

Inmate Telephone System Requirements Traceability Matrix

Bidders must indicate if they can (Yes) or cannot (No) meet each requirements from 1.0 to 26.0 and to return the completed table with their proposal (twelve (12) pages)

Bidders must sign and date the bottom of the document

Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
Contractor Security Checks			
1.0	Contractor agrees to adhere to the security checks specified in the RFP	Security Check	
1.1	The Contractor must submit the documentation for all employees, agents and subcontractors 48 hours prior to required admittance to perform any work to allow adequate time for security and background checks to be performed by	Security Check	
Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
Operations			
2.0	The ITS must operate on its own network. At no time during the contract shall the Contractor run the ITS on the DOC or Government of Bermuda's network.	Operations	
2.1	The Contractor's equipment shall be properly maintained and serviced, throughout the life of the contract, phones, including computers, computer systems, hardware, and any other equipment associated with the ITS.	Operations	
2.2	The Contractor staff and any approved subcontractors shall work with IDT staff as required or directed by DOC.	Operations	
2.3	The Contractor shall obtain DOC's approval of all systems and applications before installation. DOC maintains the right to decline at its discretion any proposed systems, modifications and/or applications. Contractor is responsible for all costs of the ITS.	Operations	
2.4	A single point of contact with the Contractor, via telephone number and an e-mail address, must be provided and maintained by the Contractor for reporting all ITS problems.	Operations	
2.5	Contractor is required to retain total liability for the system. At no time will DOC be responsible or accept liability for any vendor owned items.	Operations	
2.6	Contractor is responsible for ensuring sub-contractors are bound and accountable under the same obligations as those of the awarded contractor.	Operations	

2.7	DOC will demonstrate reasonable care but will not be liable in the event of loss, destruction, or theft of vendor owned equipment, software, or technical literature to be delivered or to be used in the installation of deliverables.	Operations	
2.8	The vendor will be required to assume responsibility for all services obtained under any contracts resulting from this RFP.	Operations	
2.9	Vendor must maintain the system software at the latest approved operational release level	Operations	
2.10	Contractor must comply with any mandatory licensing requirements.	Operations	
2.11	Vendor must agree to adjust the number of inmate telephones or to relocate existing telephones as needed at no cost to DOC.	Operations	
2.12	Should any on-site workstation used to access the administration functions of the ITS "crash" or otherwise become disabled the central system must continue to function normally, maintaining full control of inmate telephones according to preprogrammed settings.	Operations	
2.13	The Contractor must ensure the ITS is available 24/7 each day of the year excluding downtime for maintenance	Operations	
Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
	Installation		
3.0	Contractor shall provide a comprehensive ITS solution that must be reliability, stability, and ease to use.	Installation	
3.1	The Contractor is responsible for all costs associated with its system including costs associated with developing and maintaining the software and hardware.	Installation	
3.2	Payment for installing all physical plant requirements (power, security, data, cabling, physical space, HVAC, etc.) is the responsibility of the Contractor, unless otherwise specified in writing by the Government or DOC.	Installation	
3.3	DOC shall retain ownership of any cabling, wiring, or conduit installed by the Contractor at termination of the contract, unless DOC specifically requests that the Contractor remove any or all of the installed cable wiring or conduit, which shall be done at the Contractor's expense.	Installation	
3.4	Vendor must furnish and install all equipment, cable, miscellaneous hardware and materials in compliance	Installation	

	with all applicable codes, and that all permits or licenses required for installation will be obtained without cost to DOC.		
3.5	The Contractor shall adapt its system to use Personal Identification Numbers (PINS) for each inmate to access the system	Installation	
3.6	A web-based platform shall be provided by the Contractor to allow DOC personnel access to the system from any device.	Installation	
3.7	The Contractor shall not limit the number of logins assigned to DOC personnel.	Installation	
3.8	ITS levels of security should include a "Super User" with full admin rights, "Managers Access" with limited access to input specific data and account creation and "Intelligence Access" for the ability to listen to calls, exporting recordings and running reports.	Installation	
3.9	The Contractor is solely responsible for all moves, add-ons, changes to and new installs of the equipment, hardware and software that occur during the contract term.	Installation	
3.10	All modifications must be preapproved by DOC and once approval is given, the Contractor shall proceed with the modifications at their own cost.	Installation	
3.11	The vendor must provide transportation to and unloading of equipment at DOC's designated location.	Installation	
3.12	DOC will not be liable for any charges related to packaging, delivery, or storage of equipment or materials required for proper implementation of the required services.	Installation	
3.13	All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the vendor at his/her expense after installation.	Installation	
3.14	Contractor to provide DOC with "as built" documentation and diagrams listing all system components, network layout, etc.	Installation	
3.15	The system shall include (4) on-site personal computer workstations for DOC Intel Division that provides the following: <ul style="list-style-type: none"> i. access to the system's centralized controls and databases ii. speakers for real time monitoring and replay of recorded conversations, ii. a CDRW drive for transfer of call data and call recordings to CDs iii. a compatible printer for call data reporting at each facility 	Installation	

3.16	The on-site administration workstations must exist only as a portal to the centralized control system, meaning that underlying system functionality and inmate telephone service must operate completely independent of any administration terminal.	Installation	
3.17	Proposals should include a description of how access will be provided and any levels of administration access, for example passwords and levels of customized access, such as for blocking numbers and making administrative changes.	Installation	
3.18	The Contractor is solely responsible for all moves, add-ons, changes to and new installs of the equipment, hardware and software that occur during the contract term.	Installation	
3.20	The vendor must provide transportation to and unloading of equipment at DOC's designated location.	Installation	
3.25	The on-site administration workstations must exist only as a portal to the centralized control system, meaning that underlying system functionality and inmate telephone service must operate completely independent of any administration terminal.	Installation	
Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
	Scheduling		
4.0	The Contractor shall plan, finance, and implement the implementation and testing of all required equipment and software relative to the new ITS, without impacting DOC's normal daily operation.	Scheduling	
4.1	The Contractor shall submit a detailed schedule to DOC and IDT for approval that includes plans and schedules for installation and operation of ITS. The schedule shall be prepared and implement to minimize impact to facility operations.	Scheduling	

4.2	<p>The ITS system shall become fully operational upon the successful completion of all system integration testing and acceptance by the DOC, including review and approval by the DOC Intelligence Unit Manager and IDT. System integration and acceptance test criteria shall include: telephones, web portal, redundancy, payment processing, call handling (blocking, etc.) account creation, administrative functions and backup and disaster recovery</p> <ul style="list-style-type: none"> i. Telephones: All Telephones shall be tested and verified as operational and without deficiencies. ii. Administrative Functions: There shall be a test run of administrative functions including DOC passwords and access, the Payment Platform, reports and analytical and query tools. iii. Phone Numbers: A test to verify that the call list, including blocked, confidential, pre-programmed, and others as identified by DOC fully functional. iv. Backup and Recovery – The Contractor must demonstrate the back routine and simulate a disaster recovery 	Scheduling	
Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
Backup and Recovery Plans			
5.0	Contractor must have a detailed Back-Up or Redundancy Plan, as well as a Disaster Recovery Plan.	Backup and Recovery	
5.1	Contractor must have clear processes, policies, and procedures for continuation of the services consistent with all requirements in the RFP preceding and/or following a natural or human-induced disaster. These should be included in in the proposal.	Backup and Recovery	
5.2	Contractor must perform periodic roll-swap from production system to backup system at least once per year.	Backup and Recovery	

Requirement #	Requirement Description	User Interface Description	Meet Requirement Yes/ No
	Payment Platform		
6.0	Proposals must include a proposed Payment Platform that will interface with the ITS.	Payment Platform	
6.1	The proposal should explain how funds in and out and available balances of the Payment Platform will be tracked by DOC on behalf of the inmate. Contractor's Payment Platform must meet the following minimum criteria: <ul style="list-style-type: none"> i. Accept funds for inmates, including funds from family and friends, for placement in an inmates account established and operated by Contractor for use by an inmate and linked to the inmates ITS PIN ii. Record who placed funds on the inmate's account capturing amount, date and name of payee. 	Payment Platform	
6.2	The Contractor shall have a procedure for releasing any funds in an inmate's accounts to be paid to the inmates immediately upon receipt of notification that inmate is being released.	Payment Platform	
6.3	Any funds remaining in an inmate's account shall be fully refunded to the inmate and shall not be transferable to an inmate remaining in custody.	Payment Platform	
Requirement #	Requirement Description	User Interface Description	Meet Requirement Yes/ No
	Billing		
7.0	The Contractor is responsible for the all financial transactions associated to an inmate's account and calls in accordance with regulated recorded and approved tariff rates and the contract.	Billing	
7.1	Revising and updating billing and collection practices to comply with changes in law, including regulations, and with court orders and decisions is the responsibility of the Contractor	Billing	
7.2	All proposals must clearly provide the payment options for all calls.	Billing	
7.3	The Contractor shall not bill inmates for incomplete calls (e.g., network intercept recordings, busy signals, no-answers, etc.).	Billing	
7.4	All payments and charges must be direct to the inmate's account without involvement of DOC.	Billing	
7.5	The Contractor must inform DOC of any rate changes at least 4 weeks prior to them coming into effect.	Billing	

7.6	The Contractor shall be responsible for any financial losses due to fraudulent billing and/or uncollectible call charges.	Billing	
7.7	Contractor to supply a calling rate plan with their proposal.	Billing	
Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
	Phone Calls - Calling		
8.0	The ITS must permit one-way outgoing calls billed to the inmate's account.	Calling	
8.1	The proposed system must have the capability to record and save the inmate's name during the inmate's first call attempt, to be automatically retrieved by the system for subsequent calls.		
8.2	Provide an automated operator telephone system for all calls.	Calling	
8.3	If required, the automated operator shall be designed for use by the hearing impaired and in accordance with all applicable laws. Contractor shall provide fixed hearing impaired telephones based on the needs of each facility, as determined by DOC.	Calling	
8.4	Provide international call services to any destination.	Calling	
8.5	Provide call services to DOC approved numbers such as the Human Right Commission, Attorneys and the Ombudsman Office and other numbers as determined by DOC at no cost to DOC, the caller or the recipient of the call.	Calling	
8.6	The call set-up and acceptance process must be completed within 30 seconds or less (from off-hook to call connection/rejection). The call length timer shall not starts until positive acceptance of the call is made by the receiver.	Calling	
8.7	The call length timer shall not starts until positive acceptance of the call is made by the receiver.	Calling	
8.8	The system shall support a programmable maximum allowed call time length (30 min in common areas) with time a 2 minute remaining warning message, heard by both parties, prior to the call termination.	Calling	
8.9	The system shall not allow chain dialing and secondary tones, "hook switch dialing," and other fraudulent activities.	Calling	
8.10	Inmates shall be required to hang up before dialing a new number.	Calling	
8.11	The ITS shall: <ul style="list-style-type: none"> i. Mute the inmate's ability to speak to the call recipient until the call is accepted 	Calling	

	ii. Not allow the inmate to hear the recipient until the call is accepted		
Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
	Phone Calls - Call Blocking		
9.0	Block all three-way calling, conference calling, and call forwarding.	Call Blocking	
9.1	Permit a called party to block all future calls from the respected inmate's PIN from any of DOC's facilities	Call Blocking	
9.2	Block calls to Restricted Numbers on a system-wide basis or a case-by-case basis, as directed by DOC	Call Blocking	
9.3	Restricted numbers will be verified by DOC and programmable by the DOC staff into the ITS	Call Blocking	
9.4	The Contractor is not permitted to delete, add or change any permitted or blocked number	Call Blocking	
9.5	The DOC is solely responsible for adding, deleting, blocking or restricting any outbound numbers on an inmates PIN account	Call Blocking	
9.6	Adhere to the following: <ul style="list-style-type: none"> i. Calls shall not be blocked due to a lack of local exchange carrier (L.E.C.) or competitive local exchange carrier (CLEC) billing agreements with Contractor ii. The ITS shall not allow collect calls to be placed 	Call Blocking	
Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
	Phone Calls – Call Security		
10.0	Flag, archive, and generate alert reports for unauthorized call attempts, including attempts to Restricted Numbers.	Call Security	
10.1	Provide the ability for authorized DOC staff to selectively monitor call activity in real time and to immediately terminate any call.	Call Security	
10.2	Retrieve and generate inmate unauthorized call activity logs for call periods as specified by DOC	Call Security	
10.3	Provide for all calls to be monitored, recorded, and archived, with the exception of calls made to Unmonitored Numbers.	Call Security	
10.4	Phone numbers for the global list consisting of but not limited to: all attorneys, Ombudsman Office, Office of the Human Rights Commission are identified as Unmonitored Numbers.	Call Security	
10.5	Phone numbers for all attorneys must be verified by DOC and shall be programmable by the DOC staff only.	Call Security	
10.6	The Contractor shall not delete, add or change any Unmonitored Number.	Call Security	

10.7	<p>The ITS must provide sufficient security safeguards to preclude fraudulent use of the system. Such safeguards shall include, but not be limited to:</p> <ul style="list-style-type: none"> i. The prevention of incoming calls ii. Detection and rejection of outgoing calls to Restricted Numbers and otherwise unauthorized numbers and calls; and iii. Attempts to initiate 3-way calls and call forwarding. 	Call Security	
10.8	<p>The capability to record the content of all telephone conversations. The recorded call must be stored for retrieval for a period of at least seven (7) years after the call is placed, and the system must have the capability to transfer the recorded calls to removable media for archiving, or review.</p>	Call Security	
10.9	<p>DOC must have the ability to search and access stored calls and deliver the call at the request of a pursuant court order.</p>	Call Security	
10.10	<p>Provide for automated turn on and shut off of Telephones at any time determined by DOC and for the immediate manual system shut off by DOC staff.</p>	Call Security	
10.11	<p>The system shall support a daily programmable on/off service for an individual phone, a group of phones, or by destination number.</p>	Call Security	
10.12	<p>The system shall allow multiple approved DOC staff and designees to simultaneous access the system without compromising security and prevention of unauthorized use and access to the system.</p>	Call Security	

Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
	Phone Calls – Call Tracing		
11.0	The ITS must have the ability to locate and provide information in a simple format that can search, at minimum, using the any or all of the following criteria: <ul style="list-style-type: none"> i. Inmate P.I.N. ii. Date and time; iii. Telephones individually or by groups iv. Call type (to cell or landline) v. Facility and facility locations (housing units) vi. Number called vii. Calls to any blocked number viii. Call status including incomplete and complete calls ix. Geo-tracking & Locating called numbers 	Call Tracing	
Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
	Phone Calls – Call Monitoring		
12.0	The ITS must have call monitoring features which monitors every call made through the ITS except for unmonitored calls.	Call Monitoring	
12.1	The ITS must identify calls in order to store recorded calls in a manner that identifies them so to be easily located and searched.	Call Monitoring	
12.2	Call monitoring details within the recorded system shall continue to be accessible within the proposed leave behind solution (at the end of the contract).	Call Monitoring	
12.3	The ITS must allow for monitoring live inmate calls without any detectable deterioration of call quality or call interruptions.	Call Monitoring	
12.4	The ITS should allow for call monitoring without inmate or other party detection while recording, and include other call detail capabilities that can be used to aid investigations related to the detention facilities.	Call Monitoring	
12.5	The ITS shall allow DOC the ability to access in process calls for monitoring and allow the monitored call to immediately be disconnected, using a secure monitoring platform. This shall include the ability for remote monitoring and disconnection.	Call Monitoring	
12.6	The system shall have 100% digital call recording as a feature.		

Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
Phone Calls – Call Restrictions			
13.0	The ITS shall exempt Unmonitored Calls from being monitoring.	Call Restrictions	
13.1	The ITS shall be capable of identifying specified telephone numbers as "do not monitor".	Call Restrictions	
13.2	The ITS shall include an alert system that will detect and notify DOC staff of any call made to a Restricted Number, calls made by restricted individuals or log-ins that were blocked for lack of authority.	Call Restrictions	
13.3	There shall be specific report capabilities for these types of calls.	Call Restrictions	
13.4	The ITS shall have the ability for DOC staff to suspend an inmates calling privileges for a specified period of time with an expiration date.	Call Restrictions	
13.5	The specified time period for restriction should self-expire at the end of the specified/defined restriction and allow the inmate to place calls.	Call Restrictions	
13.6	The ITS shall have a dropdown field to select why the restrictions were put in place.	Call Restrictions	
13.7	There must be a field to record additional information associated with the restriction.	Call Restrictions	
13.8	All inmate call restriction must become active across all facilities as soon as it is applied.	Call Restrictions	
Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
Phone Calls – Call Announcement & Instructions			
14.0	The system shall provide an initial greeting and instructions to the called party that state the following: <ul style="list-style-type: none"> i. That call is from the Department of Corrections, Inmate Facility and is subject to recording and/or monitoring. ii. The identity of the name of the inmate placing the call. iii. Provide the called party with the opportunity to accept or reject the call and to block future calls from the specific inmate placing the call using the phone keypad. 	Call Announcement & Instructions	
14.1	Automated call instruction/announcements shall be in English, Portuguese and Spanish and announce that the call may be recorded or monitored with active consent from the called party.	Call Announcement & Instructions	

14.2	The system shall utilize positive call acceptance and active consent.	Call Announcement & Instructions	
14.3	Active consent may include pressing a keypad number, rather than just by continuing the conversation.	Call Announcement & Instructions	
14.4	If there is not active consent provided by the called party, the parties will be notified that the call will be disconnected.	Call Announcement & Instructions	
14.5	These instructions will not be provided for calls made to criminal defense attorneys that have been identified as Unmonitored Numbers.	Call Announcement & Instructions	
14.6	During initial greeting and instructions, there is no call connection with the inmate until there is acceptance from the called party	Call Announcement & Instructions	
14.7	Contractor responses should explain the types of prompts available through the automated operator system.		
Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
	Phone Calls – Call Retention		
15.0	Call Recordings: ITS shall retain call recordings for seven years from the date the call was placed.	Call Retention	
151	Extended Retention: The Contractor and ITS shall retain call recordings and call data that is identified or requested by DOC or Court Order to be held beyond the standard retention period. Calls to be retained may be identified by batch or specific calls. These call recordings and/or data shall be held for the time period identified in the retention request or court order.	Call Retention	
15.2	Contractor to describe their proposed retention policy.		

Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
	Phone Calls – Call Play Back		
16.0	Multiple authorized operators must be able to simultaneously access the centralized recording database to retrieve calls for investigations without having to change or exchange recording media.	Call Play Back	
Requirement #	Requirement Description	Category	Meet Requirement Yes/ No
	Telephones		
17.0	All telephones, software, wiring, cabling, conduit, jacks, plates, and related hardware and software shall be provided by the Contractor at no cost to the DOC.	Telephones	
17.1	All telephones shall be of rugged construction, stainless steel, or in combination with a corrosion resistant finish, and suitable for use in high use and high abuse corrections environments.	Telephones	
17.2	The wall mounted Telephones shall be mounted to cement wall, block wall, stainless steel shrouded columns, or protected external enclosures and meet all the requirements for detention and correction grade phones.	Telephones	
17.3	Telephones shall be suitable for indoor and outdoor installations, have a heavy chrome metal twelve-button keypad and a handset with an armored cord and cradle.	Telephones	
17.4	Telephones shall be for outgoing calls only and shall not be capable of accepting coins or credit cards as payment.	Telephones	
17.5	Telephones shall be durable, tamper-proof, and consist of rugged steel encased housings and shockproof keypads suitable for the detention and corrections environments to minimize vandalism and destruction of property.	Telephones	
17.6	All handsets, ear and mouthpieces, shall be of heavy-duty construction with no removable parts, and installed in such a manner that no safety hazard is present to the user.	Telephones	
17.7	Telephones shall be configured with a braided steel receiver cord 18 - 24 inches in length, unless the DOC requests an alternate length.	Telephones	
17.8	All telephones must be configured with the handset cord exiting from the bottom, in a central position.	Telephones	

17.9	All Telephones must be water resistant and fireproof, and have key-locked mountings to the wall.	Telephones	
17.8	All other equipment including outdoor installations must meet DOC safety and security standards.	Telephones	
17.9	Telephones shall have touch-tone keypads.	Telephones	
17.20	DOC may request installations of telephones for persons with disabilities.	Telephones	
17.21	The ITS must include capabilities for protection from power surges and equipment capabilities for protection from power outages.	Telephones	
17.22	The ITS must have the capability for DOC to turn a specific, groups of or all telephones on or off remotely. There shall also be a manual on/off switch in various locations within each facility.	Telephones	
17.23	The ITS must have the capability for DOC to turn a specific, groups, individuals and/or all telephones on or off remotely via the web administration portal.	Telephones	
17.24	The Contractor shall complete full installation with all wiring and fastening of the telephones, including cabling, wiring, conduit, cross-connect jacks, plates, and related hardware, as needed.	Telephones	
17.25	All equipment must be installed in compliance with established Bermuda Codes and Standards.	Telephones	
17.26	All telephones must be securely fastened to the wall with security hardware approved by the DOC. The DOC reserves the right to pre-approve mounting and installation.	Telephones	
17.27	Telephones must be line powered such that, the telephone does not require separate electrical power at the device.	Telephones	
17.28	Telephones shall be specifically designed for use in a correctional environment and must be approved by DOC before installation. Contractor shall not use converted coin phones.	Telephones	
17.29	Below is a list of telephones required during the installation Westgate: (2) Phones in Intake (unrestricted calls to unrestricted numbers without a PIN) (1) Phone in Kitchen (96) Phones – one in each cell of Blocks E2 & E3 (3) Phones in the general area of E1 (3) Phones in Remand (8) Phones Maximum Security (4) Phone in Administration Segregation – one in each cell Farm Facility	Telephones	

	(8) Phones Co-Ed facility (3) Phones - Section C (Right Living House) (2) Phones - Section A (Imprisonment) (1) Phone – PRT (1) Phone – Section A (Remand) Total Phones required at time of RFP: 132 phones		
Requirement #	Requirement Description	User Interface Description	Meet requirement Yes/ No.
	Query and Analytics		
18.0	Analytical and query features for linkages, relationships, associations, and mapping of data points; data mining, data analytics, data visualization; and predictive modeling.	Query and Analytics	
18.1	Voice biometric identification features that match the caller to the caller’s P.I.N. number.	Query and Analytics	
	Continuous voice biometrics to identify the inmate on the call and identify if the call is passed to another inmate.	Query and Analytics	
18.2	Contractor shall provide a software or other capabilities for DOC to continue to query, search and access recordings after termination of the contract.	Query and Analytics	
18.3	The DOC staff shall have the ability when using the ITS to query, print, download, and e-mail reports by any combination of, at minimum, the following: location, P.I.N., phone, number dialed, time/date, duration, call type, and call status.	Query and Analytics	
18.4	The ITS shall provide DOC the ability to reverse lookup of phone numbers called to provide information on called party including but not limited to the type of number called (e.g. landline or cell number), called parties telephone carrier, account holder name and address. This information shall be available by a simple search query	Query and Analytics	
18.5	The ITS should allow for individual call retention or batch retention based on an identified search criteria.	Query and Analytics	
18.6	The ITS should also have the ability to suppress the audio of either party on the call ("filter out background interference") for portions of the recorded conversation to distinguish between the speaking parties.	Query and Analytics	
18.7	ITS should have ability to enhance audio of recordings.	Query and Analytics	

18.8	The ITS should be capable of generating a variety of management reports and call detail reports.	Query and Analytics	
18.9	The ITS should be able to identify calls by time, location, specific telephone, inmate P.I.N., and/or number called.	Query and Analytics	
18.20	The ITS should be capable of searching calls using a "key word" search. The system shall provide automatic transcription for the identified calls so they can be easily searched by word.	Query and Analytics	
18.21	The ITS shall also be able to identify call trends, such as a reduction in call volume, which may be an indication of a possible maintenance problem.	Query and Analytics	
18.22	ITS must identify frequently called numbers by a number of different inmates.	Query and Analytics	
18.23	The ITS should have the ability to export recording to external media, i.e. CD, USB drive, etc.	Query and Analytics	
Requirement #	Requirement Description	User Interface Description	Meet Requirement Yes/ No.
	Call Reports		
19.0	The ITS must provide summary call reports. Each report shall contain, at minimum, the following breakdowns: <ul style="list-style-type: none"> i. Call type ii. Inmate name and PIN associated used to make the call iii. Number called iv. Duration of the call v. Number of calls per facility vi. Total call volume numbers completed for all locations vii. Number of call minutes per location viii. Total minutes for completed calls per location 	Call Reports	
19.1	General Reports: <ul style="list-style-type: none"> i. DOC shall be able to run report queries collectively and for each facility, organized by housing unit. 	Call Reports	

19.2	Unauthorized Inmate Call Activity Detected Report: ii. Report shall be in summary format by facility, and shall contain any information available to support or assist in	Call Reports	
19.3	Each Call Detail Report must provide a summary of the total minutes for all calls in the report.	Call Reports	
19.4	Within the Call Detail Report, the PIN number must provide a direct link to edit PIN settings for a specific inmate without leaving the current reporting screen.	Call Reports	
19.5	Within the Call Detail Report, attempted three-way calls must be flagged for visual identification.	Call Reports	
19.6	The ITS shall have the ability to export query results in Excel, PDF and CVS formats.	Call Reports	
19.7	The system's reporting capability must have a built-in security threat correlating function. It must allow the definition and selection as search criteria one or more special lists of inmates (e.g. all inmates belonging to a particular gang) and one or more special lists of telephone numbers, such that all calls by inmates in a given list are automatically correlated with the specified list of numbers.	Call Reports	
19.8	In addition to call detail reports, the inmate telephone system must provide a variety of other administrative and investigative reports at the workstation.	Call Reports	
19.9	Where appropriate, the user must be able to limit the search to call records that meet specified criteria.	Call Reports	
19.20	Contractor to describe report capabilities of the proposed system and discuss the system's ability to provide the special types of reports listed below: i. Call frequency reports by origination number, destination number, PIN, and trunk line ID. ii. Report of all numbers called by more than one inmate. iii. PIN report showing when and by whom the accounts were created and/or modified. iv. Hot PIN report that identifies PINs of special interest and their assigned Alert Groups.	Call Reports	

	<ul style="list-style-type: none"> v. Hot number report that shows all calls/attempts to numbers of special interest. vi. Call recording playback history report (showing when and who listened to a recording). vii. System activity and user log reports that include among others, a report of users who have downloaded and copied calls to CD or other portable medium. 		
Requirement #	Requirement Description	User Interface Description	Meet Requirement Yes/ No.
	System Security		
20.0	<p>Access to the administration functions of the system must be password protected consisting of the following:</p> <p>Passwords must be constructed according to set length and complexity requirements. As such, all passwords must meet the following minimum requirements:</p> <ul style="list-style-type: none"> i. Must be at least eight characters in length ii. Must contain characters from three of the following four categories: <ul style="list-style-type: none"> a.at least one uppercase character (A through Z) b.at least one lowercase character (a through z) c.at least one digit (0 through 9) d.at least one special characters (for example; !, \$, #, %) 	System Security	
20.1	A system user who is properly authorized to perform different administrative tasks must be able do using two factor authentication.	System Security	
20.2	Users must be forced to change their password every three months.	System Security	
20.3	The system must allow properly authorized DOC administrators and investigators to remotely access the ITS user interface and centrally stored data using personal desktop or laptop computers that have not been provided by the vendor.	System Security	
20.4	Under no circumstances is the Contractor permitted to share, transfer or print any information within the ITS associated with an inmate, their calling history, called party, etc. without the expressed written permission from the DOC.	System Security	

20.5	Under no circumstances is the Contractor permitted to share or permit access to the ITS to any third party without the expressed written permission from the DOC.	System Security	
Requirement #	Requirement Description	User Interface Description	Meet Requirement Yes/ No.
	Centralized Processing and Data Storage		
21.0	DOC will provide the Contractor with historical data from the old ITS for them to import into the new system.	Centralized Processing and Data Storage	
21.1	Data importing and data mapping of the historical data will be the responsibility of the Contractor.	Centralized Processing and Data Storage	
21.2	The system must provide secure, centralized storage of both call records and recordings.	Centralized Processing and Data Storage	
21.3	The DOC must have independent control of the inmate telephones at that each facility and have on-site access to the call records and recordings through a workstation computer.	Centralized Processing and Data Storage	
21.4	Reporting capabilities must allow for the reporting of a single location or all locations within the network.	Centralized Processing and Data Storage	
21.5	Contractor to include a proposed systems and network diagram.	Centralized Processing and Data Storage	
Requirement #	Requirement Description	User Interface Description	Meet Requirement Yes/ No.
	Audit Log Reporting		
22.0	The system must have the ability to report user activity within the system.	Audit Log Reporting	
22.1	Such report shall list the user logged into the system at the time, the date, and activity.	Audit Log Reporting	
22.2	The system must allow authorized DOC staff options to generate audit reports for all users and for individual users and for all activities and specified activities.	Audit Log Reporting	

Requirement #	Requirement Description	User Interface Description	Meet Requirement Yes/ No.
	Maintenance and Repairs		
23.0	A single point of contact with the Contractor, via telephone number and an e-mail address, must be provided and maintained by the Contractor for reporting all ITS problems.	Maintenance and Repairs	
23.1	The ITS should have the ability to allow DOC staff to submit a service request from within the system.	Maintenance and Repairs	
23.2	The Contractor will be responsible for all maintenance and repairs to telephones, software, hardware, etc. required for the ITS.	Maintenance and Repairs	
23.3	The maintenance/repair telephone number shall be answered by a live operator twenty-four (24) Hours per day, every day of the year.	Maintenance and Repairs	
23.4	All equipment, including installed items shall remain the sole and exclusive property of the Contractor and Contractor's sole responsibility.	Maintenance and Repairs	
23.5	The Contractor shall provide all necessary labor, parts, materials, technical personnel and transportation to maintain the ITS, including all telephones and related equipment, in good working order.	Maintenance and Repairs	
23.6	The Contractor shall perform preventive maintenance including all maintenance for compliance with the equipment manufacturer's specifications throughout the term of the contract.	Maintenance and Repairs	
23.7	The Contractor shall provide a tiered response to service events: <ul style="list-style-type: none"> i. Priority 1, 30% or more of system functionality adversely affected, within 1 hours ii. Priority 2, 5% - 29% of system functionality adversely affected, within 24 hours iii. Priority 3, 5% or less of system functionality adversely affected, within 48 hours. 	Maintenance and Repairs	
23.8	DOC is not be responsible for any damage to equipment.	Maintenance and Repairs	
23.9	Contractor shall develop procedures and schedules for conducting monthly Preventive Maintenance on ITS and all equipment.	Maintenance and Repairs	
23.10	Contractor shall provide the schedule and procedures to the DOC intelligence Unit Manager.	Maintenance and Repairs	
23.11	Contractor shall prepare Monthly Maintenance Reports that include:	Maintenance and Repairs	

	<ul style="list-style-type: none"> i. The nature and scope of the Preventative Maintenance performed. ii. Identifying any unusual problems or indications of any security risks. 		
23.12	The ITS shall be supported by a remote maintenance system and shall self-diagnose to create "trouble tickets" when any ITS problem is discovered.	Maintenance and Repairs	
23.13	Contractor will provide and maintain a sufficient inventory of spare parts on island, readily available for repairs and maintenance of the ITS.	Maintenance and Repairs	
23.14	All routine or scheduled maintenance that could affect access to telephones, ITS system, web portal, payment platform and/or billing generation shall be conducted during the off peak hours of 10:00 pm to 06:00 am.	Maintenance and Repairs	
23.15	The contractor must provide maintenance reports in summary format by facility, and shall contain a brief problem, including area affected, description and corrective action taken to resolve the problem. The report shall also include the date and time of the outage, restoration and notification to the DOC.	Maintenance and Repairs	
23.16	Telephone Inspection and Maintenance Log: This report shall be submitted to the DOC on a quarterly basis or as required by the DOC.	Maintenance and Repairs	
23.17	Phone Line Failure: Contractor shall be responsible for determining whether any line access failure is the fault of the local exchange carrier (L.E.C.), the inter-exchange carrier (I.E.C.), or the Contractor's equipment.	Maintenance and Repairs	
23.18	When the Contractor determines the responsible party for failure, the Contractor shall contact the responsible party for the failure and jointly resolve the failure at no cost to DOC and no intervention from the DOC.	Maintenance and Repairs	
23.19	If the failure is determined to be the fault of the Contractor's equipment, hardware, software, or wiring, the Contractor shall correct the problem at no cost to DOC.	Maintenance and Repairs	
23.20	Notification: Contractor shall notify DOC at least twenty-four (48) Hours prior to any planned occurrence that may result in a service interruption to any inmate phone or service that lasts in excess of fifteen (15) minutes.	Maintenance and Repairs	

23.21	During extended outages, the Contractor is required to send DOC status updates in two (2) hour intervals till the full service is restored.	Maintenance and Repairs	
23.22	Contractor to provide a report, summarizing system outages and/or maintenance performed on a quarterly bases.	Maintenance and Repairs	
Requirement #	Requirement Description	User Interface Description	Meet Requirement Yes/ No.
	Ownership		
24.0	All records related to ITS shall be and will remain the property of the DOC.	Ownership	
24.1	Prior to contract termination, the Contractor shall confirm that DOC has received and has access to the fully updated and accurate records, and confirm the records complies with the requirements of this contract, DOC record retention policy and minimum legal requirements. This is inclusive of inmates specific information held within the system.	Ownership	
24.2	Contractor to supply a data dictionary and data mapping document for all tables and records used by the ITS.	Ownership	
24.3	At the end of the contract, the Contractor will export and deliver to DOC all data tables and records along with any amendments to the data dictionary and data mapping document used by the ITS. Exported data can be in CVS or Excel format.	Ownership	
Requirement #	Requirement Description	Printing Description	Meet requirement Yes/ No.
	Training		
25.0	The Contractor shall provide training to DOC staff on the ITS features and usage.	Training	
25.1	All trainings shall be at no cost to DOC.	Training	
25.2	Training Scope and Schedule. Contractor shall provide a detailed scope of training, including training schedule, length of training, multiple training times and number of personnel that can attend a training session.	Training	

25.3	Minimum Trainings. Contractor shall provide, at minimum, the following trainings: i. Initial. The first trainings must occur no later than 14 days prior to the "go-live" date. ii. Ample trainings must be provided to accommodate all Managers prior to the "go-live" date. iii. Annual. Annual training on the ITS, including any safety or security risk related to the use of ITS. iv. If requested by DOC, ample trainings must be provided to accommodate all work shifts. v. Upgrades. Trainings prior to upgrades of the ITS or any of its components that will change the operational and administration procedures or new features shall be performed within 7 prior to the upgrade vi. Query and Analytical Tools: Trainings, to individuals identified by DOC, in the query and analytical tools and reports functions of the ITS. This training will be provide as requested by DOC vii. Provide advance training for the Super User and Security Intelligence Officers	Training	
25.4	Contractor to supply four (4) copies of user guides for Westgate, and one (1) each for the remaining three facility as well as access to an electronic copy available online.	Training	
25.5	Contractors shall ensure all training manuals are kept up-to-date.	Training	
Requirement #	Requirement Description	Printing Description	Meet Requirement Yes/ No.
	Health and Safety		
26.0	Contractor agrees to abide by the "Contractor Entrance Protocol" document found in Annex ****	Health and Safety	

Company Name: _____

Authorizing Name (please print): _____

Authorizing Signature: _____

Date: _____

End of Schedule II