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LETTER OF INTEREST
LETTRE D'INTÉRÊT

Comments - Commentaires

Title - Sujet INMATE TELEPHONE SYSTEM	
Solicitation No. - N° de l'invitation 21120-129346/A	Date 2012-06-13
Client Reference No. - N° de référence du client 21120-129346	GETS Ref. No. - N° de réf. de SEAG PW-\$\$\$EF-712-24533
File No. - N° de dossier 712ef.21120-129346	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-07-17	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
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Telephone No. - N° de téléphone (819) 956-9518 ()	FAX No. - N° de FAX (819) 953-3703
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: CORRECTIONAL SERVICE OF CANADA 340 LAURIER AVE W. ATTN: MARC ST-AMAND OTTAWA Ontario K1A 0P9 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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fournisseur/de l'entrepreneur

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
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11 Laurier St. / 11 rue Laurier
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Québec
K1A 0S5

**REQUEST FOR INFORMATION REGARDING
INMATE TELEPHONE SYSTEM
FOR
PUBLIC WORKS AND GOVERNMENT SERVICES CANADA (PWGSC)
ON BEHALF OF
CORRECTIONAL SERVICE CANADA**

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**REQUEST FOR INFORMATION REGARDING
INMATE TELEPHONE SYSTEM
FOR
PUBLIC WORKS AND GOVERNMENT SERVICES CANADA (PWGSC)
ON BEHALF OF
CORRECTIONAL SERVICE CANADA**

1) Background and Purpose of this Request for Information (RFI)

Correctional Service Canada (CSC) is a federal government agency responsible for administering sentences of a term of two years or more, as imposed by the courts. CSC is responsible for managing institutions across Canada of various security levels and supervising offenders under conditional release in the community.

CSC encourages inmates to maintain and develop family and community ties through written correspondence and telephone communication, consistent with the principle of protection of the public, staff members and offenders. Access to a telephone service by inmates is required to help maintain those family and community ties and to provide a direct link with families in the event of an emergency.

The current inmate telephone service has been deployed by CSC for several years. CSC intends to replace the current service with a new service (hereinafter referred to as the "**Inmate Telephone System**"). The proposed Inmate Telephone System would provide:

1. inmates incarcerated at various Federal institutions across Canada with a direct-dial wire-line telephone service (including the telephone sets) that the inmates would use to make outgoing local and/or long distance calls to telephone numbers that have been authorized by CSC; and
2. CSC with the hardware, software and network that CSC would require to:
 - a) manage, control and supervise the inmates' use of the service;
 - b) access and retrieve data concerning inmate telephone activity from a national centralized database; and
 - c) electronically transfer an inmate's file when the inmate is moved to another correctional facility.

Inmates would have the option of using either debit card or collect calling to place their calls. Smart Card technology as well as a personal identifier would be fully integrated into the service.

The successful contractor that may ultimately be awarded the contract for the proposed Inmate Telephone System if Canada decides to proceed with a bid solicitation would be responsible to supply, install and configure all the hardware and software required for a fully-functional service, as well as to maintain, repair and support the service over the contract life. The national centralized database, required as part of the proposed Inmate Telephone System, must be physically located in Canada. The successful contractor would retain ownership of all service

components. CSC would not purchase any services or goods directly from the successful contractor. CSC would not own any of the service components nor would it absorb any of the costs associated with the Inmate Telephone System.

The successful contractor would recover the costs of the Inmate Telephone System through the rates that it would charge the inmates for use of the service. CSC would act as an agent for the purposes of remitting payments, owed by the inmates for the service, to the successful contractor. There would be no minimum work guarantees or minimum financial commitments in any resulting contract that may be awarded should Canada proceed with a bid solicitation.

The purposes of this Request for Information (RFI) are as follows:

- (i) To provide the supplier community with preliminary information about the technical and operational requirements of the proposed Inmate Telephone System. This preliminary information is described in the attached Annex A (Draft Statement of Work).
- (ii) To invite potential suppliers to submit responses to questions related to CSC's proposed approach and related specifications for the procurement of the Inmate Telephone System. These questions are set out in the attached Annex B (Information Requested from Potential Suppliers).

2) Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI may not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI. This RFI does not reflect a real or implied commitment on the part of CSC to implement any or all of the application or infrastructure initiatives described herein.

3) Nature and Format of Responses Requested

Responses from potential suppliers to the information requested in this RFI will assist Public Works and Government Services Canada (PWGSC) and CSC in formulating a procurement strategy that meets CSC's business and operational requirements. Respondents are requested to review Annex A, and to submit written responses to the information requested in Annex B. Respondents should explain any assumptions they make in their responses.

In addition to providing responses to the information requested in Annex B, respondents may submit comments, concerns, suggestions and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied or improved upon. Respondents may also submit comments regarding the content, format and/or organization of Annex A.

Respondents should note that Annex A is a draft document and remains a work in progress. Respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised.

4) Response Costs

The Government of Canada (Canada) will not reimburse any respondent for expenses incurred in responding to this RFI.

5) Treatment of Responses

- (a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.
- (b) **Review Team:** A review team composed of representatives of CSC and PWGSC will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- (c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.
- (d) **Follow-up Activity:** Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response. Canada reserves the right to invite any or all respondents to present their submissions to this RFI and/or perform a product demonstration.

6) Format of Responses

- (a) **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- (b) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
 - (i) the title of the respondent's response and the volume number;
 - (ii) the name and address of the respondent;
 - (iii) the name, address and telephone number of the respondent's contact;
 - (iv) the date; and
 - (v) the RFI number.
- (c) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- (d) **Number of Copies:** Canada requests that respondents submit 2 electronic copies, in PDF format, of their response.

7) Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Ron Carrara

Supply Team Leader

E-mail Address: ron.carrara@tpsgc-pwgsc.gc.ca

Telephone: 819-956-9518

Facsimile: 819-953-3703

8) Submission of Responses

- (a) **Time and Place for Submission of Responses:** Suppliers interested in providing a response should deliver it to the Contracting Authority identified above by the time and date indicated on page 1 of this document.
- (b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.

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ANNEX A

CORRECTIONAL SERVICE CANADA

INMATE TELEPHONE SYSTEM

DRAFT STATEMENT OF WORK

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1 INTRODUCTION

1.1 Correctional Service Canada Overview

- 1.1.1 Correctional Service Canada (CSC) is an agency within the portfolio of Public Safety. The portfolio brings together key federal government organizations involved in public safety, including the Royal Canadian Mounted Police, the National Parole Board, the Canada Border Services Agency, the Canadian Security Intelligence Service, and three review bodies.
- 1.1.2 CSC contributes to public safety through the custody and reintegration of offenders. More specifically, CSC is responsible for administering court-imposed sentences for offenders sentenced to two years or more. This includes both the custodial and community supervision of offenders with Long Term Supervision (LTSOs) for periods of up to 10 years. CSC is currently responsible for approximately 15,000 inmates and 8,000 offenders actively supervised in the community.
- 1.1.3 CSC has a presence from coast to coast, in large urban centres with increasingly diverse populations, to more remote Inuit communities across the North. CSC manages institutions, treatment centres, four Aboriginal healing lodges, community correctional centres and parole offices. In addition, CSC has five regional headquarters that provide management and administrative support and serve as the delivery arm of CSC's programs and services. CSC also manages an addictions research centre, a correctional management learning centre, regional staff colleges and national headquarters.

1.2 Current Inmate Telephone System

- 1.2.1 CSC has a responsibility to encourage inmates to maintain and develop family and community ties through written correspondence and telephone communication, consistent with the principle of protection of the public, staff members and offenders. Access to telephone services must be provided, on a fair and consistent basis, to help maintain family and community ties and to provide a direct link with families in the event of an emergency.
- 1.2.2 To deliver to that responsibility, the existing telephone system was developed by the current contractor and deployed by it and CSC. The current system is a national fully integrated telephone service with automated control and supervision capabilities for approximately 15,000 inmates held in 57 correctional facilities operated by CSC and other individuals or organizations that support their rehabilitation and facilitate successful reintegration into society.
- 1.2.3 Since the system represents the inmate's only real-time capability to interface with their families, it is considered an essential service and must be available 24 hours per day, 7 days per week, 365 days per year.
- 1.2.4 The current system consists of telephones and personal computer workstations. The existing personal computer workstations are connected to the provider's network via Virtual Private Network (VPN) connections and the contractor is responsible for supporting and maintaining

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these personal computer workstations. CSC does not own any of the components of the current system (for example: telephones, DLSAMs, and personal computer workstations), nor does CSC absorb any of the costs associated with the service. The current system is designed so that the contractor provides both the components and the telephone service. The contractor recovers the cost through charges to the users (inmates) in the case of debit calls or through collect call charges via electronic means. A card-based system provided as part of the ITS in order to track the individual inmates calls and affiliated charges/costs.

- 1.2.5 CSC facilitates the relationship between the inmates and the contractor by:
- a) Arranging the installation and management of the system.
 - b) Developing the processes which allow the inmate access to the system while maintaining the controls mandated by CSC.
 - c) Facilitating access to the institution required to install, operate, and maintain the ITS.
- 1.2.6 The unique nature of the user (inmate) profile demands that CSC has control of, access to, and reporting on system use.

2 SCOPE OF WORK

- 2.1 The Contractor must provide a wire-line direct-dial telephone service (including telephone sets and infrastructure such as DSLAMs, enclosures, modems) that the inmates can use to make outgoing local and/or long distance calls to telephone numbers that have been authorized by CSC (hereinafter referred to as the “**Inmate Telephone System**” or “**ITS**”). The ITS replaces the current system.
- 2.2 This Statement of Work (SOW) describes in detail the functional and technical requirements for the provision of the ITS.
- 2.3 The ITS must be networked nationally. That networking must permit the Institutions to easily share data (from the data collection, control, and reporting mechanisms of the ITS that CSC will use to manage the system) among Institutions. It must also permit the electronic transfer of an inmate’s personal telephone files and profile information when an inmate is moved to another Federal Correctional Institution.
- 2.4 The ITS, though regulated, monitored, and managed by CSC, must remain the property of the Contractor and, as such, must be maintained and supported by the Contractor in accordance with the Performance Guarantees required by CSC.
- 2.5 The ITS must provide CSC with an automated capability to manage, control, and supervise the inmate’s use of Inmate Telephones. The inmates must have the option of using either a debit- or collect-calling service. Smart Card technology as well as a personal identifier must be fully integrated into the system.

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- 2.6 The ITS must possess the capability of permitting the addition of collateral services at a later date(s).

3 TASKS AND DELIVERABLES

3.1 General

- 3.1.1 Under the supervision of CSC, the Contractor must supply, install and configure all the hardware and software components required for a fully-functioning service as described in this SOW.
- 3.1.2 The Contractor must provide an ITS that can be implemented to the existing CSC Institutions as defined and described in Section 9 – CSC Institutional Infrastructure, while being capable of replication in possible additional housing units at existing facilities or any future added Institutions.

3.2 Maintain and Support the Solution

- 3.2.1 All components of the ITS will remain the property of the Contractor. The Contractor must maintain and support the ITS over the contract period. The Contractor must conduct all maintenance and support activities, both proactive and reactive, in accordance with the Performance Guarantee as described in Section 4.9 of this SOW.

3.3 Provide Changes, Enhancements, and Upgrades

- 3.3.1 Should the ITS require any changes, enhancements, or upgrades by either CSC or the Contractor at any point during the life of the contract, the Contractor must provide CSC with a proposed plan, schedule, and an analysis of potential benefit.
- 3.3.2 All changes and their attendant schedules, plans, and analyses must be reviewed in-depth and approved by the Technical Authority before being implemented by the Contractor.
- 3.3.3 Once approved, the Contractor must perform the activities required to enact the change, enhancement, or upgrade in accordance with the CSC-approved plan and schedule. The Contractor must present any deviation from the CSC-approved plan and schedule arising from unforeseen circumstances to the Technical Authority along with an updated plan and schedule for assessment and approval before continuing with the work.
- 3.3.4 The Contractor must provide a monthly report detailing all upgrades, software revisions, patches, and bug fixes that pertain to the ITS software application and its related Solution components.

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4 THE SOLUTION

4.0.1 The Contractor must provide a complete solution (hardware, software, and network) required to allow CSC to meet the objectives listed in Section 4.1.

4.1 Solution Objectives

4.1.1 The ITS must:

- a) Provide CSC inmates with continuous and constant access (24 hours per day, 365 days per year) to Inmate Telephones according to a schedule defined on an inmate-by-inmate or Institutional, Regional, or National basis by CSC.
- b) Provide CSC with the ability to monitor, control, and report on Inmate Telephones use by individual Inmate Telephones on an inmate-by-inmate, Institutional, Regional, or National basis as defined herein.
- c) Provide a CSC/ITSP relationship that facilitates rapid enhancements and changes to the Solution in response to CSC's requirements for inmate communications control.

4.1.2 Note: All data input to or generated by the ITS will become the property of CSC. Financial and usage data required for the Contractor's business operations will be available through the ITS to the Contractor but must ultimately remain the property of CSC.

4.1.3 The ITS must include:

- a) Inmate Telephones and special purpose Inmate Telephone Enclosures installed within current and future CSC Institutions at locations to be assigned by the Institution. For a description of the Inmate Telephones and Inmate Telephone Enclosures, see Section 4.2 – Inmate Telephone Sets and Inmate Telephone Enclosures.
- b) Computer systems responsible for call management (the "ITS Workstations") within the Institution and in Regional and National headquarters required to operate, monitor, and manage the ITS, including the hardware components that connect the ITS Workstations to the Inmate Telephones and the Contractor infrastructure. For a description of the hardware to be provided, see Section 4.3 – ITS Workstations. The ITS Workstations must access the ITS software through a secure interface.
- c) The ITS management software that allows CSC to exercise automated control and supervision (monitor, control, and manage Inmate Profiles, outgoing calls, and reporting). For a description of the ITS management software to be provided, see Section 4.7 – Administrative Requirements.
- d) A card-based system access that interfaces with the ITS, confirming the identity of the inmate, and allows inmates to make calls on a debit and collect-call basis according to the restrictions and limitations designed by CSC on an inmate-by-inmate or inmate group basis. For a description of the access cards to be provided, see Section 6 – Telephone Smart Cards.

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4.2 Inmate Telephone Sets and Inmate Telephone Enclosures

4.2.1 General

4.2.1.1 The minimum number of Inmate Telephone Sets required for each facility is provided in Appendix 'B' – CSC Institutional Infrastructure. It is CSC's mandate to ensure that access to telephones is provided, on a fair and consistent basis, to help maintain family and community ties and to provide a direct link with families in the event of an emergency. The distribution of Inmate Telephone Sets throughout any Institution must ensure that that fair and consistent access to Inmate Telephones is present.

4.2.1.2 Though the ITS and its requisite hardware must remain the property of the Contractor, CSC will ultimately determine if the Contractor's allocation of Inmate Telephone Sets and Inmate Telephone Enclosures is sufficient to provide the inmate population with appropriate access to the ITS. The number of Inmate Telephone Sets required for each facility may increase from time to time due to a variety of reasons (see Section 10 – Project Growth).

4.2.2 Inmate Telephone Physical Requirements

4.2.2.1 The Inmate Telephone Sets that are placed in each Institution must have certain physical characteristics that will ensure their operability and longevity, the safety of inmates and CSC staff within the areas in which they are located, and a level of security that increases public safety.

4.2.2.2 The Inmate Telephone Sets must meet the following physical requirements :

- a) The Inmate Telephone Sets must be of a robust construction in that the external housing cannot be removed and access to the internal workings of the telephone is not possible without the proper tools.
- b) The Inmate Telephone Sets must be able to be anchored securely to their mountings so that they cannot be removed without the proper tools.
- c) Any cabling or wiring between the Inmate Telephone Sets and the ITS network must be a reinforced, inseverable cable if exposed, or hidden beneath the robust and inaccessible structure of the area in which the phone is located.

4.2.3 Inmate Telephone Enclosures

4.2.3.1 The Contractor must install the Inmate Telephone Sets in areas designated by CSC within the inmate living areas and/or common/recreational areas. In some cases, a special purpose enclosure for the Inmate Telephone Sets will be required. The Inmate Telephone Enclosures must be firmly fixed to the structure of the area in which it is located (floor, walls, etc.).

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- 4.2.3.2 In some Institutions the designated areas in which the Inmate Telephone Enclosures are required may be outside and open to the elements. In these Institutions, the Contractor must provide Inmate Telephone Sets and enclosures that are weatherproof for all climates that Institution may experience.
- 4.2.3.3 The Contractor must supply and install the Inmate Telephone Sets and the Inmate Telephone Enclosures required for the ITS. However, in some Institutions, there are existing Inmate Telephone Enclosures that the Institutional administrators may elect to keep in place.
- 4.2.3.4 The Contractor must provide Inmate Telephone Enclosures that are robust and able to withstand use within a correctional institution environment. At request of the Technical Authority, the Contractor must demonstrate that the design of the Inmate Telephone Enclosure is robust and permits inmates to use the telephone while seated. Additionally, when requested by the Technical Authority, the Contractor must provide detailed information and drawings of the types of enclosures that it intends to use for both the internal and external Inmate Telephone Set locations.
- 4.2.3.5 The requirement for the Contractor to supply and install Inmate Telephone Enclosures will likely be infrequent. As the presence of these Inmate Telephone Enclosures is deemed a necessity in order to have an Inmate Telephone Set present in that area, the Contractor must provide the enclosure at no additional cost to CSC or to the inmates in its care.
- 4.2.3.6 For informative purposes, a series of examples of Inmate Telephone Enclosures present in select Institutions are provided as Appendix 'C' to this Annex.

4.2.4 Administrative Segregation

- 4.2.4.1 Inmates housed in Administrative Segregation within an Institution are confined in their cells for the majority of the day. The Contractor must provide details on how it intends to provide access to the ITS for inmates in Administrative Segregation without requiring that they leave their cells.

NOTE TO RFI RESPONDENTS: This information will be required as part of the Bidder's proposal submitted in response to the RFP should Canada decide to proceed with a bid solicitation.

- 4.2.4.2 Historically, previous contractors have made a wired Inmate Telephone available to inmates in Administrative Segregation by means of a steel cart on casters, which a Correctional Officer can bring to the inmate's cell.
- 4.2.4.3 Cellular devices are currently prohibited within the ranges of Institutions. As a result, wireless solutions to this issue are not an option.

4.2.5 Conduit

- 4.2.5.1 CSC will provide the conduit within each facility for the ITS. The Contractor must install all the necessary cabling and junction boxes to connect the telephone sets to the ITS.

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4.2.5.2 All conduit and cabling must be inaccessible to the inmate population when required to run through areas in which inmates have access. CSC will work with the Contractor to ensure that any such conduit and cabling will be sufficiently secure.

4.3 ITS Workstations

4.3.1 The Contractor must provide ITS Workstations (typically a personal computer, monitor, mouse and keyboard) as well as the required connectivity, which may also include a modem, to the Contractor's server within each Institution and in Regional and National Headquarters in order to allow CSC authorities to operate, monitor, and manage the ITS. These ITS Workstations must not connect to or interact with the existing CSC computer network in any way, but must provide CSC authorities with an interface only to the ITS system and must facilitate all required administration and control functions (see Section 4.7 – Administrative Requirements). This separate network connection, any required infrastructure (cabling, routers, switches, internet connections, etc.), and attendant costs must be the sole responsibility of the Contractor.

4.3.2 The Contractor must provide the required number of ITS Workstations to each institution and to Regional and National Headquarters as defined in Appendix 'B' – CSC Institutional Infrastructure to this solicitation, including all peripherals (mouse, keyboard, monitor, modem, etc.), the hardware components that connect the ITS Workstations to the telephones and the Contractor infrastructure, the software required to access the ITS, as well as the current Microsoft Office Suite (e.g. Outlook, Excel, Word, etc.). The Contractor must provide ITS Workstations that are of sufficient power and quality to run the ITS software efficiently and access the ITS network and National Database effectively.

4.3.3 In some cases, at the option of the user of the ITS Workstation, a KVM (keyboard, video or visual display unit, and mouse) switch may be used between the ITS Workstation computer and the existing CSC workstation of the relevant user.

4.3.4 All hardware required for the ITS Workstations and the necessary access to the ITS network is the sole responsibility of the Contractor. All hardware, peripherals, and ancillary equipment needed to ensure that the ITS meets the requirements outlined in this solicitation must remain the property of the Contractor and must be provided, installed, configured, and deployed by the Contractor. The Contractor must be responsible for the ongoing maintenance and support for the hardware, as described in Section 4.9 – Performance Guarantee.

4.3.5 The hardware and equipment must be removed by the Contractor at the end of the contract in accordance with the Contractor's CSC-approved Transition Plan (see Section 12 – Transition).

4.4 Inmate Telephone Functional Requirements

4.4.1 The ITS is intended to provide to inmates at Canadian Federal Institutions, as close as possible, an experience of verbal communication (in both transmission and reception) equivalent to that of the use of a public payphone with the exceptions and alterations described in this Section.

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4.4.2 The Contractor must provide Inmate Telephone Sets that meet the following functional requirements:

- a) All Inmate Telephone sets must be operable using only the Telephone Smart Cards (see Section 6 – Telephone Smart Cards) and by no other means unless overridden by CSC authorities.
- b) Once the Telephone Smart Card has been inserted, the Inmate Telephone must require the inmate to enter his/her Personal Identification Number (PIN) to access the ITS.
- c) The Inmate Telephone Sets must allow inmates to type in the number they wish to call through a standard numeric keypad.
- d) The Inmate Telephone Sets, once accessed by the Telephone Smart Card and the inmate's PIN, must provide the option of making a "debit call" or a "collect call".
- e) The Inmate Telephones must not produce any sound at all unless the call is connected and accepted by the other end of the line. This may take some time as the ITS first processes and then connects the call.
- f) The ITS is considered essential to the operation of any Institution and must be available at all times. Any inoperative phone, or a phone with limited operability, must be addressed by the Contractor at once (see Section 4.9 – Performance Guarantee).
- g) All calls made using the Inmate Telephone Sets must be processed through the ITS and only completed if the called number is permitted by the calling inmate's Inmate Profile (see Section 4.6.2 – Inmate ITS Access).
- h) Any number dialed by an inmate must be subject to screening by the ITS. A call must only be completed if it is on the inmate's Personal Call Allow List or on the Institution's Institutional Call Allow List (see Section 5.2 – Common Call Allow Lists).
- i) For all numbers available on the Personal Call Allow Lists, the ability to dial extra digits once the phone number is input must be removed. For select numbers on an Institutional Common Allow List, dialling additional digits may be required. The ITS must, by default, suspend that ability, but must allow CSC authorities at Institutional, Regional, or National levels to permit, through the ITS, additional digits on specific numbers if needed (see Section 5.3 – Personal Call Allow Lists).
- j) Only a call between the inmate and one other line is permissible. The ability to "conference call" or "forward a call" on the inmate's end must be removed. A mechanism to detect attempts to employ "conference call" or "forward a call" abilities is desirable.
- k) The inmate will pay for both local and long-distance calls at the defined rates. CSC holds funds in trust for the inmate and those funds will be drawn upon for use of the ITS. The ITS must subtract the cost of the call from the inmate's balance on the account. A call to a toll-free number available on an Institutional Call Allow List, however, must not be subtracted from the inmate's balance even though a local call would be.
- l) The ITS must not provide any access to a "live" operator for collect calls. Any system used to guide inmates through the collect call process must be entirely automated from their perspective. The inmate's recorded voice must be provided to the call recipient as identification.

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- m) The ITS must deploy a Network Time Protocol (NTP) Server to provide time synchronization for all phone services and all voice recording that is performed by CSC's call interception system (see Section 7 – Interception of Inmate Telephone Calls). The NTP Server must receive a signal from a Universal Time Code (UTC) source and employ GPS-based time signatures for all locations.

4.5 ITS National Database

- 4.5.1 The Contractor must provide an ITS National Database that contains all of the call detail records, as well as all of the data pertaining to the institutional files enumerated in this SOW.
- 4.5.2 The ITS National Database, with all of its required data storage and management hardware and software, must be physically located within Canada.
- 4.5.3 Each Institution must:
 - a) Have at least three (3) Workstations through which it can access the ITS National Database directly.
 - b) Be able to search for and retrieve data on a timely basis for the preceding twelve months or longer.
- 4.5.4 National Headquarters for CSC must have the following terminals through which the ITS National Database can be accessed directly in a similar fashion to those of the Institutions:
 - a) One (1) terminal for the Technical Authority
 - b) One (1) terminal for Finance
 - c) One (1) terminal for Security Intelligence
- 4.5.5 Each of the five (5) Regional Headquarters must have one (1) terminal through which the ITS National Database can be accessed directly. The locations of those Regional Headquarters are as follows:
 - a) Abbotsford, BC – Pacific Region
 - b) Kingston, ON – Ontario Region
 - c) Laval, QC – Québec Region
 - d) Moncton, NB – Atlantic Region
 - e) Saskatoon, SK – Prairies Region
- 4.5.6 The ITS must retain all the information contained in the ITS National Database for a minimum of three (3) years. The inactive files that have been closed and the call detail records that are older than twelve (12) months must be archived indefinitely. This information must be made available to CSC upon request within 24 hours of that request.
- 4.5.7 All data resident within the database is the property of CSC. At any time, within 24 hours of a request, the entirety of the data housed within the ITS must be made available to CSC as a

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complete and comprehensive “data dump” comprised of all data as well as the required table structures and data dictionary, ensuring that all meaning, relationships to other data, origin, usage, and format is preserved for CSC’s use outside of ITS functionality.

4.6 ITS Access Requirements

4.6.1 General

4.6.1.1 The ITS will have, in effect, two broad user bases which will have very different levels of access to the ITS:

- a) The inmate community
- b) CSC staff

4.6.1.2 The inmates will access the ITS to make calls using debit- or collect-calling in accordance to the controls placed upon their calling privileges by CSC authorities. CSC staff will require access to the administrative tools of the ITS to monitor and manage the ITS system.

4.6.2 Inmate ITS Access (Inmate Profile)

4.6.2.1 CSC will establish an individual Inmate Profile for each inmate which will be the primary management data point for all inmate activity on the ITS.

4.6.2.2 The Inmate Profile will reflect:

- a) A unique identifier for each inmate, the Personal Identification Number (PIN) and Smart Card number that the inmate will use to access the ITS through the Inmate Telephones. This PIN will be referenced to CSC’s inmate identification numbering system, the FPS. The FPS (Finger Print System) number will appear in any display or output of the Inmate Profile.
- b) The ITS must provide the ability to assign a temporary FPS number. When a permanent FPS number is assigned, the temporary FPS number is archived within the profile.
- c) The Institution currently housing the inmate as well as the history of all previous Institutions the inmate may have been housed during his or her incarceration.
- d) The Personal Call Allow List for that inmate (see Section 5.3 – Personal Call Allow Lists).
- e) The current and applicable Institutional Common Call Allow List associated with the inmate’s current housing (see Section 5.2 – Common Call Allow Lists).
- f) A recorded audio file of the inmate’s name for collect-call use. This recording must be made through the Institution’s phone. CSC must have the ability to erase recordings that are inappropriate or unworkable.
- g) CSC-imposed controls that must determine the additional constraints and limitations governing the inmate’s ability to use the service.

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4.6.2.3 Access to the ITS for the inmates must be strictly controlled using the Telephone Smart Card (see Section 6 – Telephone Smart Cards) in conjunction with their PIN.

4.6.3 CSC ITS Access

4.6.3.1 CSC staff will require access to the ITS on a variety of levels fulfilling an equally diverse set of functions:

- a) Institutional – able to read all information stored in the ITS but modify only information for the Institution:
 - i) Visits and Correspondence (V&C)
 - ii) Security Intelligence
 - iii) Finance
- b) Regional – able to read all information stored in the ITS but modify only information for the Region:
 - i) Security Intelligence
 - ii) Finance
- c) National – staff of CSC National Headquarters with access to all information:
 - i) Technical Authority – access to all information in every regard
 - ii) Security Intelligence
 - iii) Finance

4.6.3.2 The ITS must provide the Technical Authority with the ability to view all CSC users and their access privileges at any time. The ITS must provide the Technical Authority with the ability to track one, some, or all CSC users' activity and produce reports on that activity including the email address of those users.

4.7 Administrative Requirements

4.7.1 General

4.7.1.1 A unique component of the ITS required by CSC that differs from most other phone systems is the requirement for CSC to fulfill its mandate to provide telephone service to the inmate population while diligently maintaining public safety. Therefore, a critical element to the ITS must be the Administration and Control mechanisms provided to CSC staff on a real-time basis.

4.7.1.2 In each Institution, the ITS must reflect:

- a) A listing of all CSC user accounts for that Institution, the privileges associated with each account, and a history of all activity performed by each user. The ITS must provide

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details about a CSC user and his or her privileges and access whenever a function is performed or report is accessed.

- b) The Inmate Profile for each inmate in the Institution, establishing the supervisory controls set and managed by CSC to be applied to that inmate's ability to access and use the ITS.
- c) A detailed record, on an inmate-by-inmate basis, of ITS use.
- d) Reporting mechanisms, executed by the CSC user, providing then-current information on ITS settings and inmate usage.

4.7.2 ITS Administrative Functional Requirements

4.7.2.1 The ITS must provide an easy-to-use graphic user interface (GUI) through the ITS Workstations (see Section 4.3 – ITS Workstations) that allows CSC authorities at Institutional, Regional, and National levels to set, update, delete, and override required aspects of ITS control mechanisms. The ITS GUI must also be required to produce reports from (see Section 4.8 – Reporting Requirements) and perform searches of National Database information based on queries performed by CSC authorities at various user level at the ITS Workstation terminals (see Section 4.6.3 – CSC ITS Access).

4.7.2.2 The ITS GUI must provide CSC authorities (herein described as the “User”) with the ability to manage the control mechanisms of the ITS system using the following administrative tools:

4.7.2.3 **Add an Inmate Profile** – The ITS GUI must provide an administrative tool which will allow the User to enter a new Inmate Profile to the ITS. The tool must allow the User to enter the following information:

- a) Inmate Information:
 - i) Inmate last name
 - ii) Inmate first name
 - iii) Inmate language (French/English)
 - iv) Inmate PIN, including the ability to have a new PIN generated and assigned by the ITS
 - v) Inmate FPS number
 - vi) A designation of “Released”
 - vii) The Institution to which the new Inmate Profile will be assigned
- b) Telephone Smart Card Information:
 - i) Telephone Smart Card required
 - ii) Exclusion period start date
 - iii) Exclusion period end date

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- iv) Telephone Smart Card number, including the ability to have a new Telephone Smart Card assigned by the ITS (only one Smart Card at a time can be assigned to a specific inmate)
- c) Personal Call Allow List blocking:
 - i) Personal Call Allow List blocking enabled or disabled
 - ii) Blocked start date
 - iii) Blocked end date
- d) Total calls duration:
 - i) Total calls duration in minutes per day
 - ii) Start date
 - iii) End date
- e) Account Information:
 - i) Account Balance
 - ii) Transactions

4.7.2.4 **Edit an Existing Inmate Profile** – The ITS GUI must provide an administrative tool which will allow the User to edit the information for an existing inmate in the ITS. The screen should present, to the user, the ability to enter the following information:

- a) Inmate Information:
 - i) Inmate last name
 - ii) Inmate first name
 - iii) Inmate language (French/English)
 - iv) Inmate PIN
 - v) Inmate FPS number
 - vi) A designation of “Released”
 - vii) The Institution to which the Inmate Profile will be transferred
 - viii) Call in progress, with the ability to reset
- b) Telephone Smart Card Information:
 - i) Telephone Smart Card required
 - ii) Exclusion period start date
 - iii) Exclusion period end date
 - iv) Telephone Smart Card number, including the ability to have the Telephone Smart Card suspended
 - v) Reason for Telephone Smart Card suspension

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- c) Personal Call Allow List blocking:
 - i) Personal Call Allow List blocking enabled or disabled
 - ii) Blocked start date
 - iii) Blocked end date
- d) Total calls duration:
 - i) Total calls duration in minutes per day
 - ii) Start date
 - iii) End date
- e) Account Information:
 - i) Account Balance
 - ii) Transactions

4.7.2.5 **Inmate Profile Administration** – The ITS GUI must provide an administrative tool which will allow the User to search the ITS for an Inmate Profile. The ITS GUI must then display a list of all relevant results on any or all of the following criteria:

- a) Inmate Last Name
- b) Inmate First Name
- c) Smart Card number
- d) Inmate PIN
- e) Inmate FPS number

4.7.2.6 This tool must provide the ability to access the “Add an Inmate Profile” tool.

4.7.2.7 This tool must provide the ability to direct the search to “Search in All Institutions”.

4.7.2.8 **Security Administration** – The ITS GUI must provide an administrative tool which will allow the User to view and edit the times at which Inmate Telephones are available for use. The following information must be made accessible by the tool:

- a) National, Regional, or Institutional level (Note: times set by the National level supersede the Regional level which, in turn, supersedes the Institutional level)
- b) Schedule, allowing the user to establish allowed use times for:
 - i) Weekdays
 - ii) Weekends
 - iii) Special in service periods, setting:
 - (A) Start time

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- (B) End time
- (C) Start date
- (D) End date

- c) Blocked Period:
 - i) Blocking enabled or disabled
 - ii) Blocked start date
 - iii) Blocked end date
 - iv) Who set the Blocked Period and at which level (National, Regional, Institutional)
 - v) A summary of the existing Blocked Period if it is not at the level of the current user and supersedes his/her access
- d) Private Call Restrictions, allowing the user to set a maximum call duration from 1 minute to an unlimited time span

4.7.2.9 **Common Call Allow List Management** – The ITS GUI must provide an administrative tool which will allow the User to display the telephone numbers appearing in Common Call Allow List of Institutions individually, Regionally, or Nationally.

4.7.2.10 This tool must also allow the User to add, modify, or delete a telephone number from the Common Call Allow List(s) of the selected domain.

4.7.2.11 Note: Common Call Allow List entries set by the National level supersede the Regional level which, in turn, supersedes the Institutional level. For example: Should CSC National Headquarters add a destination number to the National Common Call Allow List, that number must be allowed regardless of its status in the Regional or Institutional Call Allow Lists.

4.7.2.12 Similarly, should a Region add a destination number to the Regional Common Call Allow List, that number must be allowed regardless of its status in the Region's Institutional Call Allow Lists.

4.7.2.13 **Personal Call Allow List Management** – The ITS GUI must provide an administrative tool which will allow the User to display the telephone numbers appearing in Personal Call Allow Lists of Institutions individually, Regionally, or Nationally.

4.7.2.14 This tool must also allow the User to add or delete a telephone number from the Common Call Allow List(s) of the selected domain.

4.7.2.15 **Modify an Existing Private Number** – The ITS GUI must provide an administrative tool which will display information on a targeted telephone number from the Personal Call Allow List of a specified Inmate Profile. This tool must also allow the User to modify that information.

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4.7.2.16 The following information must be available to the User for modification:

- a) Number accessible or denied to the inmate; if denied, the reason for the denial must be displayed
- b) Telephone number
- c) Language (English/French)
- d) Whether the number belongs to an organization or person:
 - i) Organization name, if applicable
 - ii) Person data, if applicable:
 - (A) Last Name
 - (B) First Name
 - (C) Relationship to inmate
- e) Street address
- f) City
- g) Province/State
- h) Postal/Zip code
- i) Comments
- j) Number characteristics:
 - i) DTMF blocked (Note: the default status must be “blocked”)
 - ii) Maximum call duration in minutes/call
 - iii) Maximum call frequency in calls/day (0 – unlimited)
- k) Blocked period:
 - i) Blocking enabled or disabled
 - ii) Blocked start date
 - iii) Blocked end date

4.7.2.17 The tool must display the history of the last 5 denials of access to the target telephone number, if applicable, with the following information:

- a) Reason for denial
- b) Created by
- c) Creation date

4.7.2.18 **Search a Phone Number** – The ITS GUI must provide an administrative tool which will allow the User to identify whether or not a specified Inmate Profile by PIN has/had access to a specified telephone number at a specified date and time.

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4.7.2.19 **Search Phone Number in All Lists** – The ITS GUI must provide an administrative tool which will allow the User to identify, by telephone number, if a specified telephone number exists in any Common Call Allow Lists or Personal Call Allow Lists and display the Lists in which that number appears.

4.7.2.20 **Test Inmate Telephone Availability** – The ITS GUI must provide an administrative tool which will allow the User to test a specified Inmate Telephone’s availability.

4.7.2.21 The selection of the Inmate Telephone to test must be available by a series of hierarchical drop-down lists staging by the following levels:

- a) Region
- b) Institution
- c) Location, within the Institution
- d) Inmate Telephone number

4.7.2.22 The tool must also allow the User to specify the Inmate Telephone to test by entering in its telephone number directly.

4.7.2.23 **Financial Management** – The ITS GUI must provide an administrative tool which will allow the User to search, modify, and display the financial transactions associated with an Inmate Profile conducted from the moment of inquiry to three months prior, by entering an inmate’s PIN or FPS number.

4.7.2.24 The following information must be displayed:

- a) Account Information:
 - i) Inmate last name
 - ii) Inmate first name
 - iii) Telephone Smart Card number
 - iv) Inmate PIN
 - v) Inmate FPS number (updatable from this display)
- b) Refund Information:
 - i) Whether the refund was a complete refund or a partial refund
 - ii) Amount of refund
 - iii) Comments

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4.7.2.25 **Institution Management** – The ITS GUI must provide an administrative tool which will allow the User to view the following information about the location of a specified Institution:

- a) Institutional Number
- b) Region
- c) Province
- d) Name
- e) Security Level
- f) Address
- g) Time Zone

4.7.2.26 The tool must also allow the User to toggle on or off the requirement for Telephone Smart Cards to access the Inmate Telephones of that Institution.

4.7.2.27 **Audio Announcements** – The ITS GUI must provide an administrative tool which will allow the Technical Authority at National Headquarters or his/her delegate to add, enable, disable, organize, and delete recorded audio messages that will be delivered to inmates during the initial connection period of their calls.

4.7.2.28 CSC will provide the verbiage of the messages, in both official languages, to the Contractor who must then record and upload to the ITS as and when required. Those messages can then be enabled and organized by the Technical Authority at National Headquarters to provide the required audio information to inmates during the initialization of their calls.

4.7.2.29 Historically, modifications to the standard roster of audio announcements occur very infrequently.

4.7.3 Supervisory Controls

4.7.3.1 CSC authorized personnel will, through the ITS, have the ability to set controls, in real-time, that will govern the use of the system. Controls will be set for an individual inmate or a CSC-designated group of inmates.

4.7.3.2 Those controls will reflect:

- a) Any CSC-defined group, such as all inmates in a specific Institution or resident on a specific range within an Institution, to which the inmate has been identified as a member. These groupings will be used to assign and apply any controls to be applied by group.
- b) An enumeration of all of the countries that do not accept international collect calls.
- c) A warning mechanism, configurable by the Technical Authority at National Headquarters, during a call to alert the inmate that a curfew is approaching.

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- d) A series of automated audio messages that can be played before the inmate's call begins. The ITS will provide the ability to:
 - i) Upload new messages to the ITS database.
 - ii) Remove messages from the ITS database.
 - iii) Add messages to the active playlist.
 - iv) Remove messages from the active playlist.
 - v) Rearrange the order of messages in the active playlist.
 - vi) Commence or suspend the playing of the active playlist on Inmate Phones.
 - vii) Play an English or French version of the audio message based on the preferred language identified in the Inmate Profile.

4.7.3.3 Note: Only authorized CSC personnel within the Institution in which the inmate resides can add or delete telephone numbers from Personal Call Allow Lists. Authorized CSC personnel in Institutions other than the facility in which the inmate resides have "read only" access to the inmate telephone file.

4.7.4 Attempts at Unauthorized Use

4.7.4.1 The ITS must provide a mechanism for logging any and all attempts to circumvent the supervisory controls set by CSC. These ITS logs must produce reports that will be generated upon:

- a) Any attempt by an inmate to use a different inmate's Telephone Smart Card.
- b) Any attempt to enter a "Blocked Telephone Number" from either a Personal Call Allow List or on a Institutional Call Allow List
- c) Any call that was terminated as per a duration restriction.
- d) Any other attempt to exceed the preset controls established by CSC staff.

4.7.4.2 The log must contain the following information:

- a) Details of the event (who, when, and where).
- b) The telephone number's "blocked" status.
- c) The reason, date, and under whose authority it was blocked.

4.7.5 Non-Operational Inmate Telephone Identification

4.7.5.1 The ITS must provide a means of allowing CSC personnel, through an electronic interface, to fill out an online form to report a non-operational phone (see "non-operational" in Section 4.9.2 – Inmate Telephone Maintenance below). In the event that an online solution is unavailable, an alternative method of notifying the ITSP must be provided.

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4.7.6 Manual By-Pass

- 4.7.6.1 At each of the Ranges of any given Institution, the Inmate Telephone Sets of that range are controlled by a Range Control Post (RCP) or, more centrally, by the Main Communication and Control Post (MCCP) . At these posts exist Manual By-Pass switches that allow CSC staff to manually shut down the Inmate Telephone Sets individually. This must be achieved by a mechanical switch.
- 4.7.6.2 The Contractor must ensure that all of the Inmate Telephone Sets it provides will be connected to and controlled by the relevant RCPs or MCCPs within each Institution.

4.8 Reporting Requirements

4.8.1 General

- 4.8.1.1 The ITS must make available, in real-time, all information about the activity, settings, controls, and financial information to CSC users based on the authorities granted to their respective access levels (see Section 4.6.2 – CSC ITS Access). This information must be available at the Institutional, Regional, and National levels.
- 4.8.1.2 The ITS must be able to produce these reports through the ITS GUI in HTML format as well as to export stand-alone reports in HTML and CSV formats.
- 4.8.1.3 The ITS must be able to email any and all of these reports to authorized CSC personnel with valid CSC email accounts in an compact, secure, email-friendly format both at scheduled times and upon request.
- 4.8.1.4 CSC requires that the ITS, through an easy-to-use and intuitive graphic user interface (GUI) accessible by a computer through the Contractor’s communications infrastructure, provide an array of reports. A detailed description of the required reports appears as Appendix ‘A’ – ITS Reporting to this solicitation.
- 4.8.1.5 A brief overview of the required reports and their purpose is as follows:

4.8.2 Listing Reports

- 4.8.2.1 **Common Call Allow List** – a report reflecting the phone numbers appearing on Common Call Allow Lists, available by National, Regional, or Institutional listing.
- 4.8.2.2 **Inmate Telephone Layout** – a report reflecting a list of the physical locations for each telephone, available by National, Regional, or Institutional listing.

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- 4.8.2.3 **In-Service Hours** – a report reflecting the in-service history for each telephone, available by National, Regional, or Institutional listing, generated for periods determined by user-entered date and time fields.
- 4.8.2.4 **Inmate List (PIN list)** – a report on telephone access controls by both Active and Released inmate(s), available by National, Regional, or Institutional listing. This list will provide statistics on inmate telephone access controls and will provide the details in tabular format.
- 4.8.2.5 **Inmate Private Access List** – a report listing the allowances and restrictions, provided by inmate.
- 4.8.2.6 **Inmate Temporary FPS** – a report on inmates to whom a temporary FPS number has been assigned, available by National, Regional, or Institutional listing.
- 4.8.2.7 **Phone Numbers In More Than One Inmate's Personal List** – a report identifying, listing and providing the information, by inmate, on telephone numbers that appear on more than one inmate's Personal Call Allow List, available by National, Regional, or Institutional listing.
- 4.8.2.8 **Telephone Smart Card History** – a report providing current status of a Smart Card and the history of CSC user actions against that card.
- 4.8.2.9 **Telephone Smart Card No Longer Assigned List** – a report listing Telephone Smart Cards that are no longer available for re-allocation (e.g. broken, lost, or cancelled).

4.8.3 Investigative Reports

- 4.8.3.1 **Collect Call Activity** – a report allowing CSC users to list collect calls made, provided by inmate.
- 4.8.3.2 **Frequently Called Numbers** – a report identifying the telephone numbers most frequently called from the selected range of telephones.
- 4.8.3.3 **Frequently Calling Inmates** – a report identifying the inmates who make calls most frequently, the highest number of calls, and the longest total duration of calls.
- 4.8.3.4 **Inmate Blocked Calls** – a report identifying the number of call attempts that were blocked.
- 4.8.3.5 **Inmate Call Activity** – a report identifying all numbers called by an identified inmate or range of inmates.
- 4.8.3.6 **Inmate In-Call Session** – a report identifying the length of inmate-placed calls.
- 4.8.3.7 **Frequently Blocked Numbers** – a report identifying the blocked numbers, from most to fewest blocked.
- 4.8.3.8 **Frequently Blocked Offenders** – a report identifying offenders with blocked calls, presented by most to fewest instances.

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- 4.8.3.9 **CSC Telephone Call Activity** – a report identifying all numbers for calls made from and received by an internal to CSC staff telephone.
- 4.8.3.10 **Targeted Telephone Numbers** – a report displaying information on identified outside telephone numbers.
- 4.8.3.11 **Toll-Free Call Activity** – a report identifying all toll-free calls made from an Inmate Telephone.

4.8.4 Financial Reports

- 4.8.4.1 **Call Cost Transactions** – a report listing the cost of calls made by call date.
- 4.8.4.2 **Inmate Available Funds** – a report displaying the status, by inmate, of the availability of funds.
- 4.8.4.3 **ITS Statement** – a report displaying financial activity, by inmate, for a specified period.
- 4.8.4.4 **Transfer Transactions** – a report displaying financial transfer transactions made, by inmate, for a specified period.
- 4.8.4.5 **Refund Transactions** – a report displaying refunds made, by inmate, for a specified period.

4.9 Performance Guarantee

4.9.1 General

- 4.9.1.1 All telephone, computer, networking, and ancillary equipment provided by the Contractor to fulfill the requirements of this SOW must remain the sole property of the Contractor. As such, the maintenance and support of that equipment must also be the sole responsibility of the Contractor.
- 4.9.1.2 The ITS is considered essential to any CSC Institution. Therefore, the Contractor must be held to a Performance Guarantee in which the Contractor must agree to maintain all equipment to the following Performance Level Standards:
- a) Service and support for the ITS must be available each day from 8:00am to 5:00pm Institution local time, 365 days per year with no exceptions.
 - b) For disabled or inoperable hardware (telephones, enclosures, telephone lines, Workstations, communication lines, etc.), the Contractor must replace or repair the component within one (1) business day. See Section 4.9.2 – Inmate Telephone Maintenance below.
 - c) For “Non-Functional” Inmate Telephones that are only partially operable (i.e. the phone is able to make either debit or collect calls, but not both), the Contractor must replace or repair the component within two (2) business days. See Section 4.9.2 – Inmate Telephone Maintenance below.

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- d) The Contractor must provide each Institution with and maintain a stock of no less than 50 additional Telephone Smart Cards. These additional cards must be used to replace faulty, damaged, or inaccurate Telephone Smart Cards. See Section 6 – Telephone Smart Cards for more detail.

4.9.1.3 The restoration times above are for full restoration of service. Interim measures may be used to meet the required availability of a service.

4.9.2 Inmate Telephone Maintenance

4.9.2.1 Full operability of all phones is considered nominal. A “Fully-Functional” phone is one which has all controls operating fully and can make both debit and collect calls.

4.9.2.2 Any deviation from a Fully-Functional state is considered “Non-Functional” and must be addressed as per the Performance Level Standards above.

4.9.2.3 Example: An Inmate Telephone in which all components and functions are operational except that the “#” button on the numeric keypad does not make its required connection would be considered “Non-Functional” but would be subject to the “partially operable” service requirements of Performance Level Standard 3 listed above.

4.9.3 ITS Hardware/Software Maintenance

4.9.3.1 Additionally, the Contractor must be responsible for maintaining and installing upgrades to all products and services that comprise the ITS, including all hardware (workstations, telephones, network infrastructure, etc.) and software components, in order to maintain currency with any Contractor-initiated enhancements or changes to hardware or software profiles. This includes any modifications to any customization that may be required as a result of the upgrade. See Section 3.4 – Provide Changes, Enhancements, and Upgrades.

5 INMATE CALL ALLOW LISTS

5.1 General

5.1.1 In order to preserve public safety, CSC is obliged to curtail the contact an inmate is able to have of his/her own accord with the Canadian public. This obligation, as it applies to the ITS, results in CSC requiring all numbers an inmate is permitted to call to be thoroughly screened beforehand. To accomplish this while maintaining as efficient and unobtrusive an experience for the inmate as possible, CSC imposes a set of Call Allow Lists that designate for each inmate which numbers he/she is allowed to call freely provided an inmate telephone and the required funds are available.

5.1.2 There are two sets of Call Allow Lists that regulate an inmate’s calling abilities:

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- a) Common Call Allow Lists
- b) Personal Call Allow Lists

- 5.1.3 Any call placed through an Inmate Telephone in any Institution must be processed by the ITS. Part of that process must be that the ITS will compare the number dialed by the inmate through the Inmate Telephone Set against the applicable Call Allow Lists identified by the Inmate Profile information provided by the Telephone Smart Card (see Section 6 – Telephone Smart Cards).
- 5.1.4 If the ITS finds that the number dialed by the inmate appears on the Call Allow Lists attributed to the Inmate Profile, and is not specifically blocked by CSC authorities (see Section 4.7 – Administrative Requirements), the call must be connected.
- 5.1.5 If the ITS cannot find the number dialed by the inmate on the identified Call Allow Lists or the number is specifically blocked by CSC authorities, the call must not be connected and the inmate must hear a message informing him/her of that event and the reason why.

5.2 Common Call Allow Lists

- 5.2.1 CSC provides Common Call Allow Lists which contain numbers that all inmates in an Institution, Region, or – rarely – Nationally are permitted to call. These numbers are often associated with organizations that run programs to assist inmates with their rehabilitation. Common Call Allow Lists are unique to each Institution and affect only the inmates who are housed at that Institution.
- 5.2.2 Typically, CSC authorities at an Institution will determine the content of a given Common Call Allow List, since it applies only to the inmates residing at that Institution. On occasion, Regional CSC authorities will determine that a number should be present on the Common Call Allow Lists for all Institutions in that Region. Regional CSC authorities will also have the ability to assign numbers to any Institution in their respective Region.
- 5.2.3 The Technical Authority will have the ability to implement, through the ITS interface at National Headquarters, a number into Common Call Allow Lists at National, Regional, or Institutional levels.

5.3 Personal Call Allow Lists

- 5.3.1 In addition to those identified by the Common Call Allow List of his/her Institution, an inmate will have a Personal Call Allow List containing numbers that are pertinent to him or her. The numbers on that list are most often people of a familial or professional relationship to the inmate (e.g. close family relations, lawyers, advocacy groups, etc.).
- 5.3.2 CSC authorities at the Institution will process inmate requests for numbers to be applied to Personal Call Allow Lists and, after due investigation, will be input through the ITS to the appropriate List.

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5.3.3 CSC authorities at the Institution must have the ability to apply, modify, and remove entries to any Personal Call Allow List through the ITS. The ITS must also allow one, some, or all numbers on the Personal Call Allow List to be temporarily suspended, in real-time, by CSC authorities.

5.3.4 The Personal Call Allow List must be transferable, along with the Inmate Profile, from one Institution to another if an inmate is moved to another facility.

6 TELEPHONE SMART CARDS

6.1 General

6.1.1 As of May 2012, there are approximately 15,000 inmates housed in 57 correctional facilities operated by CSC. Each of those inmates requires access to the use of a telephone. Each inmate will be issued a Telephone Smart Card with which he or she will be able to access the ITS.

6.1.2 Note: The Contractor must reuse the Smart Cards currently in use.

6.1.3 The purpose of the Telephone Smart Card is to:

- a) Allow inmates access to the use of a telephone in a secure manner.
- b) Allow CSC to monitor inmate telephone use.
- c) Impose restrictions to available telephone numbers outside the Institution to ensure public safety.
- d) Provide an accurate tracking mechanism for all financial information for the inmate regarding the use of the ITS.

6.1.4 Though every effort will be made to reissue Telephone Smart Cards previously used by inmates now released, the number of inmates housed at one time may increase by 25% or more over the period of the contract (see Section 10 – Project Growth).

6.1.5 Lost, damaged, and inoperable Telephone Smart Cards will be replaced by the Institution from its reserve stock provided and maintained by the Contractor. See Article 4.9.1.2 (d) for more information.

6.2 Telephone Smart Card Use

6.2.1 Each inmate will be provided with a card that, through interaction with the Inmate Telephone, identifies an individual Inmate Profile, defined and described by CSC (see Section 4.6.2 – Inmate ITS Access).

6.2.2 The Inmate Profile will describe CSC-imposed controls that will reflect and determine the constraints and limitations governing the inmate's ability to use the service.

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- 6.2.3 The inmate will insert the Telephone Smart Card into the Inmate Telephone. The inmate will then be required to enter his or her unique Personal Identification Number (PIN) using the telephone's keypad. If the PIN is entered correctly, the inmate will be instructed to input the desired telephone number and the call will be then processed by the ITS.
- 6.2.4 Before initiating the call, the system will notify the inmate of the then-current balance of available funds in the inmate's account. Following the call, the system will notify the inmate of the new balance of available funds in the inmate's account.

6.3 Telephone Smart Card Restrictions

- 6.3.1 The use of a common technology like Telephone Smart Cards for the ITS raises some security issues that must be addressed in the following manner:
- a) The Telephone Smart Cards currently in use that the Contractor will continue to use and any future cards provided by the Contractor to CSC must have no value outside the CSC ITS.
 - b) No Telephone Smart Card that is available to the general public or from any organization within or outside of Canada, other than CSC, will be compatible with the Solution provided to CSC.

7 INTERCEPTION OF INMATE TELEPHONE CALLS

- 7.1 CSC has a statutory right, when certain criteria described in the Corrections and Conditional Release Act are met, to selectively intercept and record inmate conversations. There is equipment in all of the institutions that permits, when authorized, this selective interception and recording of inmate telephone calls. These units are normally housed in the Preventive Security Office.
- 7.2 Presently, inmates who are subject to interception have their Personal Identification Number (PIN) entered on the interception unit. This unit is designed to listen whenever an inmate telephone is taken "off the hook". It is during this initial stage that the inmates are required to identify themselves on the ITS by entering their PIN. This identification process authorises them to make a call via their Personal Telephone List or the Institution Agency List. The interception system listens for this identifier and if it does not correspond to one of those on its list of targeted inmates it automatically disconnects before the communication commences. In the case where there is a match the interception system then activates the recording process. The interception process stops when the call is terminated.
- 7.3 The Contractor must indicate how they propose to interface the ITS with CSC's interception system. This connectivity must ensure the continued maintenance of the interception systems automatic selectivity process. Should the interception system suddenly cease to communicate with the ITS at any point it is not in a maintenance cycle, the ITS must immediately send an

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alert to the Technical Authority at National Headquarters and the maintenance provider for the interception system.

NOTE TO RFI RESPONDENTS: *This information will be required as part of the Bidder's proposal submitted in response to the RFP should Canada decide to proceed with a bid solicitation.*

8 TRAINING & ONLINE HELP

- 8.1 The Contractor must provide, as part of the ITS management GUI, a training module that allows CSC users to employ a self-directed and task-oriented training methodology. The training material must be a step-by-step and easy-to-understand approach to instructing users how to complete the various tasks available to them through the ITS. This material must be complete and comprehensive, covering all features and functions of the ITS at all levels of user access.
- 8.2 This training technique must also serve as online help for users already familiar with the system but need to refresh their memory as to exactly how to achieve the results they wish to accomplish.
- 8.3 The Training & Online Help modules must be fully indexed and searchable using Boolean logic for search terms.
- 8.4 All Training & Online Help material must be made available in both English and French (see Section 13 – Language below).

9 CSC INSTITUTIONAL INFRASTRUCTURE

- 9.1 The Contractor must provide a national, fully-integrated ITS with automated control and supervision capabilities for approximately 15,000 inmates housed in 57 correctional facilities operated by CSC. A complete delineation of the institutional profiles can be found as Appendix 'B' – CSC Institutional Infrastructure to this Statement of Work, including:
- a) The location of each institution.
 - b) The minimum number of phones and enclosures required in each institution.
 - c) The number of user workstations required.
- 9.2 The Contractor must maintain up-to-date records of the location of each phone within all CSC Institutions. These records must be available, in real-time through the ITS GUI, to CSC personnel.

10 PROJECT GROWTH

- 10.1 CSC has recognized that, during the life of the contract, it is possible that the inmate population in the Nation's Institution could rise by 25% or more. The growth in the number of inmates

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housed may be accommodated by new construction and/or changes to existing facilities (for example, use of double bunking, re-commissioning of cells/ranges, re-purposing of existing facilities, etc.). In any case, with the growth of the inmate population, more access to the ITS will be required.

- 10.2 The Contractor must provide an additional inmate telephone(s) in the following circumstances:
- a) The average daily volume of use of a particular telephone exceeds four (4) hours during the hours of 4:00 pm to 10:00 pm Institution local time (generally the only time of day the majority of inmates are free to use telephones) over the span of two (2) consecutive months. CSC may determine that an additional inmate telephone will be required in that immediate area.
 - b) An area within an Institution is slated for a rise in the inmate population (e.g. selected for double-bunking). CSC may determine that the number of inmate telephones must be increased in order to handle the anticipated increase in telephone use in that area.
 - c) New construction, the re-commissioning of cells/ranges, or the repurposing of existing facilities is scheduled in the near-future. CSC may require the Contractor to install and implement additional inmate phones to service the expected population designated to occupy the new area.
 - d) Due to operational requirements as defined by CSC.
- 10.3 In each of the above cases, the Contractor must provide CSC with a projected work plan and firm schedule commitments for the installation and implementation of fully-functional inmate telephones to meet the identified requirement(s).
- 10.4 The Contractor must not modify the cost of using the ITS for the inmates due to new installations. The costs of these additional phones will be recouped by the Contractor through the increase in overall phone use by the growing inmate population.

11 PROJECT DURATION

- 11.1 The ITS must be fully implemented within twelve (12) months of the award of contract. This will require the Contractor to adopt a rapid deployment methodology and propose a Solution to ensure successful delivery within this tight timeframe.

12 TRANSITION

- 12.1 The ITS is a critical system to the correctional environment. There is little tolerance for a disruption in the provision of access to a telephone system to inmates. As such, the transition from one provider to another is an activity that must be undertaken with a great deal of planning, efficiency, and care.
- 12.2 The Contractor must provide a Transition Plan that outlines, in exacting detail, the approach and methodology the Contractor intends to employ in transitioning from the previous provider to the

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Contractor with a minimum of disruption as well as defining how it will transition to another supplier at the end of the contract.

NOTE TO RFI RESPONDENTS: This information will be required as part of the Bidder's proposal submitted in response to the RFP should Canada decide to proceed with a bid solicitation.

- 12.3 Aspects of the project that the Transition Plan must be included, but not be limited to, such elements as:
- a) Inmate financial balances that need to be transferred from one provider to the next with a minimum of disruption.
 - b) Inmate Profile information to be migrated from one provider to the next with a minimum of error, verification, and disruption.
 - c) Call Allow List (both Common and Personal) data migrated from one provider to the next, at National, Regional, and Institutional levels.
 - d) Historical call data, important to Security Intelligence operations, migrated from one provider to the next.
 - e) Plans for reuse of the currently in-use Smart Cards.
 - f) Mitigation strategies to ensure the elapsed time between commencement and completion of transition activities related to the physical infrastructure (including the actual telephones, DSLAM, modems etc to be used) required for inmate telephones is minimized.
 - g) Additional transition issues, identified by the incoming ITS Provider, with relevant and effective mitigation strategies.

13 LANGUAGE

13.1 General

- 13.1.1 Canada has two National Official Languages: English and French. CSC, as a Federal Government Agency, is obliged to provide service to both the public and the inmates in its care in the Official Language of their choice. CSC also conducts business internally in both Official Languages dependent upon which Province or Territory it is taking place.
- 13.1.2 The ITS is of a National scope and must be implemented in each of the five (5) Regions of CSC encompassing all the Territories and Provinces of Canada. Therefore, the ITS must incorporate both Official Languages in all aspects of its services.

13.2 ITS System Interface

- 13.2.1 The system interface of the ITS GUI for CSC users must provide the ability to set the language preference in the CSC User Profile to either English or French. This language preference will

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determine in which Official Language the GUI will display all menus, GUI text, and help menus for that User.

- 13.2.2 Selections from drop-down menus appearing in the ITS GUI must be made available in either Official Language and will appear in either English or French according to the language preference indicated by the User Profile.
- 13.2.3 Any User-typed textual information retrieved by the ITS GUI from the National Database must appear in whichever language it was originally entered.

13.3 Written Materials

- 13.3.1 All written training materials, manuals, and help menus of the ITS must be available in both Official Languages (English and French). Such written materials must be provided as editable electronic documents.

13.4 Regional Language Profiles

- 13.4.1 In dealing with CSC personnel, the Language Profile of each Region must be met by the ITS and the Contractor's professional services required for its implementation.
- 13.4.2 The Regional Language Profiles are as follows:
 - a) Atlantic Region – English (both English and French in New Brunswick)
 - b) Quebec Region – French
 - c) Ontario Region – English
 - d) Prairies Region – English
 - e) Pacific Region – English
 - f) National Headquarters – English and French

13.5 Inmate Telephones

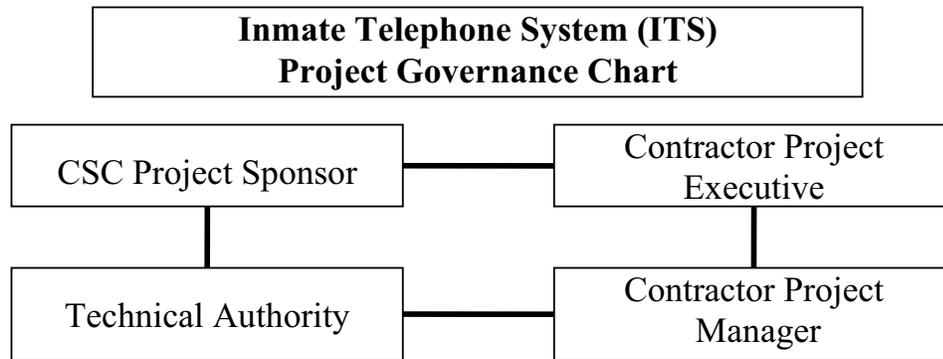
- 13.5.1 All inmates, anywhere in Canada, will have a Language Preference defined by his/her Inmate Profile.
- 13.5.2 When accessing the Inmate Telephone Set, the inmate must hear either English or French speech, determined by the Language Preference of his or her Inmate Profile, from an automated operator or if they hear any prompts or messages.

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14 GOVERNANCE AND PROJECT MANAGEMENT

14.1 General

- 14.1.1 CSC monitors, manages, and facilitates the provision of the ITS to the inmates in its care and, as such, sets the operational policies and procedures governing that activity. CSC is the ultimate authority regarding the relationship between the inmates and the ITSP and will act as the sole intermediary. There will be no contact or communication between the ITSP and the inmate user base.
- 14.1.2 The Contractor must provide the required personnel described in this Section to act on its behalf in all matters with regard to the ITS. CSC will provide the personnel described below to manage the ITS Project but reserves the right to modify the structure of the Project's personnel should the need arise.



14.2 Project Governance

- 14.2.1 CSC will designate a person as the CSC Project Sponsor. The Project Sponsor will provide governance and direction to the Project as well as represent the ultimate level of escalation for any and all matters relating to the Project.
- 14.2.2 The Technical Authority, described below, will keep the Project Sponsor abreast of the Project's status and progress on an ongoing basis but the Project Sponsor will not take an active role in the day-to-day management of the Project.
- 14.2.3 The Contractor must designate a senior-level person in its organization as the Contractor Project Executive. The Contractor Project Executive must represent the ultimate level of escalation for any and all matters relating to the Project. The person designated as the Contractor Project Executive must have sufficient position and authority within the Contractor's organization to commit the Contractor to deliverables, timelines, contractual obligations, and resolutions to problems without seeking approval from higher levels of authority.

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14.3 Project Management

- 14.3.1 CSC will designate a person as the Technical Authority. Overall project management responsibility for the Project will lie with the Technical Authority. The Technical Authority will manage all aspects of liaison with the Contractor in terms of issue resolution, change management, project timeline management, and other delivery issues, and act as the focal point for all CSC personnel-related interfaces.
- 14.3.2 The Contractor must designate a single qualified person as the Contractor Project Manager. The Contractor Project Manager must act as the focal point for all Contractor issues regarding delivery of service as well as providing a single point of contact for any items requiring contact with the Technical Authority for issue resolution, change management, timeline management, and other delivery issues.
- 14.3.3 The Contractor Project Manager must be the sole resource permitted to communicate with CSC unless expressed permission is provided by the Technical Authority. Members of a Contractor management team must direct all communications with CSC through the Contractor Project Manager responsible for the interactions on a day-to-day basis with CSC.
- 14.3.4 If the Technical Authority is unable to communicate effectively with the Contractor Project Manager or finds that resource is unable or unwilling to provide a satisfactory level of service, the CSC Project Sponsor will inform the Contractor Project Executive of the impasse. The Contractor must then replace the Contractor Project Manager within 60 days of CSC's notification with an equally well-qualified or superior resource.
- 14.3.5 Should the need arise to escalate Project issues beyond the levels of the Contractor Project Manager and the Technical Authority, the personnel of both the Contractor and CSC responsible for ultimate Project Governance will become involved. Escalation of an issue will only occur internally in either organization. The Project Governance level (i.e. CSC Project Sponsor and Contractor Project Executive) of one group is not to be contacted by the Project Management personnel (i.e. Technical Authority and Contractor Project Manager) of the other.

14.4 Project Initiation

- 14.4.1 Within thirty (30) days following contract award, the Technical Authority and the Contractor Project Manager will meet to define the activities comprising the Project Initiation. At this time, the Technical Authority and the Contractor Project Manager will assign resources and set objectives and schedules for the Project Initiation phase. The Project Initiation phase must be completed no later than January 31st, 2014.
- 14.4.2 The prime objective of the Project Initiation exercise is to set the standards, timings, and deliverables that will govern the Project throughout its life.
- 14.4.3 The secondary objective is to develop a hand-off process that will smoothly and efficiently transfer the delivery of the ITS from the current supplier to the Contractor. The Contractor and

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CSC will focus their efforts on determining the best way to bring the approved plans into practice from the current state of activity with as little disruption as possible.

14.5 Annual Performance Review

- 14.5.1 Each year, within 90 days following the anniversary of the contract award date, CSC will conduct a performance review of the Project.
- 14.5.2 The Contractor Project Manager will be included in many of the discussions surrounding this review and, at this time, CSC will consider minor changes to the specific requirements based on the Contractor's performance during the previous year. The Contractor Project Manager may make suggestions as to what changes the Contractor feels would improve the delivery of the ITS.

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APPENDIX 'A' – ITS REPORTING

The tables that comprise this Appendix define and describe the reports that will be available to the CSC user from the Inmate Telephone System to be provided by the Contractor. Following are the definitions of the headings appearing throughout the tables:

Heading	Definition
Report Name	Name of the report as it will appear on the list of available reports on the screen that allows the User to choose a report to generate.
Report Purpose	A brief description of the report, explaining the results expected.
Type of Report	Classifying the report as: <ul style="list-style-type: none"> • List, to produce a simple list of results generated for administrative reporting purposes; • Investigative, to produce results to be used to identify calls that may require examination for proscribed activities (e.g. blocked); or • Financial, to produce reports to be used to track, monitor and manage inmate funds allocation and usage.
Filters Required	A description of the filters (limitations) that the User can define to specify the range he/she wishes to report on (geographic, inmate type, timeframe, etc.). These may be offered by: <ul style="list-style-type: none"> • Drop-Down List, allowing the User to choose a location or range of locations for which the results should be offered (e.g. National / Regional / Institution / Range / Unit) • Option Box, allowing the User to check a box to choose from a limited number of options (e.g. Active / Released / Active and Released or Debit / Collect / Both) • Alphanumeric Text Box, allowing the User to enter alphanumeric text reflecting the format existing for the required field in the database, limiting the produced records to those containing that text in the identified field (e.g. FPS#, PIN, Telephone# Date, etc.)
Call Disposition Filtering choices (where applicable)	Additional filters that may be applied to define a more limited range for specifying results requested (By Completed Status, By Blocked Status, By Other Conditions) offered as check boxes, with the capability for multiple checks.
Report Fields, Sorted By " <i>Specified Field</i> "	Heads a list of fields expected in the report sorted on the specified field included in the list.
Field Type	Defines what manner of data will appear in the field.
Additional	Defines any additional capabilities to be provided to the User (e.g. additional

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Considerations	filters, exceptions, etc.).
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Report Name:	COMMON CALL ALLOW LIST	
Report Purpose:	List all telephone numbers appearing on the Common Call Allow Lists for an Institution or series of Institutions by Region.	
Type of Report:	List	
Filters Required:		
Geographic choice from a drop-down list: National / Regional / Institution		
Report Fields, Sorted By "Telephone Number"		Field Type:
Telephone Number		###-###-####
Institution		Text
Deny/Allow		Deny/Allow
Organization Name		Text
DTMF (Dial Time Modulation Frequency) Blocked		Y/N
DTMF Blocking Start Date		yyyy/mm/dd
DTMF Blocking End Date		yyyy/mm/dd
Denial (Institutional / Regional / National)		Institutional / Regional / National
Denial Reason		Text
Additional Considerations:		

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Report Name:	INMATE TELEPHONE LAYOUT	
Report Purpose:	List the physical locations (Building and Range) for each Inmate Telephone	
Type of Report:	List	
Filters Required:		
Geographic choice from a drop-down list: National / Regional / Institution		
	Report Fields, Sorted By "Telephone Number"	Field Type:
Telephone Number		###-###-####
Institution		Text
Unit / Building		Text
Range		Text
Location Description		Text
Date of Service Inception		###-###-####
Date of Last Relocation (if applicable)		yyyy/mm/dd
Additional considerations:		

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Report Name:	IN-SERVICE HOURS	
Report Purpose:	List the availability for each Inmate Telephone within the defined range for the defined period	
Type of Report:	List	
Filters Required:		
Geographic choice from a drop-down list:	Region / Institution	
Geographic choice from a drop-down list:	Range / Unit / Institution	
Capability by option box:	Collect Calling / Debit Calling / Both	
Timeframe for report, including:		
<ul style="list-style-type: none"> ○ Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) ○ Period End Date for which the report is requested (yyyy/mm/dd/hr/min) 		
Report Fields, Sorted By "Telephone Number"		Field Type:
Telephone Number		###-###-####
Institution		Text
Location Description		Text
Average Downtime per 24 hours		Hrs : mins : secs
Additional Considerations:		

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Report Name:	INMATE LIST (PIN LIST)	
Report Purpose:	Provide statistics on Inmate Telephone access controls by inmate.	
Type of Report:	List	
Filters Required:		
Geographic choice from a drop-down list: National / Regional / Institution		
Inmate status by option box: Active / Released / Active and released		
Report Fields, Sorted By "Inmate Last Name"		Field Type:
Inmate Last Name		Text
Inmate First Name		Text
Inmate PIN		Numeric
Inmate FPS #		Alphanumeric
Inmate Smart Card #		Numeric
Inmate Language		English/French
Active/Released		Y/N
Call Blocking in effect		Y/N
Call Blocking start date		yyyy/mm/dd
Call Blocking end date		yyyy/mm/dd
Call Duration limit		Hrs : mins : secs
Elapsed Time Allowance		yyyy/mm/dd
Call Duration limit start date		yyyy/mm/dd
Call Duration limit end date		yyyy/mm/dd
Smart Card Required		Y/N
Smart Card Required start date		yyyy/mm/dd
Smart Card Required end date		yyyy/mm/dd
Additional considerations:		

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Report Name:	INMATE TEMPORARY FPS	
Report Purpose:	List of inmates to whom a temporary FPS number has been assigned.	
Type of Report:	List	
Filters Required:		
Geographic choice from a drop-down list: National / Regional / Institution		
Inmate status by option box: Active / Released / Active and released		
Report Fields, Sorted By "Inmate Last Name"		Field Type:
Inmate Last Name		Text
Inmate First Name		Text
Inmate PIN		Numeric
Inmate FPS #		Alphanumeric
Inmate Smart Card #		Numeric
Inmate Language		English/French
Active/Released		Y/N
Call Blocking in effect (Y/N)		Y/N
Call Blocking start date		yyyy/mm/dd
Call Blocking end date		yyyy/mm/dd
Call Duration limit		Hrs : mins : secs
Elapsed Time Allowance		yyyy/mm/dd
Call Duration limit start date		yyyy/mm/dd
Call Duration limit end date		yyyy/mm/dd
Smart Card Required (Y/N)		Y/N
Smart Card Required start date		yyyy/mm/dd
Smart Card Required end date		yyyy/mm/dd
Additional Considerations:		

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Report Name:	PHONE NUMBERS IN MORE THAN ONE INMATE'S PERSONAL LIST	
Report Purpose:	Identify, list and provide information, by inmate, on telephone numbers that appear on more than one inmate's Personal Call Allow List	
Type of Report:	List	
Filters Required:		
Inmate status by option box: Active / Released / Active and released		
Report Fields, Sorted By "Telephone Number"		Field Type:
Telephone #		###-###-####
Name of target telephone # owner		Text
Relationship of target telephone # owner to the inmate		Text
Inmate PIN		Numeric
Inmate FPS #		Alphanumeric
Inmate Last Name		Text
Inmate First Name		Text
Current Institution for the inmate		Text
Active/Released		Active/Released
Additional considerations:		
National Results only – no geographic filters		
Filters allowing the user to eliminate numbers/relationships are to be provided		

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Report Name:	TELEPHONE SMART CARD HISTORY	
Report Purpose:	Provide current status of a Telephone Smart Card and the history of CSC user actions against that card.	
Type of Report:	List	
Filters Required:		
Smart Card Number		
Report Fields, Sorted By "Date of Action/Modification" (Most to least recent)		Field Type:
Owner		Text
Inmate FPS		Numeric
Inmate Last Name		Text
Inmate First Name		Text
Inmate Region		Text
Inmate Institution		Text
Action taken (Assign/Cancel)		Assign/Cancel
Reason for Action		Text
Date of Action/Modification		yyyy/mm/dd
Action/Modification by		Text
Additional considerations:		

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Report Name:	TELEPHONE SMART CARD NO LONGER ASSIGNED LIST	
Report Purpose:	List Telephone Smart Cards that are no longer available for re-allocation (e.g. broken, lost, or cancelled)	
Type of Report:	List	
Filters Required:		
Geographic choice from a drop-down list: National / Regional / Institution		
Inmate status by option box: Active / Released / Active and released		
Report Fields, Sorted By "Smart Card Number"		Field Type:
Smart Card Number		Numeric
Last Inmate identified		Text
Inmate FPS		Numeric
Inmate Last Name		Text
Inmate First Name		Text
Inmate Region		Text
Inmate Institution		Text
Action taken (Assign/Cancel)		Assign/Cancel
Reason for Action		Text
Date of Action/Modification		yyyy/mm/dd
Action/Modification by		Text
Additional considerations:		

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Report Name:	TELEPHONE CALL ACTIVITY	
Report Purpose:	List calls made	
Type of Report:	Investigative	
Filters Required:		
Geographic choice from a drop-down list: National / Regional / Institution, or Call Type by Option Box: Debit / Collect / Both		
Inmate status by option box: Active / Released / Active and released		
Timeframe for report, including: <ul style="list-style-type: none"> ○ The time zone(s) requested from a drop-down list ○ Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) ○ Period End Date for which the report is requested (yyyy/mm/dd/hr/min) 		
Filter Choice Option Box: "Inmate Last Name" / "Telephone Used"		
Call Disposition Filtering Choices By Option Box:		
By Completed Status:	By Blocked Status:	By Other Conditions:
Completed	Schedule in curfew mode	Name Record Failure (name of inmate not in system)
Max call Duration reached	Outside service schedule	Missing Card Reader
Closing time reached	Schedule in blocked period	PIN not matching
Ran out of money	Inmate PIN not found	Card missing but required
Error during call session	Inmate released	Inmate hung up after identification
	Inmate in call session	DNIS input failure
	Call attempted using PIN from another institution	No money to make call
	DNIS not found	Called party busy / No answer (debit only)
	Number in Deny list	Conferencing server error
	Max call per day reached	Call not connected
	Telephone # matches a Denied Pattern	Suspected 3-way call
	Inmate private access list in blocked period	
	Total calls duration per day reached	
Report Fields, Sorted By: See Filter Above		Field Type:

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Inmate Last Name	Text
Inmate First Name	Text
Inmate PIN	Numeric
Inmate FPS	Alphanumeric
Smart Card number	Numeric
Inmate Institution	Text
Released	Y/N
Called number	###-###-####
Telephone used	###-###-####
Call date	yyyy/mm/dd
Type of Call (Debit, Toll-free or Collect)	Debit/Toll-free/ Collect
Disposition of call (Completed or Inmate hung up)	Text
Call Answered (Y/N)	Y/N
Call Start Time	Hrs : mins : secs
Call End Time	Hrs : mins : secs
Call Duration	Hrs : mins : secs
Additional Considerations:	

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Report Name:	FREQUENTLY CALLED NUMBERS	
Report Purpose:	List the telephone numbers most frequently called from the identified range of Inmate Telephones	
Type of Report:	Investigative	
Filters Required:		
Geographic choice from a drop-down list: National / Regional / Institution		
Timeframe for report, including: <ul style="list-style-type: none"> ○ The time zone(s) requested from a drop-down list ○ Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) ○ Period End Date for which the report is requested (yyyy/mm/dd/hr/min) 		
Option boxes for number of records to display (10, 50,100)		
Report Fields, Sorted By "Number of calls to that telephone #"	Field Type:	
Called telephone #	###-###-####	
Number of calls to that telephone #	Numeric	
Number of calls by call type (Debit/Toll-free/Collect)	Numeric	
Average Call Duration	Hr/min/sec	
number of attempts to that # that were blocked	Numeric	
number of attempts to that # that were completed	Numeric	
Number matches number in the Institutional Common Call List	(Y/N)	
Number matches number in the Regional Common Call List	(Y/N)	
Number matches number in the National Common Call List	(Y/N)	
Number matches number in the Inmate Private Call List (Y/N)	(Y/N)	
Additional Considerations:		

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Report Name:	FREQUENTLY CALLING INMATES	
Report Purpose:	List the inmates who make calls most frequently	
Type of Report:	Investigative	
Filters Required:		
Geographic choice from a drop-down list: National / Regional / Institution		
Timeframe for report, including: <ul style="list-style-type: none"> ○ The time zone(s) requested from a drop-down list ○ Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) ○ Period End Date for which the report is requested (yyyy/mm/dd/hr/min) 		
Option boxes for number of records to display (10, 50,100)		
Option boxes for ordering the display (Call Volume/Total Duration of calls)		
Report Fields, Sorted By filter above		Field Type:
Inmate Last Name		Text
Inmate First Name		Text
Inmate PIN		Numeric
Inmate FPS		Alphanumeric
Call Volume (number of calls made during the requested period)		Numeric
Total Duration of calls		Hr/min/sec
Average Call Duration		Hr/min/sec
Additional Considerations:		

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Report Name:	INMATE CALL ACTIVITY	
Report Purpose:	List all numbers called by an identified inmate or range of inmates	
Type of Report:	Investigative	
Filters Required:		
Geographic choice from a drop-down list: National / Regional / Institution, or Inmate – identified by PIN and/or FPS #		
Inmate status by option box: Active / Released / Active and released		
Timeframe for report, including: <ul style="list-style-type: none"> ○ The time zone(s) requested from a drop-down list ○ Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) ○ Period End Date for which the report is requested (yyyy/mm/dd/hr/min) 		
Call Disposition Filtering Choices By Option Box:		
By Completed Status:	By Completed Status:	By Completed Status:
Completed	Schedule in curfew mode	Name Record Failure (name of inmate not in system)
Max call Duration reached	Outside service schedule	Missing Card Reader
Closing time reached	Schedule in blocked period	PIN not matching
Ran out of money	Inmate PIN not found	Card missing but required
Error during call session	Inmate released	Inmate hung up after identification
	Inmate in call session	DNIS input failure
	Call attempted using PIN from another institution	No money to make call
	DNIS not found	Called party busy / No answer (debit only)
	Number in Deny list	Conferencing server error
	Max call per day reached	Call not connected
	Telephone # matches a Denied Pattern	Suspected 3-way call
	Inmate private access list in blocked period	
	Total calls duration per day reached	
Report Fields, Sorted By "Inmate Last Name"		Field Type:
Inmate Last Name		Text

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Inmate First Name	Text
Inmate PIN	Numeric
Inmate FPS	Alphanumeric
Smart Card number	Numeric
Inmate Institution	Text
Released	Y/N
Called number	###-###-####
Telephone used	###-###-####
Call date	yyyy/mm/dd
Type of Call (Debit, Toll-free or Collect)	Debit/Toll-free/ Collect
Disposition of call (see "Call Disposition Filters above)	(Completed by ITS)
Call Answered (Y/N)	Y/N
Call Start Time	Hrs : mins : secs
Call End Time	Hrs : mins : secs
Call Duration	Hrs : mins : secs
Additional Considerations:	

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Report Name:	INMATE IN-CALL SESSION	
Report Purpose:	Identify the length of inmate-placed calls, by inmate and call duration threshold	
Type of Report:	Investigative	
Filters Required:		
Geographic choice from a drop-down list: National / Regional / Institution,		
Length of call in minutes		
Report Fields, Sorted By "Inmate Last Name"		Field Type:
Inmate Last Name		Text
Inmate First Name		Text
Inmate PIN		Numeric
Inmate FPS		Alphanumeric
Unit		Text
Range		Text
Telephone # used		###-###-####
Call Start time		Hrs : mins : secs
Call Duration (hours, minutes, seconds)		Hrs : mins : secs
Additional Considerations:		

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Report Name:	FREQUENTLY BLOCKED NUMBERS
Report Purpose:	List frequently blocked numbers, from most to least blocked
Type of Report:	Investigative
Filters Required:	
Geographic choice from a drop-down list: National / Regional / Institution, or Inmate – identified by PIN and/or FPS #	
Option boxes for number of records to display (10, 50,100)	
Timeframe for report, including: <ul style="list-style-type: none"> ○ The time zone(s) requested from a drop-down list ○ Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) ○ Period End Date for which the report is requested (yyyy/mm/dd/hr/min) 	
Report Fields, Sorted By “# of times Blocked”	Field Type:
Called number	###-###-####
Call volume	Text
# of times Blocked	Numeric
Inmate Private Deny List	Y/N
Institution Deny List	Y/N
Regional Deny List	Y/N
National Deny List	Y/N
Inmate Private Access List in Blocked Period	Y/N
Inmate Private number in Blocked Period	Y/N
Institution Common # in Blocked Period	Y/N
Regional Common # in Blocked Period	Y/N
Telephone # matches Private Denied Pattern	Y/N
Telephone # matches Institution Denied Pattern	Y/N
Telephone # matches Regional Denied Pattern	Y/N
Telephone # matches National Denied Pattern	Y/N
DNIS not found	Y/N
Additional Considerations:	

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Report Name:	TARGETED TELEPHONE NUMBERS	
Report Purpose:	Display information on identified outside telephone numbers.	
Type of Report:	Investigative	
Filters Required:		
Geographic choice from a drop-down list: National / Regional / Institution,		
Inmate status by option box: Active / Released / Active and released		
Called (target) number		
Timeframe for report, including: <ul style="list-style-type: none"> ○ The time zone(s) requested from a drop-down list ○ Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) ○ Period End Date for which the report is requested (yyyy/mm/dd/hr/min) 		
Report Fields, Sorted By "Inmate Last Name"		Field Type:
Local Date		yyyy/mm/dd
Local Start Time		Hrs : mins; secs
Local End Time		Hrs : mins; secs
Call Duration		Hrs : mins; secs
Inmate Last Name		Text
Inmate First Name		Text
Inmate PIN		Numeric
Inmate FPS number		Alphanumeric
Released		Y/N
Telephone used		xxx-xxxx
Smart Card Required		Y/N
Smart Card number		Numeric
Originating Institution		Text
Call Disposition		(Completed by ITS)
Additional Considerations:		

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Call End Time	Hrs : mins : secs
Call Duration	Hrs : mins : secs
Additional Considerations:	

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Report Name:	CALL COST TRANSACTIONS
Report Purpose:	List the cost of made calls, by call date
Type of Report:	Financial
Filters Required:	
Geographic choice from a drop-down list: National / Regional / Institution, or Inmate – identified by PIN and/or FPS #	
Inmate status by option box: Active / Released / Active and released	
Timeframe for report, including: <ul style="list-style-type: none"> ○ The time zone(s) requested from a drop-down list ○ Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) ○ Period End Date for which the report is requested (yyyy/mm/dd/hr/min) 	
Report Fields, Sorted By “Transaction Date”	
Field Type:	
Transaction Date	yyyy/mm/dd
Region	Text
Institution	Text
Inmate PIN	Numeric
Inmate FPS	Alphanumeric
Inmate Last Name	Text
Inmate First Name	Text
Released	Y/N
Canada Local Call Duration	Hrs : mins : secs
Canada Local Call Cost	Numeric
Canada Long Distance Call Duration	Hrs : mins : secs
Canada Long Distance Call Cost	Numeric
U.S. Call Duration	Hrs : mins : secs
U.S. Call Cost	Numeric
International Call Duration	Hrs : mins : secs
International Call Cost	Numeric
Total Call Duration	Hrs : mins : secs
Total Call Cost	Numeric

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Additional considerations:

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Report Name:	INMATE AVAILABLE FUNDS	
Report Purpose:	Display a status, by inmate, of available funds	
Type of Report:	Financial	
Filters Required:		
Geographic choice from a drop-down list: National / Regional / Institution, or Inmate – identified by PIN and/or FPS #		
Inmate status by option box: Active / Released / Active and released		
Date for report, including: <ul style="list-style-type: none"> ○ The time zone(s) requested from a drop-down list ○ Date for which the report is requested (yyyy/mm/dd/hr/min) 		
Report Fields, Sorted By “Inmate Last Name”		Field Type:
Inmate Last Name		Text
Inmate First Name		Text
Inmate FPS		Alphanumeric
Inmate PIN		Numeric
Funds available		Numeric
As of date		yyyy/mm/dd
Additional Considerations:		

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APPENDIX 'B' – CSC INSTITUTIONAL INFRASTRUCTURE

Region	Institution / Site	Minimum Number of Inmate Phones	Minimum Number of ITS Workstations
NHQ	National Headquarters	0	3
Atlantic	Regional Headquarters	0	1
	Atlantic Institution	14	3
	Dorchester Institution	24	3
	Nova Institution for Women	13	3
	Springhill Institution	38	3
	Westmorland Institution	16	3
Regional Subtotals		105	16
Ontario	Regional Headquarters	0	1
	Bath Institution	19	3
	Beaver Creek Institution	21	3
	Collins Bay Institution	35	3
	Fenbrook Institution	29	3
	Frontenac Institution	12	3
	Grand Valley Institution for Women	23	3
	Joyceville Institution	39	3
	Kingston Penitentiary	36	3
	Millhaven Institution	34	3
	Pittsburg Institution	12	3
	Regional Treatment Centre	11	3
	Warkworth Institution	33	3
Regional Subtotals		304	37
Pacific	Regional Headquarters	0	1
	Ferndale Institution	9	3
	Fraser Valley Institution	16	3
	Kent Institution	33	3
	Kwkwexwelhp Healing Village	3	3

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Region	Institution / Site	Minimum Number of Inmate Phones	Minimum Number of ITS Workstations
	Matsqui Institution	16	3
	Mission Institution	11	3
	Mountain Institution	24	3
	Regional Treatment Centre	21	3
	William Head Institution	5	3
Regional Subtotals		138	28
Prairie	Regional Headquarters	0	1
	Bowden Institution	22	3
	Drumheller Institution	27	3
	Edmonton Institution	25	3
	Edmonton Institution for Women	15	3
	Grand Cache Institution	25	3
	Grierson Institution	2	3
	Okimaw Ohci Healing Lodge	2	3
	Pê Sâkâstêw Healing Lodge	3	3
	Regional Psychiatric Centre	20	3
	Riverbend Institution	5	3
	Rockwood Institution	7	3
	Saskatchewan Penitentiary	37	3
	Stony Mountain Institution	35	3
Willow Cree Healing Centre	2	3	
Regional Subtotals		227	43
Québec	Regional Headquarters	0	1
	Archambault Institution	18	3
	Cowansville Institution	27	3
	Donnacona Institution	30	3
	Drummond Institution	21	3
	Federal Training Centre	26	3
	Joliette Institution	15	3
	La Macaza Institution	13	3

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Region	Institution / Site	Minimum Number of Inmate Phones	Minimum Number of ITS Workstations
	Leclerc Institution	29	3
	Regional Reception Centre	24	3
	Montée Saint-François Institution	12	3
	Port-Cartier Institution	19	3
	Saint-Anne-des-Plaines Institution	11	3
Regional Subtotals		245	37
National Totals		1,019	162

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APPENDIX 'C' – INMATE TELEPHONE ENCLOSURES

The following photographs are provided as examples of the Inmate Telephone Enclosures present in some Institutions. These examples are presented for informative purposes only. Each Institution within CSC may have enclosures they wish to continue to use or may require enclosures to be provided by the Contractor.



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ANNEX B

CORRECTIONAL SERVICE CANADA

INMATE TELEPHONE SYSTEM

Information Requested from Potential Suppliers

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Respondents are requested to read Annex A (Draft Statement of Work) before answering the questions below. The questions have been grouped under common themes.

-
1. Please identify all requirements set out in Annex A that your company cannot meet or provide. For each requirement that your company cannot meet or provide, please propose an alternative solution.
-
2. Does your company have any suggestions or recommendations that would reduce the cost of providing the proposed Inmate Telephone System?
-
3. Does your company have any suggestions or recommendations that would improve the quality and/or the delivery of the proposed Inmate Telephone System?
-
4. Bearing in mind the information contained in Annex A and that inmate telephones are a critical component of the proposed Inmate Telephone System, how does your company suggest Correctional Service Canada (CSC) proceed in the transition from the current system to the proposed Inmate Telephone System with a minimum of disruption to service?

Points to consider in your response:

- The national scope of the project (installation, implementation, testing, training, and support).
 - Project management approach and support during the implementation stages to ensure a rapid and efficient transition.
 - Transition from the current system to the proposed Inmate Telephone System while keeping all telephones operational.
 - Innovative proposals to reduce the time required for transition, as there are dependencies on incumbent's equipment removal to allow for a new contractor to proceed with their implementation (e.g., use of some technology other than PAL lines)?
-
5. As a federal government agency, CSC is required to provide all end-users (this excludes system administrator-level use) with bilingual user interfaces (English and French) in both visual and audio formats.
 - a) Can your company meet this bilingual requirement?
 - b) If yes to a), describe how your company proposes to meet this bilingual requirement.
 - c) If yes to a), are bilingual training documentation, on-line help, and self-paced learning also available?

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Points to consider in your response:

- Support level in both official languages (English and French).
- Managing all data relating to CSC operations and use in both official languages.
- Availability of all report screens, client interfaces, and user help features in both official languages.
- State what is not currently available in both official languages.
- State whether the architecture of your system is such that the application is bilingual functioning within one single application or two separate unilingual applications (French and English). For example, would the user have to determine the language used throughout the session at the initial entry to the system (e.g., at the time their credentials/user profile is created, login, or language screen) or can the user toggle between both languages at will on every page?

-
6. The following questions are related to the management of financial transactions as CSC transitions from the current system to the proposed Inmate Telephone System.
- a) What difficulties do you foresee in the management of financial transactions during the transition from the current system to the proposed Inmate Telephone System?
 - b) What strategies to mitigate and/or resolve those difficulties would you suggest?

-
7. The current system uses Smart Card technology to allow inmates to access the telephones in the Institutions.
- a) Does your company's solution use Smart Card technology or a different technology?
 - b) It would not be feasible to have two separate means of access while the current system is transitioning to the proposed Inmate Telephone System in a given institution. Would you have any suggestions as to how this can be accomplished without putting undue stress on the inmate population and CSC staff at the Institution during transition?

-
8. The following questions are related to the management system required by CSC personnel to administer the proposed Inmate Telephone System.
- a) What would you provide as a management system for CSC personnel to administer the proposed Inmate Telephone System?
 - b) Is it possible for your database application to run reports of pre-set factors at scheduled dates?
 - c) Is it possible to run multiple reports at the same time?

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-
9. The following questions are related to call reporting.
- a) Due to the massive number of calls through the current system, what would your company propose by way of filtering methodologies that would allow CSC to conduct forensic and other forms of investigation on call histories?
 - b) If CSC were to investigate the call history of an individual inmate using the GUI of your application, how far back in time can be accessed in a real-time single report?
 - c) How far back in time can a single report be run for a single institution?
 - d) Can the data represented in the report then be manipulated for further analysis?
 - e) If yes to d), what software application would be used?
 - f) Does the software application to perform the further analysis present a limitation in terms of the number of records (e.g., Microsoft Excel has a limit on the number of rows it is able to display thus it would effectively limit the size of a report for the purposes of analysis/manipulation)?

-
10. There are several critical security requirements regarding the proposed Inmate Telephone System such as:

- The inmate's ability to contact anyone outside the Institution by restricting phone access to all but previously cleared numbers;
- The protection of inmate personal information;
- The restriction of information from outside the Institution being made available to inmates; and
- The ability to detect three-way calling.

What would you suggest to ensure that these elements are secure, and public safety and privacy are maintained?

-
11. Please provide one or more examples where your company has provided a direct-dial wire-line telephone service using Smart Card technology during the last 5 years to inmates incarcerated at correctional Institutions.

-
12. With regard to cost to the inmates, Canada requires uniform rates across all correctional Institutions should it decide to proceed with a bid solicitation. The proposed uniform rates are as follows:

- i. Debit Card – Local calls - rate per call
- ii. Debit Card – Long distance calls terminating within Canada - rate per minute

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- iii. Debit Card – Long distance calls terminating within the United States of America (USA) - rate per minute
- iv. Debit Card – Long distance International (calls terminating outside of Canada and the USA) - rate per minute
- v. Collect Call - rate per call

Please provide your comments on this approach.

13. Canada would propose an initial contract period of 6 years plus 3 two-year option periods should it decide to proceed with a bid solicitation. Please provide your comments on this approach.

14. Are there any important considerations that you feel need to be added to our requirements should Canada decide to proceed with a bid solicitation?