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Attachment 6 – Vendor, Business, and Technical Requirements

The vendor must respond to all paragraphs in this attachment by restating point-by-point the understanding and acceptance of requirements, providing a detailed description of its proposed service, and providing a specific description of methods by which the proponent shall comply with State requirements. For all paragraphs requiring a response, the vendor must provide a complete and separate response for the service it is proposing. **Vendors must fully answer all questions in this *Attachment 6* by inserting its response immediately** **after each numbered paragraph. Failure to do so may result in disqualification of vendor’s proposal.**

1. Introduction
	1. DOC Mission

The Connecticut Department of Correction (DOC) mission is to protect the public, protect staff, and provide safe, secure and humane supervision of offenders with opportunities that support successful community reintegration.

* 1. Background

The Department of Information Technology is responsible for purchasing, leasing and contracting for all telecommunication facilities, equipment and services for the support of state agencies; implementing, or assisting state agencies in implementing, such facilities; processing bills for telecommunication services used by state agencies.

* 1. Overview

The Connecticut Department of Correction (DOC) operates twenty-two correctional facilities on eighteen compounds and one off-site hospital located across the state. Each facility occupies several buildings or units. There are approximately 21,000 inmates remanded to DOC. The agency is currently exploring options to expand and improve the state’s growing incarceration needs. It is the intent of DOC to allow a single uniform service to be offered statewide, with no visible or operational differences to either the caller or called party. DOC requires an inmate telephone service that is reliable and of advanced technology to ensure the continued success of DOC’s telephone monitoring program.

The current inmate telephone service provider, Global Tel\*Link (GTL), provides the inmate telephones, network services, and call recording, monitoring and control system. Dial tone and basic processing services are provided by GTL via a voice over IP network. Recording equipment records every inmate call and is controlled via a windows based computer interface. The control system allows multi-level security access, provides various call control features, and captures call detail records for every call initiated from the system. In addition to call recording, DOC also monitors calls in progress.

There are approximately 1,150 inmate telephones installed and in use at DOC facilities. There are approximately 650 visitor handsets. The number of telephones is expected to fluctuate based on inmate population. The inmate telephone system currently in use operates as a network based system and is required as thus to facilitate the mass movement of the inmate population between facilities and the monitoring techniques used by DOC’s Security Division.

In order for an inmate to make a telephone call on the current inmate telephone system, the inmate must enter a Personal Identification Number (PIN). The exception to this requirement is in the admission and processing areas located in the six intake facilities. Phones installed in these areas currently do not require the use of a PIN, however they are recorded and controlled for call duration.

DOC engages in monitoring activities daily. The inmate telephone service is an integral tool required by the DOC to:

* Enhance facility safety and security;
* Manage high risk offenders;
* Manage gang activity;
* Prevent riots and disturbances;
* Detect and deter contraband conveyance attempts;
* Detect and deter escape plans/attempts; and
* Detect and deter criminal activity occurring inside and outside the facilities.
1. General Requirements

The vendor shall provide a system that is of advanced technologies. The vendor shall fully describe its proposed service by addressing the paragraphs below. Provide all information that is needed for the State to fully understand the proposed service. Include in your response a description and examples of all on-line standard reports and capability to run ad hoc reports.

* 1. Scalability

The vendor is required to acknowledge that all current and future locations, expansions, and added agency access requirements due to the growth of the DOC will be provided for under this contract. The vendor shall include in its response a detailed drawing of the recommended model using Microsoft Visio, or equivalent. The proposed service must be 99.9% available on an annual basis.

The vendor shall describe the reliability of the proposed service and how it would provide the required 99.9% availability.

* 1. Inventory

The vendor must maintain a current inventory of all equipment, components and network and provide the inventory to DOC Security Division or DOIT upon request.

The vendor shall describe the capability to provide inventory reports, including whether these are integrated with the inmate telephone system or maintained separately. Include in the response, samples of these inventory reports.

* 1. Vendor Proposed System Changes/Modifications - MANDATORY

The vendor must notify DOIT Contracts and Purchasing Division (CPD) of any proposed changes/modifications to the inmate telephone system a minimum of thirty days prior to its scheduled implementation date. The State reserves the right to accept or reject any or all of these proposed changes/modifications until the vendor has proven the proposed change will not adversely affect, DOC, the State, the caller, or called party. All proposed changes/modifications must be approved by DOIT CPD prior to implementation.

The vendor must affirm it will comply.

* 1. Call Quality

The vendor shall provide telephone reception quality of at least equal to the quality offered to the general public and shall meet telecommunication industry standards for service quality.

The vendor shall describe how its solution will meet or exceed these requirements.

* 1. System Trunking

The system must be engineered to ensure that all outbound calls are totally non-blocked. The proposed service must reserve separate bandwidth or channels for each phone without impacting the required bandwidth for the operational characteristics of the system.

The vendor shall describe how its solution will meet this requirement; detail the trunking requirements and the formula that will be used to fulfill the requirement.

* 1. Commercial Power Outages

The network, including the network operating center and all other network elements under the control and management of the vendor, but excluding those components located on the premises of DOC, shall survive interruptions in commercial power. The solution must assure no loss of functions for up to 90 minutes loss of commercial power in the DOCs’ facilities. The vendor’s proposed service must be capable of full recovery from a power outage automatically once commercial power is restored.

The vendor shall describe how it will meet this requirement and what network functionality, if any, would be lost over what period of time.

* 1. Business Continuity and Disaster Recovery

The vendor shall describe how it achieves business continuity and how it plans to recover from a disaster, including restoration time and alternative routing of traffic for intrastate disasters impacting vendor’s proposed services.

The vendor shall provide a detailed plan (with diagrams). An example might include the following:

* Redundancy at/for vendor’s POP;
* Redundancy at/for subcontracted carriers;
* Redundancy for connectivity between LEC’s CO and IXC’s POP;
* Redundancy of vendor’s backbone;
* Redundancy of vendor’s Network Operations Center.
	1. Single Clock Source

The vendor shall ensure that inmate call processing equipment, call detail recording, video recordings and recorded conversations will be synchronized from a single time of day clock source for all of the DOC locations at Eastern Standard Time (EST) including Eastern Daylight Time (EDT). The vendor’s service shall automatically update the time when time changes occur between EST and EDT. All reports from this system must reflect the accurate EST/EDT.

The vendor must affirm it will comply.

* 1. Postings For Inmates and Visitors

At DOC’s discretion, the vendor may be required to provide written postings/notifications and stencils in both English and Spanish in the quantities requested by DOC. The language of these postings must be approved by DOC prior to distribution. Updates may be required over the life of the contract. The current postings indicate that conversations utilizing the inmate telephone service shall be subject to recording and monitoring.

The vendor must affirm it will comply.

* 1. Readiness of Offered Services - MANDATORY

All equipment, systems and services proposed to the State through the vendor's deliverables must be available upon proposal issuance and called upon at contract award or the date the service is requested by the state. The State reserves the right to reject any proposal submitted that projects the attainment of services offered after contract award.

The vendor must affirm it will comply.

* 1. Data Ownership

All inmate and DOC data (including but not limited to, call records, call recordings, authorized call lists) stored or used in the proposed service shall be owned by DOC. The vendor shall act as custodian of that information in accordance with applicable statutes, policies, regulations and procedures. Information shall be provided to DOC at its request in a form and manner specified by DOC. Vendor agrees not to sell, use, share or display any data or use it for any other purpose unless agreed upon, in writing, by DOC Director of Security.

The vendor shall affirm it will comply.

* 1. New Technology/Upgrades

The Department of Information Technology must ensure that the technologies that it selects will position it for the future and that it does not limit that future by selecting and implementing technologies that may be obsolete in the near term. The vendor shall keep the State fully apprised of improvements to the vendor’s existing technologies and of the expected and actual availability and implementation of new technologies by the vendor. Therefore, the State encourages vendors to periodically review technologies being utilized and recommend new technologies alternatives. During the life of the contract, the vendor shall provide DOC and DOIT an annual report at the beginning of each State’s fiscal year (July 1st) which will either (1) describe the new technologies available or (2) state that there are none.

The State requires the vendor to provide improvements, modifications, or additions to the proposed service/equipment that increase functionality or improve performance and which are offered by the vendor to the State at no additional charge. The State also requires the vendor to provide services/equipment that may supplement or substitute in a more cost effective, efficient manner for services/equipment provided to the State.

The vendor shall affirm it will comply.

* 1. Post Award Negotiation

The State reserves the right to negotiate with the vendor on an annual basis, or as required to comply with State mandates, all rates for services charged by the vendor throughout the term of the contract as well as the commission rate paid to the State. Negotiations will commence by both parties after thirty (30) days written notice by the State regarding the State’s intentions to negotiate.

The vendor shall affirm it will comply.

1. Security

The vendor shall provide all telephone recording and listening equipment at each facility or other off site location. It must be maintained in an area approved by the DOC Director of Security or designee. The call recording and listening system must be designed to operate continuously, 7 days a week, 24 hours a day, 365/366 days a year. System administration should not interrupt recordings or other operations in progress. Call recording and listening is defined in DOC Administrative Directive 10.7 Inmate Communications (<http://www.ct.gov/doc/LIB/doc/PDF/AD/ad1007.pdf>).

The vendor shall describe how the proposed system will accomplish this.

* 1. Security Plan

Due to the sensitive, public security nature of the services under this contract, the vendor must provide a detailed Security Plan. The Security Plan must address the procedures the vendor will take with regard to maintaining confidentiality and protecting all information and services and must include the following:

* Personnel (including vendor staff and sub-contractor personnel)
* Data
* Communications
* Systems
* Work sites
	+ 1. System Security

The vendor shall describe the proposed system security for all data stored locally or in a central database. Such security description shall include system security as well as how access to such sensitive information shall be performed within the vendors’ organization.

Sensitive or confidential information may require encryption per DOIT policy (http://www.ct.gov/doit/cwp/view.asp?a=1245&q=394672 ).

The vendor shall affirm it will comply.

* + 1. Jurisdiction

The vendor must warrant to DOC that it will not transport or make available physically, electronically, verbally or in any other form or manner, any data, provided or produced under the contract that might be awarded as a result of this RFP outside of the borders of the United States.

The vendor shall affirm it will comply.

* + 1. Compliance

The vendor must comply with all DOC Administrative Directives and DOC and DOIT policies and procedures regarding security, and State Statutes or Public Acts.

The vendor shall affirm it will comply.

* + 1. Information Security Breach

The vendor shall notify DOC Director of Security or designee if it experiences any security breach that may cause DOC or customer data to be corrupted or inappropriately accessed or used. Such notice shall occur within 2 hours of the discovery of any incident.

The vendor shall affirm it will comply.

* 1. Security Incidents

The vendor must provide details on all incidents of security loss or misused data in the last three (3) years including the nature and extent of the incident, remedial actions taken, and current status.

* 1. DOC Account Access - MANDATORY

Access to all system functions will be restricted to users authorized by the DOC Security Division. Each authorized user must have a unique user-id and password which shall only be issued by DOC Director of Security or designee.

The vendor shall describe how the proposed system will accomplish this.

* 1. Vendor Account Access

Each user with access to the inmate telephone service must have a unique user-id and password identifying them as a vendor or subcontractor. The vendor shall ensure that they keep current the vendor employees or subcontractor employees that have access to the system. The vendor is responsible for updating the list, terminating access of those individuals that have left the vendor’s or subcontractor’s employment, within 24 hours of such change. All changes (additions, deletions, to access levels, etc) must be reported electronically to DOC Director of Security or designee within 24 hours of such change.

The vendor shall describe how the proposed system will accomplish this.

* 1. Manual On/Off Switches
		1. Emergency System Shut Down - MANDATORY

DOC requires the installation of a manual on/off switch for each facility that will disable inmate telephones in the entire facility. These switches must be located in a secured location that has been approved by the DOC Director of Security or designee.

The vendor shall describe how the proposed service will accomplish this.

* + 1. Manual On/Off Switches Per Phone

DOC requires the installation of a manual on/off switch for each individual phone installed in a facility. These switches must be in a location(s) that has been approved by the DOC Director of Security or designee.

The vendor shall describe how the proposed system will accomplish this.

* 1. Automatic Disconnect

In case of a failure in which the ability to record is affected, DOC requires that all affected inmate telephones be automatically disconnected and disabled.

The vendor shall describe how the proposed system will accomplish this.

* 1. Alerts

The system shall provide the DOC Director of Security or designee the capability of flagging specific destination telephone numbers or inmate personal identification numbers (PIN). When the aforementioned telephone or PIN is detected, the system shall immediately bridge the call with a pre-determined group of telephone numbers to allow remote undetected monitoring of the call. The bridged party must enter a security pass code to actively monitor the call. This capability shall only be authorized by the DOC Director of Security or designee.

The vendor shall describe how the proposed system will accomplish this.

* 1. Billing Name and Address

The DOC must comply with all court orders/victim service, specifically protective orders to protect the victims of a crime and the safety and security of the public. The vendor shall provide DOC the capability of automatically retrieving the billing name and address for any telephone number placed on an inmate’s call list.

The vendor shall describe how the proposed system will accomplish this.

* 1. Inmate Call Limitations

DOC is the sole authority on defining call limitations and reserves the right to change limitations at any time. Inmate call quantity limits shall be based on the facility’s security level and the length of the calls shall be limited to fifteen (15) minutes each. The following are the current daily call limitations:

Level 2 Facilities: 5 Calls

Level 3 Facilities: 4 Calls

Level 4 Facilities: 3 Calls

Level 5 Facilities: Varies by facility and defined by facility needs

The vendor shall describe how the proposed system will accomplish this.

* + 1. Hours of Operation

The service shall provide the ability for DOC to set parameters that determine the hours of operations for inmate phone services. The service shall also provide the ability for DOC to make each phone, groups of phones or the entire system active or inactive based upon the facilities security levels.

The vendor shall describe how the proposed system will accomplish this.

* 1. Inmate PIN Functionality

The Personal Identification Number (PIN) must be a unique number which must include the 6-digit DOC issued inmate identification number and a minimum 4-digit number randomly assigned by the vendor’s proposed system. It is DOC’s responsibility to ensure that the 6-digit number is unique.

The vendor proposed system shall utilize authorized PIN numbers for inmate calls placed on all inmate telephone sets in housing units but may not required for intake facilities, admitting and processing telephone sets.

The vendor must be able to use all pre-existing inmate PIN numbers.

The vendor shall describe how the proposed system will accomplish this.

* + 1. Inmate PIN Suspension / Termination / Re-Activation

The vendor shall provide DOC the ability to suspend or terminate an inmate’s PIN number. The system must have the capability for DOC to automatically reactivate a suspended PIN number based on the pre-determined date or time period.

DOC reuses an inmate’s number upon re-admission into the system. The proposed system shall provide DOC the ability to recognize and re-activate an inmate’s previously assigned PIN number and approved call list.

The vendor shall describe how the proposed system will accomplish this.

* 1. Inmate Allowed Call List

Currently, upon admission, the inmate completes an allowed call list which contains a maximum of 10 telephone numbers with names (this number is subject to change at the discretion of DOC).

The vendor’s proposed service shall provide DOC the ability to develop an inmate allowed call list with, at a minimum, the functionality as described above. The vendor shall describe its ability to identify and maintain these lists within the system, as well as provide DOC reports on the types of numbers included on these lists (i.e. landline, wireless, and/or privileged) as requested.

Currently, via an add/drop form, inmates may revise their allowed call lists every 30 days. The current vendor processes approximately 1700 revisions monthly. DOC requires the awarded vendor to maintain this function. The vendor must make these changes within the time period determined by DOC Security.

The vendor shall describe how the proposed service will address the above requirement.

* 1. Internal Confidential Security Calls

Currently, internal confidential sources place calls using an inmate telephone via an assigned four digit-speed dial number (\*9999#) determined by DOC.

The vendor shall provide the ability for calls from confidential sources to be placed via the inmate telephone service using predefined codes that are forwarded to various DOC designated telephone numbers. The number assigned to the speed dial may or may not be a DOC telephone number. Calls placed via a speed dial number must be recorded. As these calls must be anonymous, at no cost to the State, and the inmate must not be required to use their PIN or any other identifying number when placing these calls.

The vendor proposed service must maintain the current format (\*9999#) of the internal confidential security calls and all existing speed dial numbers.

The vendor shall describe how the proposed system will provide this function and explain its capabilities.

1. Call Monitoring and Recording Services
	1. System Administration

The system must provide un-detected monitoring of real-time inmate conversations, instant playback with no interruption in recordings and replay of historical conversations with the option of storing to removable media, and the ability to preserve (lock) selected call recordings from deletion. These capabilities shall be provisioned to allow access to some or all features by unique user-id, (e.g. certain facilities staff may only monitor calls in real time, while investigative staff have full feature set as determined by DOC Director of Security or designee.) DOC is interested in a service that requires minimal staff administration to perform routine tasks.

The vendor shall describe how your solution will meet these requirements.

* + 1. Proposed System Administration Demonstration - MANDATORY

Qualified vendors may be required, during the RFP evaluation process, to provide a demonstration of the above system. Such system must be fully operational and similar in scope, function, and complexity to the requirements in this RFP. Any required demonstration and/or benchmark must be provided by the vendor without cost to the State.

The vendor must agree to provide the above described demonstration within ten business days of the State’s request to do so at a location agreed to by the State.

The vendor shall affirm it will comply.

* 1. DOC Facility and Off-Site Administration

DOC requires the ability to perform all authorized administrative functions from any site on the inmate telephone system network. DOC also requires the ability to perform these functions via secure web-based access from locations not on the proposed inmate telephone system network.

The vendor shall describe how the proposed system will allow DOC to perform the administration functions from any required location.

* 1. Simultaneous Access

The vendor shall provide the ability and bandwidth for a minimum of 45 simultaneous users, with the capability to expand at the request of DOC, who can listen to any recording at one time at any facility or any combination of facilities.

The vendor shall describe how the proposed system will meet this requirement, explain whether the recording will be premise based or centralized, including the bandwidth and equipment requirements.

* 1. Call Recordings

The call recordings must be available immediately upon completion of the call. The system shall be capable of storing, at a minimum, 1 year (365 days) of call recordings. At DOC’s discretion, actual length of storage may be less.

Critical recordings that are identified by DOC personnel to be preserved (locked) shall remain available through the entire life of the contract. Other non-identified calls may be purged after the 365th day. These recordings are property of the State. Prior to expiration of the contract, the vendor must agree to provide these recordings in their entirety to DOC or their designee.

The vendor shall describe how the proposed system will comply with the aforementioned requirement.

* 1. Retrieval of Recordings

The system shall allow authorized staff to attach textual descriptions or “notes” to each recorded call record allowing for descriptions of the recording. Each recording must be indexed by date, time, ANI (Automatic Number Identification), Personal Identification Number (PIN), Terminating Number (TN), and textual “notes.” Date and time stamps shall be identical to the date and time stamps recorded in the system’s call detail records and call processing equipment. The recording must be searchable by date, time, inmate's PIN, ANI, TN, “notes” or any logical combination thereof. DOC is also interested in searching recordings based on word(s) recognition (i.e. gang, bomb, kill).

The time it takes for search and retrieval of recorded conversations shall be consistent from on-site locations and remote locations on the vendor network and take no longer than 20 seconds. Search and playback of calls will not require a manual media change.

The vendor shall describe how your solution will meet or exceed these requirements.

* 1. Call Recording Duplication

The ability to copy call recordings to a DOC specified recording medium (currently CD) is required.

The vendor shall describe how the proposed system will provide this function and explain its capabilities.

* 1. Authenticity of Recordings

The integrity of the recorded medium must be maintained to protect against possible legal challenges. The vendor shall describe how the call recordings that have been copied to such other medium are protected from fraud and tampering.

The vendor must describe any instances where the authenticity of a recording was rejected in a legal proceeding.

* 1. Inmate Telephone Call Detail Record (CDR)

The proposed system must be able to produce call detail records for all calls placed from the proposed inmate telephone service. The records must be available immediately upon completion of the call. Such records shall be maintained by the vendor during the life of the contract. Prior to expiration of the contract, the vendor must agree to provide this data in its entirety, at no additional cost, to DOC or their designee.

The system must allow DOC to produce, print and customize various individual and system-wide call-activity reports based on inmate call data.

The CDR shall include a complete call status history from activation through termination. Any codes used to describe the call status history shall be defined by the vendor and provided to DOC quarterly and upon request.

The proposed inmate telephone service shall provide DOC, at a minimum, the following information for each call record:

* Unique recording identifier,
* Originating station telephone number,
* Originating facility,
* Called telephone number,
* Inmate identification number (issued by DOC) including personal identification number,
* Date of Call,
* Time of Call (hh:mm) in Eastern Standard Time (including current Daylight Savings Time schedule),
* Length of Call,
* Cost of Call,
* Call Status History – (i.e. completed call, blocked call, third party call, and billing issue).

The vendor shall describe how the proposed system will provide this function and explain its capabilities.

* 1. Call Control Capabilities

The proposed inmate telephone service must provide call control for all inmate telephones. At a minimum, DOC requires the following call control capabilities:

* Centralized storage of user identification to allow ease of inmate movement between facilities;
* Hot number alert and monitoring;
* Flagged number lists;
* Flagged activity notification (alert to third party call activity);
* Voice prompt warnings (detecting a third-party call attempt);
* Individual restrictions on phone usage;
* Specific telephone number blocking;
* Individual allowable telephone number lists;
* Controlled call duration, call allotment, system access hours, and system shutoff are required on a system wide basis, however, individual control is also required;
* Termination of call in progress;
* System speed dials programmable by DOC.

The vendor shall describe the call control capability of the proposed system.

* 1. Inmate Tracking

Currently, there is a daily File Transfer Protocol (FTP) feed from the inmate tracking system sent from DOC to the current vendor that contains all inmate location activity including additions, transfers and discharges. Due to the volume of activity, an electronic update is required into the vendor’s system at a minimum of once a day.

The vendor shall describe how the proposed system would expedite the aforementioned activities.

1. Call Monitoring and Recording Equipment

All existing equipment must be replaced with new hardware (not previously used or refurbished) and software as part of the conversion to the new contract. All equipment and related supplies shall be provided and maintained at no cost to the State. Inoperable or damaged equipment shall be repaired or replaced at no cost to the State, within 24 hours of such request, for the duration of the contract. DOC currently has 30 workstations, 3 laptops, and 29 printers. The vendor must supply DOC with additional hardware and related software upon request.

The vendor must provide hardware (workstations and laptops) and software that are consistent with the State’s most recent contract award in existence at the time such hardware/software is being installed. The vendor must also be in compliance with the most current State’s architectural standards, CTEA (Connecticut Enterprise Architecture).

The vendor shall affirm it will comply.

* 1. Workstations

DOC must have final approval of the standard workstation configurations as well as any future changes and/or upgrades prior to implementation.

The vendor must also supply the following for each workstation:

* CD/DVD creator software
* Wireless Headset with noise cancellation (one per telephone monitor)
* Color All-In-One Laser Printer/Scanner/Fax, associated cable(s) and replacement ink cartridges
* Surge Protector (UPS 900 VA 120V or comparable alternative)

The vendor shall provide a complete list of workstation equipment and describe how it meets or exceeds the above listed DOC minimums.

* 1. Laptops

DOC must have final approval of the laptop configurations as well as any future changes and/or upgrades prior to implementation. The vendor must ensure all mobile devices are in compliance with the State policies including but not limited to the “Policy on Security for Mobile Computing and Storage Devices” (<http://www.ct.gov/doit/cwp/view.asp?a=1245&q=394672>).

For each laptop, the vendor must also supply the following:

* CD/DVD creator software
* Wireless Headset with noise cancellation (one per telephone monitor)

The vendor shall provide a complete description of the laptops including software and describe how it meets or exceeds the above listed DOC minimums.

* 1. Additional Software

The vendor shall provide analytical software to assist with investigation and intelligence analysis of all of the inmate call data.

The vendor shall describe the proposed software.

* 1. Back Up Call Recordings (Central Office)

The vendor shall provide backup storage at DOC Central Office that would back up all data and recordings on a daily basis. Equipment should be rack mountable and follow DOC’s design architecture for the DOC data center (plans will be provided by the DOC Project Manager to the awarded vendor). The vendor shall be responsible for providing both connectivity to this device(s) as well as remote monitoring/alerting system.

The vendor shall affirm it will comply.

* 1. Power Back-up

The vendor shall provide four (4) hours UPS backup to for all vendor provided equipment.

The vendor shall affirm it will comply.

* 1. Equipment Refresh

During the life of the contract, the vendor shall replace, at no cost to the State, all workstations with new equipment and upgrade all software, at a minimum, every two (2) years after the initial equipment installation. These upgrades must be in compliance with the Workstation and Laptop paragraphs above and State standards.

DOC must have final approval of the standard workstation configurations as well as any future changes and/or upgrades prior to implementation.

The vendor shall affirm it will comply.

1. Inmate Telephone Service
	1. Inmate Telephone Network Service

The vendor shall restrict the inmate telephones from access to incoming calls as well as all information services, toll free numbers, 900 numbers, direct access to other carriers, and 911 emergency calls.

The vendor shall describe the proposed services ability to restrict numbers.

* 1. Automatic Number Identifier (ANI)

The vendor shall test all inmate telephones for location accuracy and verify the Automatic Number Identifier (ANI) at implementation, during activation of new equipment and at a minimum annually thereafter.

The ANI for all inmate telephones must identify the appropriate Connecticut Correctional Facility to the called party in the called party notification.

The vendor shall affirm that the proposed system has the aforementioned capabilities.

* 1. English and Spanish Capability - MANDATORY

DOC requires that the proposed inmate telephone system be capable of responding to English and Spanish speaking inmates and individuals receiving the inmates’ calls. All dialing instructions, postings, warnings, and messages should be available in English and Spanish. The translation from English to Spanish is the responsibility of the vendor.

The vendor shall affirm that the proposed system has the aforementioned capability.

* + 1. Other Language Capability

DOC may in the future require other languages.

The vendor shall identify other language options available on the proposed system. The vendor shall also identify any translation technologies available on the proposed system.

* 1. Inmate Name Identifier

The proposed system shall include the ability to identify the inmate’s name to the called party. Currently, the inmate’s pre-recorded name is used during the called party notification message, identifying the inmate to the called party. DOC Security must have the capability to re-set the pre-recorded name.

The vendor shall describe how the proposed system addresses the above requirement.

* 1. Called Party Notification

DOC requires that all called parties be notified in both English and Spanish prior to call connection that the call they are about to accept is initiated from a Connecticut correctional facility using the specific facility’s name and is being recorded. The vendor must be responsible for pre-recording these notifications.

The specific language of the verbal notifications will be provided to the vendor by DOC. Updates may be required over the life of this contract.

Immediately following the recorded announcement, the called party must have the ability to terminate the call without incurring any cost by hanging up. Prior to hanging up the call, the called party must also be allowed to press a button to block all calls from all Connecticut Correctional Facilities.

The vendor shall describe how the proposed system addresses the above requirement.

* + 1. Call Recording Notification - MANDATORY

State Statutes mandate the use of an automatic tone warning in all inmate call recordings. The proposed system recording must be in accordance with Section 52-570d of the Connecticut General Statutes (<http://www.cga.ct.gov/2005/pub/Chap925.htm#Sec52-570d.htm>) and any other applicable law.

The vendor shall confirm that the proposed system addresses the above mandatory requirement.

* 1. Collect Calls - MANDATORY

All inmate calls will be “Collect Call Only” as defined in DOC Administrative Directive 10.7 Inmate Communications (<http://www.ct.gov/doc/LIB/doc/PDF/AD/ad1007.pdf>).

The vendor shall restrict the inmate telephones from access to incoming calls as well as all information services, toll free numbers, 900 numbers, direct access to other carriers, and 911 emergency calls. Inmates must have the capability to call the U.S and internationally.

There shall be no call limitations, other than those defined by the DOC’s Inmate handbook, placed by the vendor on the called party’s account.

The vendor shall confirm that the proposed system addresses the above mandatory requirement.

* 1. Discounted Pre-paid Service - MANDATORY

The State requires the vendor to offer a discounted inmate calling service. The following are all mandatory requirement for this service:

* The vendor must offer customers, at a minimum, 25% discount off of the proposed non-discounted inmate collect call rate.
* The State will not manage any of these funds associated with the proposed discounted service (i.e. inmate commissary fund, inmate trust fund).
* There shall be no call limitations placed by the vendor on the called party’s account other than those defined in the DOC’s Inmates handbooks.
* The vendor shall not restrict the account holder from receiving the full dollar amount of services up to the balance held by the vendor.
* The vendor shall not keep any prepaid funds due to account closures regardless of whether the closure was initiated by the customer or the vendor.
* The vendor must allow customers the option to revert to the non-discount rates after utilizing the discounted rate service.
* There will be no administrative fee for establishing or replenishing accounts.
* The vendor shall fully disclose all terms and conditions for the discounted service to all affected account customers upon enrollment.
* Customers and the State must be notified 30-days prior to implementing any changes to the discounted service terms and conditions.
* The Commission Rate paid to the State shall be the same for these discounted calls as well as standard collect calls.

The vendor shall confirm that the proposed system addresses each of the above mandatory requirements.

* + 1. Discounted Service Features

The vendor shall fully describe its proposed discounted service (at a minimum 25%) including but not limited to the following:

* Process for opening an account;
* Process for replenishing an account;
* Process for closing accounts;
* Refund policy including timeline for refunds and method by which the refund is made;
* Handling of customer service issues including billing disputes, requests for refunds, request for account history;
* Account fund depletion notifications including automated warnings to the customer;
* Reports available to the customer;
* Reports available to the State.
	1. Privileged Calls

Currently, calls placed on behalf of an Inmate to a privileged correspondent may be placed on staff telephones and are not subject to being recorded or monitored.

The vendor shall describe how it would be able to process privileged collect calls on the proposed inmate telephones including but not limited to following:

* without the call being recorded and monitored,
* without the call being counted against the inmate’s daily call allowance;
* with the call detail information,
* with a per day / month limit per inmate, and
* with the number on the inmate’s allowable call list identified as a privileged number.
	1. Calls at No Monetary Cost

The vendor shall describe how it would be able to process the following calls at no cost to the State, Inmate or called party:

* calls placed to the State Public Defender’s Office;
* internal security calls from confidential sources;
* calls placed from test accounts.

The vendor shall be required to provide these calls at no cost to the State as well as possible others that will be determined by the future needs of the State.

The vendor shall describe how the proposed system addresses the above requirement.

* 1. Inmate’s Daily Call Exceptions

Calls made to the State Public Defender’s Office and to select internal security calls from confidential sources are not counted against an inmate’s daily call allowances.

The vendor shall be required to provide these calls without them counting against the inmates’ daily call allowances as well as others that will be determined by the future needs of the State.

The vendor shall describe how the proposed system addresses the above requirement.

* 1. Intake Facility Telephone Service - MANDATORY

Currently, inmate telephones located in the admitting and processing areas have audio recording capabilities and require no inmate PIN for collect calling. This service allows inmates to place collect calls via live operator.

The service must include the following:

* The system should commence recording when the telephone goes off-hook;
* Prior to the inmate and called party being connected, the called party must be notified that the call they are about to accept is initiated from a Connecticut Correctional Institution using the specific facility’s name,
* The system shall restrict the admitting and processing telephones from access to incoming calls as well as all information services, toll free numbers, 900 numbers, and 911 emergency calls.

The vendor shall describe how the proposed service accomplishes this.

* + 1. Intake Facility Video Capabilities

DOC is interested in having the ability in the admitting and processing areas, to video record conversations as part of the inmate telephone service. The video recordings must contain date and time stamps which correspond to the audio recording of these calls.

The vendor shall describe how the proposed service accomplishes this.

* 1. Visitor Telephone Service

DOC is interested in having the ability to listen and record visitor telephone conversations with the same call control and limitation features as the inmate telephones.

The vendor shall describe how the proposed service accomplishes this.

* 1. Test Accounts

DOC Security requires the vendor to establish several test accounts be made available for the purposes of call quality, security call control, and billing verification. This should include the capability to establish virtual inmates with authorized call lists and billing accounts including paper bill rendering. This should be at no cost to the State.

The vendor shall describe how the proposed system will accomplish this.

1. Inmate Telephone Equipment

The vendor shall provide all new telephone sets for use in the inmate housing unit, in the intake facilities admitting and processing area, and at the DOC Security Office. These telephones must be of durable quality, designed to resist abuse, and must incorporate features that adapt it for use in a correctional facility. Initial and future locations of telephones will be determined by DOC. The vendor must receive DOC approval of any telephone equipment prior to installation.

The vendor shall affirm it will comply.

* 1. Inmate Telephone Sets In Housing Unit

DOC requires that all phones installed in inmate housing units include sound dampening handsets, volume control and that the handset cords be a maximum of 36 inches. Initial and future locations will be determined by DOC.

The vendor shall fully describe the proposed telephone sets for use in the housing unit and include in its proposal glossies that include a picture of the proposed phones with detailed specification sheets.

* 1. Inmate Telephone Sets At Medical Facilities

The vendor shall provide portable (wired) inmate phones that plug into standard jacks as required. These phones must also include sound dampening handsets, volume control and handset cords with a maximum length of 36 inches.

The vendor shall fully describe the proposed telephone sets for use in the medical facilities and include in its proposal glossies that include a picture of the proposed phones with detailed specification sheets.

* 1. Intake Facilities Admitting and Processing Telephone Sets

The proposed inmate telephones in the admitting and processing areas must have recording capabilities and as an option, an electronic identifier of the caller (i.e., visual record of the caller, video recording, snap shot imbedded into the call record). DOC requires that all phones installed in the admitting and processing areas are to include sound dampening handsets, volume control and that the handset cords be a maximum of 36 inches.

The vendor shall fully describe the proposed telephone sets for use in the admitting and processing areas and include in its proposal glossies that include a picture of the proposed phones with detailed specification sheets.

* 1. Visiting Area Telephone Sets

DOC currently uses direct connect handsets in the visiting area which only allows conversations between the inmate and visitor but is interested in having recording capabilities for these telephones. DOC would require that all telephones installed in the visiting areas to include sound dampening handsets, volume control and that the handset cords be a maximum of 36 inches.

The vendor shall fully describe the proposed telephone sets for use in the visiting areas and include in its proposal glossies that include a picture of the proposed phones with detailed specification sheets.

* 1. Hearing Impaired Telephone Sets

The vendor must provide a solution that is in compliance with the American Disability Act, which contains information describing the process and required equipment necessary for a hearing impaired inmate communicating with individuals on the approved call list via the inmate telephone system. These proposed sets must have the same security provisions as with standard inmate telephones. This solution must be at no additional cost to the State.

The vendor shall fully describe the proposed telephone sets for use by the hearing impaired and include in its proposal glossies that include a picture of the proposed phones with detailed specification sheets.

* 1. Telephone Sets For Testing

The vendor must provide an inmate telephone installed at DOC’s Security Division for testing purposes with the capability to simulate actual inmate telephone functionality at various DOC facilities. Currently DOC’s Security Division is located at DOC Central Office.

The vendor shall fully describe how it will comply with the above.

1. Wiring

Most of the current wiring for the inmate telephones as well as the admitting and processing telephones has been in place 10-20 years and is Category 3 to Category 5. The visiting handsets, being direct connect, currently are not cabled to any other location. The vendor must install all new inside station wiring (at least Category 6) and conduit, where needed, in compliance with the most current TIA/EIA Telecommunications Building Wiring Standards for the installation of all equipment. The vendor must obtain the DOC Project Manager’s approval for all new wiring and conduit installations (including wire placement, cable category, and conduit type-plastic/metal) as part of the implementation plan.

The vendor shall affirm it will comply.

* 1. Service Installation and Site Work
		1. Installations

The vendor must furnish, at no cost to the State, all necessary cables, wire, hardware and labor with such other items as necessary to complete the installation of its service. The vendor's work shall be performed in a professional manner so as to provide minimal interference with the State's operations at the premises, and meet DOC’s Security requirements for installation.

The vendor may only utilize any existing DOC cables, raceway, conduit, hardware, now or in the future with prior approval from the DOC Project Manager.

The vendor shall affirm it will comply.

* + 1. Coordination with the State

The vendor shall seek approval and coordination from the designated DOC Project Manager for the installation of all cable and equipment at the DOC sites prior to installing said cable and equipment.

The vendor shall affirm it will comply.

* + 1. Restoration

The vendor shall protect, replace or restore to original or better condition, any architectural or landscape features disturbed or altered by the vendor or sub-contractors (i.e. ceiling tiles, paint, structural upgrading, finished or unfinished surfaces). All damage is the sole responsibility of the vendor and the repair thereof shall be at the vendor's expense. The vendor shall be held strictly responsible for, and shall make good at its own expense, any and all damage to the work of others resulting from the delivery and/or completion of its work.

The vendor shall affirm it will comply.

* + 1. Cut Cables

The DOC shall not assume liability for cable cuts or damage to other building systems resulting from negligence on the part of the vendor. The cost for repair or replacement of damaged cable(s) and/or equipment shall be borne by the vendor.

The vendor shall affirm it will comply.

* + 1. Clean Work Area

The vendor shall at all times keep the premises and the buildings free from accumulation of the vendor's waste materials and rubbish. Upon completion of each day's work, all rubbish and waste materials must be removed from the premises. The vendor must leave all areas, in which the vendor has worked, in a broom clean condition. If the vendor fails to clean up at any time, the State may do so and the cost thereof shall be charged to the vendor.

The vendor shall affirm it will comply.

* 1. Installation Guidelines

Any additional required station wiring and connecting hardware shall be installed using new product.

All installation methods must be in strict conformance with all applicable building, fire, and electrical codes. This must include, but is not limited to; re-establishing the fire resistance ratings of wall, floor, and any other potential penetrations that are either created by the installation or had already existed for the purpose of telecommunications wire/cable access. All assembly penetrations must be fire stopped / fires fed to a rating equal to that of the surrounding assembly. No floors, walls, ceilings, or structural members of the existing finished or unfinished work may be drilled, cut, or in any way defaced without DOC's prior consultation and approval. The vendor shall receive approval from The DOC Project Manager prior to penetration work.

The vendor shall describe methods and practices used to ensure that damage is not caused to any State property or equipment. The vendor shall also describe methods and practices to ensure that there are no violations of applicable codes/standards/regulations.

* 1. Telecommunications Building Wiring Standards

Unless otherwise specified by DOC, unshielded twisted pair 24 AWG cable is to be used for all station wiring, with a mid range, Category 6 cable for voice and data wiring. The vendor shall install and test all cable, and supply the DOC Project Manager with a copy of the test results in a format to be determined by the DOC Project Manager.

Station wiring for all new installation covered by this contract shall be designed and installed in accordance with the current editions of the Telecommunications Building Wiring Standards, including all Technical Service Bulletins (TSB), adopted by TIA/EIA in accordance with the American National Standards Institute (ANSI). These standards include, but are not limited to, the following:

|  |  |
| --- | --- |
| **TIA/EIA-568-B.1** | Commercial Building Telecommunications Cabling Standard: General Requirements |
| **TIA/EIA-568-B.2** | Commercial Building Telecommunications Cabling Standard: Balanced Twisted-Pair Cabling Components |
| **TIA/EIA-568-B.3** | Optical Fiber Cabling Components Standard |
| **TIA/EIA-569-A** | Commercial Building Standard for Telecommunications Pathways and Spaces |
| **TIA/EIA-570-A** | Residential and Light Commercial Telecommunications Wiring Standard |
| **TIA/EIA-598** | Optical Fiber Cable Color Coding |
| **TIA/EIA-606** | The Administration Standard for the Telecommunications Infrastructure of Commercial Buildings |
| **TIE/EIA-607** | Commercial Building Grounding and Bonding Requirements for Telecommunications |
| **TIA/EIA-758** | Customer Owned Outside Plant Telecommunications Cabling Standard |
| **TIA/EIA-862** | Building Automation Cabling Standard for Commercial Buildings |

A supplement that is used in conjunction with the above TIA/EIA standards is the most recent edition of the Building Industry Consulting Service International (BICSI) Telecommunications Distribution Methods Manual, "A Guide to Design and Effective Utilization". This manual provides practices and methods by which many of the requirements of the above standards are implemented.

Where conflicts exist between these standards and any specifications listed in this document, the higher specification shall apply as determined by the DOC Project Manager.

The vendor shall be responsible for the complete mechanical labeling of all as needed station jacks and all terminal blocks per DOC pre-established numbering schemes. Each DOC facility has its own unique numbering scheme; therefore, the vendor shall consult with the DOC Project Manager for specific details.

The vendor shall affirm it will comply.

* 1. Station Wiring

For initial conversion, new station wiring shall consist of a mid range Category 6 cable that is approved by the DOC Project Manager. Unless otherwise approved by The DOC Project Manager, the station end shall be terminated in 8 PIN modular RJ-45 jacks. All eight (8) conductors shall be punched down on RJ-45 jacks per the TIA/EIA Wiring Standards utilizing the 568A pin configuration. The vendor shall install connecting hardware that is of the same category as the cable and has been tested together with the cable. The vendor shall provide the DOC Project Manager copies of said testing, upon request. The RJ-45 modular jacks shall be made to close tolerances so that the plug fits snugly into the jack. At the MDF and IDF ends, all voice pairs shall terminate on 110-type standard cross-connecting blocks, or equivalent, unless otherwise specified by the DOC Project Manager.

At the MDF and IDF ends, all data jacks shall terminate on an RJ-45 type patch panel, unless otherwise specified by the DOC Project Manager. The maximum data station cable drop length is 90 meters. The drop length is measured from the termination block in the wiring closet to the station faceplate.

At the time of installation, if the above is less than the industry standard, the vendor shall install all wiring and associate hardware in compliance with the standards as described in the TIA/EIA Telecommunications Building Wiring Standards.

The vendor shall affirm it will comply.

* + 1. Systems Furniture Wiring

Any telecommunications wiring done within the systems furniture shall be in compliance with national and local electrical codes. The vendor shall be responsible for replacing any equipment that may have been temporarily removed or relocated during cable installation. Telecommunications cable and electrical cable shall be installed in separate channels, with proper shielding of the cable. If it is necessary to use the same channel, telecommunications and electrical cable shall be physically isolated from each other with a metal septum. Unless otherwise specified, the vendor shall provide an extra twenty feet of cable slack for each cable, properly secured, in the ceiling above the furniture for flexibility purposes.

If the vendor determines that the modular furniture is not suitable for telecommunications wiring (no separate telecommunications channel, bend radius cannot be met, etc.), the vendor shall immediately notify the DOC Project Manager.

The vendor shall affirm it will comply.

* + 1. Station Jacks

Where practical, station jacks are to be flush mounted. Both flush mounted and surface mounted jacks are to be installed a minimum of twelve (12) inches above finished floors, or to match pre-existing jack configuration. Surface mounted jacks shall be avoided and utilized only with the approval of the DOC Project Manager. Any deviation must be approved by the DOC Project Manager.

Jacks utilized with systems furniture shall be compatible with the furniture, and recommended by the manufacturer or supplied by the systems furniture vendor. The vendor may provide jacks, or the vendor may be required to use jacks/mounting equipment supplied by others, or by the State. Jacks shall be securely affixed to systems furniture; no Velcro or other adhesive attachments will be permitted unless approved by the DOC Project Manager.

As-built drawings are a mandatory requirement for each site and shall be provided to the DOC Project Manager prior to acceptance of the site installation and service activation.

Any DOC requested moves, adds or changes made to the installed base shall require the vendor to provide updated as-built drawings as part of existing documentation. The vendor shall provide the DOC Project Manager with electronic updates or paper upon request.

The vendor shall affirm it will comply.

* + 1. Grounding Requirements

The vendor shall ensure that bonding and grounding of cables and raceways is performed according to the National Electrical Code and TIA/EIA standards.

The vendor shall affirm it will comply.

* 1. Intermediate Distribution Frames (IDF)

The IDF shall consist of cross connect blocks for the station wiring, and where needed, shall contain patch panels and the local data and voice equipment that serves each IDF service area.

Cross connections will be completed in a neat and organized fashion, and shall be installed using the appropriate means to keep them sufficiently taut and free from movement.

The vendor may be required to install backboards in the IDF. Backboards shall be 3/4" finished-grade plywood painted with two coats fire resistant paint with color specified by the DOC Project Manager, and shall be securely fastened to the wall, placed vertically (unless local conditions preclude it), 18 inches above the finished floor. Any required ladder rack shall be installed as specified by the DOC Project Manager.

The vendor shall affirm it will comply.

* 1. Voice and Data Patch Panel Assemblies

Modular 110-type patch panels shall be used on the distribution side of the network where the workstation cables are terminated to the backside of the panel, and cross-connects are done on the front side. Modular patch panel (copper) wiring shall be installed to an eight (8)-pin configuration where all 4-pair UTP conductors are punched down in accordance with the TIA/EIA 568A cabling standard. Horizontal and vertical wire managers shall be provided for all patch panel assemblies.

All products associated with the patch panel assemblies shall be physically and electrically compatible with each other. Each patch panel jack shall be numbered and mechanically labeled for easy identification of terminal/phone station locations and distribution ports from host equipment (i.e. computer controller or voice/data switch). Patch panels for both copper and fiber optic architectures shall be UL listed and in compliance with any local, state, or federal codes.

The vendor shall affirm it will comply.

* 1. Electrical power

The vendor shall be responsible for providing the DOC Project Manager the electrical specifications required to power its systems. The vendor may utilize existing outlets with prior DOC approval.

The vendor shall affirm it will comply.

* 1. Fasteners - MANDATORY

All exposed fasteners in common areas shall be security type screws. Security screws shall match DOC facility requirements.

The vendor shall affirm it will comply.

* 1. Conduit Straps

Conduit straps shall be single hole cast metal type in concealed spaces and two-hole galvanized metal type on all exposed areas. Straps in exposed areas are to be installed every 18 inches.

The vendor shall affirm it will comply.

* 1. Raceways

Metal raceways are to be installed for all station wiring and must be a minimum of three quarter inch.

The vendor shall affirm it will comply.

1. Implementation

DOC requires that the vendor convert one DOC site at a time to the new system in accordance with priorities defined by DOC. The final approved schedule will be at the discretion of DOC. It is the intent of DOC to have the implementation achieve full statewide implementation within a year or sooner. An acceptance test may be required for each DOC facility/site. DOC shall be the sole determinant of the success of these acceptance tests. As it is the intent of DOC to minimize the disruption of service, DOC may choose to use non-standard work schedules at some or all facilities for system transition as this may expedite the conversion.

The vendor shall affirm it will comply.

* 1. Vendor Project Manager

Within 10 days of the effective date of the master agreement, the vendor shall provide a full time project manager for the duration of the implementation until DOC has accepted all system components and services. The project manager shall be responsible for the management and implementation of the project plan, all transition requirements and acceptance testing.

The vendor shall affirm it will comply.

* 1. Proposed Implementation Plan

The proposed implementation plan must include expected time frames, vendor and DOC staff requirements, an explanation of system downtime, and limitations, or interruptions to be encountered during the implementation process. Installation, testing and acceptance at DOC Central Office (Security Division) must occur first. Once the DOC Project Manager has accepted the testing at DOC Central Office, installation should begin at another facility site (order of site installation to be determined by DOC) within one week of this acceptance. This process shall continue until installation, testing, acceptance and activation has occurred at all DOC facilities. If an acceptance testing fails, the installation at other DOC facilities will cease until the issue is resolved and re-testing is successful. It is understood that the site acceptance testing may need to be performed without 100% of the inmate telephones installed and operational. The vendor shall submit a proposed project plan in MS Project. The Plan must be specific with regards to time frames for installation, testing, acceptance and activation. This Plan must include at least the following elements:

* Implementation plan:
	+ Transition from the current vendor,
	+ Wiring installation where required,
	+ Network installations,
	+ Workstation installations,
	+ Inmate telephone installations,
* Risk management and mitigation plan
* Acceptance test plan (required for each individual site)
* Training plan
* Communications plan for DOC
* Communications plan for the Public
* Communications plan for the Inmates
* Performance and service level plan
* Project reporting process and mechanisms
* Change management process
* Configuration management plan

The vendor shall provide its proposed implementation plan.

* 1. DOC Approved Implementation Plan

The vendor shall perform site surveys at all DOC facilities/sites, coordinating this effort with the DOC Project Manager. These surveys shall commence within 30 days of the effective date of the master agreement.

The vendor project manager shall submit updated implementation plans within 10 days of each site survey, accounting for actual work to be performed, to the DOC Project Manager.

The DOC Project Manager will respond to the vendor, approving and/or making recommend changes to said plan. The implementation shall commence within 15 days of the DOC Project Manager’s approval.

The vendor shall affirm it will comply.

* 1. Documentation

The vendor must provide full, complete and up-to-date documentation specific to DOC implementation no later than the beginning of implementation. The documentation shall include at a minimum:

* Detailed flowchart(s) depicting the entire inmate call process from the moment an inmate picks up the receiver to the completion of the call. The flow chart(s) shall include the time intervals for each phase of call completion.
* Network diagrams and documentation of all circuits, routers, switches and other components (if requested by DOC)
* Documentation of security and operational procedures
* User documentation for administrators
* User documentation for investigators
* Training information for inmates (English and Spanish)
* Information for called parties (English and Spanish)

The vendor shall affirm it will comply.

* 1. Call Recording Migration

DOC currently stores 90 days of recordings on the current vendor’s system and an unlimited number of days for preserved “locked” calls.

The vendor shall describe its ability to transfer existing recordings from the current vendor system to the proposed system.

* 1. Existing Equipment

The vendor shall be responsible for the removal, inventory creation/validation, storage and coordination of the return of all existing GTL equipment no later than forty-five (45) days after the successful completion of a facilities acceptance test. The vendor provided storage location must be approved by DOC Project Manager. The vendor shall provide the DOC Project Manager the equipment inventory along with the signed GTL receipt for the removed equipment.

The vendor shall describe how it will accomplish the above.

1. Training
	1. DOC Staff and Inmate Training - MANDATORY

The vendor shall provide all DOC required training at no cost to the State.

The vendor shall affirm it will comply.

* + 1. DOC Staff Training

The vendor shall provide DOC staff hands-on training, applicable instruction materials, and access to ongoing training and instruction to users and administrators of the inmate telephone service. In addition to hands-on training, the vendor shall provide web-based training. Training is required at the time of installation, with any new updates to the equipment, software or service, for any newly appointed DOC employee, or when deemed necessary by DOC.

The vendor shall describe all training, general content, instruction materials, and proposed length of the training. The vendor shall also describe the ratio of trainers per number of participants. The vendor shall acknowledge training will be accommodated at the request of DOC with little or no prior notice.

* + 1. Inmate Telephone Training

Upon initial conversion to the vendor’s proposed service, the vendor shall provide instruction materials for the inmate population describing the use and functions of the inmate telephones. During the life of the contract, the vendor shall provide additional quantities and updates as requested by DOC. The final draft of these materials, in both English and Spanish, must be reviewed and approved by the DOC Director of Security or designee prior to vendor printing and delivery.

The vendor shall affirm it will comply.

1. System Maintenance
	1. Repair, Maintenance and MAC Work - MANDATORY

The vendor shall be solely responsible for the maintenance and support for all of its system components including but not limited to telephones, pedestals, circuits, network components, software, call processors and all other elements of its service. The vendor shall be responsible for the repair or replacement of all equipment damaged regardless of the cause including but not limited to inmate damage, natural disaster, and DOC actions or operations at no cost to the State for the life of the contract. For repairs, the vendor shall notify the DOC contact person one (1) hour in advance of site visit.

The vendor must agree to the above paragraph and completely describe its maintenance and support capability, methods and procedures.

* + 1. DOC Authorized Representatives

DOC Director of Security or designee will establish an authorized list of CT DOC individuals who have the authority to open trouble tickets, MAC work, request maintenance dispatch or support services outside of normal business hours. The vendor will only act on the approval of a member on the authorized list.

The vendor shall describe how it will comply.

* 1. Trouble Reporting

The vendor shall describe its ability to provide DOC an electronic trouble ticket system via the vendor’s proposed system to initiate trouble tickets for repairs, track the real time status and provide current and historical reports of those tickets. This system should generate an auto tracking number or other unique identifier immediately upon initiation into the system. All updates to open trouble tickets should be sent in real time electronically to the originator of the ticket as well as to the DOC Director of Security or designee. The system shall include, at a minimum:

* Date and time trouble reported
* Name of DOC staff member reporting trouble
* Name of affected DOC facility
* Trouble ticket number
* Date and time of arrival and check-in at site (if applicable)
* Name of vendor staff performing the service
* Description of trouble
* Diagnosis of trouble and work performed
* Date and time trouble was corrected
* Length of time ticket remained open
* Status of open tickets
	+ 1. Trouble Reporting Dedicated Toll Free Telephone Number

The vendor shall provide a dedicated toll free telephone number for DOC that will reach a live help desk contact if the electronic help desk system is not capable of electronically generating a ticket. This contact must be located within the continental United States, Alaska or Hawaii, and be available 24/7/365.

The vendor shall affirm it will comply.

* 1. Repair Priority Levels and Performance Requirements

In the table below, DOC has defined repair priority levels along with its associated performance requirements. Knowing that this list is not all inclusive, DOC, at its discretion, may deem any repair as a priority 1, 2 or 3.

At the time of the initial report of a repair, the vendor shall immediately work with DOC staff, using the vendor’s remote diagnostic capability in order to rectify the problem. If remote diagnostics is unavailable, a technician must be on-site within two (2) hours.

The vendor must describe what steps it will take to meet or exceed the performance requirements listed below:

|  |  |  |
| --- | --- | --- |
| Priority Level | Characteristics | Performance Requirement |
| 1 | Loss of critical functionality as determined by DOC | 4 hour resolution |
| Complete system failure |
| Complete loss of recording functions at a DOC site |
| Complete loss of call monitoring capabilities at a DOC site |
| Complete loss of administrative or investigative access or function at a DOC site |
| When 50% or more of inmate telephones are not working in a specific area / housing unit |
| 2 | Loss of significant functionality as determined by DOC | 8 hour resolution |
| Loss of call monitoring capabilities at a DOC site (other than a complete loss) |
| Data back-up failure |
| When 50% or less of inmate telephones are not working in a specific area / housing unit |
| 3 | Loss of non-significant functionality as determined by DOC | 24 hour resolution |
| Software fixes not critical to operations |
| Loss of trouble ticket system |

* 1. System Auto-Monitoring

The vendor’s proposed system should have auto-monitoring capabilities, alerting the vendor of potential system malfunctions or disruptions of service. In addition, the vendor shall provide fault management capabilities that recognize, isolate, correct, and log faults that occur in the system.

The vendor shall describe how the proposed service will address the above requirement.

* 1. Notification of System Failures

The vendor must provide DOC Security Division and other identified individuals, with real time contact notification of all Priority 1 system alerts and alarms (as defined in the previous table) including the final resolution of all incidents. In addition, the vendor must notify the affected facility designee and DOC Security of any failure and provide an estimated time of service restoration. For extended outages, the vendor must provide a detailed plan of repair, including how the vendor will provision alternative service during an extended disruption of service

The vendor shall provide a detailed description of notification capabilities.

* + 1. System Reliability

The vendor must provide details on all incidents of system failures in the last three (3) years, including priority levels (see above table) which resulted in an interruption of service. Identify the cause of the failure including whether it was a system malfunction (hardware or software) or human error.

* 1. Hardware/Software Replacement

The vendor shall maintain a complete set of replacement parts for all hardware and software components of the service. The vendor shall include in its proposal a written plan of action for delivery of the hardware/software in the event of a failure. Such plan shall include, but not be limited to:

* Immediate emergency service restoration
* Complete system replacement
* Personnel resources required

During the life of the contract, the vendor shall also maintain, at a minimum, three “hot spare” workstations at DOC Central Office.

The vendor shall describe how the proposed service will address the above requirement.

* 1. Escalation Procedure

The vendor shall provide its escalation procedure for 24-hour coverage to be invoked in the event that first level vendor maintenance personnel are unable to remedy DOC's service request. The vendor shall provide escalation procedures, for each level up to the Company President/Owner, that include, at minimum, the following:

* A list of individuals (by name and title) at each level of escalation;
* The role of each individual in the escalation process;
* Email address;
* Wireless and work telephone numbers.

These escalation lists and processes must be kept current, and both DOC and DOIT shall be notified two weeks in advance of changes so that all appropriate personnel can be notified.

The vendor shall describe the automatic escalation that takes place within its organization.

* 1. Preventive Maintenance

At least quarterly the vendor shall perform preventive maintenance, on-site inspections, test routines, and diagnostics on the systems as recommended from the manufacturer. The schedule shall be consistent with the operating requirements of DOC and shall be based upon the specific needs of the equipment being maintained. The vendor shall notify the DOC Director of Security or designee twenty-four (24) hours in advance of site visit.

Preventive maintenance, that may disrupt service to the users, may be required to be done outside of normal business hours. The vendor shall fully describe its preventative maintenance plan including, but not limited to:

* Assuring that any remote access devices and other key components are in good working condition.
* Checking and testing battery back-up systems.
* Test system and power failure back-up operations.

The vendor shall provide the DOC Director of Security or designee, at the completion of the quarterly inspection, a report identifying the preventative items actually performed, the results of testing completed, and any changes and/or updates to either the equipment or software. There shall be no charge to the State for preventive maintenance during the life of the contract.

The vendor shall affirm it will comply.

* 1. Move, Add and Change (MAC) Work

DOC may require additional inmate telephones, workstations, and other required equipment at additional sites or locations during the life of the contract. Pre-surveys may be required for large or complicated MAC orders. The vendor shall coordinate the scheduling of all MAC orders with DOC. The vendor shall notify the DOC Director of Security or designee twenty-four (24) hours in advance of site visit.

The vendor shall describe its ability to provide DOC an electronic ordering system via the vendor’s proposed system to initiate MAC tickets, track the real time status and provide current and historical reports of those tickets. This system should generate an auto tracking number or other unique identifier immediately upon initiation into the system. All updates to open MAC tickets should be sent in real time electronically to the originator of the ticket as well as to the DOC Director of Security or designee. The system shall include, at a minimum:

* Date and time MAC ticket is opened
* Name of DOC staff member opening ticket
* Name of affected DOC site
* MAC ticket number
* Date and time of arrival and check-in at site (if applicable)
* Name of vendor staff performing the service
* Description of MAC work requested
* Description of MAC work completed
* Date and time MAC ticket was completed
* Length of time ticket remained open
* Status of open tickets
	+ 1. MAC Work Toll Free Telephone Number

The vendor shall provide a dedicated toll free telephone number for DOC that will reach a live contact if the MAC system is not capable of electronically generating a ticket. This contact must be located within the continental United States, Alaska or Hawaii, and be available 24/7/365.

The vendor shall affirm it will comply.

* 1. Repair, Maintenance and MAC Reports

The vendor shall furnish the DOC Director of Security or designee with a monthly report, in a format approved by DOC, of all repair, maintenance and MAC work requests.

The vendor shall describe how the proposed service will address the above requirement.

* 1. Performance Reviews

The vendor shall agree to provide a face-to-face review, every month or quarter, at DOC’s discretion, to discuss performance indicators and trends and a summary of service issues.

The vendor shall affirm it will comply.

1. Customer Service For DOC and the Public
	1. Support Services for DOC - MANDATORY

The vendor customer support personnel must be located within the continental United States, Alaska or Hawaii.

The vendor shall provide the locations of its customer service and technical support centers.

* + 1. Principal Technical Support Representatives

The vendor must provide toll free access for technical support to DOC 24 hours per day 7 days per week. The vendor shall assign primary and secondary representatives who will be knowledgeable of CT DOC’s operational and support requirements and service levels and will act as DOC’s principal liaison for both technical and customer support and be available 24 hours per day 7 days per week. When the primary liaison is unavailable, the secondary shall assume those duties.

The vendor shall affirm it will comply.

* 1. Customer Service For the Public

Of major concern to DOC and DOIT is the requirement that the vendor provide inmate families with responsible, reliable customer service and support as outlined herein. The vendor customer support personnel should be located within the continental United States, Alaska or Hawaii.

The vendor shall identify the locations of its customer service centers for the public.

* + 1. Customer Service Capability

DOC requires the vendor to provide and publish a dedicated international toll free telephone number for access to knowledgeable customer service staff from, at a minimum, 8:00 am to 6:00 pm EST, 365 days per year. All customer service representatives must be knowledgeable with regards to the specifics of the Connecticut contract and service/billing options. They must also have access to up-to-date customer account information including at a minimum billing, payment and blocked call status and history. The customer service representative must also be able to provide support regarding rate inquiries and billing disputes.

The vendor must provide live customer support in a minimum of Spanish and English.

The vendor shall fully describe its customer service including but not limited to: average queue time, ability to reach a live operator, mean time to resolution, ability to be immediately passed to supervisor, customer service staff multilingual capabilities, ability of customer service staff to identify a caller from Connecticut, languages it can support and hours of availability.

* + 1. Customer Account Access

The vendor shall provide customers with secure web based access to account information including billing, payment and blocked call status and history. Customers should be provided the capability to securely add funds to their pre-paid account on-line.

The vendor shall describe how your solution provides this functionality and explain its capabilities.

* + 1. Call Blocking

The vendor must notify customers within 48 hours of initiating a block on calls. The vendor must provide the customer with an explanation as to why the block is being initiated and the action required by the customer to remove the block. DOC may require the vendor to provide a periodic report of newly blocked accounts with explanation as to why the block was imposed.

The vendor shall describe its process for customer notification of blocking calls.

1. Phase-Out Plan

The vendor will transfer ownership of the then current telephones, hardware, software and all associated cabling to DOC at the end of the contract. The vendor will provide DOC a software license, at no cost to the State, to operate the then current system.

The vendor shall provide DOC a full explanation on how it will handle a transition situation at the end of the contract period. Any DOC owned equipment located outside the DOC sites, such as recording equipment and software with applicable licenses, shall be provided to the new vendor or DOC at no cost to DOC or the new vendor. The vendor shall provide any and all data including call recordings, inmate authorized call lists, and call detail records to DOC.

The vendor shall describe its phase-out plan including all requirements as described above.

1. Vendor Organization
	1. Company Overview

The vendor shall provide historical, financial, sales, and organizational information, organizational chart, and, if applicable, similar information for proposed subcontractors. Provide a brief summary of the company discussing size, markets, customer base, company organization, strengths and achievements. If the company is a subsidiary of another company, the name and address of the parent company shall be provided.

The state desires that this information be provided in a tabled format, for example:

|  |
| --- |
| COMPANY PROFILE – SAMPLE SERVICES, INC. |
| **Formal Company Name** | Sample Solutions, Inc. |
| **Company Trade Name** | Sample Consulting |
| **Physical Address** | 123 Easy Street, Suite 1000Anytown, CA 90266 |
| **Mailing Address** | P.O. Box 123456Anytown, CA 90266-1234 |
| **Corporate Tax Identification** | 35-1234567 |
| *and so forth…* |  |

* 1. Summary of Qualifications

The vendor shall submit satisfactory evidence that, in the sole judgment of DOC, it has at least three (3) years current experience in providing an integrated inmate calling service with monitoring, recording and call control features as described in this RFP.

The vendor shall provide the names of all Federal, State, county and local correctional facilities and agency contact information where its services have been used in the past three (3) years.

* 1. Financial Overview

The vendor shall provide evidence of its financial stability and resources to continue operations to meet the requirements of this RFP. Revenue attributable to the inmate telephone services over the three most recent years shall be given, along with the most recently available certified audited financial annual financial statement for the last fiscal year and such other materials necessary to demonstrate its financial soundness. All financial penalties and liquidated damages imposed in the last three (3) years shall be disclosed. If none, state so.

* + 1. Copy of Annual Statement - Public Companies Only

If the vendor submitting the RFP response is publicly traded, or any of the subcontractors specified, please attach the most recent financial report(s) or annual statement(s).

* 1. Vendor Customer References

The vendor shall submit three (3) customer references to support their experience claims. Incomplete or incorrect client contact information will be evaluated to the vendor’s detriment. Current employees of the State may not be used as one of the above three references. The vendor shall provide the names of three different organizations of similar complexity that are current clients and include the following information for each of the references listed:

* Name and Address of Customer, Organization, or Government Entity.
* Contact Person, Title, Current Telephone Number, Address and Electronic Mail Address.
* Days of the week and times that person can be contacted.
* Date of Installation (include number of telephones and workstations).
* Was service installed of similar size and scope as outlined in this RFP?
	+ Quantity of telephones
	+ Quantity of workstations
	+ Number of facilities where the service is installed
	+ Number of active system users
	+ Does the customer record all calls
	+ Does the customer monitor all inmate calls
	+ Does the customer use the records as evidence in court proceedings? If so, in what State(s)
	+ Call detail records and call recording backup procedures

In addition to the vendor provided references, the State reserves the right to contact other known customers of the vendor.

* 1. Vendor Sub-Contractor(s)

The vendor shall provide a description of its sub-contractor(s) including: organization name, address, telephone number, purpose for which organized, number of years in business, and a functional organization chart naming key personnel and numbers of other personnel employed by function.

The vendor shall provide information relevant to the subcontractor's qualifications and experience (company's and proposed management team members') in complying with this RFP.

* 1. Vendor Personnel

The vendor shall provide information regarding the qualifications and experience of the vendor representatives as identified in the following sections.

* + 1. Contact Person Vendor Representative

State the name, title, address, e-mail address, fax number and telephone number of the individual who shall be responsible for the management of this contract and on-going communications with DOIT regarding this contract.

* + 1. Vendor Implementation Project Manager Designee

The vendor shall designate an individual as the vendor's implementation project manager who will be responsible for implementing the Inmate Telephone Service. It is expected that this person will allocate sufficient time required to implement this contract and will be on-site as needed to assure timely and effective implementation.

Provide this individual’s resume and at least three projects/assignments that qualify them to be assigned these duties. The dates of the relevant projects/assignments shall be included.

* + 1. Vendor Service and Support Manager

The vendor shall designate an individual as the vendor’s Service and Support Manager who will be responsible for on-going service and support for the term of the contract. It is expected that this person will allocate sufficient time required to service and maintain this contract.

Provide this individual’s resume and at least three projects/assignments that qualify them to be assigned these duties. The dates of the relevant projects/assignments shall be included.

* + 1. Vendor Technical Staffing

The vendor is required to provide the number of technical support personnel, grouped by defined functions, serving the Connecticut account. These individuals shall be experienced in the proposed service including all associated equipment and software.

DOC requires a minimum of two full-time dedicated vendor technicians. These individuals will report directly to and receive all assignments from the DOC Director of Security or designee. These individuals shall be trained and experienced with installation and maintenance of the proposed service and equipment.

DOC reserves the right to reject any technical support personnel it determines is unqualified.

The vendor shall affirm it will comply.

* 1. Removal of Personnel

The State shall have the right to require the vendor to remove any individual from their assignment to the project by the vendor or any subcontractor, if, in the opinion of the State, such employee is uncooperative, inept, incompetent, found in violation of DOC security policy, procedures or Administrative Directives or otherwise unacceptable.

The vendor shall affirm it will comply.

* 1. Expert Witness Testimony

The vendor shall provide affidavits as required throughout the term of the contract at no cost to State to support any legal proceedings with regards to the inmate telephone service and shall provide expert witness testimony when needed.

The vendor acknowledges and agrees that many times, the recorded telephone conversations of inmates are used as evidence in criminal or facility violation investigations and as such, the vendor may receive written/verbal requests to provide testimony regarding monitoring equipment, system specifications, and the accuracy and reliability of the system’s recorded telephone data.

The vendor shall ensure that qualified personnel are available to provide such expert testimony and those personnel respond timely and/or appear as stipulated in the request and/or legal subpoena. The vendor shall immediately notify DOC Director of Security or designee upon receipt of any related subpoenas for expert witness testimony or related documents.

The vendor shall affirm it will comply.

* 1. DOC Background Checks (MANDATORY)

DOC requires that all vendor employees and subcontractors working on behalf of the vendor be cleared and authorized by the DOC Director of Security or designee prior to admittance to all DOC facilities, buildings, or grounds. Such individuals must pass a background check (see COLLECT Background Report form in Attachment 17). The vendor must submit all background check forms at least fourteen (14) days prior to anticipated access to DOC facilities, buildings, or grounds. Background checks will be required annually. DOC reserves the right to deny access and/or revoke security clearance of any vendor employee or subcontractor.

The vendor shall affirm it will comply.

* 1. Vendor Employee Non-Disclosure Agreement

The vendor shall acknowledge that the information contained in the Inmate Telephone Service is law enforcement sensitive and therefore the vendor shall ensure the security of the information.

The vendor’s employees and subcontractors working on behalf of the vendor shall agree to keep confidential all information contained within the CT Inmate Telephone Service.

The vendor shall describe their employee non-disclosure policy.

* 1. Vendor Employee Arrest Notification

The vendor shall agree to provide the DOC Director of Security or designee the name(s) of any vendor employee or sub-contractor employee with direct or indirect access to the Inmate Telephone Service or DOC facilities who is arrested within Connecticut. This notification shall be received by DOC within 24 hours of such arrest. The vendor shall also agree to provide the DOC Director of Security or designee, upon request, updates as well as the outcome of any such arrest(s).

The vendor shall affirm it will comply.

* 1. News Releases / Advertising

News releases and commercial advertising which pertain to the project and/or agreement shall neither be made nor authorized by the vendor without prior written approval of the CIO or designee.

The vendor shall affirm it will comply.