

EXHIBIT A

STATEMENT OF WORK

INMATE COMMUNICATION SYSTEM AND SERVICES

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1.0 INTRODUCTION

1.1 Purpose/Scope of Work

Contractor must provide an Inmate Communication System and Services (ICSS) to be used by Inmates and detainees located throughout the Sheriff's Department Custody and Detention Facilities and by juvenile detainees at the Probation Department's Detention and Camp Facilities, collectively "Inmates." Contractor's ICSS must include:

- a. An Inmate Telephone System (ITS) that provides an automated operator, local, domestic, and international call capabilities to Inmates. The ITS must include all necessary Telephone Platforms, Telephone Instruments, and all other equipment required to perform the functions and Services described in the Contract, this SOW and Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements]; system administration; call billing; call monitoring and recording capabilities; and complete maintenance of all equipment, hardware, and software as further specified in Exhibit B (Service Level Agreement) to the Contract.
- b. An Inmate Telephone Management System (ITMS) capable of monitoring, recording and archiving all calls placed within the ITS, with the exception of those calls that are prohibited from being monitored, recorded, and archived either by statute or County policy, including, but not limited to, Inmate calls made to private defense attorneys or public defenders, anonymous crime reporting tip lines, sexual assault reporting lines, and other critical information lines, as described in Paragraph 4.2.3.1 (Establishment of Non-Recording List) of this SOW. The ITMS must be capable of detecting prohibited and illegal activity and call content, and be capable of promptly blocking, interrupting, or disconnecting Inmate telephone calls when such activities are detected.
- c. A Digitized Inmate Postal Mail Services (DIPMS) that will assist the Department in establishing a security measure to prevent contraband from entering Facilities through postal mail. The DIPMS must have the capability to: (1) receive incoming mail addressed to Contractor's processing center and/or uploaded to Contractor's website; (2) scan incoming mail; and (3) deliver the scanned mail via hard copy to the Facilities and/or uploaded to Contractor's web-enabled dashboard for each Facility to review and deliver to Inmates. The DIPMS must maintain an audit trail for all scanned and printed documents, including timestamps and Facility assignments for a period of time agreed upon by both parties.
- d. A functional solution for Inmate Tablet Devices (ITD) capable of making phone calls via the ITS, which must provide automated operator. The ITD must provide certain tablet services at no cost to

Inmates (e.g., reading material, dictionary, calendar, grievance filing process, Facility rules, commissary ordering, etc.), and provide other paid Subscription tablet services (e.g., games, music, movies, e-books, messaging service, etc.).

It is the County's intent to implement the ITD as a Proof of Concept (POC) at one of the Sheriff's Facilities, as determined by the County, within the first year of the Contract. Once the POC is deemed successful, at the sole discretion of the County, the ITD may be implemented within additional Sheriff's Facilities.

2.0 DAYS AND HOURS OF OPERATION

Contractor's ICSS and County support must be capable of continuous 24/7 operation, and Contractor must ensure line concentration will not adversely affect Inmates' ability to successfully initiate outbound calls from within any Facilities where Contractor has implemented the ICSS.

3.0 CONTRACTOR STAFFING RESPONSIBILITIES

3.1 Specific Work Responsibilities

3.1.1 Contractor Project Manager

In accordance with Paragraph 7.0 (Administration of Contract - Contractor) of the Contract, Contractor must provide a Contractor Project Manager responsible for project oversight and who will serve as the County's primary point of contact for daily administrative and technical matters regarding the Contract.

Contractor must provide County Project Manager with contact information sufficient to establish immediate contact with Contractor Project Manager and/or senior management personnel.

3.1.2 Contractor's Personnel

3.1.2.1 All Contractor personnel assigned to provide Services under the Contract must be competent, trustworthy, and well qualified to perform the Work. Contractor must submit to County Project Manager, a current roster including all Contractor's personnel that are required and approved to enter Facilities to perform Services under the Contract.

3.1.2.2 Contractor's personnel roster must also be maintained electronically by Contractor on the System Administrative Consoles at Sheriff's Department and Probation Department only. It is Contractor's responsibility to ensure County Project Manager is provided the most current roster of Contractor personnel providing Services under the Contract, including, but not limited to, Contractor Project Manager, Contractor

System Administrator(s), and Contractor technical support personnel.

3.1.3 Contractor System Administrators

Contractor must provide a minimum of two System Administrators to assist the County with daily administration, operation, and maintenance of Contractor's ICSS.

Contractor System Administrators must be qualified to provide the Services listed below, including, but not limited to:

- a. Technical telephone services: system administration, operation, and maintenance of Contractor's automated operator ITS.
- b. ICSS additions/relocations/modifications, as well as troubleshooting procedures for the investigation and resolution of ICSS hardware, software, and other component problems.
- c. On-site support at all Facilities, as determined necessary by County Project Manager.
- d. Any required Court appearances and expert testimony.

The County will not be responsible for any fees or costs associated with any of the above items.

3.2 Requirements for Entry – Sheriff and Probation Facilities

3.2.1 Background and Security Clearance

- 3.2.1.1 All Contractor personnel providing Services under the Contract must undergo and successfully pass, to the satisfaction of the County, a background investigation performed by the Department prior to being allowed access to any Facility [refer to Paragraph 7.5 (Background and Security Investigations) of the Contract].
- 3.2.1.2 Contractor must provide County Project Director with a completed Attachment A [Entry Application for Access to Custody Facilities (Long-Term)] to this SOW, for all Contractor personnel performing Services under the Contract and entering Facilities on behalf of Contractor.
- 3.2.1.3 The Sheriff's Department's Religious and Volunteer Services will conduct all background investigations and register all approved Contractor personnel in the Department's Jail Entry Tracking System. All fees associated with background investigations will be at Contractor's sole expense.

3.2.1.4 Clearance for Emergent Repairs

Contractor must seek security clearance through County Project Manager at least 24 hours in advance when Contractor's technical support staff, not previously cleared, require admission into Facilities for emergent repairs.

3.2.1.5 Clearance for Visitors

Contractor must provide written notification to County Project Manager, no less than 48 hours in advance, of its intent to bring visitor(s) to a Facility. At the time of notification, Contractor must provide the full name, birthdate, and copy of valid driver's license number for the requested visitor in order to facilitate an expedited background investigation prior to their entry into the Facility, along with visitor's completed Attachment B [Entry Application for Access to Custody Facilities (Short-Term)].

3.2.2 Contractor personnel performing Work under the Contract are required to read and complete a Contractor's Employee Acknowledgement and Confidentiality Agreement [refer to Paragraph 7.6 (Confidentiality) of the Contract].

3.2.3 Jail Orientation

3.2.3.1 Contractor personnel must attend a mandatory four-hour jail orientation prior to performing Work in a Custody Facility.

3.2.3.2 Contractor personnel must have successfully passed the County's background investigation prior to attending the mandatory four-hour jail orientation.

3.2.3.3 The mandatory four-hour jail orientation will be provided by the County. However, Contractor is responsible for all costs associated with Contractor personnel's attendance at the jail orientation.

3.2.4 Ethical Conduct Training

3.2.4.1 Contractor must, at Contractor's sole expense, train or facilitate personnel training in ethical conduct, with focus on the importance of both lawful and appropriate conduct within a Custody Facility setting.

3.2.4.2 Contractor personnel must receive no less than two hours of ethical conduct training prior to performing Work in a Custody Facility. The training is intended to raise individual awareness of the common temptations associated with working an assignment of special trust,

such as that of vendors inside a custody environment, and the consequences of inappropriate or criminal behavior in this setting. This topic will be re-enforced during the County's mandatory four-hour jail orientation specified in Paragraph 3.2.3 above.

- 3.2.4.3 Contractor must submit a course outline to County Project Director for review and approval two weeks prior to the training date.
- 3.2.4.4 Contractor may seek to partner with an outside organization to meet the two-hour ethical conduct training requirement; however, the training provider must be pre-approved, in writing, by County Project Director.
- 3.2.4.5 Contractor must provide to County Project Manager class rosters and individual training completion certificates for all personnel who have attended the ethical conduct training.

3.3 Uniform and Identification Badge Requirements, Contractor Personnel

- 3.3.1 Contractor personnel must wear appropriate clothing/uniform which is clearly labeled with Contractor's name and/or logo on the front and/or backside of each uniformed shirt.
- 3.3.2 Contractor personnel providing Services in any Facility are required to possess and display company photo identification badges which must include: name of Contractor, employee name, and employee number. Badges and/or identification cards must be clearly visible at all times and unobstructed by other garments. Identification must be presented upon request by County personnel.
- 3.3.3 Prior to entrance into a Facility, Contractor personnel must comply with current Facility entry requirements, which may include the exchange of a government-issued identification card for a Facility pass. Passes must be displayed at all times. Contractor personnel are responsible for returning their Facility pass prior to leaving the Facility.
- 3.3.4 Any lost or stolen passes must be immediately reported by Contractor personnel to the on-duty Unit Commander and Contractor supervisor. Contractor Project Manager must provide written notification to County Project Manager of any lost or stolen passes.

3.4 Security Requirements, Contractor Personnel

- 3.4.1 The County maintains the final authority on all security issues.
- 3.4.2 Contractor must exercise security measures consistent with the nature of each Facility.

- 3.4.3 Contractor must report to County Project Manager any incident involving Contractor personnel which could negatively impact their ability to interact with County personnel, affect their security clearance status, or jeopardize the safety and/or security of the County and its members, within 24 hours of such incident. If circumstances objectively necessitate immediate action, Contractor must immediately inform the on-duty Unit Commander and County Project Director concurrently.
- 3.4.4 Contractor is responsible for removing any Contractor personnel performing Services under the Contract, when requested to do so by County Project Manager.
- 3.4.5 If Contractor personnel are refused entry or removed from a Facility, Contractor must make immediate telephonic notification to County Project Director, describing the circumstances, as known, leading to the denial or exclusion.
- 3.4.6 Contractor personnel, vehicles, and equipment will be subject to search and inspection by County personnel without notice and at any time while on County property.
- 3.4.7 During lockdown situations, County Project Manager or the on-duty Unit Commander may elect to modify or postpone Services. Prior notifications of lockdown(s) will be given to Contractor whenever feasible. During lockdown situations, Contractor will not be held responsible for failing to meet scheduled services.
- 3.4.8 At any time, Contractor's staff may be denied access to a Facility, may be asked to vacate a Facility, or may be required to wait within the Facility based on security considerations and/or emergent circumstances, as determined by the County in its sole discretion.
- 3.4.9 Contractor must promptly notify County Project Director during instances such as those cited above, wherein Contractor is precluded from entering or remaining in the Facility to perform contractual duties.

3.5 Conduct, Contractor Personnel

Contractor's personnel must adhere to the following:

- 3.5.1 Contractor personnel must not engage in any communication or interaction with any Inmate except as required to provide Services under the Contract. Specifically, Contractor personnel must not give and/or accept for themselves or anyone else, any personal gift (tangible or intangible), favor, or service, from an Inmate or from an Inmate's family or associates, no matter how trivial the gift or service may seem.
- 3.5.2 Contractor personnel must not display favoritism to or preferential treatment of one Inmate or group of Inmates over any other.

- 3.5.3 Contractor personnel must not have outside contact (other than incidental contact) with an Inmate, or their family or close associates, except as required to provide Services under the Contract.
- 3.5.4 Contractor personnel must not enter into any business relationship with Inmates or their families or associates (e.g., selling, buying or trading personal property), or personally employ them in any capacity.
- 3.5.5 Contractor must not interfere with Facility operations while providing Services under the Contract.
- 3.5.6 Contractor must not post signs for advertising in Facilities, unless prior written approval is obtained from County Project Director.
- 3.5.7 Contractor personnel are required to make an immediate notification to the specific Facility Unit Commander upon the discovery of family members, friends, or acquaintances in custody.
- 3.5.8 Personal items must be in compliance with #3-01/090.00 of the Department's Custody Division Manual [refer to Attachment F (Security of Personal Property) to this SOW].
- 3.5.9 Notwithstanding Department policies, procedures, and unit orders, the on-duty Unit Commander has the final authority to determine what personal property is allowed within each Facility.
- 3.5.10 Contractor must make immediate notification to the on-duty Unit Commander and County Project Manager of any violation of the restrictions mentioned in this Paragraph 3.5 (Conduct, Contractor Personnel).
- 3.5.11 Any failure of Contractor to report a violation or take appropriate disciplinary action against the offending party(ies) will subject Contractor to appropriate action, up to and including termination of the Contract.
- 3.5.12 The County reserves the right to deny or suspend Contractor personnel access to any Facility if found to have violated the provisions of this Paragraph 3.5 (Conduct, Contractor Personnel).
- 3.5.13 On-site disputes: The on-duty Unit Commander will have the final decision regarding any on-site disputes arising between custody staff and Contractor personnel. The on-duty Unit Commander will notify County Project Manager and Contractor of the issue and resolution of the dispute within one Business Day. Any issues that may be the subject of on-going disputes will be resolved through the dispute resolution process as stated in Paragraph 8.31 (Notice of Disputes) of the Contract.

3.6 On-Site Work, Safety and Security Requirements

- 3.6.1 All Work must be conducted in a safe manner and must comply with requirements of state and local rules and regulations and CAL-OSHA safety standards.
- 3.6.2 Contractor must record all incidents of occupational injury or accidents affecting Contractor personnel and occurring on County property using Attachment D (County of Los Angeles Non-Employee Injury Report) to this SOW and report all incidents within 24 hours of occurrence or discovery to County Project Director.
- 3.6.3 Contractor personnel are responsible for submitting an itemized tool roster of all Essential Tools to the Facility's entry control station upon entry to the Facility. Contractor's personnel must secure all Essential Tools and personal items. All Essential Tools must be labeled, numbered, and be kept in a lockable container, subject to approval of and possible inspection by County personnel, when brought into a Facility. Under no circumstances must any Essential Tools be left unattended once brought inside a Facility. Unattended tools will be confiscated by County personnel.
- 3.6.4 Any missing tools, keys, equipment, and any other items must be reported immediately to the on-duty Unit Commander and followed by a written notification to County Project Manager.
- 3.6.5 If at any time Contractor fails or refuses to comply with County safety requirements, the County may issue an order stopping all or part of the Work until satisfactory corrective action has been taken. No part of the time lost due to any such stop order may be subject to claim for excess cost, damages, or extension of time under the Contract.

3.7 Personnel Removal and Replacement

- 3.7.1 The County may, in its sole discretion, direct Contractor to replace any employee deemed careless, incompetent, insubordinate, or otherwise objectionable, or whose continued employment is deemed a security risk or contrary to the best interest of the County.
- 3.7.2 Contractor must immediately remove the employee from his/her post or assignment and immediately initiate action to replace the employee in a timely manner. Contractor must not reassign this employee to any other Facility, without the written authorization of County Project Manager.
- 3.7.3 In the event that the removal of Contractor's employee occurs during the employee's response to emergency ICSS outage, employee replacement must be provided within the required four-hour response, following notification of the removal.

- 3.7.4 Contractor must immediately notify County Project Manager regarding any employee re-assignment, discharge, or termination of employment, in order that they may be removed from the Facility access roster. Contractor notifications regarding any such action must be submitted verbally (within 24 hours), followed by written notification (within five Business Days).

4.0 INMATE COMMUNICATION SYSTEM AND SERVICES

4.1 Inmate Telephone System (ITS)

The County's Telephone Instrument requirements are outlined under Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract.

4.1.1 Telephone Instruments

Telephone Instrument requirements are based on current technology and Facility need. New technology and/or Telephone Instruments determined to be better suited for the custody and detention environment may be substituted at the request of the County or Contractor with County approval, subject to Paragraph 8.1 (Amendments and Change Notices) of the Contract.

4.1.2 Portable Telephone Instruments

Contractor must provide a minimum of five Portable Telephone Instruments on wheeled platforms at each Sheriff's Facility, at the discretion of the Sheriff's Department. The Portable Telephone Instruments must address such needs as overflow housing and administrative segregation. Inmate use of the Portable Telephone Instruments will be facilitated by Sheriff's personnel who will wheel the Portable Telephone Instruments to cells or dayrooms and connect it to a telephone jack for Inmate usage.

Contractor must install a Portable Telephone Instrument at Inmate worker quarters located at each of the Sheriff's stations listed on Attachment G.1 (Sheriff Facilities and Inmate Phone Locations) to this SOW, for the exclusive use of Inmate workers assigned to that Sheriff's station. Any departure from specifications must be approved in writing by County Project Manager.

4.1.3 Vandal Resistant and Armored Speakerphone

Contractor must provide and install vandal resistant and armored speakerphones to each Facility, at Contractor's sole expense. The number of armored speakerphones will be determined at Contract commencement. Such speakerphones must be cordless and free from any attachments for the safety of Inmates. The County may request existing Telephone Instruments to be replaced by a speakerphone at any time during the term of the Contract.

4.1.4 Physical Safeguards

Telephone Instrument physical safeguard requirements are outlined under Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract. All other equipment and/or accessory associated with the Inmate Telephone Instruments, including outdoor installations, are Contractor's responsibility and must meet the County's safety and security standards as determined by County Project Manager.

4.1.5 Support for Hearing Impaired

4.1.5.1 Contractor must install a minimum of two Telecommunications Device for the Deaf (TDD) Inmate Telephone Instruments, unless indicated otherwise, at each Sheriff Facility and a minimum of one TDD Telephone Instrument, unless indicated otherwise, at each Probation Facility listed in Attachment G.2 (Probation Facilities and Inmate Phone Locations) to this SOW. At the request of the County, Contractor must provide additional TDD Telephone Instruments at selected Facilities based on hearing impaired Inmate housing.

4.1.5.2 Amplified Handsets may also be required in specific Facilities. Upon the County's request, Contractor must remove standard handsets and replace with Amplified Handsets for specified Facilities.

4.1.6 Contractor Electrical Requirements

Contractor's Uninterruptible Power Supply (UPS) system must operate in conjunction with the County's generator back-up power supply, which is set for a two-minute delay before switching over to generator power from the electric power utility supply. UPS requirements will vary by Facility, and as such, the power supply at each Facility must be modified accordingly to provide eight hours of uninterrupted back-up power. In addition, an automated system alert mechanism must be established to notify Contractor immediately upon any loss of power to the ITS. At the County's request, Contractor must conduct monthly power system and UPS tests either remotely or on site.

4.1.7 County Facilities Wiring Standards

All Facility wiring systems installed by Contractor must be in accordance with the National Electrical Code and the County's Commercial Building Telecommunications Wiring Standard 902 report, which will be made available to Contractor upon request. Any fees associated with obtaining the report are the responsibility of Contractor. All Facility wiring systems installed by Contractor

must be concealed or installed in metal conduit and will remain the property of the County.

Contractor is responsible for all cabling and wiring additions, moves or changes including cost relating to ICSS-related equipment, which will include x-ray of concrete, concrete coring, conduit infrastructure, and including any and all permitting required by jurisdictional approvals (e.g., the County's Department of Public Works).

4.1.8 Installation Requirements

Contractor must install Inmate Telephone Instruments in all existing indoor and outdoor telephone sites, which may also require the installation of Telephone Enclosures. Contractor is responsible for any changeover costs associated with the installation of Inmate Telephone Instruments, associated equipment, and Telephone Enclosures. Contractor's type of Telephone Instruments and Telephone Enclosures will be subject to written approval by County Project Manager.

4.1.9 Telephone Instrument Additions, Relocations, and Modifications

Throughout the term of the Contract, Contractor, at Contractor's sole expense, may be required by the County to install additional Telephone Instruments, relocate existing Telephone Instruments, or modify existing Telephone Instrument configurations. Contractor will also be required to replace Telephone Instruments vandalized or damaged beyond repair, at no cost to the County.

At no time must Contractor accept (or agree to) changes or modification requests from individuals (or units) other than County Project Manager. Requests from anyone other than County Project Manager made directly to Contractor (or any of Contractor's employees) must immediately be directed to County Project Manager.

4.1.10 System Connectivity

Contractor must provide system connectivity support services to ensure continuous operations and service availability during network outages. This includes implementing redundancy measures to maintain a 99% or greater successful call connection rate for permissible call attempts. To meet connectivity requirements, Contractor must ensure sufficient bandwidth, communication lines, equipment and platform efficiency. To safeguard critical infrastructure, Contractor must equip servers and recording devices with a UPS capable of sustaining operations for at least eight hours during power outages. Contractor must also provide online system maintenance while minimizing disruptions to

normal operations. All software updates intended to improve the user experience must receive prior approval from the County before implementation.

4.1.11 System Disconnection and Removal of Telephone Instruments

Contractor must delete, disconnect, or remove Telephone Instruments, telephone equipment, and telephone systems at the written request of County Project Director and at no cost to the County, at any time during or at the end of the term of the Contract.

4.1.12 Automated Operator Services

4.1.12.1 Pre-Recorded Call Branding Prompts

All pre-recorded call branding prompts for the Sheriff and Probation Department must be as specified in Attachment C (Pre-Recorded Call Branding Prompts) to this SOW. Any modification to established prompts must be exercised in the form of a Change Notice to the Contract consistent with Paragraph 8.1 (Amendments and Change Notices) of the Contract.

4.1.12.2 Call Records

Call records must be stored on Contractor's servers and County Project Director must have full access to logs and records at any time. These logs and records must be stored during the term of the Contract, and for a period of five years thereafter. Call records requirements are further outlined under Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract.

4.1.13 Speed Dial, No-Cost Calls to the County

Contractor must provide, at Contractor's sole expense, Speed Dial configurations that provide certain specified phone numbers for Inmate(s) to call designated County entities associated with the governing of the Inmates' welfare, such as the Public Defender, Alternate Public Defender, anonymous crime reporting tip lines, sexual assault reporting lines, and other critical information lines.

Speed Dial and no-cost calls may be to any phone number specified by the County, with no restrictions on whether the number is toll-free or direct-dial.

County Project Manager may also request such calls to be recordable, non-recordable, identifiable, or anonymous via Contractor's ICSS.

At any point during the term of the Contract, the County may request additional Speed Dial configurations at no cost to the County.

4.1.14 Booking Calls

Each newly booked Inmate is entitled to make at least three Completed Calls during the booking process pursuant to California Penal Code § 851.5 (PC 851.5). Contractor must provide a calling solution for all newly booked Inmates to make the three calls, to anywhere in the continental United States, at no cost to the County. All booking calls must be monitored and recorded, and all terms of the Contract will apply except as specified in Paragraph 4.2.3 (Calls to Attorney or Public Defender) of this SOW.

4.1.15 Release Area Calls

Each Inmate who is in a release area (custody Facility, station, jail, court Facility, or any other area where releases are conducted) must be allowed to make at least three Completed Calls before being released pursuant to Assembly Bill 2023 (AB 2023). Contractor must provide a calling solution for Inmates in a release area to make the three Completed Calls at no cost to the County. These release calls must be monitored and recorded, and all terms of the Contract will apply except as specified in Paragraph 4.2.3 (Calls to Attorney or Public Defender) of this SOW.

4.1.16 No-Cost Calls to the County

In addition to calls specified in Paragraphs 4.1.13 (Speed Dial, No-Cost Calls to the County), 4.1.14 (Booking Calls) and 4.1.15 (Release Area Calls) above, Contractor must allow one call per week, limited to five minutes in length, to each Inmate located in Sheriff Facilities, at no cost to the County. All no-cost calls must be monitored and recorded, and all terms of the Contract will apply.

4.1.17 Free Calls to Juveniles

Contractor must provide all phone calls placed by Juvenile detainees in Probation Facilities at no cost to the County throughout the term of the Contract.

4.1.18 Call Billing Requirements

Contractor is responsible for comprehensive billing services for all calls. Contractor's billing system must be capable of recording data for all calls attempted, including calls completed and calls not completed. Data recorded must include the date, time, calling Telephone Instrument, called number, type of connection, type of billing, whether the call is completed, call minutes, message units, and the reason for any Incomplete Calls.

4.2 Inmate Telephone Management System (ITMS)

The County's ITMS requirements are outlined under Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract.

4.2.1 Inmate Call Duration

Contractor must limit each standard Inmate phone call to a maximum of 60 minutes in length. Inmate call duration requirements are further described in Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract.

4.2.2 Authorized Call Lists

Approximately one percent of the Sheriff's and Probation's Inmate population are classified as "high security risk," and could be placed in a special housing area with restricted telephone access limited to specific Telephone Instruments. Upon the County's request, Contractor must administer Authorized Call Lists as further described in Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract. Changes to the Authorized Call List will be permitted in accordance with the procedures authorized by County Project Manager. Authorized Call List must be maintained by Contractor until the Inmate is released.

4.2.3 Calls to Attorney or Public Defender

Contractor's automated operator ITS must allow Inmates' to place calls to a private attorney or public defender. Such calls must not be monitored or recorded by the ITMS. Requirements for Inmate calls to attorney or public defender are further described in Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract.

4.2.3.1 Establishment of Non-Recording List

Contractor must establish and maintain a list of non-recorded numbers, including a comprehensive list of all requests, rejections, and approvals for non-recorded access. The list must be archived with a record of all additions, edits and deletions. The list must support queries and allow exports with Adobe® .pdf and Microsoft® Excel and be immediately available upon request by the County. The list must be accessible at any time on System Administrative Consoles or web-based access provided under this SOW.

Contractor must ensure that all attorney phone numbers are registered to the respective attorney through the

State Bar of California, prior to configuring to be non-recorded.

4.2.4 General Calls

The ITS must be capable of providing all operational features and requirements applicable to all calls placed through the ITS, including local, long distance, and international calling and visitation sessions.

4.2.5 Prevention of Incoming Calls

Contractor must ensure that all incoming calls to Telephone Instruments in all Facilities are rejected, and appropriate information (if available) is recorded, archived, and reported to County Project Manager.

4.2.6 Call Blocking Requirements

A master listing of blocked numbers must be available for query/review at any time electronically on System Administrative Consoles or web-based access provided under this SOW. The County's call blocking requirements are outlined under Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract.

County Project Director may also provide to Contractor additional telephone number(s) to be blocked. Contractor must block such telephone number(s) as soon as practical, but under no circumstances later than eight hours after the County's initial request.

The ITMS must also provide call recipients with a convenient method for blocking calls from Inmates (e.g., call recipients must receive a voice prompt saying, "Press the pound symbol twice now to permanently block this person from calling you.") After successfully blocking an Inmate from calling, another prompt must explain how to remove the block at a later date if the recipient wishes to do so (e.g., "Calls from this person have been blocked. To remove the block, please call vendor's Customer support line at [telephone number].")

Members of the public who wish to block their number(s) (landlines and cellphones) from receiving Inmate calls, may contact Contractor's Customer support line for instructions on how to effectuate such a request. Requests to unblock any currently blocked numbers must be processed in accordance with procedures authorized by County Project Manager.

4.2.6.1 Restricted Numbers

A master listing of restricted numbers must be available for query/review/modification by the County at any time

electronically on System Administrative Consoles provided under the Contract.

4.2.6.2 Three-Way Calling

Information regarding any detected Inmate three-way call attempt must be recorded and archived, and Contractor must deliver an automated notification to County Project Manager. The initial detection and notification, along with any Inmate call monitoring, recording, or other corrective action, must be included in the Monthly Project Report as specified in Paragraph 7.3.1d (Summary of Any Unauthorized Inmate Call Activity Detected) of this SOW.

4.2.6.3 Call Forwarding

Appropriate information regarding all Inmate call forwarding attempts must be recorded, archived, and County Project Manager alerted for possible corrective action as specified in Paragraph 7.3.1d (Summary of Any Unauthorized Inmate Call Activity Detected) of this SOW.

On a monthly basis, Contractor must keep County Project Manager apprised of current call forwarding sensitivity settings, any successful Inmate attempts to forward a call, and any perceived or actual negative effect on calls as a result of current settings. Contractor must receive written approval from County Project Manager prior to any ITMS modifications involving call forwarding settings.

4.2.6.4 Electronic Forwarding Services

Contractor's automated operator ITS must detect and potentially block any call to an electronic forwarding service phone number such as "Google Voice" or other Internet-based phone call forwarding service.

4.2.6.5 Other Unauthorized Numbers

Contractor must immediately report any ITMS detected by-pass attempts or other third-party scam attempts to County Project Manager. Additionally, such incidents must be summarized into a report that must be made available to County Project Manager with the subsequent Monthly Project Report as described in Paragraph 7.3 (Monthly Project Reports) of this SOW.

4.2.6.6 No Public Nuisance Calls

A potential list of telephone numbers likely to be targets of public nuisance calls will be provided to Contractor by County Project Manager and updated as needed.

The complete list of unauthorized telephone numbers to be blocked will be developed jointly by the County and Contractor's staff, and must be updated as needed into the ITS by Contractor. Contractor must prepare and maintain the list of blocked telephone numbers and submit the list to County Project Director for review and written approval.

This listing must be available for query, review, and modification by the County at any time electronically on specified System Administrative Consoles or web-based access provided under the Contract.

Appropriate information regarding any detected Inmate call attempts to unauthorized telephone numbers must be recorded, archived, and County Project Manager alerted within 24 hours for possible corrective action.

4.2.6.7 *72 and Other Fraudulent Call Attempts

Contractor must devise and implement an approach or methodology to effectively disallow fraudulent call attempts by Inmates.

Contractor must bear the total cost and must deploy a continuously adaptive method for identifying potentially fraudulent activity. Such incidents must be reported immediately to the County Project Manager and summarized into a report and included with the subsequent Monthly Report as described in Paragraph 7.3 (Monthly Project Reports) of this SOW.

4.2.6.8 Inmate Voicemail

Contractor's ITMS must include a secure Inmate voicemail feature allowing Inmates and their families a method for communicating without having to successfully complete a person-to-person phone call. This voicemail feature must be fully integrated into Contractor's ICSS and be maintained by Contractor. The ITMS must NOT allow Inmates to leave outgoing messages for any person.

Notwithstanding the above, the County, in its sole discretion, may request for the Inmate voicemail feature to allow Inmates to leave outgoing voicemails for

recipients. Such option must be exercised in the form of an Amendment to the Contract consistent with Paragraph 8.1 (Amendments and Change Notices) of the Contract.

Contractor must store Inmate voicemails on its server, scan all voicemails for certain voice key words, and place all voicemails into a queue for approval by County personnel, in its sole discretion.

Once the County clears a voicemail message for delivery to the designated Inmate, Contractor must make the voicemail available for retrieval by the Inmate. The Inmate must be notified when placing his or her next phone call that he or she has a voicemail message waiting. After retrieving and listening to the voicemail message, the Inmate will be allowed to either save the voicemail message for 90 Days or delete it.

4.2.7 Call Monitoring Requirements

System Administrative Consoles

For the purpose of monitoring and recording Inmate phone calls, Contractor must provide up to 25 System Administrative Consoles for Sheriff Facilities and one System Administrative Console for the Probation Department's communications office, as well as additional locations, as specified by Project Manager. The requirements for the System Administrative Consoles are described further in Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract.

Contractor must supply a method to identify call recipient information associated with the dialed telephone numbers (e.g., Haines CRISS + CROSS reverse directory). When Contractor determines the call recipient information is confidential, Contractor will have no obligation to reveal the information without a court order. All costs and expenses associated with maintaining confidentiality of call recipient information, including legal proceedings, will be at the sole expense of Contractor.

The County has the option, exercisable in the County's sole discretion at any time and at no cost to the County, to require Contractor to develop and implement a feature of the ICSS that will communicate with any third-party criminal clearinghouse database (e.g., "LA-Clear"), to ensure the ITMS is capable of automatically alerting investigators (via text message, email, or automated voice call to a phone number of their choosing) of concurrent investigations those clearinghouse databases might reveal. This feature must be highly configurable to parameters such as, but not

limited to, phone number called, booking numbers, certain Facility housing locations, banks of phones, individual phones, or landline addresses that have been geo-coded to a phone number, etc. Investigators with a need to access or modify this information will contact County Project Manager.

4.2.8 Call Recording Requirements

Calls that are required to be recorded must be recorded in their entirety, up to the maximum 60-minute allowable length of each Inmate call.

4.2.8.1 Data Sharing

Recorded Inmate calls often provide great intelligence information for law enforcement investigators. The Sheriff's Department may have an interest in receiving call recordings for other police agencies or correctional facilities serviced by Contractor. In return, the Sheriff's Department may wish to share calls with other agencies as well. Contractor must be able to provide this capability upon the County's request, at no charge to the County. Agency-to-agency sharing agreements must be completed before any data sharing begins. The County will have final authority to approve/reject each individual agency agreement request. Approved requests will be submitted to Contractor for implementation. This Paragraph 4.2.8.1 does not allow for complete access to the ITMS by an outside agency and is meant to allow for easier sharing on a per-needs basis. Documentation and an audit trail must be kept for each request that is processed and must include, but not be limited to, file/case number, investigator's identifying information, reason for access, and any other information the County requests to be included.

4.2.8.2 Recorded File Format

Contractor must provide a triple redundant server grade solution to store replicated copies of all recorded data at no additional cost to the County.

4.2.8.3 Retention and Destruction of Audio Recordings

During the term of the Contract, Contractor must ensure all audio files are indexed and categorized on a standard Storage Array Network (SAN) device, or similar storage array.

At the conclusion of the Contract, Contractor must, at Contractor's sole expense, transfer all audio recordings captured throughout the term of the Contract to Sheriff's

Department for archival. Within 30 Days of said transfer, Contractor must thoroughly destroy all recordings remaining on any server owned by Contractor. Contractor must provide the County valid proof of the data erasure based on Exhibit I (Information Security and Privacy Requirements) to the Contract.

4.3 Digitized Inmate Postal Mail Services (DIPMS)

As part of Contractor's ICSS, Contractor must provide a web-enabled postal mail authentication and screening service that allows Sheriff's Facilities to receive non-legal postal mail without the risk of contraband, as specified in Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract.

Non-legal printed postal mail includes the following:

- Letters,
- Greeting Cards,
- Postcards,
- Photos (4 in x 6 in), and
- Any additional Inmate correspondence agreed upon by both the County and Contractor.

4.3.1 The implementation of DIPMS will be conducted in two phases, as follows:

Phase 1: Hard Copy Print/Delivery Mail Scanning Services

As part of Phase 1, Contractor must initially digitize all Inmate mail received via Contractor's processing center and/or uploaded to Contractor's website and upload to Contractor's web-enabled dashboard for County's review and distribution as follows:

4.3.1.1 Printed Mail

Contractor shall produce printed output of digitized Inmate mail using a paper format agreed upon by the County and Contractor. Contractor shall ensure that each printed mail item is accurately and consistently labeled with a barcode containing the Inmate Identifier (Booking Number and Inmate Full Name) for tracking purposes.

4.3.1.2 Print-Ready Mail Output

Contractor shall produce a print-ready mail format of the digitized Inmate mail that is accessible through the dashboard. Contractor shall ensure that each print-ready mail output contains all necessary information pertaining

to the inmate as specified in Paragraph 4.3.7.1 (Dashboard Access) of this SOW.

Phase 2: Tablet/Kiosk Delivery Mail Scanning Services

As part of Phase 2, to be implemented upon the County's final acceptance of Contractor's POC for ITDs, Contractor must directly upload digitized mail files to Contractor's wall-mounted Kiosks and ITD for Inmate viewing. All digitized files must be approved by the County prior to uploading to Kiosk and/or ITDs.

Contractor must continue to upload digitized copies of Inmate mail for County review, print, and delivery for all Inmates who do not have access to an ITD and/or wall-mounted Kiosks.

4.3.2 Inmate Mail Handling

Contractor must provide P.O. Box address for all physical Inmate postal mail to be mailed to by public. Once mail is received, Contractor, must promptly open and digitize all Inmate mail in full color. Contractor is responsible for the secure handling of all Inmate mail and must maintain strict control over its receipt, processing, and storage. Contractor must ensure the timely upload of all digitized mail that is print-ready, in strict compliance with the delivery schedule provided in Attachment H (Phase 1: DIPMS Mail Delivery/Print-Ready Schedule) to this SOW.

4.3.3 Data Provision and Infrastructure for Inmate Mail Processing

Contractor must index and associate all digitized inmate postal mail with each Inmate's unique identifier (e.g., booking number). The County will provide Contractor with Inmate data, including the Inmate identifier and housing location via one of the following:

4.3.3.1 Secure Link

The County will provide Contractor with a secure link to access Inmate data utilizing a secured connection. Prior to sharing, the County will store the data using a secure method. Contractor shall be responsible for maintaining secure data access.

4.3.3.2 Application Program Interface/Web Service

The County will provide Contractor access to an API/web service for retrieving Inmate data. Access to the API/web service will require an authentication method and will be secured through the County's security protocol.

4.3.3.3 Secure File Transfer Protocol (SFTP)

The County will provide a daily load of Inmate data to Contractor's designated secure server. Contractor is responsible for maintaining the security of their SFTP

server, including firewall configuration, access controls, or regular security audits.

Contractor is responsible for ensuring the secure handling and storage of the data and complying with all relevant data privacy regulations. All infrastructure necessary to support the digitization and processing of Inmate mail including, but not limited to, scanning equipment, servers, storage and software, must be located at Contractor's processing center.

4.3.4 Personal Identifiable Information (PII) Encryption and Inmate Storage Requirements

4.3.4.1 PII Encryption

Contractor must encrypt all PII collected, both in delivery transit and at rest, including but not limited to:

- Inmate's name,
- Booking number,
- Date of birth,
- Address, and
- Medical information.

4.3.4.2 Inmate Mail Storage and Destruction

Original copies of all Inmate mail, both physical and digital, must be stored securely at Contractor's processing center for a period of 45 Days from the date of receipt. Following the 45-Day retention period, Contractor must destroy all original physical mail and all digital copies. If contraband is discovered, the County will determine the disposition of the mail, which will be preserved pending the completion of the investigation.

Contractor must maintain a record of all Inmate mail destroyed, including the date of destruction and a description of the mail. Records must be made available to the County upon request.

4.3.4.2.1 Data Breach

In the event of a data breach, Contractor must promptly notify the County and provide clear information about the breach and the types of data involved.

Contractor must provide the County with a mitigation plan that includes, but is not limited to:

- a. A detailed description of the breach.
- b. Steps taken by Contractor to contain the breach,
- c. Timeline for resolution, and
- d. Contractor's measures to prevent recurrence.

Contractor must collaborate with the County on the implementation of this plan.

4.3.4.2.2 Audits

The County reserves the right to conduct audits, at the County's discretion, of Contractor's data security practices, including but not limited to, encryption method, access controls, data storage procedures, and Inmate mail handling procedures, including receipt, processing, storage and destruction of Inmate mail.

4.3.5 Contraband and Prohibited Materials Reporting Obligations

Contractor must display all contraband and prohibited materials discovered during the opening of Inmate postal mail on Contractor's dashboard, as specified in Paragraph 4.3.7.1.1 (Rejected Mail) of this SOW.

Contractor's dashboard must provide a comprehensive record of all rejected mail, including but not limited to, rejections based on the following:

a. Contraband Materials

- Drugs and Drug Paraphernalia; any controlled substances, illegal drugs, or descriptions or images of drugs and/or drug paraphernalia.
- Weapons and related items; images, materials/descriptions, and/or language about weapons of any kind and ammunitions.

b. Prohibited Materials

- Gang-related material; images, materials/descriptions, and/or language about gangs, including symbols, insignia, hand signs, or communications.
- Sexually explicit material: images that are sexually explicit, that may contain nudity, hand signs, or depict sexual activity.

- Money; images, materials/descriptions, and any physical cash, personal checks, and money orders.

All suspected contraband must be secured by Contractor as vital evidence. The County will provide Contractor with instructions for the handling and disposition of contraband.

Contractor, at Contractor's sole expense, will be responsible for returning all money to the sender.

4.3.6 County Policy Control and Updates for Inmate Mail

Notwithstanding Paragraph 4.3.5 (Contraband and Prohibited Materials Reporting Obligations) above, and any existing County policies, procedures, and unit orders, the County retains ultimate and final authority to determine what Inmate mail is permissible. This includes, but is not limited to, the content of letters and photographs within Inmate correspondence. The County will provide Contractor with written notice of any updates or changes to these policies and procedures. Contractor must comply with the most current version of the County's Inmate mail policies and procedures, and must ensure that all personnel involved in processing Inmate mail are familiar with and adhere to these policies and procedures.

4.3.7 Provision of Web-Enabled Inmate Mail Dashboard and Training

4.3.7.1 Dashboard Access

Contractor must provide the County with secure, real-time access to a web-enabled dashboard for viewing all Inmate mail that has been successfully digitized and is ready for delivery and/or printing. Contractor's dashboard must provide detailed information for each digitized mail, including, but not limited to, the following:

- Inmate name,
- Booking number,
- Facility,
- Sender name,
- Date of receipt,
- Date of digitization, and
- Delivery Status of each mail item.

4.3.7.1.1 Rejected Mail

Contractor must report, to County Project Manager, all rejected Inmate mail that falls

within the criteria specified in Paragraph 4.3.5 (Contraband and Prohibited Materials Reporting Obligations) above. Report must be available on Contractor's dashboard and must include the following information:

- Inmate name,
- Booking number,
- Facility, and
- Timestamp of mail receipt and rejection reasoning.

4.3.7.2 Dashboard Training

Contractor must, upon the County's request, provide comprehensive dashboard training to designated County personnel. The training must cover the following dashboard navigations and functionalities:

- search and filtering capabilities,
- report generating capabilities,
- security procedures, and
- troubleshooting.

4.3.8 Customer Support

Contractor must provide customer support to the County for all digitized mail inquiries as follows:

- Telephone support: 06:00 a.m. to 06:00 p.m. (PST), Monday through Friday. All calls received outside of these hours shall be directed to a 24-hour message system.
- Email support: 08:00 a.m. to 05:00 p.m. (PST) Monday through Friday.
- 24/7 online support for Contractor's dashboard.

4.3.9 Contractor's DIPMS Delivery Plan

Contractor's delivery schedule for all digitized mail must be approved in writing by County Project Director prior to commencement of Work and will be memorialized within the Contract [refer to Attachment H (Phase 1: DIPMS Mail Delivery/Print-Ready Schedule) to this SOW]. Contractor's delivery plan must include, but not be limited to, receiving, processing, scanning and delivering Inmate postal mail to all County Custody Facilities. Modifications to Attachment H (Phase 1: DIPMS Mail Delivery/Print-Ready Schedule) to this SOW, must not be made

without prior written authorization by County Project Director. To effect such modification, a Change Notice must be executed pursuant to Paragraph 8.1 (Amendments and Change Notices) of the Contract.

All copies of digitized mail must be delivered in accordance with Attachment H (Phase 1: DIPMS Mail Delivery/Print-Ready Schedule) to this SOW, or as mutually agreed upon by the County and Contractor.

Notwithstanding, the County and Contractor may make temporary adjustments to Attachment H (Phase 1: DIPMS Mail Delivery/Print-Ready Schedule) to this SOW, to accommodate County-observed holidays.

4.4 Proof of Concept (POC) for Inmate Tablet Devices (ITD)

The County intends to implement a POC at a Sheriff Custody Facility, determined by the Sheriff's Department. The primary objective is to test and validate the functionality and efficacy of mobile devices (ITD) and wall mounted kiosks by a diverse population of Inmates. This evaluation will focus on enhancing Inmate access to Sheriff's Department-approved content and providing secure communication opportunities to the Inmates within the controlled correctional environment through the usage of proven technologies as specified in Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract. The County's goals for the POC are as follows:

- a. Increase Inmates' communication (telephone, voicemail, email) capabilities.
- b. Provide educational content.
- c. Provide job and life skills content.
- d. Increase Inmate services electronically (grievances, requests, account balances/history, and court appearances).
- e. Reduce recidivism through the delivery of technology based educational/vocational training, spiritual/mental/emotional discipline, and other content expressly designed for Inmate rehabilitation and successful long-term reintegration with society.
- f. Provide expanded commissary services.
- g. Provide entertainment content.

The POC will focus on technical considerations such as network infrastructure needs (wireless and wired Kiosks), network protocols, Data Security, bandwidth, application integration/interfaces, as well as maintenance and support.

The POC will be implemented at one Sheriff's Custody Facility for a period of 12 months (three months for technical planning, deployment, implementation, and nine months for operational use of the ITD solution). The POC may be extended beyond the 12 months, at the sole discretion of the County, to allow for further testing.

4.4.1 POC Project Assumptions (Network/Infrastructure)

Contractor must perform a Wi-Fi survey of the selected Sheriff Custody Facility for all housing locations, as follows:

- a. Assess the Wi-Fi to determine usage, coverage, and identify potential issues such as interference/collision of Access Point (AP) traffic.

Additionally, any areas adjacent to housing areas will need to be assessed to address any coverage bleeds.

- b. Perform a Wi-Fi validation walkthrough of the selected Sheriff Custody Facility prior to the POC with Sheriff's Department technical staff and project stakeholders.

*Note: The Sheriff's Department will provide a Cisco Wi-Fi survey as part of the RFP. Additionally, a subsequent Cisco assessment will be provided as a post review after POC implementation.

4.4.2 Contractor Responsibilities During the POC

4.4.2.1 Inmate Tablet Device:

- a. Contractor must, at Contractor's sole expense, provide ITDs for the POC to accommodate each Inmate housed at the selected Sheriff Custody Facility.
- b. Contractor must provide Inmates with unique User IDs/Passwords. Contractor's ITDs must require a two-part secure login identification process which includes Inmate booking number (seven or eight digit).
- c. Contractor must obtain all licensing for content and submit all accessible content to the Sheriff's Department for approval, prior to it being made available to Inmates.
- d. Contractor must dynamically create Inmate-specific content based on the Inmate's profile.
- e. Contractor must ensure the ITD solution is operational seven days-per-week, during the hours of 8:00 a.m. to 8:00 p.m. (Pacific Time) or as directed by County Project Manager.

- f. Contractor must, at Contractor's sole expense, repair, replace, and upgrade all ITDs (e.g., software, applications, operating systems).
- g. Contractor must fix/repair all ITDs off-site providing a shipping method, at no cost to the County.
- h. Contractor must provide all updates over the internet via the VDN.
- i. Contractor must not place any advertising content on ITD without prior approval from the County, which approval may be revoked at County's sole discretion.
- j. Contractor must provide ITDs on a rolling cart for immobile or high-security Inmates.
- k. Contractor must provide secured storage containers/charging stations for ITDs to be locked in to prevent unauthorized access when not in use and for refreshing of content and software updates for all ITDs.
- l. Contractor must provide each Inmate one pair of earbuds and/or earphones at no cost to each Inmate upon booking. Contractor will not be responsible for lost, stolen, or damaged earbuds/earphones.

Earbuds and/or earphones must be designed for correctional environment use. The earbuds are not to be made available to the Inmate population until approved by the County Project Manager.

Replacement earbuds/earphones will be available to Inmates for purchase via commissary service.

4.4.2.2 Kiosks (Wall-Mounted):

Contractor must provide wall mounted Kiosks for the purpose of testing the docking capabilities of the ITD, providing self-services (e.g., resetting passwords), receiving/sending email as well as uploading and/or downloading data/content and updates as follows:

- a. Contractor must provide a docking station in each module to provide charging and refreshing of content and software updates for all ITDs.
- b. Contractor must provide two wall-mounted Kiosks per housing module.

- c. Contractor must test the wired Kiosks to accommodate the upload/download capability of the ITD(s).
- d. Kiosks must be encased with detention and correctional grade tamper proof casing.
- e. Kiosks must provide the ability for an Inmate to receive/send email(s) and download copies of their digitized postal mail.
- f. Kiosks must allow Inmates to log on using a unique User ID/Password.
- g. Kiosks must restrict Inmates from making unauthorized modifications to the devices.

4.4.3 County Responsibilities during the POC

- 4.4.3.1 Each day County staff will assign ITD's to Inmates based on a unique identifier (e.g. booking number).
- 4.4.3.2 Sheriff's operational staff will be responsible for:
 - Distributing and collecting all ITDs,
 - Charging the ITDs using Contractor provided charging carts,
 - Storing all ITDs and charging carts, and
 - Creating service requests for ITD services and repairs.
- 4.4.3.3 The Sheriff's Department's Network (SDN) will be responsible for environmentals associated with Vendor Data Network (VDN) infrastructure.
- 4.4.3.4 The County will provide physical access to server and all communication rooms.

4.4.4 Contractor's Technical Support during the POC

- 4.4.4.1 Providing sufficient staffing and support consistent with adhering to the Service Level Agreement requirements of the Contract [refer to Exhibit B (Service Level Agreement) to the Contract], which must include supporting the network, ITDs and Kiosks [operating system applications, security, software, User authentication, mobile device management, help desk services for both Inmates and County staff].
- 4.4.4.2 Providing on-site technical support during business hours and 24/7 remote support for the ITD Solution including content management and application interfaces.

4.4.4.3 Providing all Updates to the ITDs through wireless connection “over the air” as well as administered through the wall mounted Kiosks.

4.4.4.4 Helpdesk triage and escalation procedures of all ITD issues.

4.4.5 Requirements Prior to Commencement of Work on POC

4.4.5.1 POC Vendor Data Network (VDN)

Contractor must develop an implementation plan for a VDN. Contractor’s POC implementation plan must be submitted to the SDN management team for approval prior to implementation.

4.4.5.2 Contractor’s VDN implementation plan must include an assessment of the following:

- a. Quality, speed, and coverage of connectivity.
- b. Identify potential issues such as interference/collision of AP.
- c. Identify any Wi-Fi channel conflicts with existing Sheriff’s wireless deployment.
- d. Security configuration, operation, incident response, and vulnerability assessments that must be approved by the Sheriff’s Department Data Security Unit.
- e. Network bandwidth capability.
- f. Strengths and weaknesses of network.
- g. Implementation support requirements must include hardware, software, facilities, and materials.
- h. Impact on business operations.
- i. Impact on Sheriff’s Department technical support staff.
- j. Timeline of expected events and roll-outs.
- k. Cost-effectiveness of ITD solution.

4.4.5.3 Contractor’s Assessment Description:

Contractor must develop an assessment document that contains the following:

- a. Operational Impact:
 - i. Sheriff’s Department operational staffing levels necessary to support the ITD solution.

- ii. Facility modification/enhancements necessary to support the ITD solution.
- b. Technical Impact:
 - i. Sheriff's Department technical staffing levels necessary to support the ITD solution:
 - Network
 - Routers
 - Switches
 - Protocols (MPLS)
 - ii. Data Security
 - iii. Helpdesk triage and protocol (for ITD):
 - Average length of initial response, and
 - Average length of resolving issue.
 - iv. Application performance
 - v. Integration/Interfaces (Web Service, API's, and URL to support disparate system integration)
 - vi. Maintenance and Support
- c. Implementation Strategies:
 - i. Vendor Data Network, and
 - ii. Assigned ITDs and Shared ITDs.

4.4.6 Task 1: POC Technical Assessment

Contractor's technical assessment must, at a minimum, include the following:

4.4.6.1 Task - Review Network Requirement

Contractor must identify, analyze, and document all network requirements for the POC.

4.4.6.2 Deliverable - POC Technical Assessment Report

This deliverable must be a detailed record of the VDN network infrastructure (and all technical needs for the POC as well as the projected/anticipated needs for a deployment at all Sheriff's custody and detention Facilities as described in Attachment G.1 (Sheriff Facilities and Inmate Phone Locations) to this SOW. The report must contain the following:

- i. Wi-Fi survey for the selected Sheriff Custody Facility. *
- ii. Wi-Fi survey for all Sheriff Facilities. *

*The Sheriff's Department will provide a current Wi-Fi assessment for each Sheriff Facility as a baseline for Contractor's subsequent Wi-Fi assessment.

- iii. Network Architecture Diagram of VDN.
- iv. Application Architecture Diagram (integration points).
- v. Hardware/Software Inventory needed for both the POC as well as deployment at all Sheriff Facilities.
- vi. Data Security Requirements.
- vii. Network Security Requirements.
- viii. User Logon Security Requirements.
- ix. Network Security Auditing Strategy.
- x. Application Performance Summary.

4.4.7 Task 2: VDN Implementation

4.4.7.1 Task - Contractor must plan and execute the physical cabling infrastructure and hardware installation ensuring a robust and reliable network.

4.4.7.2 Deliverable – Physical Implementation

Contractor will be responsible, at Contractor's sole expense, for all Facility modifications needed to implement the POC, including, but not limited to:

- a. Coring/drilling.
- b. Conduit/wiring.
- c. Data communication equipment: routers, switches, Access Points (AP), etc.
- d. Deployment.
- e. Configuration.
- f. Security and management of the wireless network.
- g. Installing and terminating new fiber optic cabling (single and multi-mode) from main communications room to secondary communications room.
- h. Installing a new main data communications router and data circuits.
- i. Installing a main data communications switch and numerous secondary communication switches in all secondary communication rooms.

- j. Installing new separate wireless APs throughout the selected Sheriff's Custody Facility.

4.4.8 Task 3: VDN Initial Assessment Requirements

4.4.8.1 Task – Contractor must verify that the VDN meets the requirements and objectives listed in Paragraph 4.4.5.1 [POC Vendor Data Network (VDN)] above.

4.4.8.2 Deliverable – WiFi Assessment Report

Contractor must provide an assessment report for the option to use a separate Contractor-supplied Wi-Fi implementation. Contractor's VDN solution must not have any adverse impact to the Department's existing Wi-Fi.

All VDN equipment must be previously reviewed and approved by the County.

4.4.9 Task 4: Comprehensive Network Design

4.4.9.1 Task – Contractor must implement a robust and secure network infrastructure which includes designing, installing and maintaining the hardware and software necessary for a functional VDN network.

4.4.9.2 Deliverable – Network VDN

Contractor's must complete the following VDN network requirements:

- a. Contractor must provide a comprehensive/detailed network design.
- b. Contractor must pull/install and manage all electrical needed for the POC (e.g., routers, switches, controllers, and AP's, Kiosks, etc.).
- c. Contractor must physically separate (caging) switches and routers (in common communications closets).
- d. Contractor must provide and use industry standard ethernet cabling for any access point needed to support the POC.
- e. Contractor must install all access points necessary to support the areas for the ITD solution and any surrounding coverage areas that could be impacted from radio frequency coverage overlap.
- f. Contractor must provide all necessary design drawings and building modification schematics in AutoCAD files. These documents must conform to

all relevant and applicable jurisdiction regulations and County building code standards and guidelines, which must be in electronic format. All related permits must be acquired from the County's Department of Public Works by Contractor and copies of all documentation must be provided to the Sheriff's Department.

- g. Contractor must ensure sufficient Wi-Fi coverage for the ITD solution.
- h. Contractor must provide an electronic asset management solution for the ITDs.
- i. Contractor must use Access Control List (ACL's) which will specifically permit IP addresses and URLs.
- j. Contractor must monitor ITDs and wireless infrastructure to determine if an ITD has not registered with the network.
- k. Contractor must ensure the VDN and all devices comply with the County's Information Technology Security policies and standards.
- l. Contractor is responsible for endpoint protection software and security patches on all devices.
- m. Contractor must coordinate the response to any security incidents with the Sheriff's Department's Information Security Officer.
- n. Contractor must assume total control of network resources. The Sheriff's Department will have no visibility or control over this network.
- o. Contractor must make the network available to the Sheriff's Department's Information Security Office for a security audit with a 72-hour advance notice.
- p. Contractor assumes all liability for any unauthorized access of the network.

4.4.10 Evaluation Criteria for POC

4.4.10.1 Mandatory Technical Requirements

The Sheriff's Department will evaluate Contractor's Services offered on the ITD Solution to verify that the following technical requirements, and as further specified in Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract, have been met to the County's satisfaction.

Any ITD update deployment time frames, including software upgrades, enhancements, revisions, new application version releases, improvements, bug fixes, and security patches must be mutually agreed upon by Contractor and County Project Manager:

- a. An ITD software upgrade “over the air” and through Kiosks:
 - i. Operating system upgrade, and
 - ii. Application upgrade.
- b. Weekly performance testing and benchmarking of ITD for each application.
- c. ITD System integration testing – Sheriff’s Department-enabled content (Inmate grievances, requests, etc.).
- d. Wi-Fi testing.
- e. Staff initiated or unplanned shutdown of ITDs at the module or Facility level.
- f. Geo Fencing of ITDs – impact of Inmate movement.
- g. Applying ITD and application roles and permissions.
- h. Validation/verification of any interference with Sheriff’s Department Wi-Fi usage such as medical point of care devices, security checks, and mobile inmate events.
- i. ITD System interface testing – Sheriff’s Department’s Inmate applications:
 - i. Workflow validation to ensure that the interface engine handles Sheriff’s Department’s standard workflows as expected for the maintenance of inmate inquiries and transactions (e.g., debit/credit card processing for content purchasing, Inmate balance accounts, inmate housing locations).
 - ii. Performance testing on high-volume transactions

4.4.10.2 Mandatory Functional Requirements

The Sheriff’s Department will evaluate Contractor’s Services offered on its ITD solution to verify that the following functional requirements, and as further specified in Exhibit J [Inmate Communication System

and Services (ICSS) Solution Requirements] to the Contract, have been met to the County's satisfaction:

- a. Inmate Requests (Sheriff's Department application):
 - i. Account history and fund balance,
 - ii. Court appearances,
 - iii. Scheduled visits,
 - iv. Medical, dental, and mental health,
 - v. Tele-visit,
 - vi. Inmate grievances:
 - Electronic form through CARTS (Sheriff's Department internal application),
 - Response capability via electronic disposition, and
 - Electronic tracking capability.
- b. Email:
 - i. Email messages processed through security monitoring workflow (software and County staff approval involvement capabilities).
 - ii. Investigative software feature to include search capabilities and flagging of prohibited messages (pre-determined by the County), with approval review capabilities.
 - iii. Archive storage:
 - Email retention determined by County policy.
 - Block deletion of emails/attachments by Inmate.
- c. Commissary ordering: integration will be accomplished by a URL link to the County's Inmate commissary provider ordering application.
- d. Electronic Library:
 - i. Law library,
 - ii. Jail rules,
 - iii. Digital e-books (free educational books; other approved books available for purchase), and
 - iv. Daily news (free approved .pdf or equivalent; other approved content available for purchase).

- e. Basic appropriate periodicals (free educational periodicals; other approved periodicals available for purchase).
- f. Inmate briefings, automated requests, notices to Inmates (Inmate voter registration).
- g. Inmate information portal (court dates, release dates, resource addresses).
- h. County-approved electronic entertainment:
 - i. Games,
 - ii. Music (library of free music),
 - iii. Music (paid download of deluxe approved music), and
 - iv. Podcasts
- i. Telephone (VOIP):
 - i. Personal telephone use through issued ITD (calls will be managed and monitored using the same method/technologies for Telephone Instruments).
 - ii. Use of headphones for privacy.
- j. Video Orientation:
 - i. Inmates can access orientation videos and Facility-specific instructional videos.
- k. Education:
 - i. Educational classes on ITD platform (high school, vocational, TED talks). Some educational content may be accessed by an external URL (as authorized and approved by the Sheriff's Department Information Security Officer (ISO) and County Project Manager).
 - ii. Attend/complete court mandated classes.
- l. Prison Rape Elimination Act:
 - i. Notices/education, and
 - ii. Reporting procedures.
- m. Inmate Video Visitation.
- n. The ability to allow Inmates to acknowledge and accept documents and take surveys electronically.

- o. Payment platform which allows Inmates to purchase County-approved fee-based services using funds from their Inmate trust account. Contractor must provide a table payment platform consistent with Exhibit C (Pricing Schedules) to the Contract. Inmate initiated purchases on the ITD must engage a standard web services or API for debiting the Inmate's trust account.
- p. In accordance with Paragraph 4.3 (Digitized Inmate Postal Mail Services) above, the ITD solution must have the ability to retrieve and display scanned postal mail delivered to Inmates in the event the County opts to implement Phase 2 (Tablet/Kiosk Delivery Mail Scanning Services) of Digitized Mail Services.
- q. At any time throughout the POC and at the County Project Manager's discretion, ITD or Kiosk functionality or availability may be limited or restricted. The limitations may be implemented at various locations throughout the Facility.

4.4.10.3 Mandatory Vendor Data Network Requirements

- a. Contractor must furnish secure and independent network connectivity for all ITD services that allow for continuous monitoring and content updates and does not conflict with any existing wired or wireless network in the Facility existing at any time.
- b. If a conflict occurs, it is the sole responsibility of Contractor to correct any issues.
- c. The ITD must not have any adverse impact to the existing Sheriff's Department Wi-Fi or Inmate data network (2.4, 5g (802.11a/g/n/ac) Wifi6 (802.11ax)).

4.4.11 POC Acceptance

The County and Contractor will coordinate all steps required for the POC testing and validation. Upon the County's certification of the requirements and fully functional and deficiency-free deliverables specified in this Paragraph 4.4 [Proof of Concept (POC) for Inmate Tablet Devices (ITD)], and Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract, the County, in its sole discretion, will provide written confirmation of final acceptance of the POC.

4.4.12 Additional Facilities

4.4.12.1 The ITD solution may be expanded, at the County's sole discretion, to other Sheriff's Facilities.

4.4.12.2 At any point throughout the Contract, the Probation Department can elect to establish a POC at their Detention Facilities. Contractor must provide design, installation, implementation, and testing of the POC for the Probation Department's ITDs as specified in Paragraph 4.4.8.2 (Mandatory Functional Requirements) of this SOW. Such option will be exercised in the form of an Amendment to the Contract consistent with Paragraph 8.1 (Amendments and Change Notices) of the Contract.

4.4.13 Service Level Agreement for ITD Solution:

Following acceptance of the POC, Contractor must provide maintenance and support services for the ITD Solution, at no additional charge to the County. A detailed maintenance and support agreement will be developed and agreed to by the County and Contractor. At such time, a Change Notice will be executed to update Exhibit B (Service Level Agreement) to the Contract to memorialize the terms of the maintenance and support for the ITD Solution.

5.0 SYSTEM ADMINISTRATION

Within 30 Days of the effective date of the Contract, Contractor must create and deliver a Project Control Document (PCD), for each Department, which includes a project plan, schedule, risk assessment, and related Project Control Documentation. Additionally, Contractor must provide ongoing management of the project and updates to Project Control Documents, throughout the term of the Contract.

Under no circumstance will the PCD be used to amend or change any Work requirement in this SOW or any term or condition of the Contract.

5.1 Project Control Documents Requirements

The contents of each PCD must include the relevant elements of the following:

5.1.1 Introduction: Summarizes the project plan; a review of the shared vision for the project relationship, the strategic goals of the implementation effort, and how Contractor will contribute to meet the County's business objectives.

5.1.2 Executive Summary: Provides a high-level overview of the main features and goals of the project plan.

- 5.1.3 Project Mission and Objective: Describes the business case for proceeding with the project, the objectives to be achieved under the project, and critical success factors for Sheriff's and Probation Departments; all based upon information provided to Contractor by the County, and any assumptions or limitations related to the project plan.
- 5.1.4 Project Scope: Describes the overall scope and deliverables of the engagement; acts as a confirmation of project scope, phasing, and automation objectives.
- 5.1.5 Work Breakdown Structure: Identifies the phases within the overall project implementation and the key deliverables within each phase. It may also delineate to the task level, if appropriate.
- 5.1.6 Master Project Schedule: Following the Work Breakdown Structure, this schedule identifies the activities, key milestones, and estimated duration for activities on the project. It must also highlight all mutually agreeable activities, deliverables, or milestones for which Sheriff's and Probation Departments are responsible and that will affect the success of the project. All project activities, deliverables, and milestones (Contractor, Sheriff's and Probation Department) will be linked into a Critical Path Analysis. Contractor, Sheriff's and Probation Department will review this analysis monthly.
- 5.1.7 ICSS Integration and Test Plan: Contractor must develop a detailed ICSS Integration and Test Plan for the phased integration of Contractor's ICSS, including, but not limited to, plans and schedules for the installation and integration of local and international telephone systems and services at Sheriff and Probation Facilities. These Facilities include locations that currently have telephone systems installed and identified locations that do not presently have telephone services. Test Plan must include:
 - a. Contractor's plan for providing on-site technical support during ICSS installation and testing, and
 - b. County Project Manager's presence and involvement for quality assurance and compliance.
- 5.1.8 Change Control Plan: Describes the activities and processes for change management during the project (i.e., how a potential project change is requested, impact assessment, response to request, and authorization).
- 5.1.9 Project Team: Identification of Contractor's project team and project organization, including defining the roles and responsibilities of the project team members.
- 5.1.10 Risk Assessment and Management: Identification of project risks and mechanisms to handle these risks, in a risk management plan.

- 5.1.11 Project Acceptance Criteria and Transition Plan: Describes the expressed conditions detailed in Paragraph 5.2.1 (ITS Integration Planning Considerations) of this SOW, where the implementation may be accepted as complete, and outlines all transition deliverables after project acceptance has occurred.
- 5.1.12 ICSS Operations Plan: Contractor must submit an ICSS Operations Plan that describes Contractor's strategy and procedures for maintaining reliable Inmate telephone services, including: system design features, system monitoring, hardware redundancy, system maintenance, repair parts inventory, emergency response, contingency plans, and investigation of complaints or billing errors as further detailed in Paragraph 6.0 (System Maintenance and 24/7 Technical Support) of this SOW.
- 5.1.13 Communications Plan: Detailing scheduled communication regarding all phases of implementation and identifying Contractor's team members who will be providing the scheduled communications, including conference dates, daily, weekly and monthly communications by type, and by ETA.

When the PCDs are complete, Contractor Project Manager must submit the initial release documents to County Project Manager for review and comment.

County Project Manager will be responsible for distributing copies of the initial release document, for internal review. County Project Manager is responsible for consolidating County's comments and for providing a clearly marked version of the draft document to Contractor Project Manager. County Project Manager will have 10 Business Days from receipt of each respective PCD to review and return the consolidated comments to Contractor Project Manager, unless otherwise agreed to by the parties.

Contractor must review and evaluate the County's comments and respond in writing, within five Business Days of receipt of County's comments. The County's comments and Contractor's response will be discussed and integrated into a final and mutually agreeable version, within five Business Days, unless otherwise agreed to by the parties. County Project Director and Manager must sign the final versions of the PCDs.

5.2 Phased Integration of New Inmate Telephone System

Contractor must develop and submit detailed plans for the provision of necessary telephone equipment and the phased integration of the new ICSS, while minimizing the impacts to current Inmate telephone system operations. The detailed plan is due 30 Days following the effective date of the Contract. Any Facility modifications planned by Contractor will require prior written approval from County Project Manager.

5.2.1 ITS Integration Planning Considerations

In order to ensure a smooth system transition, Contractor must provide sufficient qualified technicians to support the ITS integration and test activities. Contractor must replace all Telephone Instruments with new devices as described in Paragraph 4.1.1 (Telephone Instruments) of this SOW and Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to the Contract.

Contractor must submit equipment lists, rack elevations, and power and air conditioning requirements for all equipment to be installed in the communications rooms at each Facility listed on Attachment G (Facilities and Inmate Phone Locations) to this SOW. If there is insufficient space within the communication rooms or on data communication racks, Contractor must install additional data communication rack equipment, power, etc. Contractor is responsible for: a) equipment delivery, unpacking, installation, and test activities, and b) safeguarding tool inventories and maintaining a safe and clean work environment, including the timely removal of all tools, parts, and packing materials.

Initial phases of Contractor's installation, configuration, and test activities must not interfere with normal operations of the current Inmate telephone system at each Facility. Telephone Platforms must be tested initially in a test environment, prior to their phased installation. New Telephone Instruments must be installed, tested, and activated in such a manner that no other telephones are adversely affected. Existing telephone systems and Telephone Platforms must remain in place until the phased installation and cutover is complete, and the new ITS and equipment become fully operational.

Contractor's automated operator ITS and Telephone Platform must become fully operational upon the successful completion of all ITS integration testing and acceptance by the County. The ITS solution will achieve County acceptance upon completion of a 60 consecutive Day cycle free of any major Deficiencies. Upon occurrence of any major Deficiency, during this test period, Contractor must correct such Deficiency, and the 60 consecutive Day cycle free of major Deficiencies will restart.

All Telephone Platform installation plans and schedules will be reviewed and approved by County Project Manager, in order to minimize impacts to normal operations.

5.3 Training

Contractor must provide training on system administration, including operation and maintenance of the ICSS and Inmate monitoring/recording

techniques, at no cost to the County. Training must include classroom and hands-on training for County system administrators, investigators and personnel designated by County Project Director.

Approximately 200-300 Sheriff and 20 Probation personnel will require ICSS investigative and/or administration training at intervals requested by County Project Director. Each class must have no more than 25 students, be no more than eight hours per Day, and not more than two Days in length. Students must be provided with printed material on features/functions of the ICSS to use as reference that can be taken back to their work location. All new training, recurrent training, training locations and class size will be determined by the County. Contractor will be given advance notice as training classes are scheduled. ICSS System investigative and administrative training for all designated County personnel must be completed within 180 Days of the completion of the transition period.

Contractor must provide additional ICSS investigative and/or administration follow-up training as required by the County Project Manager for new personnel assigned as County system administrators, managers, investigators, and recurrent training as needed, at no cost to the County.

Supplemental refresher training may be performed periodically or as requested by the County via webinar or video conferencing.

Additionally, Contractor must provide training to County staff on Contractor's Digitized Inmate Postal Mail Services dashboard as further specified in Paragraph 4.3 (Digitized Inmate Postal Mail Services) of this SOW, as well as report retrieval and ad-hoc queries training as requested by County Project Manager.

6.0 SYSTEM MAINTENANCE AND 24/7 TECHNICAL SUPPORT

Following successful implementation of the ICSS, as determined by the County, in its sole discretion, Contractor will be required to provide standard ICSS support. Maintenance and support requirements and service levels are described in Exhibit B (Service Level Agreement) to the Contract and elsewhere throughout the Contract.

7.0 REPORTING REQUIREMENTS

7.1 Biweekly Project Status Reports During the System Integration Period and Test Plan

Contractor must prepare and submit biweekly Project Status Reports during the ICSS integration period to County Project Manager on the 1st and 15th of each month, or on the next working Day if the due date falls on a Saturday, Sunday or County-recognized holiday. Such reports must, at a minimum, include:

- a. Period covered by the report,
- b. Project progress and plans,

- c. Issues tracking, including Deficiencies,
- d. Project work schedule, including work that was completed and work schedule for completion, which was not completed,
- e. Updates to the Project Control Document,
- f. Project risks identified through the quality assurance process, and
- g. Any other information for which the Sheriff's and Probation Departments should be made aware or may reasonably require.

7.2 Contractor's Account Management and Reporting Responsibilities

Contractor Project Manager must submit Monthly ICSS Management Reports to the County. Monthly ICSS Management Reports must include the following information for each Facility:

- 7.2.1 Financial data, including call volume, total minutes, total amount billed, taxes and regulatory fees paid, and Tablet Revenue collected.
- 7.2.2 Maintenance activity, including problems encountered and corrective action taken to resolve.
- 7.2.3 Summary of public and Inmate complaints received, and corrective action taken to resolve.
- 7.2.4 Summary of usage and non-usage by Telephone Instrument and Facility.
- 7.2.5 Call attempts.
- 7.2.6 Non-working Telephone Instrument report in real-time.
- 7.2.7 Completed Call versus Incomplete Call report by Facility.
- 7.2.8 Free Weekly (no cost to the County) call report by Facility.
- 7.2.9 Booking call and release call report by Facility.

These reports must be available to Sheriff's and Probation Departments through the System Administrative Consoles and submitted monthly by email to County Project Manager, and as requested.

7.3 Monthly Project Reports

- 7.3.1 Contractor must submit Monthly Project Reports, pertaining to the operation and maintenance of the ICSS. Monthly reports must be for the period including the first day of the month through the last day of the month. All Monthly Project Reports must include, but not be limited to, the following:

- a. List of Telephone Instruments

Information on Facility name, address, telephone number, location of Telephone Instrument, installation date, date removed, and date reinstalled; total, cumulative since

installation, and downtime for each Telephone Instrument must also be included.

b. Total Inmate Calls Completed and Amounts Billed

Reports must be in summary format by Facility and telephone number. Reports must include the total number of calls, destination numbers, total minutes, amount billed, call initiation instrument (Telephone Instruments or Tablet), and must be broken down by domestic and International Calls.

c. Total Inmate Calls Not Completed

Reports must be in summary format and must include the total number of calls sorted by type of call (i.e., domestic and International Calls), and initiation instrument; must indicate the cause associated with the Incomplete Calls and an aggregate total of each value.

d. Summary of Any Unauthorized Inmate Call Activity Detected

Reports must be in summary format by Facility and must contain any information available to support the subsequent investigation of such activities.

e. Summary of Telephone System Outages and/or Maintenance Performed

Reports must be in summary format by Facility and must contain a brief problem description and corrective action taken to resolve the problem.

The report must also include the date, time, and first and last name of person who notified County Project Manager. The report must also include: Severity Level, resolution date and time, Deficiency time in 1-hour increments, Downtime Credits due, and the anticipated amount due to the County.

The reports must be in a Microsoft® Excel format and be delivered monthly, via email, to County Project Manager, and available upon request. The reports must also be made available on the System Administrative Console via web access. Reports must clearly indicate locations of any maintenance performed, a detailed description of maintenance, all cumulative maintenance tickets/requests, logs, and other items as determined by County Project Manager. County Project Manager will track Maintenance Records and Reports to ensure Contractor is in compliance with any maintenance recording or reporting and with the timely repairs of aforementioned items.

f. Telephone Inspection and Maintenance Log

This report must include listing of complete phone inventory by location, device type, activation date, time and date of last inspection, administrator conducting inspection, inspection status, maintenance status, and functionality.

g. DIPMS Reception and Inspection Report

All digitized mail is subject to inspection by the designated County personnel. To ensure accuracy and completeness, the County will conduct a digitized mail reconciliation, wherein the County will verify the integrity and the count of all scanned mail. Any discrepancies between the count of mail that has been digitized, delivered and/or rejected by the County mail be identified, documented, and corrected.

h. Inmate Tablet Device Revenue Summary Report

This report must include a summary of all monthly Tablet services itemized by service category, type, location, quantity and Revenue. The total billable Tablet service amount must be tabulated, and the County Tablet Revenue Rate must be detailed.

7.3.2 These reports must be provided monthly, via email, to County Project Manager, and by request as needed.

7.3.3 Contractor's written reports must utilize Microsoft® Word or other format to be determined by County Project Manager, for the narrative portions, and Microsoft® Excel for the Inmate billing and Revenues earned reports.

7.3.4 Contractor's written reports are due no later than 5:00 p.m. (Pacific Time), on the fifth Business Day of the following month, reporting for the prior month.

7.4 Year-End Summary Reports

Contractor must submit Year-End Summary Reports, including Annual ICSS Management Reports, pertaining to the operation of Contractor's ICSS. The reports must minimally provide total call volume, total minutes, and International Calls, and must also include an aggregate total of each of these values. If applicable, the reports must also indicate the Tablet Revenue payments, taxes, and any other associated fees, uncollectibles and recovered uncollectibles, including any accounts receivables sold during the year.

Contractor is encouraged to add categorical data for this report where it better serves the County's intent. More specifically, this report is intended to provide an at-a-glance, yet comprehensive means of deciphering the various areas in which usage and costs are incurred and must be intuitive for the County to review and reconcile.

The Year-End Summary Reports format must be by Facility and include information to determine Inmate telephone call volume by number of accepted calls and minutes, by hour, cellblock, dayroom, floor, dormitory, or other area of interest.

All Monthly Project Reports must be included in the Year-End Summary Reports and must outline month-to-month performance summary.

Contractor's written reports must utilize Microsoft® Word or other format to be determined by the County Project Manager, for the narrative portions, and Microsoft® Excel for the billing and Revenues earned reports.

Contractor's Year-End Summary Reports are due no later than 5:00 p.m. (Pacific Time), on the fifth Business Day of the month following the end of the Contract year. This report must be provided via email to County Project Manager. County Project Manager may elect to modify the method or storage medium of delivery at any point throughout the Contract.

In addition to submitting required biweekly/monthly/annual ICSS management reports, within 30 Days following the end of the Contract year, Contractor Project Manager or Senior Management personnel (Contractor's executive management personnel to whom Contractor Project Manager reports) must meet with the County and provide a comprehensive report of Inmate call activity for the Contract year, along with providing a comprehensive presentation recapping any key areas of successes and/or concerns, as well as addressing intended strategies for the upcoming Contract year.

Contractor must also maintain and archive telephone billing records for the full duration of the Contract, and for an additional five years beyond the Contract term.

7.5 Ad Hoc Reports

Contractor must provide County Project Manager with various ad-hoc query and reporting capabilities, which must include, but not be limited to, network up/down time statistics available to County Project Manager at any time via web-based console access.

8.0 QUALITY CONTROL

Contractor must establish and utilize a comprehensive Quality Control Plan to assure the County a consistently high-level of service throughout the term of the Contract. The plan must be submitted to County Project Manager for review. The plan must include, but may not be limited to, the following:

- a. Method of monitoring to ensure that Contract requirements are being met, and
- b. A record of all inspections conducted by Contractor, any corrective action taken, the time a problem was first identified, a clear description of the

problem, and the time elapsed between identification and completed corrective action and must be provided to the County upon request.

9.0 QUALITY ASSURANCE PLAN

The County will evaluate Contractor's performance under the Contract using the quality assurance procedures as defined in Paragraph 8.15 (County's Quality Assurance Plan), of the Contract.

9.1 Monthly Quality Assurance Inspection Meetings

Monthly quality assurance inspection meetings with the County must be scheduled by Contractor.

9.2 Contract Discrepancy Report (Exhibit K) to the Contract

Verbal notification of a Contract discrepancy will be made to Contractor Project Manager as soon as possible whenever a Contract discrepancy is identified. The problem must be resolved within a time mutually agreed upon by the County and Contractor.

County Project Manager will determine whether a formal Exhibit K (Contract Discrepancy Report) to the Contract, will be issued. Upon receipt of the Contract Discrepancy Report, Contractor is required to respond in writing to County Project Manager within five Business Days, either acknowledging the reported discrepancies or presenting contrary evidence. A plan for correcting all Deficiencies identified in the Contract Discrepancy Report must be submitted to County Project Manager within 10 Business Days.

9.3 County Observations

In addition to Department contracting staff, other County personnel may observe performance, activities, and review documents relevant to the Contract at any time during normal business hours. However, these personnel will not unreasonably interfere with Contractor's performance.



LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
Custody Facility Clearance Application



Applicant's Name: _____

CDL# _____

Please review the below disqualification criteria prior to completion:

- Is currently on Probation or Parole (County, State, or Federal)
- Registered as a sex offender, narcotics offender, or arson offender
- Have been convicted and incarcerated in any Federal prison, State prison, or County jail within the last 7 years
- Are currently listed as a restrained person on a Protective Order/Restraining Order
- Have had an affiliation with a criminal street gang or any person of notorious reputation within the last 15 years
- Have active warrants or pending criminal cases
- Have used any controlled substance without a physician's prescription within the last 5 years
- Have attempted to escape or been convicted of aiding and abetting an escape from any Federal prison, State prison or County jail
- Have a lengthy history of criminal offenses
- Have a felony conviction pursuant to Penal Code 1192.7(c) and/or; misdemeanor conviction pursuant to Penal Code 667.5(c) which may include but are not limited to:
 - Murder or Attempted Murder within the last 15 years
 - Weapons law violation within the last 15 years
 - A serious or violent felony, including charges that were considered serious or violent and or categorized as a serious or violent felony at the time of conviction, within the last 15 years, or convicted of a serious or violent misdemeanor within the last 3 years
 - Possession of a controlled substance for sale within the last 15 years
 - Assault on a Peace Officer/Emergency Personnel within the last 15 years
 - Engaging in sexual abuse in a prison, jail, lock-up, community confinement facility, juvenile facility, or other institution (as defined in 42 U.S.C. 1997)
 - Engaging or attempting to engage in sexual activity in the community facilitated by force, overt or implied threats of force, or coercion, or if the victim did not consent or was unable to consent or refuse, or been civilly or administratively adjudicated to have engaged in the activity described in this section
 - Bringing a controlled substance or unauthorized item into a Federal prison, State prison, or County jail.
 - Presents any safety and security concerns that warrant denying a security clearance per the unit commander's discretion.

MUST BE COMPLETED BY ONE OF THE FOLLOWING:

LASD SPONSOR / PROGRAM COORDINATOR / PROJECT MANAGER / AUTHORIZED DHS SPONSOR

Requesting Clearance Unit: _____ Program/Project Name (IF APPLICABLE) : _____

LASD Sponsor (Sgt. or above) : _____ Employee # : _____ Date : _____

Program Contact / Project Coordinator (Please Print) : _____ Phone #: _____

(DHS/CHS Only) Position Applying For : _____ Custody Badge Recipient : Yes ____ No ____

Authorized Department Sponsor Name (Please Print) : _____ Phone : _____

Facility Access: MCJ CRDF TTCF EAST SOUTH NCCF NORTH IRC ALL

(Please Select) Escort: _____ Non-Escort: _____ Attorney Room: _____

Revised 8/10/22



LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
Custody Facility Clearance Application



Please read all instructions thoroughly prior to filling out application

Do not leave any sections blank in the subject area

If the section does not apply, place an "N/A" in the appropriate box.

Please print clearly. Incomplete applications will not be processed.

A color copy of your California driver's license or identification card must be submitted with this application.

Out of State Driver's License and/or Passports are not acceptable

APPLICANT INFORMATION: (NO P.O BOX ADDRESS)

LAST NAME, FIRST NAME, MIDDLE NAME:

CURRENT ADDRESS:

CITY:

STATE:

ZIP:

DRIVERS LICENSE #:

DATE OF BIRTH:

SOCIAL SECURITY #:

HOME PHONE:

CELL PHONE:

WORK PHONE:

EMAIL ADDRESS:

MARITAL STATUS:

SPOUSE/PARTNER NAME:

SPOUSE/PARTNER PHONE#

CURRENT EMPLOYMENT INFORMATION

EMPLOYER NAME:

EMPLOYER ADDRESS:

CITY:

STATE:

ZIP CODE:

PHONE:

SUPERVISOR NAME:

HOW LONG?:

EMERGENCY CONTACT

FIRST NAME:

LAST NAME:

HOME ADDRESS:

CITY:

STATE:

ZIP CODE:

PHONE:

E-MAIL:

RELATION:



LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
Custody Facility Clearance Application



CRIMINAL BACKGROUND (IF APPLICABLE)

HAS ANYONE YOU CURRENTLY LIVE WITH OR LIVED WITH IN THE LAST 5 YEARS BEEN ARRESTED OR CURRENTLY SERVING TIME IN JAIL / PRISON? IF YES, PLEASE EXPLAIN:

ARE YOU ASSOCIATED WITH ANYONE CURRENTLY INCARCERATED IN JAIL/PRISON? IF YES, PLEASE EXPLAIN (NAME, RELATIONSHIP, ETC.):

ARE YOU OR ANY OF YOUR FAMILY MEMBERS RELATED TO OR AFFILIATED WITH GANG MEMBERS? IF YES, PLEASE EXPLAIN:

HAVE YOU EVER BEEN ACCUSED OF SEXUAL ABUSE? IF YES, PLEASE EXPLAIN:

HAVE YOU EVER BEEN ACCUSED OF SEXUAL HARASSMENT? IF YES, PLEASE EXPLAIN:

HAVE YOU EVER USED DRUGS? IF YES, WHEN WAS THE LAST TIME YOU USED DRUGS? PLEASE EXPLAIN (BE SPECIFIC) :



LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

Custody Facility Clearance Application



ARREST/DETENTION INFORMATION

*Either as an adult or a juvenile, have you ever been detained for investigation, named as a suspect in a police report, held on suspicion, questioned, fingerprinted, or arrested by any law enforcement agency or military authority? **Please include expungements***

DATE:	CHARGE:
AGENCY:	PENALTY
DATE:	CHARGE:
AGENCY:	PENALTY
DATE:	CHARGE:
AGENCY:	PENALTY

EXPLANATION OF PRIOR OR ADDITIONAL ARRESTS, EXPUNGEMENTS, ETC:

HAS ANYONE EVER CALLED THE POLICE ON OR ABOUT YOU? IF YES, EXPLAIN:

ARE YOU NOW OR, HAVE YOU EVER BEEN ASSOCIATED WITH ANY ORGANIZATIONS, MOVEMENT, GROUP OR COMBINATION OF PERSONS WHICH ENGAGE IN CIVIL DISOBEDIENCE AS A METHOD TO ACHIEVE SOCIAL CHANGE? IF YES, PLEASE EXPLAIN:

HAVE YOU EVER PARTICIPATED IN AN UNLAWFUL DEMONSTRATION? IF YES, PLEASE EXPLAIN:

HAVE YOU EVER PREVIOUSLY APPLIED FOR OR BEEN DENIED ACCESS TO A CUSTODY FACILITY? YES ____ NO ____

IF YES, PLEASE EXPLAIN:



LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

Custody Facility Clearance Application



*****CHAPLAINS AND VOLUNTEERS ONLY*****

I WANT TO BE A VOLUNTEER WITH THE LOS ANGELES COUNTY SHERIFF'S DEPARTMENT BECAUSE...

LIST PREVIOUS VOLUNTEER EXPERIENCE AT ANY FEDERAL PRISON, STATE PRISON, OR COUNTY JAIL.

ORGANIZATION:			
ADDRESS:			HOW LONG?
CITY:	STATE:	POSITION:	
SUPERVISOR NAME:		PHONE:	

OTHER SKILLS, CERTIFICATIONS, AND LANGUAGES SPOKEN:



LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

Custody Facility Clearance Application



ACCEPTANCE AND TERMINATION FROM THE PROGRAM

I have applied for security clearance into The Los Angeles County Sheriff's Department Custody Facilities.

I acknowledge that I am not considered a compensated employee of the Los Angeles County Sheriff's Department. Notwithstanding any other provisions or statements to the contrary, I may be suspended, or terminated/dismissed at the order of the Los Angeles County Sheriff's Department without cause of any kind.

I authorize the release to read, review, or photocopy any documents to assess my suitability to enter any jail facility within The Los Angeles County Sheriff's Department. This includes, but not limited to Arrest Records, Probation/Parole Records, Booking Records, Traffic Convictions, and Jail/Custody information. I understand any omission of the requested information, offered misstatements, or untruthful statements provided on the current application are an automatic disqualification.

I authorize the full disclosure of any and all information that you may have concerning me, including information of confidential or privileged nature to a duly authorized agent of the Los Angeles County Sheriff's Department.

Upon approval of my security clearance application, I agree to attend an orientation class regarding custody facility safety and jail policies & procedures. I am aware any violation of the policies set forth may result in my access revoked into all facilities.

I HAVE READ, UNDERSTAND AND ACCEPT THE TERMS OF THIS AGREEMENT.

APPLICANT'S PRINTED NAME :

(Last)

(First)

(Middle)

APPLICANT'S SIGNATURE:

Date: ____ / ____ / ____

******* PLEASE READ *******

Long Term Security Clearances are effective for one (1) year from the date of approval. The unit or bureau sponsoring the non-Department person's security clearance is responsible for notifying RVS of any changes to the clearance and for requesting any extension of the clearance beyond the standard one (1) year period.



LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
Custody Facility Clearance Application



Type of Access (circle one):	<i>One Day/Short Term</i>	<i>Religious Volunteer / Clergy</i>
Fill in the following sections	(1, 2 & 4)	(1, 3 & 4)

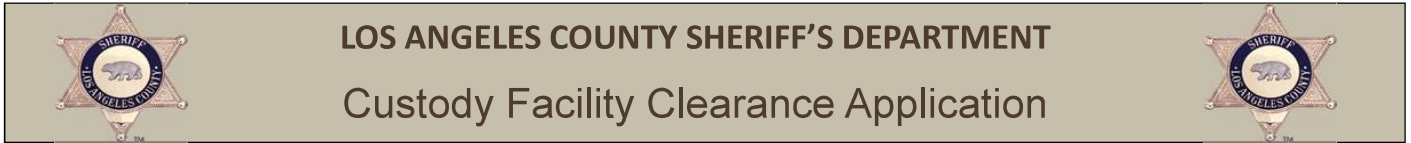
Application must be submitted with a color copy of the applicant's Driver's License or Identification Card (7) business days prior to visit

Please review the below disqualification criteria for all applicants prior to completion:

- Is currently on Probation or Parole (County, State, or Federal)
- Registered as a sex offender, narcotics offender, or arson offender
- Have been convicted and incarcerated in any Federal prison, State prison, or County jail within the last 7 years
- Are currently listed as a restrained person on a Protective Order/Restraining Order
- Have had an affiliation with a criminal street gang or any person of notorious reputation within the last 15 years
- Have omitted requested information, offered misstatements, lied, or provided incomplete statements on the current or any previous security clearance application
- Have active warrants or pending criminal cases
- Have used any controlled substance without a physician's prescription within the last 5 years
- Have attempted to escape or been convicted of aiding and abetting an escape from any Federal prison, State prison, or County jail
- Have a lengthy history of criminal offenses

Have a felony conviction pursuant to Penal Code 1192.7(c) and/or; misdemeanor conviction pursuant to Penal Code 667.5(c) which may include but are not limited to:

- Murder or Attempted Murder within the last 15 years
- Weapons law violation within the last 15 years
- A serious or violent felony, including charges that were considered serious or violent and or categorized as a serious or violent felony at the time of conviction, within the last 15 years, or convicted of a serious or violent misdemeanor within the last 3 years
- Possession of a controlled substance for sale within the last 15 years
- Assault on a Peace Officer/Emergency Personnel within the last 15 years
- Engaging in sexual abuse in a prison, jail, lock-up, community confinement facility, juvenile facility, or other institution (as defined in 42 U.S.C. 1997)
- Engaging or attempting to engage in sexual activity in the community facilitated by force, overt or implied threats of force, or coercion, or if the victim did not consent or was unable to consent or refuse, or been civilly or administratively adjudicated to have engaged in the activity described in this section
- Bringing a controlled substance or unauthorized item into a Federal prison, State prison, or County jail
- Presents any safety and security concerns that warrant denying a security clearance per the Unit Commander's discretion



Section 1 - To be completed by Applicant

Name:		DOB:	CDL /ID #:
Address:		City:	Zip:
Home Phone: ()	Cell Phone: ()	Gender: Male Female Non-Binary	
Employer Name:		Work Phone: ()	
Email Address:		Emergency Contact Name/Phone:	

Section 2 - To be completed by LASD Sponsor / Project Coordinator / Authorized Department Sponsor

Requested Facility:	Date of visit:	Unit Requesting:
Escort Name:		Phone:
Sponsor Approval (Please Print):		Employee #:
Project Coordinator (IF APPLICABLE):		Email:
Reason for visit:		

Section 3 - Chaplains / Clergy please complete the following

Clergy Program please provide the following:

- A letter from your organization/church stating you are representing the organization and nature of your visit.
- Copy of Ordination Certificate (Clergy only).

Requested Facility:	Date of visit:	Faith:
Chaplain Name:		Phone:
Reason for visit:		

Section 4

Have you ever been convicted of a misdemeanor or felony? Yes___ No___ Expungement? Yes___ No___

If "Yes", briefly explain: _____

In the last twelve months, have you been contacted, questioned, detained or arrested by any law enforcement agency or have you been named as a suspect in a police investigation? Yes___ No___

If "Yes", briefly explain: _____

I hereby authorize the Los Angeles County Sheriff's Department to initiate a background check for access into the Los Angeles County Jail System.

Signature: _____ Date: _____

*** FOR OFFICE USE ONLY ***

Background Completed by:	Date:	Pass	Fail
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LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
Custody Facility Clearance Application



I have applied for jail clearance and understand in order for me to participate and ensure admission into the Correctional facility, I must agree to the following terms and conditions and adhere to the following guidelines:

- I must be in possession of a valid and current Government issued Driver's License and/or Identification Card.
- I must check into Facility/Main Control to exchange my I.D. for a facility badge. Upon my departure, I must return the facility badge in exchange for my I.D.
- If my access is "escort" required, I understand I must wait to be escorted by personnel authorized to escort me.
- My access is restricted only to the facility I am allowed to enter and for the specified (if applicable) time period.
I may be searched at any time while on jail property.
- It is a crime to bring weapons, narcotics, and/or contraband into a custody facility.

Prohibited items within the secured areas of the jail include, but are not limited to:

Firearms, Ammunition, Knives, or any type of weapon, Cellular Telephones, Smart Watches, Cameras, Audio Recording Devices, Backpacks, Duffel Bags, Purses, Fanny Packs, Shopping Bags, Brief Cases, Lighters, Matches, Cigarettes, (including E-Cigarettes, vaporizers). Please make arrangements to secure any of the above listed personal items prior to entering the facility. If you are unsure of an item, please ask the facility.

- The Los Angeles County Jail is a professional setting and I am expected to wear appropriate attire (clothing should be business casual).
- I may be asked to clear a metal detector (magnetometer). Failure to comply with the request will result in permanent removal from current and future jail access.
- I may be subjected to the risk of my personal safety or death, and/or damage to personal property, and I accept these risks.
- The Los Angeles County Sheriff's Department maintains a no hostage policy and will not consider bargaining with hostage takers for any reason. In the event I am taken hostage, no inmate will be released as a condition of my safety, and no consideration for my safety will be given to those who have taken me hostage.
- I understand I may be exposed to unlawful acts of force or violence by inmates, riots, nudity, assault, or caustic chemicals. I agree to comply with questioning if I am a witness to any of the aforementioned.
- I will refrain from engaging inmates in conversation or from answering inmates if they attempt to engage me regarding matters that are not official business for which my access was granted.
- I shall not knowingly fraternize with, engage the services of, accept services from, do favors for, or maintain a business or personal relationship or association with the spouse, immediate family member, or romantic companion of any person in the custody of the Sheriff's Department or within 30 days of their release.
- Permission to enter the correctional facility may be subject to cancellation without notice.
- The number of persons permitted in the facility will be determined at the discretion of the facility Watch Commander.
- Distribution of literature, written or printed materials, business cards, photographs, pictures, or other visual materials shall not be circulated, distributed, or posted in any LASD facility by persons or groups not associated with LASD.

I understand any violation of the above will result in my access being revoked. I have carefully read and understand the contents of this document and sign it of my own free will.

Print Name

Driver's License Number

Applicant Signature

Date

ATTACHMENT C.1

PRE-RECORDED CALL BRANDING PROMPTS

SHERIFF'S DEPARTMENT

Phone Prompts Heard by Inmate:

For English press the number one. Para Español oprima el numero dos.

For free confidential emotional support services press *25. To call Crimestoppers, press *21 (skip prompt for booking and pin numbers).

For a free local call press the number zero, to learn how to use this phone and know more about the Contractor's multiple calling options press the number seven.

Please enter your 7-digit booking number followed by your 4-digit pin number now.
Please enter the area code and phone number you are calling now.

[Record Message: Skip if the number is an approved no-record number]

"This call may be monitored and/or recorded. The use of special calling features is not permitted during this call."

"To consent to the monitoring and/or recording of this call, please press the number one after the tone." BEEP (if they do not press the number one then the call will not connect).

[Record Message: End] Please wait while your call is being connected.

Free Local call – Call Prompts Heard by Inmate

For English press the number one. Para Español oprima numero dos.

For free confidential emotional support services press *25. To call Crimestoppers, press *21 (skip prompt for booking and pin numbers).

For a free local call press the number zero, to learn how to use this phone and know more about the Contractor's multiple calling options press the number seven.

Please enter your 7-digit booking number and your 4-digit pin number now.
Please enter the area code and phone number you are calling now. Please hold.

[Record Message: Skip if the number is an approved no-record number]

"This call may be monitored and/or recorded. The use of special calling features is not permitted during this call."

ATTACHMENT C.1

PRE-RECORDED CALL BRANDING PROMPTS

“To consent to the monitoring and/or recording of this call, please press the number one after the tone.” BEEP (if they do not press the number one then the call will not connect).

[Record Message: End] Please wait while your call is being connected.

Free Local call – Call Prompts Heard by Called Customer

“Hello. This is a free call from _____ (Inmate’s recorded name), an Inmate located at the _____ (specific Sheriff’s Department Facility where the Inmate is located). To accept this call press the number zero.”

[Record Message: Skip if the number is an approved no-record number]

“This call may be monitored and/or recorded. The use of special calling features is not permitted during this call.”

“To consent to the monitoring and/or recording of this call, please press the number one after the tone.” BEEP (if they do not press the number one then the call will not connect).

“If you are an Attorney and would like privileged / non-recorded phone calls, please send an email request to privileged call, all one word, no spaces, at lasd dot org.”

“Thank you for using [Contractor’s Name]” (when the call is going to connect).

[Record Message: End]

There must also be short periodic announcements during live calls advising the Customer that 1) the call is being recorded, and 2) the person on the other end of line is an Inmate in a Sheriff’s Department Facility. These prompts must not require the Inmate or Customer to acknowledge them.

ATTACHMENT C.2

PRE-RECORDED CALL BRANDING PROMPTS

PROBATION DEPARTMENT

When a call to an authorized number is answered, Contractor's ITS must announce Probation Department's phone prompt to the recipient of the call as follows:

"Hello, this is a call from _____ (Inmate's recorded name), a ward, located at the _____ (Specific Probation Department Facility where the Inmate is located)."

"To accept this call, press the number zero. To refuse this call, hang up or press the number one. To prevent additional calls from this Probation Facility, press the number nine."

[Record Message: Skip if the number is an approved no-record number]

"This call may be monitored and/or recorded. The use of special calling features is not permitted during this call."

"To consent to the monitoring and/or recording of this call, please press the number one after the tone." BEEP (if they do not press the number one then the call will not connect).

"If you are an Attorney and would like privileged / non-recorded phone calls, please send an email request to privileged call, all one word, no spaces, at lasd dot org."

"Thank you for using [Contractor's Name]" (when the call is going to connect).

[Record Message: End]

There must also be short periodic announcements during live calls advising the Customer that 1) the call is being recorded, and 2) the person on the other end of line is an Inmate in a Probation Facility. These prompts must not require the Inmate or Customer party to acknowledge them.

ATTACHMENT D

COUNTY OF LOS ANGELES NON-EMPLOYEE INJURY REPORT

Dept Name: _____ Dept. #: _____
DIV or Facility: _____
SECTION: _____
IRIMS Code #: _____

Prepared for County Counsel in defense of the County, Special Districts and employees.

INSTRUCTIONS:

1. All incidents involving injury to non-employees, however minor, while on County property (owned or leased) must be reported by the Sheriff's or Probation Department in proximity to incident, as follows:

Two copies to: CARL WARREN & CO., P.O. Box 116, Glendale, CA 91209-0116

FATALITIES OR SERIOUS INJURIES MUST BE REPORTED IMMEDIATELY BY PHONE TO CARL WARREN & CO. (818) 247-2206.

INJURED NON-EMPLOYEE:

1. Name _____
(Last Name) (First Name) (Middle Name)
2. Address _____
- 2B. Telephone: () _____ 3. Age _____ 4. Sex _____ Male _____ Female If minor, give name of parent or guardian _____

TIME AND PLACE:

5. Place of occurrence _____
(Name of County Facility, Bldg., Street, Number) (City or Town)
6. Location in building _____
(In detail: Bldg., Floor, Room No.)
7. Date of occurrence _____ Hour _____ AM/PM 8. Weather _____ Clear _____ Rain
POLICE REPORT: YES NO POLICE AGENCY REPORTING _____ STATION _____ DEPT. #: _____

DESCRIPTION OF INCIDENT:

9. What was non-employee doing? _____
10. What happened? (Describe fully, stating whether injured person fell, was struck, etc.) Give all factors contributing to injury: _____
(If necessary, continue on separate sheet)
11. Condition of floor, sidewalk, steps or other physical property or equipment involved: _____

12. Was there any defect or foreign substance or object involved? If so, describe: _____

13. If slip and fall: Person's shoes _____ Heels _____ Caps _____
(Type) (Type) (Type)

NATURE OF INJURY AND PART OF BODY AFFECTED:

14. Be specific! State which part of body injured; whether right or left, etc. If exact nature of injury is undetermined, give opinion: _____

SH-A-668

ATTACHMENT D

TREATMENT GIVEN:

15. Was treatment given to the injured person by County personnel? _____ By Whom? _____
Type of Treatment: _____
16. Was ambulance called? _____ Which company? _____ By whom? _____
17. Taken to hospital? _____ Which? _____

STATEMENTS BY INJURED AND WITNESSES:

(Note: Attach additional pages if needed)

18. Statement of injured as to what happened: _____

19. Witness No. 1: Name _____
(Last Name) (First Name) (Initial)
- Address: _____ Telephone: _____
(Number) (Street) (City)
- Statement: _____

20. Witness No. 2: Name _____
(Last Name) (First Name) (Initial)
- Address: _____ Telephone: _____
(Number) (Street) (City)
- Statement: _____

Date Report Prepared: _____

Prepared by: _____ Phone: _____
(Print Name)

_____ Dept.: _____
(Title)

_____ (Signature)

ATTACHMENT E

5-07/010.00 CONTRABAND

Contraband includes, but is not limited to:

- Any goods brought illegally into the jail.
- Property not listed in the Custody Division Manual (CDM) sections [5-06/010.05](#) and [5-06/010.10](#), "Allowable Inmate Property".
- Allowable Inmate property in excess of authorized limits (i.e. that does not fit inside one property bag) as delineated in CDM section [5-06/050.00](#), "Individual Inmate Storage of Personal Property".
- Any item legally possessed which has been altered from its original form, contents, or purpose.
- Any material which is pornography, contains sexually explicit content that depicts full or partial frontal nudity and/or sexual acts; depicts violent acts, cruelty to animals; depicts or describes how to create weapons or defeat jail security; depicts or describes how to commit crimes; or any matter concerning illegal gambling or an unlawful lottery.
- Any item illegally in the possession of an Inmate, or in violation of posted facility rules.
- Any medication, medical appliance, mobility assistive device, or item not prescribed for use by an Inmate.
- Any medication, medical appliance, mobility assistive device, or item that is expired, has been depleted, altered from its original form or purpose, or whose prescription has been rescinded, as determined by Correctional Health Services (CHS) staff.
- Possession of illegal drugs, guns, handmade weapons, lethal weapons, knives, shanks, and tattoo equipment.
- Any item that is worn, carried or displayed that denotes gang affiliation.
- Any gambling paraphernalia such as dice, chips, markers and marked decks of cards.
- Perishable items, which will be disposed of.

ATTACHMENT F

3-01/090.00 SECURITY OF PERSONAL PROPERTY

In order to ensure the safety and security of all persons in Facilities, the following personal property is prohibited inside security areas as indicated:

- Weapons, including but not limited to, firearms and knives, are expressly prohibited in security areas of all Facilities.
- Except for the Officer Dining Room (ODR), and only with the specific permission of the Unit Commander, metal silverware must not be brought into security areas of any Facility.
- Personal electrical appliances must be approved by the Unit Commander before being brought into the Facility (e.g., coffee pots, toasters, heaters, fans).
- DVD and game devices are prohibited. Tape players, CD players and radios must be pre-approved by the Unit Commander in writing twenty-four hours in advance, before being brought into the Facility.
- Laptop computers and personal digital assistants (PDA's) must be approved by the Watch Commander prior to entry into security areas on a daily, shift by shift basis. Based on an individual's specific duties, request for a blanket approval must be submitted in writing to the Unit Commander, and once approved, daily approval by the Watch Commander will not be required.
- Personal property containers must not be brought into security areas (e.g., backpacks, fanny packs, ice chests/food containers). Only clear soft-sided, hand-held lunch containers and purses, which measure 11" x 14" x 12" or less will be allowed into secured parts of the Facility.
- Reading material not related to the job or the furtherance of formal education and self-development is prohibited. Acceptable reading material are soft-sided textbooks, newspapers, and novels.
- Prescription and over-the-counter medication in its original labeled container are acceptable inside Facilities. Medication packaged in any other fashion is prohibited.
- Umbrellas.
- Cell phones.
- Cameras will not be allowed inside a Facility unless prior approval is obtained from the Watch Commander or Unit Commander.
- Tobacco products, matches and cigarette lighters.

ATTACHMENT F

3-01/090.00 SECURITY OF PERSONAL PROPERTY

Personal security dictates that personnel must refrain from bringing items which contain personal identification information (e.g., wallets, purses, checkbooks) into security areas to prevent loss or compromise of information. Should personnel elect to bring in any such item, they must be maintained on their person or stored in a locked compartment.

This policy does not limit persons from bringing into secure areas, items or containers that contain necessary tools, training material or equipment to facilitate the performance of their duties (e.g., tool chests, medical bags, digital test equipment), nor does it limit personnel, who are attending training, from entering the Facility wearing civilian attire en route to the Officer's Dining Room (ODR).

This policy will apply to all persons entering security areas of all Facilities. Additionally, all personal property must be secured at all times, and must not be stored in any area accessible to Inmates.

The Unit Commander has the final authority to determine what personal property is allowed within their Facility.

**ATTACHMENT G.1
FACILITIES AND INMATE PHONE LOCATIONS**

SHERIFF'S DEPARTMENT

Location	Address	Location Type			No. of Phones
		Custody/ Detention Facility	Station	Court	
Century Regional Detention Facility (CRDF)	11705 S. Alameda, Lynwood, CA 90262	✓			337
Men's Central Jail (MCJ)	441 Bauchet St., Los Angeles, CA 90012	✓			1,191
Men's Central Jail (IRC)	450 Bauchet St., Los Angeles, CA 90012	✓			28
PDC - East Facility	29310 The Old Castaic Rd., Castaic, CA 91384	✓			195
PDC - North Facility	29320 The Old Castaic Rd., Castaic, CA 91384	✓			132
Pitches Detention Center (NCCF)	29340 The Old Castaic Rd., Castaic, CA 91384	✓			432
PDC South Facility	29330 The Old Castaic Rd., Castaic, CA 91384	✓			190
PDC Ranch	29340 The Old Castaic Rd., Castaic, CA 91384	✓			26
Twin Tower Jail Facility (IRC)	450 Bauchet St., Los Angeles, CA 90012	✓			82
Twin Tower Jail Facility (TTCF)	450 Bauchet St., Los Angeles, CA 90012	✓			819
USC County Medical Center (LCMC)	2051 Marengo St., Los Angeles, CA 90033	✓			17
Twin Towers Jail: pro per	450 Bauchet St., Los Angeles, CA 90012	✓			8
Men's Central Jail: pro per	441 Bauchet St., Los Angeles, CA 90012	✓			24
Century Regional Detention: pro per	11705 S. Alameda, Lynwood, CA 90262	✓			1
Avalon Sheriff Dept.	215 Sumner Ave., Avalon, CA 90704		✓		1
Altadena Sheriff Station	780 E. Altadena Dr., Altadena, CA 91001		✓		0
Carson Sheriff Station	21356 S. Avalon Blvd., Carson, CA 90745		✓		13
Cerritos Station	18135 Bloomfield Ave., Cerritos, CA 90703		✓		2
Century Station	11703 S. Alameda St., Lynwood, CA 90262		✓		0
Compton Station	301 S. Willowbrook Ave., Los Angeles, CA 90220		✓		1
Crescenta Valley	4554 N. Briggs Ave., La Crescenta, CA 91214		✓		2
East L.A. Station	5019 E. 3rd St., Los Angeles, CA 90022		✓		4
Industry Station	150 N. Hudson Ave., City of Industry, CA 91744		✓		17
Lakewood Station	5130 Clark Ave., Lakewood, CA 90712		✓		6
Lancaster Station	501 W. Lancaster Blvd., Lancaster, CA 93534		✓		10
Lomita Station	26123 Narbonne Ave., Lomita, CA 90717		✓		3
Malibu Los Hills Station	27050 Agoura Rd., Malibu, CA 91301		✓		2

**ATTACHMENT G.1
FACILITIES AND INMATE PHONE LOCATIONS**

SHERIFF'S DEPARTMENT

Location	Address	Location Type			No. of Phones
		Custody/ Detention Facility	Station	Court	
Marina Del Rey Station	13851 Fiji Way, Marina Del Rey, CA 90292		✓		2
Norwalk Station	12335 Civic Center Dr., Norwalk, CA 90650		✓		4
Palmdale Sheriff Station	750 E. Avenue Q, Palmdale, CA 93550		✓		16
Pico Rivera Sheriff Station	6631 Passons Blvd., Pico Rivera, CA 90650		✓		2
San Dimas Sheriff Station	270 S. Walnut Ave., San Dimas, CA 91773		✓		3
Santa Clarita Valley Sheriff	26201 Golden Valley Rd., Santa Clarita, CA 91350		✓		4
South Los Angeles Station	1310 W. Imperial Hwy., Los Angeles, CA 90044		✓		23
Temple Sheriff Station	8838 E. Las Tunas Dr., Temple City, CA 91780		✓		6
Walnut/Diamond Bar Station	21695 Valley Blvd., Walnut, CA 91789		✓		4
West Hollywood Sheriff Station	780 N. San Vicente Blvd., West Hollywood. CA 90069		✓		6
Airport Courthouses	11701 S. La Cienega Blvd., Los Angeles, CA 90045			✓	52
Alhambra Courthouse	150 W. Commonwealth Ave., Alhambra, CA 91801			✓	6
Bellflower Courthouse	10025 Flower St., Bellflower, CA 90706			✓	6
Burbank Courthouse	300 E. Olive Ave., Burbank , CA 91502			✓	11
Central Arraignment Courthouse	429 Bauchet St., Los Angeles, CA 90012			✓	26
Clara Shortridge Foltz Justice Center	210 W. Temple St., Los Angeles, CA 90012			✓	43
Compton Courthouse	200 W. Compton Blvd., Compton, CA 90220			✓	36
Downey Courthouse	7500 Imperial Hwy., Downey CA 90242			✓	8
East L.A. Courthouse	4848 Civic Center Way, East Los Angeles, CA 90022			✓	18
Edward D. Edelman Children Courthouse	201 Centre Plaza Dr., Monterey Park, CA 91754			✓	6
El Monte Courthouse	11234 Valley Blvd., El Monte, CA 91731			✓	10
George Deukmejian Courthouse	275 Magnolia Ave., Long Beach CA 90802			✓	31
Glendale Courthouse	600 E. Broadway, Glendale, CA 91206			✓	3
Hollywood Courthouse	5925 Hollywood Blvd., Los Angeles, CA 90028			✓	0
Inglewood Courthouse	1 E. Regent St., Inglewood, CA 90301			✓	13
Metropolitan Courthouse	1945 So. Hill, Los Angeles, CA 90007			✓	17
Michael Antonovich Antelope Valley	42011 4th Street W., Lancaster, CA 93534			✓	48

**ATTACHMENT G.1
FACILITIES AND INMATE PHONE LOCATIONS**

SHERIFF'S DEPARTMENT

Location	Address	Location Type			No. of Phones
		Custody/ Detention Facility	Station	Court	
Norwalk Courthouse	12720 Norwalk Blvd., Norwalk, CA 90650			✓	13
Pasadena Courthouse	300 E. Walnut, Pasadena, CA 91101			✓	10
Pomona Courthouse South	400 Civic Center Plaza, Pomona, CA 91766			✓	12
San Fernando Courthouse	900 3rd St., San Fernando, CA 91340			✓	8
Santa Clarita Courthouse	23747 W. Valencia Blvd., Santa Clarita CA 91355			✓	4
Stanley Mosk Courthouse	111 N. Hill St., Los Angeles, CA 90012			✓	1
Torrance Courthouse	825 Maple Ave., Torrance, CA 90503			✓	12
Van Nuys Courthouse	14400 Erwin Street Mall, Van Nuys, CA 91401			✓	41
West Covina Courthouse	1427 Plaza Dr., West Covina, CA 91790			✓	4
Total Custody/Detention Facilities Inmate Phones					3,482
Total Stations Inmate Phones					131
Total Courts Inmate Phones					439
Grand Total Inmate Phones					4,052

**ATTACHMENT G.2
FACILITIES AND INMATE PHONE LOCATIONS**

PROBATION DEPARTMENT

Location	Address	Location Type		No. of Phones
		Juvenile Halls	Camp Facilities	
Barry J. Nidorf Juvenile Hall (BNJH)	16350 Filbert St., Sylmar, CA 91342	✓		43
Central Juvenile Hall (CJH)	1605 Eastlake Ave., Los Angeles, CA 90033	✓		70
Los Padrinos Juvenile Hall (LPJH)	7285 Quill Dr., Downey, CA 90242	✓		38
Camp Afflerbaugh	6631 N. Stephens Ranch Rd., La Verne, CA 91750		✓	2
Challenger Memorial Youth Center	5300 West Avenue I, Lancaster, CA 93532		✓	2
Camp Gregory Jarvis	5300 West Avenue I, Lancaster, CA 93532		✓	2
Camp Ronald McNair	5300 West Avenue I, Lancaster, CA 93532		✓	2
Camp Ellison Onizuka	5300 West Avenue I, Lancaster, CA 93532		✓	2
Camp Judith Resnik	5300 West Avenue I, Lancaster, CA 93532		✓	2
Camp Francis Scobee	5300 West Avenue I, Lancaster, CA 93532		✓	2
Camp Michael Smith	5300 West Avenue I, Lancaster, CA 93532		✓	2
Dorothy Kirby Center	1500 S. McDonnell Ave., Commerce, CA 90022		✓	10
Camp Kilpatrick	427 S. Encinal Canyon Rd., San Dimas, CA 91773		✓	2
Camp Paige	6601 N. Stephens Ranch Rd., La Verne, CA 91750		✓	2
Camp Rockey	1900 N. Sycamore Canyon Rd., San Dimas, CA 91773		✓	2
Camp Scott	28700 N. Bouquet Canyon Rd., Santa Clarita, CA 91390		✓	2
Camp Scudder	28700 N. Bouquet Canyon Rd., Santa Clarita, CA 91390		✓	2
Total Juvenile Hall Inmate Phones				151
Total Camp Facilities Inmate Phones				36
Grand Total Probation Inmate Phones				187

Note: Requirements for access to Probation Department Facilities must be coordinated with the Facility Services Director, Officer of the Day, or Camp Services Director.

ATTACHMENT H

**PHASE 1: DIGITIZED INMATE POSTAL MAIL SERVICES
MAIL DELIVERY SCHEDULE**

[PLACEHOLDER]

ATTACHMENT I
LASD CISCO WI-FI ASSESSMENT
[PLACEHOLDER]