	2	2	0		0	1	Satelite/ Direct Dial
9	Delta	4	0	4	0		0	1	Satelite/ Direct Dial
10	Devil's Garden	4	4	4	0		2	1	Satelite/ Direct Dial
11	Eel River	6	6	0	6		0	1	Satelite/ Direct Dial
12	Fenner Canyon	4	4	4	0		0	1	Satelite/ Direct Dial
13	Francisquito	2	2	2	0		0	1	Satelite/ Direct Dial
14	Gabilan	4	4	4	0		0	1	Satelite/ Direct Dial
15	Growlersberg	3	0	3	0		0	1	Satelite/ Direct Dial
16	High Rock	4	4	0	4		0	1	Satelite/ Direct Dial
17	Holton	2	2	2	0		0	1	Satelite/ Direct Dial
18	Intermountain	3	3	0	0		1	1	Satelite/ Direct Dial
19	Ishi	3	0	0	0		0	1	Satelite /Direct Dial
20	Julius Klein	3	3	3	0		3	1	Satelite/ Direct Dial
21	Konocti	4	4	4	0		4	1	Satelite/ Direct Dial
22	La Cima	3	0	3	0		0	1	Satelite/ Direct Dial
23	Malibu	2	2	2	0		0	1	Satelite/ Direct Dial
24	McCain Valley	4	4	4	0		0	1	Satelite/Auto Dialer
25	Miramonte	2	1	2	0		0	1	Satelite/Auto Dialer
26	Mount Bullion	2	2	0	2		0	1	Satelite/Direct Dial
27	Mountain Home	3	3	0	3		0	1	T1
28	Oak Glen	4	4	0	0		4	1	Satelite/Auto Dialer
29	Owens Valley	2	2	0	2		2	1	Satelite/Auto Dialer
30	Parlin Fork	4	4	4	0		4	1	T1
31	Pilot Rock	2	2	0	2		2	1	Satelite/Direct Dial
32	Pine Grove Youth Camp	2	2	1	1		0	1	Satellite/Auto Dialer
33	Puerta La Cruz	3	3	3	0		0	1	Satelite/Auto Dialer
34	Puerta La Cruz	3	3	3	0		0	1	Satelite/Auto Dialer
35	Rainbow	3	3	3	0		0	1	Satelite/Auto Dialer
36	Salt Creek	4	4	0	4		2	1	Satelite/Auto Dialer
37	Sugar Pine	4	0	0	4		0	1	Satelite/Auto Dialer
38	Trinity River	4	4	4	0		4	1	Satelite/Auto Dialer
39	Vallecito	1	0	0	1		1	1	Satelite/Auto Dialer
40	Valley View	5	5	2	0		2	1	Satelite/Auto Dialer
41	Washington Ridge	4	0	4	0		0	1	Satelite/Auto Dialer
42	Prado	2	2	0	2		0	1	Satelite/Auto Dialer
43	Ventura Conservation Camp	2	0	0	0		0	1	Satelite/Auto Dialer
	Total	136	104	86	35	0	39	42	

Attachment 5: Community Correctional Facilities' IWTS Equipment

OFFENDER PHONES AND RELATED EQUIPMENT							
	CCF Location	Phones	Cut-off Switches	Wall Enclosures	Pedestals with Enclosure	Portables	Investigative Workstations
1	Golden State MCCF	48	0	0	0	0	1
2	Shafter CCF	48	0	0	0	0	2
3	Delano CCF	37	0	0	0	0	2
4	Taft MCCF	48	0	0	0	0	2
5	McFarland	16	0	0	0	0	1
	TOTALS:	197	0	0	0	0	8

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
TOTALS:		13	9	0	0	0	5

Attachment 7: CDCR Youth Facilities' IWTS Equipment

Facility	OFFENDER TELEPHONES AND RELATED EQUIPMENT							INVESTIGATIVE EQUIPMENT	
	Phones	Cut-off Switches	Booths	Wall Enclosures	Pedestals	VRS	Portable TTY	Workstations	Printer
O.H Close / N.A Chaderjian*	44	44	0	0	44	1	1	0	0
Ventura Youth Correctional Facility	24	24	2	0	0	0	0	1	0
TOTALS:	68	68	2	0	44	1	1	1	0

* O.H. Close and N.A. Chaderjian are two separate Youth facilities that share the same property. For the purposes of the phones, they are combined.

Attachment 8: Cellular Interdiction Solution (CIS) Equipment

	Equipment (Make/Model)					
	Low Dose Scanners	Baggage X-Ray Scanners	Ferrous Metal Detector	Metal Detector	Covert Security Camera	Cellebrite
	ADANI ConPass SV	ADANI BV 6045	Cellsense Plus CDS	HI-PE Plus	RECONYX Hyperfire Covert Portable Security Camera	UFED 4PC
Sites	Units	Units	Units	Units	Units	Units
ASP	4	2	6	6	4	1
CAC	2	1	6	6	4	0
CAL	1	2	6	6	4	1
CCC	3	3	6	6	4	1
CCI	4	4	6	6	4	1
CCWF	3	2	6	5	4	1
CEN	3	2	6	6	4	1
CHCF	2	2	6	6	3	1
CIM	4	2	6	6	4	1
CIW	2	3	6	6	4	1
CMC	3	3	6	6	4	1
CMF	3	2	6	5	4	1
COR	2	0	6	5	4	1
CRC	3	4	6	6	4	1
CTF	3	2	6	6	3	1
CVSP	3	2	6	5	4	1
DVI	3	1	6	6	4	1
FSP	1	1	6	6	4	1
FWF	0	1	2	5	0	0
HDSP	3	2	6	5	4	1
ISP	3	2	6	6	4	1
KVSP	4	2	6	6	4	1
LAC	1	0	6	6	4	1
MCSP	4	2	6	6	4	1
NKSP	3	2	6	6	4	1
PBSP	3	2	6	6	4	1
PVSP	4	2	6	5	4	1
RJD	3	2	6	6	4	1
SAC	3	2	6	6	4	1
SATF	3	2	6	6	4	1
SCC	3	0	6	6	4	1
SOL	1	1	6	6	4	1
SQP	3	2	6	6	4	1
SVSP	4	2	6	5	4	1
VSP	4	0	6	5	4	1
WSP	3	2	6	6	4	1
NAC (DJJ)	1	1	10	15	4	0
OHC (DJJ)	0	0	0	0	0	0
Pine Grove Camp (DJJ)	0	0	2	2	4	0
VYCF (DJJ)	1	1	5	5	4	0
CAMPS	0	0	43	43	20	0
Total	103	68	272	272	170	34

Attachment 9: CDCR Network Equipment Standards

Wireless Access Points

Part Number	Description	Manufacturer	Quantity
AIR-AP3802I-B-K9 -	Wireless Access Point: Cisco Aironet 3800 Series	Cisco	(TBD Per Site)
AIR-AP1562I-B-K9	Wireless Access Point: Cisco Aironet 1560 Series Outdoor	Cisco	(TBD Per Site)
AIR-AP1562D-B-K9	Wireless Access Point: Cisco Aironet 1560 Series Outdoor	Cisco	(TBD Per Site)
Every Access Point Must also include each of the following:			
C1FPAIRK9 -	Cisco ONE Foundation Perpetual - Wireless	Cisco	(TBD Per Site) 1 per WAP
CON-ECMU - C1FPAIR - SWSS UPGRADES C1	Foundation Perpetual - Wireless	Cisco	(TBD Per Site) 1 per WAP
C1APAIRK9 -	Cisco ONE Advanced Perpetual - Wireless	Cisco	(TBD Per Site) 1 per WAP
CON-ECMU-C1APAIR - SWSS UPGRADES C1	Advanced Perpetual – Wireless	Cisco	(TBD Per Site) 1 per WAP

Network IDF Switches

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

For IDFs with Pre-Existing Aruba 3810's

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
J9151E	Aruba 10G SFP+ LC LR 10km SMF Transceiver	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

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 (requiresSRX1500-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.

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

STND Contract Manager Date

California Department of Corrections and Rehabilitation	
Cost Workbook	
Respondent:	Global Tel*Link Corporation (GTL)
Item Description	Annual Cost
Telephone Call Rates and Charges	\$5,943,165.07
Other Offender Communication	\$4,884,500.00
Offender Services and Entertainment (OPTION 1)	\$100,000.00
Offender Services and Entertainment (OPTION 2)	\$7,585,000.00
OPTION 1 Total	\$10,927,665.07
OPTION 2 Total	\$18,412,665.07
Other Charges:	
**Prepaid Account One-time Transaction Fee	\$0.00
***Advance Pay Call Transaction Fee - per use	\$247,500.00

California Department of Corrections and Rehabilitation

Cost Workbook

Respondent: Global Tel*Link Corporation (GTL)

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	\$0.025	237,316,204	\$5,932,905.10
Youth - Local, IntraLATA, InterLATA, Interstate	\$0.000	3,002,134	\$0.00
International Calls (Adult and Youth)	\$0.070	146,571	\$10,259.97
			\$5,943,165.07

Other Offender Communication

Item Description	Proposed Fee to Offender, Family, or Friend (per transaction)	Anticipated Annual Transactions	Gross Revenue Generated
Each E-mail	\$0.050	73,450,000	\$3,672,500.00
Each Photograph	\$0.050	13,510,000	\$675,500.00
Each e-Card	\$0.050	2,120,000	\$106,000.00
Each Video Gram	\$0.050	1,410,000	\$70,500.00
Each Video Call (i.e. Video Visitation) per minute	\$0.200	1,800,000	\$360,000.00
			\$4,884,500.00
Other Charges:			
**Prepaid Account One-time Transaction Fee	\$0.00	120,000	\$0.00
***Advance Pay Call Transaction Fee - per use	\$0.99	250,000	\$247,500.00

**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 Workbook			
Respondent:		Global Tel*Link Corporation (GTL)	
Offender Services and Entertainment			
Item Description	Proposed Fee to Offender, Family, or Friend (per Transaction)	Anticipated Annual Transactions	Gross Revenue Generated
Each e-Book	\$0.00	740,000	\$0.00
Each Game Puchase	\$0.00	400,000	\$0.00
Each Printed Page (B/W)	\$0.05	500,000	\$25,000.00
Each Printed Page (Color)	\$0.25	300,000	\$75,000.00
OPTION 1:			
Each Song Purchase		18,850,000	\$0.00
Each Movie Rental		1,500,000	\$0.00
OPTION 1 Total			\$100,000.00
OPTION 2:			
	Proposed Fee to Offender, Family, or Friend (Monthly Subscription Fee)	Anticipated Annual Subscriptions	
Music Subscription Services	\$7.99	750,000	\$5,992,500.00
Movie Subscription Services	\$1.99	750,000	\$1,492,500.00
OPTION 2 Total			\$7,585,000.00
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		

California Department of Corrections and Rehabilitation
Cost Workbook

Respondent:	Global Tel*Link Corporation (GTL)
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Tablet Accessories

Item Description	Proposed Cost to Offender, Family, or Friend
Earbuds	\$3.49
Keyboards	N/A at this time
Screen Protectors	N/A at this time
Replacement Charger	\$7.99
Enter Item Description	

December 31, 2020

California Department of Corrections and Rehabilitation	
Cost Workbook	
Respondent:	Global Tel*Link Corporation (GTL)
Other Additional Items	
Item Description	Proposed Cost to Offender, Family, or Friend
Podcasts	\$2.49 (30-day subscription)
Premium Audio Books	\$5.49 (30-day subscription)
Streaming News and Sports	\$0.75 (30-day subscription)
Streaming Media	\$3.49 (30-day subscription)
Internet Radio without playlists, caching or download	\$5.49 (30-day subscription)
Youth International Rates	\$0.00
Voicemail Rates	\$0.00
Free Calling - Prior to PIN deployment	2 free days per month
Free Calling - After PIN deployment*	15-minutes of free calling per 2 week per individual
Free Video Calling - After PIN deployment*	15-minutes of free calling per 2 week per individual
Indigent Messaging Program	5 free messages per week per indigent individual

*Inmates not able to accumulate minutes or accrue more than 15-minutes of free calling. Contractor shall ensure that 15-minute credits (or the amount used) are credited every 2 weeks (i.e. use it or lose it).