



RETURN BIDS TO :
RETOURNER LES SOUMISSIONS À :
Bid Receiving - Réception des soumissions:

CSC-NHQ
340 Laurier Ave. West
Ottawa, ON
K1A 0P9
Bid Receiving Unit c/o: Alexandre Giguere

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

Proposal to: Correctional Service Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

Proposition à: Service Correctionnel du Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux appendices ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments — Commentaires :

“THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT” « LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE RELATIVE À LA SÉCURITÉ »

Vendor/Firm Name and Address —
Raison sociale et adresse du fournisseur/de
l'entrepreneur :

Telephone # — N° de Téléphone :

Fax # — No de télécopieur :

Email / Courriel : _____

GST # or SIN or Business # — N° de TPS
ou NAS ou N° d'entreprise :

Title — Sujet: Inmate Telephone System (ITS)	
Solicitation No. — N° de l'invitation 21120-16-1649346	Date: 22-SEP-2015
Client Reference No. — N° de Référence du Client 21120-16-1649346	
GETS Reference No. — N° de Référence de SEAG 21120-16-1649346	
Solicitation Closes — L'invitation prend fin at /à : 14h00 EST on / le : 30-NOV-2015	
F.O.B. — F.A.B. Plant – Usine: Destination: X Other-Autre:	
Address Enquiries to — Soumettre toutes questions à: Alexandre Giguere – Senior Procurement Officer	
Telephone No. – N° de téléphone: 613-992-9858	Fax No. – N° de télécopieur:
Destination of Goods, Services and Construction: Destination des biens, services et construction: See Herein	
Instructions: See Herein Instructions : Voir aux présentes	
Delivery Required — Livraison exigée : See herein	Delivery Offered – Livraison proposée : Voir aux présentes
Name and title of person authorized to sign on behalf of Vendor/Firm Nom et titre du signataire autorisé du fournisseur/de l'entrepreneur	

Name / Nom	Title / Titre

Signature	Date
(Sign and return cover page with bid proposal / Signer et retourner la page de couverture avec la proposition)	



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PART 1 - GENERAL INFORMATION

1. Security Requirement

There is a security requirement associated with the requirement. For additional information, consult Part 4 - Evaluation Procedures and Basis of Selection and Part 6 - Resulting Contract Clauses.

2. Statement of Work

The Work to be performed is detailed under Article 2 of the resulting contract clauses.

3. Revision of Departmental Name

As this bid solicitation is issued by Correctional Service Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document, or any resulting contract, must be interpreted as a reference to CSC or its Minister.

4. Debriefings

After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

5. Procurement Ombudsman

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca.



PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) Manual issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, certifications, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2015-07-03), Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 1.4 and 1.5 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, does not form part of and not apply to the bid solicitation. All other subsections of '01 Integrity Provisions – Bid', form part of and apply to the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days
Insert: one-hundred-eighty (180) days

2. Submission of Bids

Bids must be submitted only to Correctional Service Canada (CSC) by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile or email to CSC will not be accepted.

2.1 Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the representative site.

Arrangements have been made for site visit to be held on **Tuesday, October 20th, 2015** at 10h00AM. Bidders should plan on the visit being up to two (2) hours in duration. The site visit will be held at:

Collins Bay Institution

1455 Bath Road
PO Box 190
Kingston, Ontario
K7L 4V9

Bidders must communicate with the Contracting Authority no later than **Monday, October 5th, 2015** to confirm attendance and provide the names of the person(s) who will attend.

Bidder personnel must adhere to institutional requirement for the conduct of searches prior to admittance to the institution / site. Bidders must provide the following information upon confirming their presence with the Contracting Authority:

- Full name of individual attending
- Company name (i.e. what firm they are representing)



- Date of Birth

Bidders will be required to sign an attendance form. Bidders must confirm in their bids that they have attended the site visit.

Bidders who do not attend or send a representative will not be given an alternative appointment and their bids will be rejected as non-compliant.

Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

3. Communications – Solicitation Period

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) business days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

4. Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.



PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

CSC requests that bidders provide their bid in separately bound sections as follows:

CSC requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid: **four (4) hard copies**

Section II: Financial Bid: **one (1) hard copy**

Section III: Certifications: **one (1) hard copy**

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Bidders are requested to submit their Financial Bid in an envelope separate from their technical proposal.

CSC requests that bidders follow the format instructions described below in the preparation of their bid:

- i. use 8.5 x 11 inch (216 mm x 279 mm) paper;
- ii. use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to:

- i. use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- ii. use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

2. Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.



3. Section II: Financial Bid

Bidders must submit their financial bid in accordance with the pricing schedule detailed in **Annex B - Proposed Basis of Payment**. The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) or Québec Sales Tax (QST) must be shown separately, if applicable.

See Annex B – Proposed Basis of Payment for the Pricing Schedule format.

3.1 Exchange Rate Fluctuation

SACC Manual clause C3011T (2013-11-06), Exchange Rate Fluctuation

4. Section III: Certifications

Bidders must submit the certifications required under **Part 5 – Certifications**.



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids and **Lansdowne Technologies** will act as an observer to provide fairness monitoring.

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

Proposals will be evaluated to determine if they meet all mandatory requirements outlined in **Annex G – Evaluation Criteria**. Proposals not meeting all mandatory criteria will be declared non-responsive and will be given no further consideration.

1.2 Financial Evaluation

SACC Manual Clause A0220T (2014-06-26), Evaluation of Price - Bid

Proposals containing a financial bid other than the one requested at **Article 3. Section II: Financial Bid** of **PART 3 – BID PREPARATION INSTRUCTIONS** will be declared non-compliant.

Note to Bidders 1: Table Totals will be calculated using the formula that follows the corresponding table in **Annex B – Proposed Basis of Payment**. The Table Totals for the initial contract and option periods will be added together to determine the proposed bid price.

Note to Bidders 2: All fees must be included in the proposed prices except taxes. This includes, but is not limited to: all required installation, maintenance, warranty, ancillary equipment and support services required for a fully-functioning inmate telephone system service during the life of the contract.

2. Basis of Selection - Mandatory Technical Criteria

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

2.1 Identical Bids:

If identical bids are received, the method below will be used to determine the successful Bidder:

- a. If more than one bidder is ranked first because of identical total proposed bid prices, then the bidder with the lowest "Debit Card- Long distance calls terminating in Canada rate per minute" for the total of the contract and option periods will be deemed the first-ranked bid.
- b. Moreover, If there is still a tie among the bids; the bid received and signed first for at CSC's Bid Receiving Unit as indicated on page 1 will be deemed the first ranked bid.



3. Security Requirement

3.1 Before award of a contract, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in **Part 6 - Resulting Contract Clauses**;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in **Part 6 - Resulting Contract Clauses**;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

3.2 For additional information on security requirements, bidders should consult the "[Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders](http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31)" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Website.

3.3 For additional information on security requirements, bidders should consult the "[Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders](http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31)" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Website.



PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested.

Compliance with the certifications bidders provided to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

1. Certifications Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

1.1 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from [Human Resources and Skills Development Canada \(HRSDC\) - Labour's](#) website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex [Federal Contractors Program for Employment Equity - Certification](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

1.2 Former Public Servant Certification

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below before contract award. If the answers to the questions and, as applicable, the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.



Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- (a) an individual;
- (b) an individual who has incorporated;
- (c) a partnership made of former public servants; or
- (d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the *Public Service Superannuation Act (PSSA)*, R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c. C-17, the *Defence Services Pension Continuation Act*, 1970, c. D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c. R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c. R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c. M-5, and that portion of pension payable to the *Canada Pension Plan Act*, R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension as defined above?
YES () NO ()

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- (a) name of former public servant;
- (b) date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012 – 2 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force adjustment directive? **YES () NO ()**.

If so, the Bidder must provide the following information:

- (a) name of former public servant;
- (b) conditions of the lump sum payment incentive;
- (c) date of termination of employment;
- (d) amount of lump sum payment;



- (e) rate of pay on which lump sum payment is based;
- (f) period of lump sum payment including start date, end date and number of weeks;
- (g) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including applicable taxes.

1.3 Certifications Required by Supplemental Standard Instructions 2003-1

By submitting a bid, the Bidder certifies that it is in accordance with the 2003-1 (2015-04-01), Supplemental Standard Instructions- Telecommunications. Bidders are required to submit the required regulatory certifications in accordance with Supplemental Standard Instructions- Telecommunications. Bidders should note that only tariffs to which the Bidder itself will be subject in performing the work are required to be submitted. It is the responsibility of the Bidder to manage its own relationship with any subcontractors who may be subject to tariffs.

Regulatory Forms

Regulatory Form A: Regulatory Certification for Bids including Non-regulated or Forborne Services or Products

Regulatory Form B: Regulatory Certification for Bids made under Existing Tariffs

Regulatory Form C: Regulatory Certification for Bids made under Tariffs not yet approved by the Canadian Radio-television and Telecommunications Commission

Regulatory Form D: Post-Bid-Closing Regulatory Certification regarding Approval of New or Amended Tariffs

Regulatory Form A: Regulatory Certification for Bids including Non-regulated or Forborne Services or Products

By submitting a bid, the Bidder certifies that, on bid closing date, the services, products and prices proposed to Canada in this bid are not subject to any existing tariff and, to the best of the Bidder's knowledge, based on an examination of all the information available to it on the bid closing date, the Bidder is not required to submit any tariff to the CRTC to provide the services or products to Canada at the prices proposed.

This Certification applies to the following services and products: **Inmate Telephone System (ITS) service as described in Annex A.**

Regulatory Form B: Regulatory Certification for Bids made under Existing Tariffs

By submitting a bid, the Bidder certifies that it has submitted a complete and true copy of all existing tariffs that apply to the services and products described in its bid. The Bidder also certifies that:

- on bid closing date, the services, products and prices it has proposed are in full compliance with the tariffs that apply and, to the best of the Bidder's knowledge, based on an examination of all the information available to it on the bid closing date, it is not required to file any additional tariffs or amendments to provide these services and products at these prices;
- the tariffs that apply do not include any rate ranges and all prices in the tariffs are firm (meaning they will not change during the contract period); and
- it will immediately provide to the Contracting Authority any amendments made to these existing tariffs before contract award.



This Certification applies to the following services and products: **Inmate Telephone System (ITS) service as described in Annex A.**

Regulatory Form C: Regulatory Certification for Bids made under Tariffs not yet approved by the Canadian Radio-television and Telecommunications Commission

By submitting a bid, the Bidder certifies that it has submitted a complete and true copy of all proposed new tariffs (or all the existing tariffs that apply and the proposed amendments to those tariffs) that apply to the services and products described in its bid. The Bidder also certifies that:

- the proposed new tariff (or the existing tariff and the proposed tariff amendment) has been submitted to the CRTC for approval;
- the tariffs that apply do not include any rate ranges and all prices in the tariffs are firm (meaning they will not change during the contract period); and
- on bid closing date, the services, products and prices it has proposed are in full compliance with the proposed new tariffs (or amended tariffs).

This Certification applies to the following services and products: **Inmate Telephone System (ITS) service as described in Annex A.**

NOTE: This form is required only after bid closing date if the bid is based on a new or amended tariff - see the section of Part I, Evaluation Procedures for Bids based on a Draft Tariff. For a bid made by a joint venture, this certification would be required from each member of the joint venture bidder that submitted a tariff to the CRTC for approval.

Regulatory Form D: Post-Bid-Closing Regulatory Certification regarding Approval of New or Amended Tariffs

The Bidder certifies that it has submitted a complete and true copy of all the new or amended tariffs, in the form approved by the CRTC on an interim basis, that apply to the services and products described in its bid. The Bidder also certifies that:

- the services, products and prices it has proposed are in full compliance with the new or amended tariffs, as approved by the CRTC on an interim basis, and do not, to the best of the Bidder's knowledge, based on an examination of all the information available to it on the date set out below, require that any additional tariffs or amendments be filed;
- it has identified in writing to the Contracting Authority all changes made to the version of the Draft Tariff originally submitted with its bid;
- it will immediately advise the Contracting Authority regarding the final approval status of the Draft Tariff; and
- if the Draft Tariff is further amended as part of the CRTC approvals process, the Bidder understands that it must immediately provide those amendments to the Contracting Authority.

This Certification applies to the following services and products: **Inmate Telephone System (ITS) service as described in Annex A.**

Signature of the Bidder _____

Print Name of the Bidder _____

Print Title of representative of the Bidder _____

Date Signed _____



1.4 Language Requirements - Bilingual Essential

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, services will be available in both official languages of Canada (French and English). Any provision of services must include communication orally and in writing in French and English without any assistance and with minimal errors.

1.5 Continuous Access Certification:

By submitting a bid, the Bidder certifies that its ITS will provide Inmates with continuous and constant access (24 hours per day, 365 days per year – 366 days during a leap year) to Inmate Telephones according to section 5.9 of the Statement of Work entitled Performance Guarantee.

1.6 Performance Guarantee Certification:

By submitting a bid, the Bidder certifies that any component of its ITS which ceases to function or function with limited operability is repaired or replaced in accordance with the Performance Guarantee in Section 5.9 of the Statement of Work.

1.7 ITS National Database Certification:

By submitting a bid, the Bidder certifies that:

It will make available to CSC the entirety of the data housed within the ITS along with the required entity relationship diagram(s), ensuring that all meaning, relationships to other data, origin, usage, and format is preserved for CSC's use outside of ITS functionality as required in Section 5.5 of the Statement of Work in any instance of the following two (2) cases:

1. Within 24 hours of a request by CSC; and/or
2. At contract close, as the last Institution goes off-line following the completion of the transition of all Institutions as described in Section 13 – Transition of the Statement of Work.

1.8 User Help Desk Certification:

By submitting a bid, the Bidder certifies that their User Help Desk:

- Is available Monday to Friday, between 7:00 AM and 7:00 PM, Institution local time, Monday to Friday each week, including statutory holidays, 52 weeks a year;
- Has a telephone messaging service system to capture messages left by CSC Users outside of the customer service hours;
- Acknowledges messages via email or telephone message on or before the following business day.



1.9 Telecommunications Act Certification:

By submitting a bid, the Bidder certifies that it's ITS is compliant with the Telecommunications Act, specifically Part II, Eligibility to Operate: <http://laws-lois.justice.gc.ca/eng/acts/T-3.4/page-5.html#h-8>

Certification:

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.



PART 6 - RESULTING CONTRACT CLAUSES

1. Security Requirement

PWGSC FILE # 21120-12-9364

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of **PROTECTED B**, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC). Until the security screening of the Contractor/Offeror personnel required by this Contract/Standing Offer has been completed satisfactorily by the Canadian Industrial Security Directorate, Public Works and Government Services Canada, the Contractor/Offeror personnel **MAY NOT HAVE ACCESS** to PROTECTED information or assets, and **MAY NOT ENTER** sites where such information or assets are kept, without an escort.
3. The Contractor **MUST NOT** utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of **PROTECTED B**.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - (b) Industrial Security Manual (Latest Edition)

And;

1.1 Site Security Requirement

Contractor personnel shall submit to a Canadian Police Information Centre (CPIC) verification of identity / information by CSC, and must adhere to institutional requirement for the conduct of searches prior to admittance to the institution / site. CSC reserves the right to deny access to any institution / site or part thereof of any Contractor personnel, at any time.

2. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

3. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) Manual issued by Public Works and Government Services Canada.



As this Contract is issued by Correctional Service Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document must be interpreted as a reference to CSC or its Minister.

3.1 General Conditions

2010B (2015-07-03), General Conditions - Professional Services (Medium Complexity), apply to and form part of the Contract.

Subsection 25 and 31.4 of 2010B, General Conditions – Professional Services (Medium Complexity), will not form part of the Contract. All other subsections of ‘2010B 31 Integrity Provisions – Contract’ will form part of the Contract.

3.2 Supplemental General Conditions

4008 (2008-12-12), Personal Information:

And;

4005 (2012-07-16), Telecommunications Services and Products;

Subsection 05 and 07 of 4005, Supplemental General Conditions – Telecommunications Services and Products, will not form part of the Contract. All other subsections of 4005 (2012-07-16), Telecommunications Services and Products will form part of the Contract.

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from date of Contract to **six (6) years later inclusive**.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to **three (3) additional two (2) year periods**, under the same conditions or for a transition period. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least **ten (10)** calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Alexandre Giguere
Title: Senior Procurement Officer



Correctional Service Canada
Telephone: 613-992-9858
E-mail address: alexandre.giguere@csc-scc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

[Fill in at contract award only.]

5.2 Project Authority

The Project Authority for the Contract is:

Name: (XXX)
Title: (XXX)
Correctional Service Canada
Branch/Directorate: (XXX)
Telephone: (XXX)
Facsimile: (XXX)
E-mail address: (XXX)

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

[Fill in at contract award only.]

5.3 Technical Authority

The Technical Authority for the Contract is:

Name : [_____]
Title : [_____]
Organization : [_____]
Address : [_____]
Telephone : [_____]
Facsimile : [_____]
E-mail address : [_____]

The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

[Fill in at contract award only.]

5.4 Contractor's Representative

The Authorized Contractor's Representative is:

Name: _____
Title: _____



Company: _____
Address: _____

Telephone: _____ - _____ - _____
Facsimile: _____ - _____ - _____
E-mail address: _____

6. Payment

6.1 Basis of Payment - Firm Prices:

- i. **Telecommunications Services:** The Contractor acknowledges and agrees that Canada's entire liability under the Contract with respect to the payment of fees for use of the Inmate Telephone System by inmates shall be to collect funds from the inmates and to transfer those funds from the inmate accounts to the Contractor.
- ii. For providing the Inmate Telephone System (ITS) services in accordance with the Contract, the Contractor will track the cost of calls from the associated Inmate's telephone account balance as per the rates set out in Annex B, Basis of Payment (GST/HST/QST extra). No other charges shall apply. The rates per minute in Annex B apply.
- iii. **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- iv. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work.

6.2 SACC Manual Clauses

SACC Manual clause A9117C (2007-11-30) T1204 - Direct Request by Customer Department
SACC Manual clause C0705C, (2010-01-11) Discretionary Audit

6.3 Monthly Payment

CSC is responsible for the collection, transfer and reconciliation of funds between inmate accounts and the Contractor. CSC will transfer funds to the Contractor, on a monthly basis, to reconcile the payments owed by the inmates, for use of the Inmate Telephone System during the month covered by the usage report(s) in accordance with the payment provisions of the Contract if:

- a. an accurate and complete usage report(s) and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by CSC; and
- c. the Work performed has been accepted by CSC.

6.4 Travel and Living Expenses

There are no travel and living expenses associated with the Contract.



7. Invoicing Instructions

- a) The Contractor must submit an electronic copy of the usage report(s) for every institution including all details of the inmate telephone calls made at each institution to the Manager, Financial Operations at gennhqfinops@csc-scc.gc.ca on a monthly basis in accordance with the information required in the General Conditions.
- b) The Contractor's usage report(s) must include a separate line item for each type of call as described in the Basis of Payment, as applicable.
- c) By submitting usage report(s), the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provisions of the Contract, including any charges for work performed by subcontractors.
- d) On request, the Contractor must send original paper usage report(s) or an electronic copy to the Project Authority and the Contracting Authority.

8. Certifications

8.1 Certification of Compliance

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

8.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and HRSDC-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by HRSDC will constitute the Contractor in default as per the terms of the Contract.

9. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (Insert the name of the province or territory as specified by the Bidder in its bid, if applicable).

10. Priority of Documents

If there is a discrepancy between the wordings of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) These Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- b) Supplemental general conditions in the following order:
 - i. 4008 (2008-12-12), Personal Information; and
 - ii. 4005 (2012-07-16), Telecommunications Services and Products.



- c) General Conditions: 2010B (2015-07-03), General Conditions - Professional Services (Medium Complexity);
- d) Annex A, Statement of Work;
- e) Annex B, Basis of Payment;
- f) Annex C, Security Requirements Check List; and
- g) the Contractor's Bid/Proposal dated **XX-XX-20XX**.

11. Insurance

SACC Manual clause G1005C, (2008-05-12), Insurance

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

12. Ownership Control

Where the Contractor will have access to any and all personal and confidential information belonging to Canada, CSC staff or inmates for the performance of the work, the following will apply:

- (a) The Contractor warrants that it is not under ownership control of any non-resident entity (ie. Individual, partnership, joint venture, corporation, Limited Liability Company, parent company, affiliate or other).
- (b) The Contractor shall advise the Minister of any change in ownership control for the duration of the contract.
- (c) The Contractor acknowledges that the Minister has relied on this warranty in entering into this Contract and that, in the event of breach of such warranty, or in the event that the Contractor's ownership control becomes under a non-resident entity, the Minister shall have the right to treat this Contract as being in default and terminate the contract accordingly.
- (d) For the purposes of this clause, a non-resident entity is any individual, partnership, joint venture, corporation, Limited Liability Company, parent company, affiliate or other residing outside of Canada.

13. Closure of Government Facilities

13.1 Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where the Contractor or the Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible due to evacuation or closure of government facilities, and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.

13.2 Contractors working at CSC sites should be aware that they may be faced with delay or refusal of entry to certain areas at certain times even if prior arrangements for access may have been made. Contractors are advised to call in advance of travel to ensure that planned access is still available.



14. Tuberculosis Testing

- 14.1 It is a condition of this contract that the Contractor or any employees of the Contractor who require entry into a Correctional Service of Canada Institution to fulfill the conditions of the contract may, at the sole discretion of the Warden, be required to provide proof of and results of a recent tuberculin test for the purpose of determining their TB infection status.
- 14.2 Failure to provide proof of and results of a tuberculin test may result in the termination of the contract.
- 14.3 All costs related to such testing will be at the sole expense of the Contractor.

15. Compliance with CSC Policies

- 15.1 The Contractor agrees that its officers, servants, agents and subcontractors will comply with all regulations and policies in force at the site where the work covered by this contract is to be performed.
- 15.2 Unless otherwise provided in the contract, the Contractor shall obtain all permits and hold all certificates and licenses required for the performance of the Work.
- 15.3 Details on existing CSC policies can be found at: www.csc-scc.gc.ca or any other CSC web page designated for such purpose.

16. Health and Labour Conditions

- 16.1 In this section, "Public Entity" means the municipal, provincial or federal government body authorized to enforce any laws concerning health and labour applicable to the performance of the Work or any part thereof.
- 16.2 The Contractor shall comply with all laws concerning health and labour conditions applicable to the performance of the Work or part thereof and shall also require compliance of same by all its subcontractors when applicable.
- 16.3 The Contractor upon any request for information or inspection dealing with the Work by an authorized representative of a Public Entity shall forthwith notify the Project Authority or Her Majesty.
- 16.4 Evidence of compliance with laws applicable to the performance of the Work or part thereof by either the Contractor or its subcontractor shall be furnished by the Contractor to the Project Authority or Her Majesty at such time as the Project Authority or Her Majesty may reasonably request."

17. Identification Protocol Responsibilities

The Contractor must ensure that the Contractor and each of its agents, representatives or subcontractors (referred to as Contractor Representatives for the purposes of this clause) comply with the following self-identification requirements:

- 17.1 During the performance of any Work at a Government of Canada site, the Contractor and each Contractor Representative must be clearly identified as such at all times;



- 17.2 During attendance at any meeting, the Contractor or Contractor Representatives must identify themselves as such to all meeting participants;
- 17.3 If the Contractor or a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as the Contractor or an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under the e-mail account Properties. This identification protocol must also be used in all other correspondence, communication, and documentation; and
- 17.4 If Canada determines that the Contractor is not complying with any of the obligations stated in this article, Canada will advise the Contractor and request that the Contractor implement, without delay, appropriate corrective measures to eliminate recurrence of the problem.

18. Dispute Resolution Services

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will, on request, and consent of the parties for both the process and to bear the cost of such process, assist in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or applicability of a term and condition of this contract. The Office of Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca.

19. Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by the contractor respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and the interpretation and the application of the terms and conditions and the scope of work of this contract are not in dispute. The Office of Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca.

20. SACC Manual clause B9028C, (2007-05-25) Access to Facilities and Equipment

21. SACC Manual clause A9068C, (2010-01-11) Government Site Regulations

22. SACC Manual clause B1501C, (2006-06-16) Electrical Equipment

23. Protection and Security of Data Stored in Databases

1. The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:
 - a. equivalent protections are given to personal information as in Canada under legislation such as the *Privacy Act*, R.S. 1985, c.P-21, and the *Personal Information Protection and Electronic Documents Act*, S.C. 2000, c.5, and under any applicable policies of the Government of Canada; and



- b. the laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.

In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data. Canada may also require that any data sent or processed outside of Canada be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.

2. The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
3. The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in an another country approved by the Contracting authority under subsection 1) and otherwise meet the requirements of this article.
4. The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 1.
5. The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 1.
6. Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

24. Joint Venture Contractor

- a. The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members: **[list all the joint venture members named in the Contractor's original bid]**.
- b. With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
 - i. _____ has been appointed as the "representative member" of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;
 - ii. by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
 - iii. all payments made by Canada to the representative member will act as a release by all the members.



- c. All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- d. All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- e. The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
- f. The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

25. Subcontracting

- a. Despite the General Conditions, none of the Work may be subcontracted to a new subcontractor that has not been approved by Canada through the Request for Responses for Evaluation (RFRE) process (even to an affiliate of the Contractor). Any new subcontractor must submit their IT Product list to Canada for review and approval. If approved, the Contractor may subcontract the work to its subcontractor. To have a subcontractor and their IT Product list approved, the Contractor must provide the following information to the Contracting Authority:
 - i. the name of the subcontractor;
 - ii. the portion of the Work to be performed by the subcontractor;
 - iii. the Designated Organization Screening or the Facility Security Clearance (FSC) level of the subcontractor as required by the work;
 - iv. if requested, the security clearance status of individuals employed by the subcontractor who will require access to Canada facilities;
 - v. completed sub-SRCL signed by the Contractors Company Security Officer for CISC completion; and
 - vi. any other information required by the Contracting Authority.
- b. For the purposes of this Article, a "subcontractor" does not include a supplier who deals with the Contractor at arm's length whose only role is to provide telecommunications equipment that will be used by the Contractor to provide services, including if the equipment will be installed in the backbone or infrastructure of the Contractor.

26. Transition Services at end of Contract Period

The Contractor agrees that, in the period leading up to the end of the Contract Period, it will make all reasonable efforts to assist Canada in the transition from the Contract to a new contract with another supplier. The Contractor agrees that there will be no charge for these services.



ANNEX A
INMATE TELEPHONE SYSTEM
STATEMENT OF WORK

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1.0 OBJECTIVE

- 1.1 The Correctional Service of Canada (CSC) requires the provision of a telephone system at CSC institutions that will allow inmates to have audio communications, in a secure environment under the supervision of CSC, with the public telecommunications networks.

2.0 BACKGROUND

2.1 Correctional Service Canada

- 2.1.1 CSC is an agency within the portfolio of Public Safety. The portfolio brings together key federal government organizations involved in public safety, namely, CSC, the Royal Canadian Mounted Police, the Parole Board of Canada, the Canada Border Services Agency, the Canadian Security Intelligence Service, and three review bodies.
- 2.1.2 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 Orders (LTSOs) for periods of up to 10 years. CSC is currently responsible for approximately 15,000 federally incarcerated offenders and 8,000 offenders actively supervised in the community.
- 2.1.3 The Agency has a presence from coast to coast, from large urban centres with increasingly diverse populations, to more remote Northern communities. 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 regional staff colleges and national headquarters.

2.2 Current Inmate Telephone System

- 2.2.1 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.
- 2.2.2 To deliver to that responsibility, CSC currently uses a national and fully integrated telephone service with automated control and supervision capabilities for approximately 15,000 Inmates held in 40 correctional facilities operated by CSC that support their rehabilitation and facilitate successful reintegration into society.

- 2.2.3 Given the system represents the Inmate's only real-time means to communicate 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.
- 2.2.4 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. In addition to supporting the telephones and infrastructure, the contractor is responsible for supporting and maintaining these personal computer workstations. CSC does not own any of the components of the current system (for example: telephones, DSLAMs, and personal computer workstations), nor does CSC absorb any of the costs associated with the provision of the service or maintenance of same.
- 2.2.5 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 Inmates or the recipient of the call in the case of collect calls. The Contractor does not pay any commissions or funds to CSC. All monies charged to the Inmates for calls made via the inmate telephone system are used to directly support the current system. A card-based system is part of the current system in order to track the individual Inmates calls and affiliated charges/costs.
- 2.2.6 CSC facilitates the service provision between the Inmates and the Contractor by:
1. Arranging the installation and management of the system.
 2. Developing the processes which allow the Inmate access to the system while maintaining the controls mandated by CSC.
 3. Facilitating access to the institution required to install, operate, and maintain the ITS.
 4. Communicating to the Contractor the funds available on individual Inmate Telephone Accounts.
 5. The payment of the monthly debit call usage bill is paid in trust by CSC and must be sent to CSC on a monthly basis for payment. This bill must be broken down by region with totals. Also, if deemed necessary by CSC, the bill must be able to be supplied by inmate, by region, with totals.
- 2.2.7 The unique nature of the Inmate user profile demands that CSC has control of, access to, and reporting on system use.

3.0 SCOPE OF WORK

- 3.1 The Contractor must provide a direct-dial telephone service (including telephone sets and infrastructure such as digital subscriber line access multiplexers (DSLAMs), enclosures, modems etc.) that the Inmates can use to make outgoing local and/or long distance calls to telephone numbers that are authorized by CSC (hereinafter referred to as the "**Inmate Telephone System**" or "**ITS**"). The ITS is to replace the current system.

- 3.2 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 uses to manage the system) among them. It must also permit the electronic transfer of each Inmate's personal telephone files and profile information whenever an Inmate is transferred to another Institution.
- 3.3 The ITS, including all components (e.g. hardware, software, peripherals, and ancillary equipment), remains the property of the Contractor and, as such, must be provided, installed, configured, maintained, and supported in accordance with the Performance Guarantee specified in Section 5.9 of this Statement of Work.
- 3.4 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. At least two (2) forms of identity validation technology must be used to permit Inmates to access to the ITS.
- 3.5 The ITS must possess the capability of permitting the addition of collateral services at a later date(s).

4.0 TASKS AND DELIVERABLES

4.1 General

- 4.1.1 The Contractor must supply, install and configure all the hardware and software components required for a fully-functioning service as described in this SOW.
- 4.1.2 The Contractor must provide an ITS to all the existing CSC Institutions as defined and described in Section 10 – CSC Institutional Infrastructure. Should CSC's Institutional Infrastructure change through the addition or change of Institutions and/or the addition, removal, or repurposing of housing units in current Institutions, the Contractor must also change the ITS accordingly as designated by the Technical Authority, at no cost to CSC and under the same Terms and Conditions described herein.
- 4.1.3 The Contractor must submit an Inventory Report in electronic format to the Technical Authority (TA) every six (6) months following the date of contract award, or more frequently if required by the TA. This report must list all of the Contractor's installed equipment by Institution and by designated area for each Institution.

4.2 Maintain and Support the Solution

- 4.2.1 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 5.9 of this SOW.

4.3 Provide Changes, Enhancements, and Upgrades

- 4.3.1 Should the ITS require any changes, enhancements, or upgrades (hereinafter referred to as "Changes") 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.
- 4.3.2 All proposed changes and their associated schedules, plans, and analyses must be submitted to the TA for review and written approval before being implemented by the Contractor.
- 4.3.3 Once the TA's written approval is obtained, the Contractor must perform the tasks required to implement the changes in accordance with the CSC-approved plan and schedule. Whenever any deviation from the CSC-approved plan and schedule is required due to unforeseen circumstances, the Contractor, prior to continuing with the work, must present to the TA such deviations along with an updated plan and schedule for review and approval.
- 4.3.4 Any Change(s) to the ITS, once approved by the TA, must be implemented and provided to CSC and Inmates at no additional cost.
- 4.3.5 Once approved, the Contractor must perform the activities required to effect 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 TA along with an updated plan and schedule for assessment and approval by the TA before continuing with the work.
- 4.3.6 The Contractor must provide a monthly report detailing all Changes, software revisions, patches, and bug fixes pertaining to the ITS software application and its related Solution components that were implemented in the previous month and are available to CSC. The Contractor must deliver this report to the TA no later than the 7th calendar day of the month following the period of the report.

5.0 THE SOLUTION

The Contractor must provide a complete solution (hardware, software, and network) required to allow CSC to meet the Solution Objectives listed in Section 5.1.

5.1 Solution Objectives

- 5.1.1 The ITS must:
 - 1. Provide Inmates with continuous and constant access (24 hours per day, 365 days per year – 366 days during a leap year) to a fully operational Inmate Telephones according to the schedule defined by CSC.
 - 2. Provide CSC with the ability to monitor, control, and report on Inmate Telephones use:
 - a) by individual Inmate Telephone;
 - b) by Inmate;

- c) by Institution;
- d) by Region; and
- e) on a National basis.

3. Provide the flexibility and capacity to allow timely Changes to the Solution in response to CSC's requirements for Inmate communications control.

5.1.2 **Note:** All data input to or generated by the ITS remains 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.

5.1.3 The ITS must include:

1. Inmate Telephones, special purpose Inmate Telephone enclosures, and administrative segregation carts installed within current and future CSC Institutions at locations to be assigned by the Institution(s). For a description of the Inmate Telephones, Inmate Telephone enclosures, and segregation carts, see Section 5.2 – Inmate Telephones and Inmate Telephone Enclosures.
2. Computer systems responsible for call management (the "ITS Workstations") within the Institution and in Regional and National Headquarters (NHQ) 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 5.3 – ITS Workstations. The ITS Workstations must access the ITS software through a secure interface, such as a user ID and password combination.
3. The ITS management software that allows CSC to exercise automated control and supervision (monitor, control, and manage Inmate Profiles, calls, and reporting). For a description of the ITS management software to be provided, see Section 5.7 – Administrative Requirements.
4. A means of Inmate access that interfaces with the ITS by confirming the identity of the Inmate using two or more methods of validation and allows Inmates to make calls on a debit and collect-call basis according to the restrictions and limitations established by CSC.

5.2 Inmate Telephones and Inmate Telephone Enclosures

5.2.1 General

- 5.2.1.1 The minimum number of Inmate Telephones required for each Institution is provided in Appendix 'C' – Locations of CSC Institutions. The distribution of Inmate Telephones throughout any Institution must ensure that fair and consistent access to Inmate Telephones is present.

5.2.1.2 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 Telephones and Inmate Telephone enclosures is sufficient to provide the Inmate population with fair and consistent access to the ITS. The number of Inmate Telephones required for each Institution may increase from time to time due to a variety of reasons (see Section 11 – Project Growth).

5.2.2 Inmate Telephone Physical Requirements

5.2.2.1 The Inmate Telephones that are placed in each Institution must have certain physical characteristics that will ensure their operability and longevity, the safety of Inmates and CSC personnel within the areas in which they are located, and a level of security that supports public safety.

5.2.2.2 The Inmate Telephones must meet the following physical requirements:

- a) The Inmate Telephones 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 Telephones must be able to be anchored securely to their mountings so that they cannot be removed without the proper tools.
- c) All cabling or wiring between the Inmate Telephones and the ITS network must be a reinforced, inseverable cable, if exposed. Otherwise, it must be hidden beneath the robust and inaccessible structure of the area in which the phone is located.

5.2.2.3 In some Institutions, designated areas in which the Inmate Telephones are required may be outside and open to the elements. In these Institutions, the Contractor must provide Inmate Telephones that are weatherproof for all climates that the Institution may experience, while still providing the required physical and security features described herein.

5.2.3 Inmate Telephone Enclosures

5.2.3.1 The Contractor must install the Inmate Telephones and CSC-supplied enclosures in areas designated by CSC. The Inmate Telephone enclosures must be firmly fixed to the structure of the area in which it is located (floor, walls, etc.).

5.2.3.2 The Contractor must install the Inmate Telephones and enclosures required for the ITS. In some Institutions, there are existing Inmate Telephone enclosures that the Institutional administrators will elect to keep in place.

5.2.3.3 For informative purposes, a series of examples of Inmate Telephone enclosures present in select Institutions are provided as Appendix 'I' to this Annex.

5.2.4 Administrative Segregation

- 5.2.4.1 Inmates housed in Administrative Segregation within an Institution are confined in their cells for the majority of the day. The Contractor must provide access to the ITS for Inmates in Administrative Segregation without requiring that they leave their cells. Should this proposed access differ from 5.2.4.2, it must require TA approval prior to implementation.
- 5.2.4.2 Currently, a wired Inmate Telephone is 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 (see Figure 5 of Appendix 'I' to this Annex).
- 5.2.4.3 Cellular and wireless devices (such as a cellular phones, smart phones, GPS devices, or tablets) are currently prohibited within the ranges of Institutions. As a result, cellular or wireless solutions to this requirement are not an option.

5.2.5 Conduit

- 5.2.5.1 CSC will provide the conduit within each Institution for the ITS. The Contractor must install all the necessary cabling and junction boxes to connect the telephone sets to the ITS.
- 5.2.5.2 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.

5.3 ITS Workstations

- 5.3.1 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 Users to operate, monitor, and manage the ITS.
- 5.3.2 ITS Workstations must not connect to or interact with the existing CSC computer network in any way, but must provide Users with an interface only to the ITS and must facilitate all required administration and control functions (see Section 5.7 – Administrative Requirements). This separate network connection, any required infrastructure (cabling, routers, switches, internet connections, etc.), and associated costs must be the sole responsibility of the Contractor.
- 5.3.3 The Contractor must provide:
 - 1. The required number of ITS Workstations to each Institution and to Regional and National Headquarters as defined in Appendix 'C' – Locations of CSC Institutions to this document
 - 2. All required peripherals (mouse, keyboard, monitor – or KVM switch, modem, etc.)

3. All required hardware components that connect the ITS Workstations to the telephones and the Contractor infrastructure
4. All software required to access the ITS, as well as the current version of Microsoft Excel and Microsoft Word.

5.3.4 The Contractor must provide ITS Workstations to run the ITS software efficiently and access the ITS network and National Database effectively.

5.3.5 Whenever required by CSC personnel authorized to access and use the ITS Workstation, the Contractor must supply a KVM (keyboard, video or visual display unit, and mouse) switch to be used between the ITS Workstation computer and the User's existing CSC workstation. The Contractor will provide the KVM switch for the identified ITS Workstation instead of the required accompanying monitor, keyboard, and mouse.

5.3.6 All hardware required for the ITS Workstations and the necessary access to the ITS network must be the sole responsibility of the Contractor. All hardware, peripherals, and ancillary equipment needed to ensure that the ITS meets the requirements outlined in this statement of work 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 5.9 – Performance Guarantee.

5.3.7 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 13 – Transition).

5.3.8 The Contractor must update all software loaded on the ITS Workstations to the current version within twelve (12) months of that version's major release to market.

5.4 Inmate Telephone Functional Requirements

5.4.1 The ITS is intended to provide to Inmates at CSC 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.

5.4.2 Inmate Telephones must only be able to place outgoing calls. Inmate Telephones must NOT be able to accept incoming calls.

5.4.3 The Contractor must provide Inmate Telephones that meet the following functional requirements:

1. All Inmate Telephone sets must be operable using only the Telephone Inmate Access System (TIAS) and by no other means unless overridden by Users. See Section 7 – Telephone Inmate Access System for more information on TIAS.

2. Once the TIAS equipment/method has been employed by the Inmate, the Inmate Telephone must require the Inmate to enter his/her Personal Identification Number (PIN) to access the ITS.
3. The Inmate Telephones must allow Inmates to type in the number they wish to call through a standard numeric keypad.
4. The Inmate Telephones, once accessed by the TIAS and the Inmate's PIN, must provide the option of making a "debit call" or a "collect call" for either local or long-distance calls.
5. 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.
6. The ITS is considered essential to the operation of any Institution and all components must be available at all times. Any inoperative component, or a component with limited operability, must be repaired or replaced by the Contractor as per Section 5.9 – Performance Guarantee.
7. All calls made using the Inmate Telephones must be processed through the ITS and only completed if the called number is permitted by the calling Inmate's Inmate Profile (see Section 5.6.2 – Inmate ITS Access).
8. Any number dialled 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 List or on the Institution's Institutional Call List (see Section 6.2 – Common Call Lists). No toll free or 8XX numbers are permitted on an Inmate's Personal Call List and must be denied by the system.
9. For all numbers available on the Personal Call 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 Users at Institutional, Regional, or National levels to permit, through the ITS, the dialing of additional digits on specific numbers if needed (see Section 6.3 – Personal Call Lists).
10. Only a call between the Inmate and one (1) other line is permissible. The ability to "conference call" or "forward a call" on the Inmate's end must be removed. The ITS must have the ability to identify attempts to employ "conference call" or "forward a call", to automatically detect these occurrences, and to notify Users. Additionally, the functionality restricting these events must allow Users at the Institution to disable this feature by specific telephone number appearing on a Common Call List or Personal Call List. However, the authority to enable or disable this feature in its entirety rests solely with CSC National Headquarters.
11. The Inmate will pay for both local and long-distance calls at the rates set out in the Contract. Those rates will address, at a minimum, the following types of calls:
 - a) Local calls – collect
 - b) Local calls – debit

- c) Long distance calls terminating in Canada – collect
 - d) Long distance calls terminating in Canada – debit
 - e) Long distance calls terminating in the United States – collect
 - f) Long distance calls terminating in the United States – debit
 - g) Long distance calls terminating internationally – collect
 - h) Long distance calls terminating internationally – debit
12. 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 List, however, must not be subtracted from the Inmate’s balance even though a local call would be.
 13. 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.
 14. The ITS must employ 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 8 – 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.

5.5 ITS National Database

- 5.5.1 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.
- 5.5.2 The ITS National Database, with all of its required data storage and management hardware and software, must be physically located within Canada.
- 5.5.3 At each Institution, the Contractor must install and maintain at least three (3) Workstations through which Users can access the ITS National Database directly.
- 5.5.4 The ITS National Database, must include the capability for Users to search for and retrieve data on a timely basis for the preceding twelve months or longer.
- 5.5.5 At CSC National Headquarters, the Contractor must install and maintain the following terminals through which the ITS National Database can be accessed directly by Users in a similar fashion to those of the Institutions:
 1. One (1) terminal for the TA
 2. One (1) terminal for Finance
 3. One (1) terminal for Security Intelligence

5.5.6 At each of the five (5) CSC Regional Headquarters, the Contractor must install and maintain one (1) terminal through which the ITS National Database can be accessed directly by authorized CSC personnel. The locations of those CSC Regional Headquarters are as follows:

1. Abbotsford, BC – Pacific Region
2. Kingston, ON – Ontario Region
3. Laval, QC – Québec Region
4. Moncton, NB – Atlantic Region
5. Saskatoon, SK – Prairies Region

5.5.7 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 and were removed from the live database must be archived for the life of the contract, including any option periods that CSC exercises and must be provided to CSC in accordance with article 5.5.9. This information must be made available to CSC upon request within 24 hours of that request.

5.5.8 All data residing within the database is the property of CSC. At inception CSC must be provided with the entire content of the ITS database as a flat file, or through read only access to the database tables. The Contractor must subsequently provide, on a daily basis, the data that has been added or modified since the previous dataset (in other words, the delta of information). This can be provided either as a scheduled automated daily flat file, or through read only access to the database tables. The Contractor must also provide the entity relationship diagram(s), ensuring that all meaning, relationships to other data, origin, usage, and format is preserved for CSC's use outside of ITS functionality. Following any changes to entity relationships made by the Contractor updated entity relationship diagram(s) must be provided to CSC clearly depicting the change.

5.5.9 At contract close, as the last Institution goes off-line following the completion of the transition of all Institutions (see Section 13 – Transition), the Contractor must provide to CSC a final flat file update to the ITS database contents (as described in article 5.5.8 above). This action must be performed by the Contractor to ensure that a record of the most current database is provided to CSC. This information must include all TIAS data (see Section 7.0 – Telephone Inmate Access System)

5.6 ITS Access Requirements

5.6.1 General

5.6.1.1 The ITS will have two (2) distinctly different groups which will have very different levels of access to the ITS:

- a) The Inmate community (“Inmates”)

b) Authorized CSC personnel (“Users”)

5.6.1.2 Inmates will access the ITS to make calls using debit- or collect-calling in accordance with the controls placed upon their calling privileges by Users.

5.6.1.3 Users will require access to the administrative tools of the ITS to monitor and manage the ITS.

5.6.2 Inmate ITS Access (Inmate Profile)

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

5.6.2.2 The Inmate Profile must include the following:

a) A unique identifier for each Inmate, the Personal Identification Number (PIN), and TIAS account information 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 Finger Print System (FPS). The FPS 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 in during his or her incarceration.

d) The Personal Call List for that Inmate (see Section 6.3 – Personal Call Lists).

e) The current and applicable Institutional Common Call List associated with the Inmate’s current housing (see Section 6.2 – Common Call 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.

Note: The ITS must store all Inmate Profile information for the duration of the contract. Under no circumstances will an Inmate Profile be deleted or permanently removed from the ITS database.

5.6.2.3 Access to the ITS by the Inmates must be strictly controlled using the TIAS (see Section 7) in conjunction with their PIN.

5.6.3 CSC ITS Access

5.6.3.1 Users will require access to the ITS on a variety of levels fulfilling a diverse set of functions:

- a) Institutional Profiles – Must be able to read all information stored in the ITS but modify only information for the Institution. The operational roles for these Users are as follows:
 - i. Visits and Correspondence (V&C)
 - ii. Security Intelligence
 - iii. Finance
- b) Regional Profiles – Must be able to read all information stored in the ITS but modify only information for the Region. The operational roles for these Users are as follows:
 - i. Security Intelligence
 - ii. Finance
- c) National Profiles – Staff of CSC National Headquarters with authorized access to all information. The operational roles for these Users are as follows:
 - i. TA – access to all information in every regard
 - ii. Security Intelligence
 - iii. Finance

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

5.7 Administrative Requirements

5.7.1 General

5.7.1.1 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 personnel on a real-time basis.

5.7.1.2 In each Institution, the ITS must reflect:

- a) A listing of all User accounts for that Institution and the privileges associated with each account.
- b) The Inmate Profile for each Inmate in the Institution, including the supervisory controls set and managed by CSC as 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 User, providing then-current information on ITS settings and Inmate usage.

5.7.2 ITS Administrative Functional Requirements

5.7.2.1 The ITS must provide a graphic user interface (GUI) through the ITS Workstations (see Section 5.3 – ITS Workstations) that allows Users at Institutional, Regional, and National levels to set, update, delete, and override required aspects of ITS control mechanisms. The ITS GUI must also produce reports from (see Section 5.8 – Reporting Requirements) and perform searches of National Database information based on queries performed by Users at various User levels at the ITS Workstation terminals (see Section 5.6.3 – CSC ITS Access).

5.7.2.2 The ITS GUI must provide Users with the ability to manage the control mechanisms of the ITS using the following administrative tools:

5.7.2.3 **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's last name
- ii. Inmate's first name
- iii. Inmate's preferred language (French/English)
- iv. Inmate's PIN, including the ability to have a new PIN generated and assigned by the ITS
- v. Inmate's FPS number
- vi. A designation of "Released"
- vii. The Institution to which the new Inmate Profile will be assigned

b) TIAS Information:

- i. TIAS required
- ii. Exclusion period start date
- iii. Exclusion period end date
- iv. TIAS account information, including the ability to have new TIAS equipment assigned by the ITS (only one piece of TIAS equipment at a time can be assigned to a specific Inmate)

c) Personal Call List blocking:

- i. Personal Call List blocking enabled or disabled
- ii. Blocked start date
- iii. Blocked end date
- iv. Which User set the Blocked Period and at which level (National, Regional, Institutional)

d) Total calls:

- i. Total calls duration, in minutes per day

- ii. Total number of calls per day
- iii. Start date
- iv. End date
- e) Account Information:
 - i. Account Balance
 - ii. Transactions

5.7.2.4 **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 must present, to the User, the ability to edit, enter, and save the following information:

- a) Inmate Information:
 - i. Inmate's last name
 - ii. Inmate's first name
 - iii. Inmate's preferred language (French/English)
 - iv. Inmate's PIN
 - v. Inmate's 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 the Inmate's TIAS status in the event of a technical issue
- b) TIAS Information:
 - i. TIAS required
 - ii. Exclusion period start date
 - iii. Exclusion period end date
 - iv. TIAS account information, including the ability to have the account suspended
 - v. Reason for TIAS suspension
- c) Personal Call List blocking:
 - i. Personal Call List blocking enabled or disabled
 - ii. Blocked start date
 - iii. Blocked end date
 - iv. Which User set the Blocked Period and at which level (National, Regional, Institutional)
- d) Total calls:
 - i. Total calls duration, in minutes per day
 - ii. Total number of calls per day

- iii. Start date
- iv. End date
- e) Account Information:
 - i. Account Balance
 - ii. Transactions

5.7.2.5 **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) TIAS account information
- d) Inmate PIN
- e) Inmate FPS number

5.7.2.6 This tool must provide the ability to access the "Add an Inmate Profile" functionality as described in Section 5.7.2.3.

5.7.2.7 This tool must provide the ability to direct the search to "Search in All Institutions".

5.7.2.8 **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 (with a minimum of 4 distinct time periods that can be set by the User)
 - ii. Weekends (with a minimum of 4 distinct time periods that can be set by the User)
 - iii. Special in service periods, setting:
 - 1. Start time
 - 2. End time
 - 3. Start date
 - 4. End date
- c) Blocked Period:
 - i. Blocking enabled or disabled

- ii. Blocked start date
 - iii. Blocked end date
 - iv. Which User 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 duration, a maximum number of calls allowed per day, or any combination thereof
- e) Inmate Telephone Active Status, allowing the User to disable targeted Inmate Telephones by:
- i. Individual Inmate Telephone set
 - ii. Range
 - iii. Living Unit (often a discrete building on the Institution campus)

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

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

5.7.2.11 **Note:** Common Call 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 List, that number must be allowed regardless of its status in the Regional or Institutional Call Lists.

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

5.7.2.13 **Personal Call List Management** - The ITS GUI must provide an administrative tool which will allow the User to display the telephone numbers appearing in Personal Call Lists of Inmates.

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

5.7.2.15 **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 List of a specified Inmate Profile. This tool must also allow the User to modify that information.

Users must be able to modify the following information using the ITS GUI:

- a) Number accessible or denied to the Inmate; if denied, the reason for the denial must be displayed
- b) Telephone number
- c) Inmate's preferred language (English/French)
- d) Whether the number belongs to an organization or person:
 - i. Organization name, if applicable
 - ii. Person data, if applicable:
 - 1. Last Name
 - 2. First Name
 - 3. Relationship to Inmate
- e) Street address
- f) City
- g) Province/State
- h) Postal/Zip code
- i) Comments (a text box of at least 200 characters)
- 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

5.7.2.16 The tool must display, at a minimum, the history of the last five (5) denials of access to the target telephone number, if applicable, with the following information:

- l) Reason for denial (a text box with a capacity of at least 200 characters)
- m) Created by
- n) Creation date

5.7.2.17 **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.

5.7.2.18 **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 Lists or Personal Call Lists and display the Lists in which that number appears.

5.7.2.19 **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.

5.7.2.20 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

5.7.2.21 **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.

5.7.2.22 The following information must be displayed:

- a) Account Information:
 - i. Inmate's last name
 - ii. Inmate's first name
 - iii. TIAS account information
 - iv. Inmate's PIN
 - v. Inmate's 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 (a text box with a minimum capacity of 200 characters)

5.7.2.23 **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

5.7.2.24 The tool must also allow the User to toggle on or off the requirement for TIAS accounts to access the Inmate Telephones of that Institution.

5.7.2.25 **Audio Announcements** - The ITS GUI must provide an administrative tool which will allow the TA 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.

5.7.2.26 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 TA at National Headquarters to provide the required audio information to Inmates during the initialization of their calls. The messages required by CSC appear as Appendix H.

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

5.7.3 Supervisory Controls

5.7.3.1 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.

5.7.3.2 Those controls must include the following:

- 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 authorized CSC personnel, during a call to alert the Inmate that a curfew is approaching.
- d) A series of automated audio messages that can be played before the Inmate's call begins. The ITS must 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.

- viii. A list of messages the current ITS delivers appears as Appendix 'H' to this Statement of Work.

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

5.7.4 Attempts at Unauthorized Use

5.7.4.1 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 TIAS account.
- b) Any attempt to enter a "Blocked Telephone Number" from either a Personal Call List or on a Institutional Call List
- c) Any call that was terminated as per a duration restriction.
- d) Any other attempt to exceed the preset controls established by CSC personnel.

5.7.4.2 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.

5.7.5 Non-Operational Inmate Telephone Identification

5.7.5.1 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 5.9.2 – Inmate Telephone Maintenance below). In the event that an online solution is unavailable, an alternative method of notifying the Contractor must be provided, for example by telephone or by email.

5.7.6 Manual By-Pass

5.7.6.1 At each of the ranges of any given Institution, the Inmate Telephones 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 Manual By-Pass switches exist that allow CSC personnel to manually shut down the Inmate Telephones individually. This must be achieved by a mechanical switch.

5.7.6.2 The Contractor must ensure that all Inmate Telephones that it provides will be connected to and controlled by the relevant RCPs or MCCPs within each Institution.

5.8 Reporting Requirements

5.8.1 General

- 5.8.1.1 The ITS must make available, in real-time, all information about the activity, settings, controls, and financial transactions to Users based on the authorities granted to their respective access levels (see Section 5.6.3 – CSC ITS Access). This information must be available at the Institutional, Regional, and National levels.
- 5.8.1.2 The ITS must produce these reports through the ITS GUI in HTML format as well as to export stand-alone reports in HTML and CSV formats.
- 5.8.1.3 CSC requires that the ITS, through a 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 'B' – ITS Reporting to this solicitation.
- 5.8.1.4 The Contractor must advise CSC, upon contract award, how it proposes to provide reports that cannot be displayed through the GUI in real-time because of technical issues, such as those regarding very large volumes of data. These reports must be provided to the User within three (3) business days.
- 5.8.1.5 A brief overview of the required reports and their purpose is provided in the next section.

5.8.2 Listing Reports

- 5.8.2.1 **Common Call List** – a report reflecting the phone numbers appearing on Common Call Lists, available by National, Regional, or Institutional listing.
- 5.8.2.2 **Inmate Telephone Layout** – a report reflecting a list of the physical locations for each telephone, available by National, Regional, or Institutional listing.
- 5.8.2.3 **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.
- 5.8.2.4 **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.
- 5.8.2.5 **Inmate Private Access List** – a report listing the allowances and restrictions, provided by Inmate.
- 5.8.2.6 **Inmate Temporary FPS** – a report on Inmates to whom a temporary FPS number has been assigned, available by National, Regional, or Institutional listing.

- 5.8.2.7 **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 List, available by National, Regional, or Institutional listing.
- 5.8.2.8 **TIAS History** – a report providing current status of a TIAS account and the history of User actions against that account.
- 5.8.2.9 **TIAS No Longer Assigned List** – a report listing TIAS accounts/equipment that are no longer available for re-allocation (e.g. broken, lost, or cancelled).

5.8.3 Investigative Reports

- 5.8.3.1 **Inmate Telephone Activity** – a report allowing Users to list all local and long-distance Inmate Telephone activity at an Institution, over a maximum period of no less than 6 consecutive months, for collect and debit calls along with the average duration of calls in each of the eight (8) following categories:
 - a) Local calls – debit
 - b) Local calls – collect
 - c) Long-distance calls terminating in Canada – debit
 - d) Long-distance calls terminating in Canada – collect
 - e) Long-distance calls terminating in the United States – debit
 - f) Long-distance calls terminating in the United States – collect
 - g) Long-distance calls terminating internationally – debit
 - h) Long-distance calls terminating internationally – collect
- 5.8.3.2 **Inmate Telephone Performance** – a report identifying the average amount of time a specific Inmate Telephone (or group of phones) is active over a specified date and time range.
- 5.8.3.3 **Frequently Called Numbers** – a report identifying the telephone numbers most frequently called from the selected range of telephones for a maximum period of no less than 6 consecutive months.
- 5.8.3.4 **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 for a maximum period of no less than 6 consecutive months.
- 5.8.3.5 **Inmate Blocked Calls** – a report identifying the number of call attempts that were blocked for a maximum period of no less than 6 consecutive months.
- 5.8.3.6 **Inmate Call Activity** – a report identifying all numbers called by an identified Inmate or range of Inmates for a maximum period of no less than 6 consecutive months.
- 5.8.3.7 **Inmate In-Call Session** – a report identifying the length of Inmate-placed calls for a maximum period of no less than 6 consecutive months.

- 5.8.3.8 **Frequently Blocked Numbers** – a report identifying the blocked numbers, from most to fewest blocked for a maximum period of no less than 6 consecutive months.
- 5.8.3.9 **Frequently Blocked Inmates** – a report identifying Inmates with blocked calls, presented by most to fewest instances for a maximum period of no less than 6 consecutive months.
- 5.8.3.10 **CSC Telephone Call Activity** – a report identifying all numbers for calls made from and received by an internal to CSC personnel telephone for a maximum period of no less than 6 consecutive months.
- 5.8.3.11 **Targeted Telephone Numbers** – a report displaying information on identified outside telephone numbers for a maximum period of no less than 6 consecutive months.
- 5.8.3.12 **Toll-Free Call Activity** – a report identifying all toll-free calls made from an Inmate Telephone for a maximum period of no less than 6 consecutive months.

5.8.4 Financial Reports

- 5.8.4.1 **Call Cost Transactions** – a report listing the cost of calls made by call date for a maximum period of no less than 6 consecutive months.
- 5.8.4.2 **Inmate Available Funds** – a report displaying the status, by Inmate, of the availability of funds for a maximum period of no less than 6 consecutive months.
- 5.8.4.3 **ITS Statement** – a report displaying financial activity, by Inmate, during a specified period for a maximum period of no less than 6 consecutive months.
- 5.8.4.4 **Transfer Transactions** – a report displaying financial transfer transactions made, by Inmate, during a specified period for a maximum period of no less than 6 consecutive months.
- 5.8.4.5 **Refund Transactions** – a report displaying refunds made, by Inmate, during a specified period for a maximum period of no less than 6 consecutive months.
- 5.8.4.6 **Ad Hoc Queries** – the Contractor will provide, within 4 business days, a report in response to a query of database fields from the TA for a maximum period of no less than 6 consecutive months.

5.9 Performance Guarantee

5.9.1 General

- 5.9.1.1 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.

5.9.1.2 During Project Initiation (see Section 15.4), the Contractor must provide the TA with a Disaster Recovery Plan (DRP). The DRP must:

- a) Describe, in detail, what measures the Contractor has in place that would ensure uninterrupted service to Institutions during a disaster scenario (e.g. power failure, fire, flood, earthquake, etc.).
- b) Describe how, in the event that service is interrupted despite the above measures, the Contractor would restore service as quickly as possible to all affected Institutions.

5.9.1.3 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 7:00am to 11:00pm Institution local time, 365 days per year (366 days during a leap 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 5.9.2 – 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 5.9.2 – Inmate Telephone Maintenance below.
- d) The Contractor must maintain at all times a stock of no less than 50 additional pieces of TIAS equipment, if applicable. This additional access equipment may be used to replace faulty, damaged, or inaccurate access equipment. See Section 7 – Telephone Inmate Access System for more detail.

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

5.9.1.5 The Contractor must provide a User Help Desk that CSC personnel can access by phone from 7:00am to 7:00pm Institution local time, Monday to Friday each week, including statutory holidays, 52 weeks a year. This User Help Desk must provide CSC personnel with assistance in the use of the features and functions of the ITS in both official languages (English and French).

5.9.2 Inmate Telephone Maintenance

5.9.2.1 Full operability of all phones is considered nominal.

5.9.2.2 A “**Fully-Functional**” phone is one which has all controls operating fully and can make both debit and collect calls.

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

5.9.2.4 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 described in article 5.9.1.3 c) above.

5.9.3 ITS Hardware/Software Maintenance

5.9.3.1 Additionally, the Contractor must maintain and install 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 4.3 – Provide Changes, Enhancements, and Upgrades.

6.0 INMATE CALL LISTS

6.1 General

6.1.1 In order to preserve public safety, CSC is obliged to limit the contact an Inmate has 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, CSC imposes a set of Call 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.

6.1.2 There are two sets of Call Lists that regulate an Inmate’s calling abilities:

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

6.1.3 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 against the applicable Call Lists identified by the Inmate Profile information.

6.1.4 If the ITS finds that the number dialed by the Inmate appears on the Call Lists attributed to the Inmate Profile, and does not appear on the Inmate’s Personal Deny List (see Section 6.3 – Personal Call Lists) or is not specifically blocked by Users (see Section 5.7 – Administrative Requirements), the call must be connected.

6.1.5 If the ITS cannot find the number dialed by the Inmate on the identified Call Lists or the number appears on the Inmate’s Personal Deny List (see Section 6.3 – Personal Call Lists) or is specifically blocked by Users (see Section 5.7 –

Administrative Requirements), the call must not be connected and the Inmate must hear a message (see Appendix 'H') informing him/her of that event and the reason why.

6.2 Common Call Lists

- 6.2.1 CSC provides Common Call 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 Lists are unique to each Institution and affect only the Inmates who are housed at that Institution.
- 6.2.2 Typically, Users at an Institution will determine the content of a given Common Call List, since it applies only to the Inmates residing at that Institution. On occasion, Regional Users will determine that a number should be present on the Common Call Lists for all Institutions in that Region. Regional Users will also have the ability to assign numbers to any Institution in their respective Region.
- 6.2.3 The TA must have the ability to implement, through the ITS interface at National Headquarters, a number into Common Call Lists at National, Regional, or Institutional levels.

6.3 Personal Call Lists

- 6.3.1 In addition to those numbers identified by the Common Call List of his/her Institution, an Inmate will have a Personal Call List containing numbers that are pertinent to him or her. There are two components to an inmate's Personal Call List:
 - a) A Personal Call Allow List
 - b) A Personal Call Deny List
- 6.3.2 The Personal Call Allow List is a list of numbers submitted by the Inmate, reviewed by Users, and approved by Users to be contact numbers that the ITS will permit the Inmate to call. The numbers on this list are most often people of a familial or professional relationship to the Inmate (e.g. close family relations, lawyers, advocacy groups, etc.). The ITS must provide Users with the ability to identify those relationships by means of a selectable "drop-down list". The list of the required relationships appears as Appendix 'G' – Personal Call List Relationships.
- 6.3.3 The Personal Call Deny List is a list of numbers identified by the Users as contact numbers that the Inmate is not permitted to use the ITS to call under any circumstances. **NOTE:** In any case where a number appearing in a Personal Call Deny List for a particular Inmate is entered by a User to an Allow List (either Common or Personal), the ITS must ensure that the Inmate in question is not able to connect to that number regardless of which Allow List or which level (National, Regional, Institutional) or which User has submitted it. **The Deny List for an Inmate takes precedence over all other Call Lists.**

- 6.3.4 Any numbered entered into an Inmate's Personal Call Deny List must have, at a minimum, the following pieces of information:
- a) Name of Contact
 - b) Relationship to Inmate
 - c) Phone number
 - d) Reason for denial
 - e) User entering number to Deny List
 - f) Date entered
- 6.3.5 Users at the Institution will process Inmate requests for numbers to be applied to Personal Call Lists and, after due investigation, will be input through the ITS to the appropriate List.
- 6.3.6 Users at the Institution must have the ability to apply, modify, and remove entries to any Personal Call List through the ITS. The ITS must also allow one, some, or all numbers on the Personal Call List to be temporarily suspended, in real-time, by Users.
- 6.3.7 The ITS must preserve and store the record of all changes (including, but not limited to, additions and deletions) of the Personal Call Lists of each Inmate beginning with the moment of the creation of the Inmate Profile.
- 6.3.8 The Personal Call List must be transferable, along with the Inmate Profile, from one Institution to another if an Inmate is moved to another Institution.

7.0 TELEPHONE INMATE ACCESS SYSTEM

7.1 General

- 7.1.1 In April 2014, there were approximately 15,000 Inmates housed in 40 correctional facilities operated by CSC. This population has remained generally consistent over the past five years. Each of those Inmates requires individual access to the use of a telephone.
- 7.1.2 The ITS must use a technological method in conjunction with the entry of the Inmate's PIN to provide secure access to the system for Inmates. The technological method the Contractor employs (hereinafter referred to as the "Telephone Inmate Access System" or "TIAS") must enable the Inmate to interface with the telephone unit and provide a verification of the Inmate's identity. The identity provided by the Contractor's method must be verified a second time by the Inmate's provision of his or her PIN through the keypad of the telephone unit. The two-stage security verification combining the Contractor's method with the entry of the Inmate's PIN constitutes the TIAS. This two-stage verification process is required for every call.
- 7.1.3 The TIAS of the current system incorporates Telephone Smart Cards as its technological method of providing secure access to the ITS for all Inmates.

Each Inmate was issued with a Telephone Smart Card with which he or she is able to access the ITS in conjunction with the provision of his or her PIN.

- 7.1.4 The TIAS must use a small and portable item that the Inmate may carry on their person to facilitate access to the ITS. It is also acceptable that the TIAS, instead of a portable piece of equipment, may use a unique quality of the Inmate that is inherently available with his or her presence at the telephone unit (e.g. fingerprint, retina, voiceprint, etc.) Example: Where some form of biometric verification is used – in this example, the fingerprint – the Inmate would provide his or her fingerprint as the first method of verification then enter his or her PIN using the Inmate Telephone’s keypad as the second method of verification. Only after those two pieces of information are provided and verified by the system would the Inmate then be able to access the ITS through the Inmate Telephone.
- 7.1.5 Note: Should the Contractor choose to use Telephone Smart Cards as its technological security method for the TIAS, the Contractor must reuse the Telephone Smart Cards currently in use until the transition from the incumbent supplier to the Contractor is complete.
- 7.1.6 The purpose of the TIAS 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.
- 7.1.7 Every effort will be made by CSC to reissue TIAS equipment previously used by Inmates now released into the community. 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) and new TIAS equipment may be required to ensure that all Inmates are able to access the ITS.
- 7.1.8 Lost, damaged, and inoperable TIAS equipment must be replaced from the reserve stock maintained by the Contractor. See article 5.9.1.3 (d) above for more information.
- 7.1.9 Any equipment required for the enrollment of Inmates into the TIAS must be present at each Institution in order to ensure that all eligible Inmates have access to the ITS with a minimum of time and effort.
- 7.1.10 The Contractor’s TIAS must be of a format such that it can be used by CSC to allow Inmates to access other as yet undefined systems or services that may be deployed by CSC in the future.
- 7.1.11 All TIAS data is the property of CSC. At any time, within two (2) calendar weeks of a request, the entirety of the TIAS data for all Institutions must be made available to CSC as a 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 ITS functionality.

7.2 TIAS Use

- 7.2.1 If applicable to the Contractor's approach to a TIAS technological solution, each Inmate will be provided with sufficient portable TIAS equipment that, through interaction with the Inmate Telephone, identifies an individual Inmate Profile, defined and described by CSC (see Section 5.6.2 – Inmate ITS Access).
- 7.2.2 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.
- 7.2.3 The Inmate will interface with the Inmate Telephone using the TIAS equipment issued to them. 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.
- 7.2.4 Before initiating the call, the system must notify the Inmate of the then-current balance of available funds in the Inmate's account. Following the call, the system must notify the Inmate of the new balance of available funds in the Inmate's account.

7.3 Telephone Smart Card Restrictions

- 7.3.1 The use of a common technology like Telephone Smart Cards for the ITS raises some concerns that must be addressed in the following manner:
 - a) The Telephone Smart Cards currently in use that the Contractor will continue to use if it chooses to use that technology for its TIAS and any future cards provided by the Contractor to CSC must have no value outside the CSC ITS.
 - b) Telephone Smart Cards that are available to the general public or from any organization within or outside of Canada, must not be compatible with the Solution provided to CSC.

8.0 INTERCEPTION OF INMATE TELEPHONE CALLS

- 8.1 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.
- 8.2 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 Call List or the Institution's Common Call 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.

- 8.3 The Contractor must 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 the interception system is not in a maintenance cycle, the ITS must immediately send an alert to the TA at National Headquarters and the maintenance provider for the interception system.
- 8.4 The current interception system employs Eventide NexLog 740 Recorder devices.

9.0 TRAINING AND ONLINE HELP

- 9.1 The Contractor must provide, as part of the ITS management GUI, a Training Module that allows Users to employ a self-directed and task-oriented training methodology. The training material must use 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.
- 9.2 This training technique must compliment 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.
- 9.3 The Training & Online Help modules must be fully indexed and searchable using Boolean logic for search terms.
- 9.4 All Training & Online Help material must be made available in both English and French (see Section 14 – Language below).

10.0 CSC INSTITUTIONAL INFRASTRUCTURE

- 10.1 The Contractor must provide a national, fully-integrated ITS with automated control and supervision capabilities for approximately 15,000 Inmates housed in 40 correctional facilities operated by CSC. A complete delineation of the institutional profiles can be found as Appendix 'C' – Locations of CSC Institutions 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.
- 10.2 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. The Contractor must update any record within two (2) business days of any changes.
- 10.3 As of April of 2014, several Institutions were reclassified to become Clustered Institutions. From an ITS perspective, this clustering will affect the name of the Institutions and will impact Inmate accounts at those Institutions.
- 10.4 The new names of the Institutions must be reflected in the new ITS for all Inmates and the Contractor must ensure that the information from the existing data set will be mapped to the new ITS. The Contractor must provide CSC with a plan for this activity and a report confirming that affected Inmate accounts have been verified once the changeover has been completed.
- 10.5 In Appendix 'C' – Locations of CSC Institutions to this Statement of Work, Institutions that have become Clustered Institutions are described separately beginning with the Institution's former name in italics followed by the new Clustered Institution name in parentheses. **Example:** Westmorland Institution (Dorchester-Min.)
- 10.6 Over the course of the past two years, two (2) Institutions have been decommissioned: Kingston Penitentiary, Kingston, Ontario and Leclerc Institution, Laval, Québec. These Institutions will no longer require ITS access but must appear in historical reference data appearing in this document. Any data regarding these Institutions appear for informational purposes only and does not apply to any future incarnations of the ITS.

11.0 PROJECT GROWTH

- 11.1 CSC has recognized that, during the life of the contract, it is possible that the Inmate population in its Institutions could rise by 25% or more. The growth in the number of Inmates 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.). The growth of the Inmate population will require more access to the ITS.
- 11.2 The Contractor must provide additional Inmate Telephone(s) in the following circumstances:
- a) The average daily volume of use of a particular telephone exceeds three (3) 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.

11.3 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).

11.4 The Contractor must not modify the cost of using the ITS for the Inmates due to new installations. The costs of these additional phones must be recouped by the Contractor through the increase in overall phone use.

12.0 PROJECT DURATION

12.1 The ITS must be fully implemented within twelve (12) months of the award of contract. The Contractor must propose a solution to ensure successful delivery within this tight timeframe. This must be provided to the TA within thirty (30) days after contract award.

13.0 TRANSITION

13.1 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 planning, efficiency, and care.

13.2 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 Contractor with a minimum of disruption as well as defining how it will transition to another supplier at the end of the contract. The Transition Plan must be provided to the TA within thirty (30) days after contract award.

13.3 The Contractor may be required to perform equipment removal and/or installation outside of regular business hours. Some regulations and rules of individual Institutions differ from those of other Institutions and may affect times when the Contractor will be able to perform the work.

13.4 Should a different ITS supplier succeed the Contractor for a future contract, the Contractor must allow the successive supplier to remove the Contractor's installed equipment and place it, in good condition, in a location within the

Institution identified by the TA, for the Contractor to collect it at a later date. If the removal of the Contractor's equipment requires proprietary tools, the Contractor must make those tools temporarily available to the successive supplier until all of the Contractor's equipment has been completely removed.

- 13.5 The Contractor's Transition Plan must detail how they will meet a twelve (12) month system implementation by addressing such elements of the project as:
- a) Inmate financial balance information 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, including all TIAS information (see Section 7).
 - c) Call 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 Telephone Smart Cards, if applicable (see Section 7).
 - 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.

14.0 LANGUAGE

14.1 General

- 14.1.1 CSC 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.
- 14.1.2 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. Appendix 'C' lists all Institutions, with addresses, by Region.

14.2 ITS System Interface

- 14.2.1 The system interface of the ITS GUI for Users must provide the ability to set the language preference in the User Profile to either English or French. This language preference will determine in which Official Language the GUI will display all menus, GUI text, and help menus for that User.
- 14.2.2 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.
- 14.2.3 Any User-typed textual information retrieved by the ITS GUI from the National Database must appear in whichever language it was originally entered.

14.3 Written Materials

- 14.3.1 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 also be provided as editable electronic documents.

14.4 Regional Language Profiles

- 14.4.1 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, administration, and operation.
- 14.4.2 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

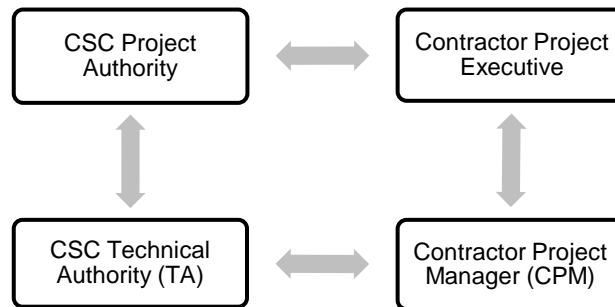
14.5 Inmate Telephones

- 14.5.1 All Inmates, anywhere in Canada, will have a Language Preference identified within his or her Inmate Profile.
- 14.5.2 When accessing the Inmate Telephone, 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.

15.0 GOVERNANCE AND PROJECT MANAGEMENT

15.1 General

- 15.1.1 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 service provision between the Inmates and the Contractor and will act as the sole intermediary. There must be no contact or communication between the Contractor and the Inmates.
- 15.1.2 The Contractor must provide the required resources 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.



15.2 Project Governance

- 15.2.1 CSC will designate a person as the CSC Project Authority. The Project Authority will provide governance and direction to the Project as well as represent the final level of escalation for any and all matters relating to the Project.
- 15.2.2 The TA, described below, will keep the Project Authority abreast of the Project's status and progress on an ongoing basis but the Project Authority will not take an active role in the day-to-day management of the Project.
- 15.2.3 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.

15.3 Project Management

15.3.1 CSC will designate a person as the TA. Overall project management responsibility for the Project will lie with the TA. The TA 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.

15.3.2 The Contractor must designate a single qualified person as the Contractor Project Manager (CPM). The CPM 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 TA for issue resolution, change management, timeline management, and other delivery issues.

15.3.3 The CPM must be the sole resource permitted to communicate with CSC unless expressed permission is provided by the TA. Members of a Contractor management team must direct all communications with CSC through the CPM responsible for the interactions on a day-to-day basis with CSC.

15.3.4 Should the need arise to escalate Project issues beyond the levels of the CPM and the TA, 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 Authority and Contractor Project Executive) of one group is not to be contacted by the Project Management personnel (i.e. TA and CPM) of the other.

15.4 Project Initiation

15.4.1 Within thirty (30) calendar days following contract award, the TA and the CPM must meet to define the activities comprising the Project Initiation. At this time, the CPM must assign resources and set objectives and schedules for the Project Initiation phase. The Project Initiation phase must be completed no later than sixty (60) calendar days following contract award.

15.4.2 The prime objective of the Project Initiation exercise is to set the standards, timings, and deliverables that will govern the Project throughout its life.

15.4.3 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 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.

15.5 Annual Performance Review

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

16.0 DELIVERABLES

The Contractor must provide the following deliverables:

1. Ongoing Inmate Telephone Service (ITS) to all CSC Institutions listed in Appendix 'C' – Locations of CSC Institutions, as described in Section 5.1 of the SOW;
2. As and when required installation, maintenance, warranty, and support services associated with the ITS.
3. All hardware, software, and cabling components required for a fully-functioning ITS, including UPS units;
4. An "as and when requested", bilingual (English and French) customer service function as described in Section 5.9.1.3, a) of the SOW;
5. An Inventory Report as described in Section 4.1.3 of the SOW;
6. Ongoing Maintenance and Support services as described in Sections 4.2.1 and 5.9 of the SOW;
7. Changes, Enhancements, and Upgrades as described in Section 4.3 of the SOW;
8. All data input to or generated by the ITS and the entity relationship diagram(s); as described in Section 5.5.8;
9. Inmate Telephones, special purpose Inmate Telephone enclosures, and administrative segregation carts as per Section 5.2 of the SOW;
10. ITS Workstations as per Section 5.3 of the SOW;
11. TIAS as per Section 7.0 of the SOW;
12. An ITS National Database as per Section 5.5 of the SOW;
13. ITS Administrative Functional Requirements as per Section 5.7.2 of the SOW;
14. Supervisory Controls as per Section 5.7.3 of the SOW;
15. A Manual By-Pass function as per Section 5.7.6 of the SOW;
16. Reporting Requirements as described in Section 5.8 of the SOW;
17. A Disaster Recovery Plan as per Section 5.9.1.2 of the SOW;
18. Training and Online Help as per Section 9.0 of the SOW;

19. A Transition Plan must be provided to the TA within thirty (30) days after contract award as per Section 13.0 of the SOW; and
20. The Project Initiation phase must be completed no later than sixty (60) calendar days following contract award as per Section 15.4 of the SOW.

APPENDIX 'A' – GLOSSARY OF TERMS AND ACRONYMS

Acronym	Full Title or Phrase
CA	Contracting Authority
CPM	Contractor Project Manager
CSV	Comma-Separated Values
DLSAM	Digital Subscriber Line Access Multiplexer
DRP	Disaster Recovery Plan
DNIS	Dialed Number Identification Service
DTFM	Dual-Tone Multi-Frequency signalling
FPS	Finger Print System
GPS	Global Positioning System
GUI	Graphic User Interface
HTML	Hypertext Markup Language
ITS	Inmate Telephone Service
KVM	Keyboard, video or visual display unit, and mouse
MCCP	Main Communication and Control Post
NHQ	National Headquarters
NTP	Network Time Protocol
PIN	Personal Identification Number
RCP	Range Control Post
RHQ	Regional Headquarters
SOW	Statement of Work
TA	Technical Authority
TIAS	Telephone Inmate Access System
UTC	Universal Time Code
V&C	Visits and Correspondence
VPN	Virtual Private Network

Term	Definition
Business Day	Refers to any day in which regular commercial business is conducted. Considered to be Monday through Friday from 9am to 5pm local to the institution time and excludes weekends and public/statutory holidays.
Control Post	Positions within an Institution where CSC personnel monitor areas within the Institution 24 hours a day. Central monitoring and control of the Institution takes place at the Main Communication and Control Post (MCCP) while specific Inmate areas are monitored from local

	control posts which have a variety of names depending on their location and function. For the purposes of this document, each of these local control posts will be referred to as a "Range Control Post" (RCP)
Inmate	An offender serving a portion of his or her sentence of two years or more within one of CSC's Institutions.
Inmate Telephone	Telephones located within Inmate areas exclusively for the use of Inmates. The term "Inmate Telephone" refers to the complete interface unit with which an Inmate may access a single line through the ITS.
Institution	A Canadian federal correctional Institution operated by CSC that houses Inmates in a secure environment.
Range	The term used to describe a variety of arrangements of living quarters for Inmates within an Institution. Examples of these arrangements that are encompassed by the term "range" include corridors with cells on either side, tiers of living units, corridors accessing bedrooms in minimum security facilities.
User	A member of CSC personnel authorized to access and use the Inmate Telephone System through the ITS Workstation.

APPENDIX 'B' – ITS REPORTING

The tables that comprise this Appendix define and describe the reports that will be available to the User from the ITS 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 Considerations	Defines any additional capabilities to be provided to the User (e.g. additional filters, exceptions, etc.).

Report Name:	COMMON CALL ALLOW LIST
Report Purpose:	List all telephone numbers appearing on the Common Call 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 (Dual-tone multi-frequency signaling) 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

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

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

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 TIAS account information	Alphanumeric
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
TIAS Required	Y/N
TIAS Required start date	yyyy/mm/dd
TIAS Required end date	yyyy/mm/dd

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 TIAS account information	Alphanumeric
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
TIAS Required (Y/N)	Y/N
TIAS Required start date	yyyy/mm/dd
TIAS Required end date	yyyy/mm/dd

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 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	

Report Name:	TIAS HISTORY
Report Purpose:	Provide current status of a TIAS account and the history of User actions against that account.
Type of Report:	List
Filters Required:	
TIAS account information	
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

Report Name:	TIAS NO LONGER ASSIGNED LIST
Report Purpose:	List TIAS accounts/equipment 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 “TIAS Account Information”	Field Type:
TIAS account information	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

Report Name:	INMATE TELEPHONE 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"> o The time zone(s) requested from a drop-down list o Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) o 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 TIAS Reader
Closing time reached	Schedule in blocked period	PIN not matching
Ran out of money	Inmate PIN not found	TIAS 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	Terminated suspected 3-way call
	Total calls duration per day reached	
Report Fields, Sorted By: See Filter Above		Field Type:
Inmate Last Name		Text
Inmate First Name		Text
Inmate PIN		Numeric
Inmate FPS		Alphanumeric
TIAS account information		Alphanumeric

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
Place of Call (Local, or Long-Distance)	Local/Long-Distance
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 / Average Call Duration (for multiple phones, ranges, living units)	Hrs : mins : secs

Report Name:	INMATE TELEPHONE PERFORMANCE
Report Purpose:	Identify the average amount of time a phone or group of phones is active
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"> o The time zone(s) requested from a drop-down list o Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) o Period End Date for which the report is requested (yyyy/mm/dd/hr/min) 	
Length of call in minutes and seconds	
Report Fields, Sorted By "Inmate Telephone #"	Field Type:
Unit	Text
Range	Text
Inmate Telephone #	###-###-####
Average time in use (hours, minutes, seconds)	Hrs : mins : secs

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"> o The time zone(s) requested from a drop-down list o Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) o 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)

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"> o The time zone(s) requested from a drop-down list o Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) o 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

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

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 and seconds	
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

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"> o The time zone(s) requested from a drop-down list o Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) o 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

Report Name:	FREQUENTLY BLOCKED INMATES
Report Purpose:	List Inmates with frequently blocked calls, presented by most to least instances
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)	
Inmate status by option box: Active / Released / Active and released	
Timeframe for report, including: <ul style="list-style-type: none"> o The time zone(s) requested from a drop-down list o Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) o Period End 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 PIN	Numeric
Inmate FPS	Numeric
Released (Y/N)	Y/N
TIAS required (Y/N)	Y/N
TIAS Not Required Start Date	Y/N
TIAS Not Required End Date	Y/N
Total Number of Calls completed by Inmate	Numeric
Number of Calls Blocked	Numeric
Most blocked telephone number	###-###-####
Number of times most blocked number is blocked	Numeric

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	###-####
TIAS Required	Y/N
TIAS account information	Alphanumeric
Originating Institution	Text
Call Disposition	(Completed by ITS)

Report Name:	TOLL-FREE CALL ACTIVITY	
Report Purpose:	List toll-free calls made from an Inmate Telephone, provided by Institution or by Inmate	
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"> o The time zone(s) requested from a drop-down list o Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) o Period End Date for which the report is requested (yyyy/mm/dd/hr/min) 		
Call Disposition Filtering Choices By Option Box:		
Completed	Max call Duration reached	Closing time reached
Ran out of money	Error during call session	
Report Fields, Sorted By "Inmate Last Name"		Field Type:
Inmate Last Name		Text
Inmate First Name		Text
Inmate PIN		Numeric
Inmate FPS		Alphanumeric
TIAS Required		Y/N
TIAS account information		Alphanumeric
Inmate Institution		Text
Released		Y/N
Called number		###-###-####
Telephone used		###-###-####
Call date		yyyy/mm/dd
Disposition of call (Completed or Inmate hung up)		Text
Call Answered		Y/N
Three-way Call Detected		Y/N
Call Start Time		Hrs : mins : secs
Call End Time		Hrs : mins : secs
Call Duration		Hrs : mins : secs

Report Name:	ITS STATEMENT
Report Purpose:	Display financial activity, by Inmate, for the designated period
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"> o The time zone(s) requested from a drop-down list o Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) o Period End Date for which the report is requested (yyyy/mm/dd/hr/min) 	
Report Fields, Sorted By “Transaction Date”	Field Type:
Inmate Last Name	Text
Inmate First Name	Text
Inmate FPS	Numeric
Inmate PIN	Numeric
Released	Y/N
Available funds at beginning of period	Numeric
Available funds at end of period	Numeric
Total transfers	Numeric
Total refunds	Numeric
Total Call cost	Numeric

Report Name:	REFUND TRANSACTIONS
Report Purpose:	Display refunds made, by Inmate, for the designated period
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"> o The time zone(s) requested from a drop-down list o Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) o Period End Date for which the report is requested (yyyy/mm/dd/hr/min) 	
Report Fields, Sorted By “Transaction Date”	Field Type:
Inmate Last Name	Text
Inmate First Name	Text
Inmate FPS	Alphanumeric
Inmate PIN	Numeric
Released	Y/N
Date of refund	yyyy/mm/dd
Amount of refund	Numeric
Reason for refund	Text
Total refunds	Numeric

APPENDIX 'C' – LOCATIONS OF CSC INSTITUTIONS

This appendix describes the Institutions of each Region that are within the scope of this project, the address of each, and the minimum number of ITS Inmate Phones and ITS Workstations required.

As of April of 2014, several Institutions were reclassified to become Clustered Institutions. From an ITS perspective, this clustering will affect the name of the Institutions and will impact Inmate accounts at those Institutions. The new names of the Institutions must be reflected in the new ITS for all Inmates and the Contractor must ensure that the information from the existing data set will be mapped to the new ITS. The Contractor must provide CSC with a plan for this activity and a report that confirms that affected Inmate accounts have been verified once the changeover has been completed.

In this appendix and the others that follow, Institutions that have become Clustered Institutions are described separately beginning with the Institution's former name in italics followed by the new Clustered Institution name in parentheses. **Example:** *Westmorland Institution* (Dorchester-Min.)

Over the course of the past two years, two (2) Institutions have been decommissioned: Kingston Penitentiary, Kingston, Ontario and Leclerc Institution, Laval, Québec. These Institutions will no longer require ITS access but will appear in historical reference data appearing in this document. Any data regarding these Institutions appear for informational purposes only and does not apply to any future incarnations of the ITS.

Region	Institution / Site	Address	Minimum No. of Inmate Phones	Minimum No. of Workstations
NHQ	National Headquarters	340 Laurier Ave. West, Ottawa, ON, K1A 0P9	0	3
Atlantic	Regional Headquarters	1045 Main Street, 2nd Floor, Moncton, NB, E1C 1H1	0	1
	Atlantic Institution	13175 Route 8, PO Box 102, Renous, NB, E9E 2E1	15	3
	<i>Dorchester Penitentiary</i> (Dorchester)	4902 Main Street, Dorchester, NB, E4K 2Y9	27	3
	Nova Institution for Women	180 James Street, Truro, NS, B2N 6R8	13	3
	Springhill Institution	330 McGee Street, PO Box 2140, Springhill, NS, B0M 1X0	44	3
	<i>Westmorland Institution</i> (Dorchester-Min.)	4902 A Main Street, Dorchester, NB, E4K 2Y9	16	3
Regional Subtotals			115	16
Ontario	Regional Headquarters	440 King Street West, PO Box 1174, Kingston, ON, K7L 4Y8	0	1
	Bath Institution	5775 Bath Road, PO Box 1500, Bath, ON, K0H 1G0	22	3
	<i>Beaver Creek Institution</i> (Beaver Creek-Min.)	Beaver Creek Drive, PO Box 1240, Gravenhurst, ON, P1P 1Y2	21	3

Region	Institution / Site	Address	Minimum No. of Inmate Phones	Minimum No. of Workstations
	<i>Collins Bay Institution</i> (Collins Bay)	1455 Bath Road, PO Box 190, Kingston, ON, K7L 4V9	35	3
	<i>Fenbrook Institution</i> (Beaver Creek)	2000 Beaver Creek Drive, PO Box 5000, Gravenhurst, ON, P1P 1Y2	33	3
	<i>Frontenac Institution</i> (Collins Bay-Min.)	1455 Bath Road, PO Box 7500, Kingston, ON, K7L 5E6	12	3
	Grand Valley Institution for Women	1575 Homer Watson Boulevard, Kitchener, ON, N2P 2C5	27	3
	<i>Joyceville Institution</i> (Joyceville)	Highway 15, PO Box 880, Kingston, ON, K7L 4X9	49	3
	Millhaven Institution	Highway 33, PO Box 280, Bath, ON, K0H 1G0	34	3
	<i>Pittsburgh Institution</i> (Joyceville-Min.)	3766 Highway 15, PO Box 4510, Kingston, ON, K7L 5E5	16	3
	Warkworth Institution	County Road 29, PO Box 760, Campbellford, ON, K0L 1L0	34	3
Regional Subtotals			283	31
Pacific	Regional Headquarters	100-33991 Gladys Avenue, Abbotsford, BC, V2S 2E8	0	1
	<i>Ferndale Institution</i> (Mission-Min.)	33737 Dewdney Trunk Road, PO Box 50, Mission, BC, V2V 4L8	9	3
	Fraser Valley Institution	33344 King Road, Abbotsford, BC, V2S 6J5	16	3
	Kent Institution	4732 Cemetery Road, PO Box 1500, Agassiz, BC, V0M 1A0	41	3
	Kwikwexwelhp Healing Village	Morris Valley Road, PO Box 110, Harrison Mills, BC, V0M 1L0	3	3
	Matsqui Institution	33344 King Road, PO Box 2500, Abbotsford, BC, V2S 4P3	20	3
	<i>Mission Institution</i> (Mission)	8751 Stave Lake Street, PO Box 60, Mission, BC, V2V 4L8	15	3
	Mountain Institution	4732 Cemetery Road, PO Box 1600, Agassiz, BC, V0M 1A0	24	3
	Regional Treatment Centre	33344 King Road, PO Box 3000, Abbotsford, BC, V2S 4P4	25	3
	William Head Institution	6000 William Head Road, Victoria, BC, V9C 0B5	6	3
Regional Subtotals			159	28
Prairie	Regional Headquarters	2313 Hanselman Place, PO Box 9223, Saskatoon, SK, S7K 3X5	0	1

Region	Institution / Site	Address	Minimum No. of Inmate Phones	Minimum No. of Workstations
	Bowden Institution	Highway 2, PO Box 6000, Innisfail, AB, T4G 1V1	22	3
	Drumheller Institution	Highway 9, PO Box 3000, Drumheller, AB, T0J 0Y0	31	3
	Edmonton Institution	21611 Meridian Street, PO Box 2290, Edmonton, AB, T5J 3H7	25	3
	Edmonton Institution for Women	11151, 178th Street, Edmonton, AB, T5S 2H9	17	3
	Grand Cache Institution	Hoppe Avenue, PO Box 4000, Grande Cache, AB, T0E 0Y0	25	3
	Grierson Institution	9530, 101st Avenue, Edmonton, AB, T5H 0B3	2	3
	Okimaw Ohci Healing Lodge	PO Box 1929, Maple Creek, SK, S0N 1N0	2	3
	Pê Sâkâstêw Healing Lodge	Highway 2A, PO Box 1500, Hobbema, AB, T0C 1N0	3	3
	Regional Psychiatric Centre	2520 Central Avenue North, PO Box 9243, Saskatoon, SK, S7K 3X5	20	3
	<i>Riverbend Institution</i> (Sask. Pen.-Min.)	15th Street West, PO Box 850, Prince Albert, SK, S6V 5S4	5	3
	<i>Rockwood Institution</i> (Stony Mountain-Min.)	Highway 7, PO Box 72, Stony Mountain, MB, R0C 3A0	7	3
	<i>Saskatchewan Penitentiary</i> (Sask. Pen.)	15th Street West, PO Box 1600, Prince Albert, SK, S6V 5R6	47	3
	<i>Stony Mountain Institution</i> (Stony Mountain)	Highway 7, PO Box 4500, Stony Mountain, MB, R3C 3W8	39	3
	Willow Cree Healing Centre	PO Box 520, Duck Lake, SK, S0K 1J0	3	3
Regional Subtotals			248	43
Québec	Regional Headquarters	3 Place Laval , Suite 200, Laval, QC, H7N 1A2	0	1
	<i>Archambault Institution</i> (Archambault)	242 Montée Gagnon, Sainte-Anne-des-Plaines, QC, J0N 1H0	23	3
	Cowansville Institution	400 Fordyce Avenue, Cowansville, QC, J2K 3G6	35	3
	Donnacona Institution	1537 Highway 138, Donnacona, QC, G3M 1C9	30	3
	Drummond Institution	2025 Jean-de-Brebeuf Boulevard, Drummondville, QC, J2B 7Z6	27	3
	<i>Federal Training Centre</i> (FTC)	6099 Levesque Boulevard East, Laval, QC, H7C 1P1	37	3

Region	Institution / Site	Address	Minimum No. of Inmate Phones	Minimum No. of Workstations
	Joliette Institution	400 Marsolais Street, Joliette, QC, J6E 8V4	15	3
	La Macaza Institution	321 Chemin de L'Aeroport, La Macaza, QC, J0T 1R0	13	3
	Regional Reception Centre	246 Montée Gagnon, Sainte-Anne-des-Plaines, QC, J0N 1H0	24	3
	<i>Montée Saint-François Institution (FTC-Min.)</i>	600 Montée Saint-Francois, Laval, QC, H7C 1S5	16	3
	Port-Cartier Institution	Chemin de L'Aeroport, PO Box 7070, Port-Cartier, QC, G5B 2W2	19	3
	<i>Saint-Anne-des-Plaines Inst. (Archambault-Min.)</i>	244 Montée Gagnon, Sainte-Anne-des-Plaines, QC, J0N 1H0	15	3
Regional Subtotals			254	34
National Totals			1,059	152

APPENDIX 'D' – PEAK LOCAL CALLS FROM 2013-02 TO 2014-01

The following table lists the number and type of calls that were placed using the current ITS between the hours of 8:00 am and 6:00 pm local Institution time (“peak”) at all Institutions from the one-year period of February, 2013 through January, 2014. This table is available in Microsoft Excel format as the files *App D_English.xls* and *App D_Francais.xls* from the Contracting Authority.

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
February 2013	121,704	1,017	13,159	961
Archambault Institution	7635	753	2343	937
Atlantic Institution	1288	1091	14	1416
Bath Institution	4048	1697	101	781
Beaver Creek Institution (now Beaver Creek-Min.)	4612	1177	61	1260
Bowden Institution	2732	591	172	692
Collins Bay Institution	10671	1227	193	1160
Cowansville Institution	1658	1038	159	1076
Donnacona Institution	3353	636	434	699
Dorchester Institution	1610	896	204	841
Drumheller Institution	872	908	2	80
Drummond Institution	1164	773	165	1171
Edmonton Institution for Women	1455	624	366	778
Edmonton Institution	3030	478	284	718
Federal Training Centre	6234	781	1609	980
Fenbrook Institution (now Beaver Creek Med)	5921	1569	189	1357
Ferndale Institution (now Mission-Min.)	768	770	8	2310

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Fraser Valley Institution	244	1782	42	561
Frontenac Institution (now Collins Bay-Min.)	3233	1773	50	1297
Grand Cache Institution	549	1814	1	32
Grand Valley Institution for Women	2500	1319	17	684
Grierson Institution	1328	500	58	766
Joliette Institution	240	783	27	1286
Joyceville Institution	6915	1604	332	1016
Kent Institution	1226	1320	163	1775
Kingston Penitentiary (now closed)	3799	1329	246	1486
Kwikwexwelhp Healing Village	183	842	0	0
La Macaza Institution	272	1110	81	1117
Leclerc Institution (now closed)	3611	795	1172	1156
Matsqui Institution	2429	1010	192	1249
Millhaven Penitentiary	3623	1040	30	712
Mission Institution (now Mission Med)	2835	923	34	1039
Mountain Institution	1865	1833	32	996
Montée Saint-François Institution (now Federal Training Centre-Min.)	3362	772	564	879
Nova Institution for Women	132	949	3	1202
Okimaw Ohci Healing Lodge	45	435	1	899
Pê Sâkâstêw Healing Lodge	303	529	0	0

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Pittsburgh Institution (now Joyceville-Min.)	4382	1024	63	460
Port-Cartier Institution	271	1053	227	1211
Regional Psychiatric Centre	414	875	103	1285
Regional Reception Centre	2337	648	1733	1006
Regional Treatment Centre (Ontario)	66	586	0	0
Regional Treatment Centre (Pacific)	1650	1244	75	972
Riverbend Institution (now Sask. Pen.-Min.)	946	755	23	603
Rockwood Institution (now Stony Mountain-Min.)	227	1361	2	770
Saskatchewan Penitentiary	3586	1092	272	884
Springhill Institution	809	1066	8	748
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3532	668	935	934
Stony Mountain Institution	1270	1193	67	817
Warkworth Institution	3663	1388	27	2254
Westmorland Institution (now Dorchester-Min.)	1729	990	143	917
William Head Institution	1035	1309	116	1878
Willow Cree Institution	42	158	16	819
March 2013	132,012	1,035	14,170	933
Archambault Institution	8816	689	2408	875
Atlantic Institution	1526	1022	11	1346
Bath Institution	4156	1675	68	793

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Beaver Creek Institution (now Beaver Creek-Min.)	5199	1167	100	1427
Bowden Institution	3256	636	203	772
Collins Bay Institution	9498	1217	162	1139
Cowansville Institution	1575	977	309	1162
Donnacona Institution	3575	657	626	761
Dorchester Institution	2552	942	198	780
Drumheller Institution	914	935	8	894
Drummond Institution	1262	827	109	1175
Edmonton Institution for Women	1488	659	415	694
Edmonton Institution	3127	489	226	650
Federal Training Centre	7809	753	1890	951
Fenbrook Institution (now Beaver Creek Med)	6144	1620	232	1476
Ferndale Institution (now Mission-Min.)	709	836	24	822
Fraser Valley Institution	352	1629	16	800
Frontenac Institution (now Collins Bay-Min.)	3386	1701	54	1473
Grand Cache Institution	605	1632	18	1643
Grand Valley Institution for Women	2614	1386	36	1091
Grierson Institution	1855	452	66	895
Joliette Institution	228	972	22	851
Joyceville Institution	8954	1585	292	1063

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Kent Institution	1524	1388	151	1757
Kingston Penitentiary (now closed)	4649	1369	77	652
Kwikwexwelhp Healing Village	155	1316	0	0
La Macaza Institution	159	1572	81	740
Leclerc Institution (now closed)	2903	734	846	1130
Matsqui Institution	2092	1123	87	735
Millhaven Penitentiary	3908	980	45	421
Mission Institution (now Mission Med)	2644	888	41	644
Mountain Institution	2201	1629	44	906
Montée Saint-François Institution (now Federal Training Centre-Min.)	3988	824	628	836
Nova Institution for Women	146	1176	1	1
Okimaw Ohci Healing Lodge	54	520	0	0
Pê Sâkâstêw Healing Lodge	224	658	1	65
Pittsburgh Institution	4726	1130	146	641
Port-Cartier Institution	387	847	278	1260
Regional Psychiatric Centre	414	858	30	874
Regional Reception Centre	2883	685	2160	961
Regional Treatment Centre (Ontario)	81	667	3	1877
Regional Treatment Centre (Pacific)	1851	1078	170	975
Riverbend Institution (now Sask. Pen.-Min.)	770	782	87	678

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Rockwood Institution (now Stony Mountain-Min.)	327	1274	3	1843
Saskatchewan Penitentiary	4074	1062	412	887
Springhill Institution	1277	1102	17	778
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3529	673	996	898
Stony Mountain Institution	1435	1275	42	609
Warkworth Institution	3321	1392	33	1630
Westmorland Institution (now Dorchester-Min.)	1393	834	160	1153
William Head Institution	1288	1347	114	1546
Willow Cree Institution	9	176	24	489
April 2013	133,615	1,016	14,962	987
Archambault Institution	8710	709	2469	881
Atlantic Institution	1315	985	6	1604
Bath Institution	4042	1684	97	493
Beaver Creek Institution (now Beaver Creek-Min.)	5168	1181	99	1278
Bowden Institution	3151	647	232	649
Collins Bay Institution	10141	1282	216	1111
Cowansville Institution	1626	1013	132	1046
Donnacona Institution	3978	669	858	709
Dorchester Institution	2872	907	458	1123
Drumheller Institution	956	946	9	1551
Drummond Institution	1417	825	303	1193

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Edmonton Institution for Women	1851	596	379	843
Edmonton Institution	3090	465	258	748
Federal Training Centre	7669	759	1640	888
Fenbrook Institution (now Beaver Creek Med)	6253	1637	273	1380
Ferndale Institution (now Mission-Min.)	562	1052	66	1115
Fraser Valley Institution	258	1232	19	914
Frontenac Institution (now Collins Bay-Min.)	3407	1651	53	1212
Grand Cache Institution	681	1366	31	2159
Grand Valley Institution for Women	2397	1391	28	1561
Grierson Institution	1441	453	91	895
Joliette Institution	198	960	17	919
Joyceville Institution	9019	1636	226	1022
Kent Institution	1437	1466	132	1944
Kingston Penitentiary (now closed)	3996	1381	41	338
Kwikwexwelhp Healing Village	157	1451	0	0
La Macaza Institution	252	1318	113	974
Leclerc Institution (now closed)	1990	769	813	1206
Matsqui Institution	2238	1175	77	1146
Millhaven Penitentiary	4041	1013	20	311
Mission Institution (now Mission Med)	3066	901	75	756

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Mountain Institution	2004	1688	35	887
Montée Saint-François Institution (now Federal Training Centre-Min.)	4065	810	745	992
Nova Institution for Women	65	850	41	748
Okimaw Ohci Healing Lodge	47	538	2	690
Pê Sâkâstêw Healing Lodge	216	472	2	803
Pittsburgh Institution	4730	1158	219	553
Port-Cartier Institution	465	875	276	1190
Regional Psychiatric Centre	515	785	86	1369
Regional Reception Centre	3643	688	1989	922
Regional Treatment Centre (Ontario)	122	663	20	610
Regional Treatment Centre (Pacific)	1799	1091	176	940
Riverbend Institution (now Sask. Pen.-Min.)	960	721	64	670
Rockwood Institution (Stony Mountain-Min.)	423	1472	9	708
Saskatchewan Penitentiary	4462	1020	518	1305
Springhill Institution	1335	1082	25	1019
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3146	655	1123	882
Stony Mountain Institution	1312	1182	35	760
Warkworth Institution	4367	1346	49	1666
Westmorland Institution (now Dorchester-Min.)	1348	787	188	881

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
William Head Institution	1195	1265	108	1190
Willow Cree Institution	17	152	21	594
May 2013	140,032	984	14,861	907
Archambault Institution	8646	680	2704	848
Atlantic Institution	1250	1003	34	1175
Bath Institution	4451	1626	55	727
Beaver Creek Institution (now Beaver Creek-Min.)	5397	1201	129	1167
Bowden Institution	2883	626	115	528
Collins Bay Institution	13288	1322	200	903
Cowansville Institution	1892	1018	120	1178
Donnacona Institution	4611	639	822	665
Dorchester Institution	2693	956	523	1164
Drumheller Institution	1018	891	9	1798
Drummond Institution	1905	783	595	905
Edmonton Institution for Women	2305	578	328	893
Edmonton Institution	3478	518	205	630
Federal Training Centre	7532	752	1578	912
Fenbrook Institution (now Beaver Creek Med)	6364	1575	268	1202
Ferndale Institution (now Mission-Min.)	784	1029	82	842
Fraser Valley Institution	244	1330	17	477
Frontenac Institution (now Collins Bay-Min.)	3600	1560	36	479

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Grand Cache Institution	724	1129	0	0
Grand Valley Institution for Women	2457	1322	20	909
Grierson Institution	1028	487	54	935
Joliette Institution	211	1044	14	805
Joyceville Institution	9082	1502	162	1129
Kent Institution	1727	1347	201	1541
Kingston Penitentiary (now closed)	4356	1335	68	464
Kwikwexwelhp Healing Village	207	1026	0	0
La Macaza Institution	369	1320	94	973
Leclerc Institution (now closed)	1838	765	907	1209
Matsqui Institution	2070	1298	94	857
Millhaven Penitentiary	3791	948	3	238
Mission Institution (now Mission Med)	2519	983	61	920
Mountain Institution	2453	1518	143	1093
Montée Saint-François Institution (now Federal Training Centre-Min.)	4281	754	781	954
Nova Institution for Women	81	504	34	777
Okimaw Ohci Healing Lodge	1	779	7	668
Pê Sâkâstêw Healing Lodge	187	399	2	692
Pittsburgh Institution	5037	1221	156	585
Port-Cartier Institution	598	832	297	1300

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Regional Psychiatric Centre	493	629	150	1453
Regional Reception Centre	3470	626	1769	884
Regional Treatment Centre (Ontario)	101	616	14	185
Regional Treatment Centre (Pacific)	1868	1040	180	821
Riverbend Institution (now Sask. Pen.-Min.)	1237	722	86	682
Rockwood Institution (now Stony Mountain-Min.)	629	1382	20	1986
Saskatchewan Penitentiary	4133	1019	437	1379
Springhill Institution	1438	1001	32	1062
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3241	674	841	833
Stony Mountain Institution	1455	1128	58	1210
Warkworth Institution	4333	1372	46	1456
Westmorland Institution (now Dorchester-Min.)	1100	733	147	1096
William Head Institution	1153	1295	143	1047
Willow Cree Institution	23	316	20	519
June 2013	136,508	949	13,358	945
Archambault Institution	8693	675	2671	881
Atlantic Institution	1132	1081	43	1261
Bath Institution	4559	1589	49	611
Beaver Creek Institution (now Beaver Creek-Min.)	5122	1201	101	1577
Bowden Institution	2476	617	125	648

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Collins Bay Institution	12210	1335	215	1250
Cowansville Institution	1870	961	86	1120
Donnacona Institution	4915	637	734	711
Dorchester Institution	3030	958	305	1209
Drumheller Institution	1121	846	1	64
Drummond Institution	1825	763	515	911
Edmonton Institution for Women	2042	566	222	778
Edmonton Institution	3847	541	97	712
Federal Training Centre	7814	766	1564	939
Fenbrook Institution (now Beaver Creek Med)	6511	1554	196	1222
Ferndale Institution (now Mission-Min.)	855	1101	54	732
Fraser Valley Institution	223	1294	14	469
Frontenac Institution (now Collins Bay-Min.)	3697	1515	17	797
Grand Cache Institution	589	1263	12	2380
Grand Valley Institution for Women	2026	1307	22	1048
Grierson Institution	744	482	67	694
Joliette Institution	333	794	29	859
Joyceville Institution	9601	1508	125	1154
Kent Institution	1703	1151	114	1963
Kingston Penitentiary (now closed)	3555	1374	40	567

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Kwikwexwelhp Healing Village	367	676	0	0
La Macaza Institution	255	1136	90	935
Leclerc Institution (now closed)	1304	781	441	1126
Matsqui Institution	2296	1326	63	1338
Millhaven Penitentiary	3684	1007	4	798
Mission Institution (now Mission Med)	2640	1130	72	1169
Mountain Institution	2380	1344	115	876
Montée Saint-François Institution (now Federal Training Centre-Min.)	4098	715	676	1141
Nova Institution for Women	72	607	40	614
Okimaw Ohci Healing Lodge	0	0	0	0
Pê Sâkâstêw Healing Lodge	226	437	0	0
Pittsburgh Institution	4818	1269	141	599
Port-Cartier Institution	447	891	249	1317
Regional Psychiatric Centre	401	735	115	1260
Regional Reception Centre	3603	616	1824	890
Regional Treatment Centre (Ontario)	164	469	21	490
Regional Treatment Centre (Pacific)	2106	1040	90	705
Riverbend Institution (now Sask. Pen.-Min.)	1389	678	77	598
Rockwood Institution (now Stony Mountain-Min.)	762	1421	23	1938

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Saskatchewan Penitentiary	3687	920	472	1396
Springhill Institution	1485	1068	20	989
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	2483	628	1021	916
Stony Mountain Institution	1357	1142	75	679
Warkworth Institution	3797	1386	31	1889
Westmorland Institution (now Dorchester-Min.)	1100	650	109	1145
William Head Institution	1081	1038	160	985
Willow Cree Institution	13	374	11	813
July 2013	139,201	946	13,799	1,004
Archambault Institution	8550	642	3000	792
Atlantic Institution	1067	1070	20	1034
Bath Institution	4647	1580	67	543
Beaver Creek Institution (now Beaver Creek-Min.)	5446	1183	96	1444
Bowden Institution	2696	617	146	752
Collins Bay Institution	12170	1326	159	1428
Cowansville Institution	1916	892	88	774
Donnacona Institution	4797	670	677	703
Dorchester Institution	2908	904	105	1269
Drumheller Institution	1233	824	19	424
Drummond Institution	2299	731	558	852
Edmonton Institution for Women	1479	637	246	854
Edmonton Institution	3724	469	119	682

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Federal Training Centre	7956	714	1982	910
Fenbrook Institution (now Beaver Creek Med)	6439	1498	125	1379
Ferndale Institution (now Mission-Min.)	825	1242	31	639
Fraser Valley Institution	199	1351	9	869
Frontenac Institution (now Collins Bay-Min.)	3452	1536	33	1015
Grand Cache Institution	558	1515	39	1822
Grand Valley Institution for Women	2242	1397	31	1778
Grierson Institution	740	425	70	638
Joliette Institution	415	560	67	1020
Joyceville Institution	10460	1496	289	1213
Kent Institution	1367	1161	124	2089
Kingston Penitentiary (now closed)	3644	1325	43	304
Kwikwexwelhp Healing Village	487	797	0	0
La Macaza Institution	305	1519	53	1564
Leclerc Institution (now closed)	976	905	341	978
Matsqui Institution	2499	1389	68	2117
Millhaven Penitentiary	3579	919	5	461
Mission Institution (now Mission Med)	2770	1120	126	1067
Mountain Institution	2319	1466	71	1429

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Montée Saint-François Institution (now Federal Training Centre-Min.)	4402	673	792	1232
Nova Institution for Women	43	562	57	766
Okimaw Ohci Healing Lodge	0	0	0	0
Pê Sâkâstêw Healing Lodge	174	398	0	0
Pittsburgh Institution	4883	1238	155	679
Port-Cartier Institution	464	825	230	1272
Regional Psychiatric Centre	476	613	70	1353
Regional Reception Centre	4094	609	1856	891
Regional Treatment Centre (Ontario)	126	504	35	513
Regional Treatment Centre (Pacific)	1647	1117	77	906
Riverbend Institution (now Sask. Pen.-Min.)	1283	652	46	820
Rockwood Institution (now Stony Mountain-Min.)	873	1491	16	2160
Saskatchewan Penitentiary	4033	944	315	1266
Springhill Institution	1898	962	20	1218
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	2931	607	911	968
Stony Mountain Institution	1384	1053	53	624
Warkworth Institution	3867	1347	73	2082
Westmorland Institution (now Dorchester-Min.)	1220	719	101	1065
William Head Institution	1222	851	180	933

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Willow Cree Institution	17	133	5	615
August 2013	145,218	938	13,138	967
Archambault Institution	8787	652	2840	857
Atlantic Institution	968	940	17	918
Bath Institution	4300	1673	71	474
Beaver Creek Institution (now Beaver Creek-Min.)	5806	1235	98	1190
Bowden Institution	3256	616	133	762
Collins Bay Institution	11956	1274	130	1320
Cowansville Institution	2078	910	175	1061
Donnacona Institution	4778	661	338	754
Dorchester Institution	2813	989	139	1306
Drumheller Institution	1377	770	4	159
Drummond Institution	2870	761	588	856
Edmonton Institution for Women	1940	580	172	848
Edmonton Institution	3921	480	210	792
Federal Training Centre	7938	761	2032	914
Fenbrook Institution (now Beaver Creek Med)	6722	1549	185	1134
Ferndale Institution (now Mission-Min.)	771	1083	8	732
Fraser Valley Institution	286	883	2	1254
Frontenac Institution (now Collins Bay-Min.)	3776	1559	26	414
Grand Cache Institution	506	1449	13	1565

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Grand Valley Institution for Women	2727	1391	29	1457
Grierson Institution	1022	478	63	615
Joliette Institution	424	656	38	1657
Joyceville Institution	10854	1542	324	1348
Kent Institution	1669	1102	101	1927
Kingston Penitentiary (now closed)	3472	1332	52	393
Kwikwexwelhp Healing Village	478	824	0	0
La Macaza Institution	364	1641	95	1997
Leclerc Institution (now closed)	761	690	596	988
Matsqui Institution	2976	1365	50	1030
Millhaven Penitentiary	3407	1001	14	534
Mission Institution (now Mission Med)	2893	1244	121	675
Mountain Institution	2364	1366	107	1359
Montée Saint-François Institution (now Federal Training Centre-Min.)	4647	662	718	1200
Nova Institution for Women	73	595	20	933
Okimaw Ohci Healing Lodge	0	0	0	0
Pê Sâkâstêw Healing Lodge	142	339	0	0
Pittsburgh Institution	4912	1253	162	897
Port-Cartier Institution	406	771	218	1256
Regional Psychiatric Centre	383	626	43	1273

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Regional Reception Centre	4402	642	1775	922
Regional Treatment Centre (Ontario)	99	530	10	349
Regional Treatment Centre (Pacific)	1748	993	80	812
Riverbend Institution (now Sask. Pen.-Min.)	1454	635	19	765
Rockwood Institution (now Stony Mountain-Min.)	889	1615	14	2890
Saskatchewan Penitentiary	3999	889	306	1056
Springhill Institution	2149	905	15	799
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3266	663	716	933
Stony Mountain Institution	1531	892	43	728
Warkworth Institution	4445	1411	13	1356
Westmorland Institution (now Dorchester-Min.)	1256	710	97	1079
William Head Institution	1146	1046	116	1153
Willow Cree Institution	11	155	2	586
September 2013	138,439	991	11,724	911
Archambault Institution	8491	644	2689	894
Atlantic Institution	982	762	11	1205
Bath Institution	4080	1599	65	834
Beaver Creek Institution (now Beaver Creek-Min.)	5902	1213	65	1308
Bowden Institution	2814	696	130	707
Collins Bay Institution	11142	1332	272	1682

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Cowansville Institution	1748	899	186	1082
Donnacona Institution	4326	675	307	693
Dorchester Institution	2839	813	173	1074
Drumheller Institution	975	862	6	711
Drummond Institution	2477	848	412	842
Edmonton Institution for Women	1684	637	271	821
Edmonton Institution	3739	499	92	530
Federal Training Centre	7578	760	1793	937
Fenbrook Institution (now Beaver Creek Med)	6179	1518	133	1327
Ferndale Institution (now Mission-Min.)	878	1526	7	655
Fraser Valley Institution	243	1165	3	863
Frontenac Institution (now Collins Bay-Min.)	3510	1592	17	321
Grand Cache Institution	604	1418	50	1887
Grand Valley Institution for Women	2646	1551	27	1184
Grierson Institution	1320	524	106	690
Joliette Institution	277	960	38	913
Joyceville Institution	10947	1547	387	1141
Kent Institution	1927	1108	178	1545
Kingston Penitentiary (now closed)	1907	1458	25	281
Kwikwexwelhp Healing Village	325	844	0	0

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
La Macaza Institution	429	1513	88	1494
Leclerc Institution (now closed)	457	622	169	1186
Matsqui Institution	2998	1429	14	845
Millhaven Penitentiary	4366	1112	40	700
Mission Institution (now Mission Med)	2588	1324	79	599
Mountain Institution	2188	1503	99	965
Montée Saint-François Institution (now Federal Training Centre-Min.)	4311	696	475	1086
Nova Institution for Women	54	543	16	444
Okimaw Ohci Healing Lodge	0	0	0	0
Pê Sâkâstêw Healing Lodge	63	499	0	0
Pittsburgh Institution	4186	1365	145	847
Port-Cartier Institution	687	929	182	1238
Regional Psychiatric Centre	187	1000	29	1174
Regional Reception Centre	4356	676	1592	993
Regional Treatment Centre (Ontario)	75	579	0	0
Regional Treatment Centre (Pacific)	1519	1125	87	479
Riverbend Institution (now Sask. Pen.-Min.)	1476	686	43	712
Rockwood Institution (now Stony Mountain-Min.)	922	1445	12	2703
Saskatchewan Penitentiary	3522	916	280	1055

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Springhill Institution	1652	826	14	1215
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3071	682	605	1060
Stony Mountain Institution	1418	953	64	950
Warkworth Institution	6125	1446	17	1042
Westmorland Institution (now Dorchester-Min.)	1114	727	114	1225
William Head Institution	1120	1064	117	1224
Willow Cree Institution	15	434	0	0
October 2013	142,200	992	12,669	955
Archambault Institution	9789	646	2639	895
Atlantic Institution	1311	947	19	1199
Bath Institution	4559	1620	154	1517
Beaver Creek Institution (now Beaver Creek-Min.)	5442	1208	137	884
Bowden Institution	2851	645	170	603
Collins Bay Institution	11807	1284	344	1439
Cowansville Institution	2489	904	155	1058
Donnacona Institution	3617	691	254	752
Dorchester Institution	2880	757	258	870
Drumheller Institution	1178	804	7	150
Drummond Institution	2464	759	424	661
Edmonton Institution for Women	1981	616	233	825
Edmonton Institution	3289	491	119	684
Federal Training Centre	8104	774	1654	917

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Fenbrook Institution (now Beaver Creek Med)	7310	1503	323	1740
Ferndale Institution (now Mission-Min.)	1370	1392	13	1002
Fraser Valley Institution	271	1123	13	234
Frontenac Institution (now Collins Bay-Min.)	3345	1567	42	479
Grand Cache Institution	742	1783	16	2250
Grand Valley Institution for Women	3452	1420	39	1185
Grierson Institution	1513	511	118	744
Joliette Institution	305	965	63	832
Joyceville Institution	10240	1566	319	1170
Kent Institution	2011	1153	179	2013
Kwikwexwelhp Healing Village	301	1089	0	0
La Macaza Institution	420	1505	67	2057
Matsqui Institution	3353	1409	53	322
Millhaven Penitentiary	5064	1035	141	1142
Mission Institution (now Mission Med)	2637	1268	77	725
Mountain Institution	2069	1418	153	1010
Montée Saint-François Institution (now Federal Training Centre-Min.)	3836	738	774	1148
Nova Institution for Women	64	306	0	0
Okimaw Ohci Healing Lodge	1	6	0	0
Pê Sâkâstêw Healing Lodge	141	590	0	0

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Pittsburgh Institution	4000	1381	52	496
Port-Cartier Institution	840	1072	160	1202
Regional Psychiatric Centre	458	917	14	492
Regional Reception Centre	4495	648	1981	917
Regional Treatment Centre (Pacific)	1487	986	91	612
Riverbend Institution (now Sask. Pen.-Min.)	1584	680	51	741
Rockwood Institution (now Stony Mountain-Min.)	953	1415	14	3001
Saskatchewan Penitentiary	3562	937	310	870
Springhill Institution	1546	854	55	1427
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3346	675	636	943
Stony Mountain Institution	1655	816	61	542
Warkworth Institution	5874	1551	63	2267
Westmorland Institution (now Dorchester-Min.)	1223	727	92	1079
William Head Institution	927	1079	132	1720
Willow Cree Institution	44	391	0	0
November 2013	140,793	1,024	13,443	1,004
Archambault Institution	8762	676	2784	846
Atlantic Institution	1352	834	9	825
Bath Institution	4304	1704	401	1246
Beaver Creek Institution (now Beaver Creek-Min.)	5218	1199	142	784

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Bowden Institution	2516	640	346	771
Collins Bay Institution	11371	1395	334	1739
Cowansville Institution	2375	922	287	1063
Donnacona Institution	3819	685	394	766
Dorchester Institution	2923	757	106	901
Drumheller Institution	1116	912	9	517
Drummond Institution	2558	878	448	717
Edmonton Institution for Women	2039	672	235	930
Edmonton Institution	2999	543	94	658
Federal Training Centre	7840	761	1628	856
Fenbrook Institution (now Beaver Creek Med)	6904	1629	191	1720
Ferndale Institution (now Mission-Min.)	1311	1324	4	659
Fraser Valley Institution	252	1475	11	488
Frontenac Institution (now Collins Bay-Min.)	3102	1672	26	850
Grand Cache Institution	874	1228	36	1553
Grand Valley Institution for Women	3326	1298	35	1178
Grierson Institution	1264	532	89	622
Joliette Institution	111	813	22	940
Joyceville Institution	10985	1695	568	1469
Kent Institution	1910	1210	80	1992
Kwikwexwelhp Healing Village	491	917	6	1487

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
La Macaza Institution	375	1767	22	952
Matsqui Institution	3161	1389	69	899
Millhaven Penitentiary	5376	1050	74	584
Mission Institution (now Mission Med)	2979	1357	66	846
Mountain Institution	2236	1559	159	1227
Montée Saint-François Institution (now Federal Training Centre-Min.)	3594	722	994	1040
Nova Institution for Women	91	399	4	513
Okimaw Ohci	0	0	9	474
Pê Sâkâstêw Healing Lodge	156	791	0	0
Pittsburgh Institution	4225	1388	83	349
Port-Cartier Institution	658	954	67	383
Regional Psychiatric Centre	425	879	103	1029
Regional Reception Centre	4742	648	1732	859
Regional Treatment Centre (Pacific)	1486	947	107	885
Riverbend Institution (now Sask. Pen.-Min.)	1604	659	172	726
Rockwood Institution (now Stony Mountain-Min.)	818	1568	14	3061
Saskatchewan Penitentiary	4009	985	326	823
Springhill Institution	2009	971	96	1377
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3384	690	668	979
Stony Mountain Institution	1939	872	75	564

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Warkworth Institution	5610	1502	62	2086
Westmorland Institution (now Dorchester-Min.)	1378	757	106	1146
William Head Institution	806	1336	141	1634
Willow Cree Institution	10	595	9	1189
December 2013	149,429	1,016	14,784	1,044
Archambault Institution	9251	659	3504	856
Atlantic Institution	1757	874	4	1299
Bath Institution	4733	1717	589	1175
Beaver Creek Institution (now Beaver Creek-Min.)	5616	1160	237	857
Bowden Institution	2917	653	176	761
Collins Bay Institution	11156	1365	341	1390
Cowansville Institution	2647	938	528	1000
Donnacona Institution	4259	699	394	776
Dorchester Institution	2936	827	169	912
Drumheller Institution	923	873	11	539
Drummond Institution	2916	881	463	789
Edmonton Institution for Women	2088	835	179	1025
Edmonton Institution	2564	553	183	662
Federal Training Centre	8659	790	1901	969
Fenbrook Institution (now Beaver Creek Med)	7903	1591	269	1606
Ferndale Institution (now Mission-Min.)	1330	1073	12	487

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Fraser Valley Institution	325	1091	14	756
Frontenac Institution (now Collins Bay-Min.)	3692	1608	17	639
Grand Cache Institution	941	1231	22	927
Grand Valley Institution for Women	3297	1409	31	1856
Grierson Institution	1624	464	123	749
Joliette Institution	111	746	11	499
Joyceville Institution	11305	1709	571	1634
Kent Institution	2093	1348	11	1186
Kwikwexwelhp Healing Village	366	1268	18	2113
La Macaza Institution	514	1653	76	1663
Matsqui Institution	2764	1292	3	1551
Millhaven Penitentiary	6336	996	99	1018
Mission Institution (now Mission Med)	3652	1167	78	1019
Mountain Institution	2286	1438	153	2329
Montée Saint-François Institution (now Federal Training Centre-Min.)	3947	665	942	974
Nova Institution for Women	78	739	3	267
Okimaw Ohci Healing Lodge	1	44	29	540
Pê Sâkâstêw Healing Lodge	324	760	0	0
Pittsburgh Institution	4371	1265	109	272
Port-Cartier Institution	512	1050	43	439
Regional Psychiatric Centre	665	1017	36	775

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Regional Reception Centre	4204	693	1691	964
Regional Treatment Centre (Pacific)	1865	876	218	725
Riverbend Institution (now Sask. Pen.-Min.)	1561	666	121	720
Rockwood Institution (now Stony Mountain-Min.)	835	1432	11	3189
Saskatchewan Penitentiary	3637	1210	291	841
Springhill Institution	1937	1016	28	1105
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3800	670	644	927
Stony Mountain Institution	1804	1058	66	667
Warkworth Institution	6440	1424	98	1527
Westmorland Institution (now Dorchester-Min.)	1712	760	141	1142
William Head Institution	740	1048	116	1890
Willow Cree Institution	35	490	10	1174
January 2014	146,110	1,017	14,641	972
Archambault Institution	9033	685	3262	867
Atlantic Institution	1698	881	27	862
Bath Institution	4510	1791	551	1268
Beaver Creek Institution (now Beaver Creek-Min.)	5272	1234	322	694
Bowden Institution	2842	685	396	886
Collins Bay Institution	10472	1450	324	1239
Cowansville Institution	3818	911	512	914

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Donnacona Institution	3995	701	358	814
Dorchester Institution	3491	846	209	899
Drumheller Institution	1091	905	16	896
Drummond Institution	2698	951	363	895
Edmonton Institution for Women	2043	734	318	858
Edmonton Institution	2519	532	264	786
Federal Training Centre	8371	809	1715	967
Fenbrook Institution (now Beaver Creek Med)	7394	1662	223	1510
Ferndale Institution (now Mission-Min.)	1183	1199	6	602
Fraser Valley Institution	374	1151	16	129
Frontenac Institution (now Collins Bay-Min.)	3691	1634	33	888
Grand Cache Institution	796	1320	10	1263
Grand Valley Institution for Women	3035	1539	14	1725
Grierson Institution	1037	508	72	602
Joliette Institution	110	656	31	511
Joyceville Institution	12200	1731	631	1567
Kent Institution	2476	1158	50	1032
Kwikwexwelhp Healing Village	394	1212	0	0
La Macaza Institution	547	1436	77	1955
Matsqui Institution	2849	1279	15	1267
Millhaven Penitentiary	5917	1080	224	1126

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
Mission Institution (now Mission Med)	3131	1111	79	659
Mountain Institution	2364	1460	265	1727
Montée Saint-François Institution (now Federal Training Centre-Min.)	3923	721	891	1035
Nova Institution for Women	86	450	4	708
Okimaw Ohci Healing Lodge	0	0	0	0
Pê Sâkâstêw Healing Lodge	294	723	2	646
Pittsburgh Institution	4102	1351	97	307
Port-Cartier Institution	643	1022	75	381
Regional Psychiatric Centre	440	723	28	701
Regional Reception Centre	3535	782	1873	960
Regional Treatment Centre (Pacific)	2323	839	140	559
Riverbend Institution (now Sask. Pen.-Min.)	1204	664	19	358
Rockwood Institution (now Stony Mountain-Min.)	846	1433	5	2843
Saskatchewan Penitentiary	3707	1238	281	843
Springhill Institution	1547	1063	28	1193
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3509	714	478	1034
Stony Mountain Institution	2206	1041	17	1107
Warkworth Institution	5963	1522	70	1302
Westmorland Institution (now Dorchester-Min.)	1675	728	134	1220

Institution	Number of Local Debit Calls	Average Duration of Local Debit Calls (sec)	Number of Local Collect Calls	Average Duration of Local Collect Calls (sec)
William Head Institution	729	1052	106	1844
Willow Cree Institution	27	500	10	1187
Total	1,665,261	993	164,708	965

APPENDIX 'E' – PEAK LONG-DISTANCE CALLS FROM 2013-02 TO 2014-01

The following table lists the number and type of long-distance calls that were placed using the current ITS between the hours of 8:00 am and 6:00 pm local Institution time (“peak”) at all Institutions from the one-year period of February, 2013 through January, 2014. This table is available in Microsoft Excel format as the files *App E_English.xls* and *App E_Francais.xls* from the Contracting Authority.

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
February 2013	387,064	417	60,393	925
Archambault Institution	5880	393	1589	816
Atlantic Institution	6253	474	1797	1024
Bath Institution	6937	393	1102	891
Beaver Creek Institution (now Beaver Creek-Min.)	9018	350	1326	821
Bowden Institution	18826	400	3022	793
Collins Bay Institution	16269	340	1513	996
Cowansville Institution	14648	399	1932	845
Donnacona Institution	8129	404	1603	749
Dorchester Institution	8932	457	1791	1039
Drumheller Institution	20659	367	3215	786
Drummond Institution	10944	414	2170	811
Edmonton Institution for Women	3558	449	627	732
Edmonton Institution	7415	335	664	724
Federal Training Centre	7454	429	1959	775
Fenbrook Institution (now Beaver Creek Med)	11720	365	1469	1116
Ferndale Institution (now Mission-Min.)	4456	440	501	1052
Fraser Valley Institution	2105	435	119	1140
Frontenac Institution (now Collins Bay-Min.)	6273	445	517	983
Grand Cache Institution	14871	363	2871	970
Grand Valley Institution for Women	6981	442	475	1118
Grierson Institution	270	282	14	539
Joliette Institution	2704	476	675	995
Joyceville Institution (now Joyceville Med)	10322	360	3913	1048
Kent Institution	8314	415	929	936

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Kingston Penitentiary (now closed)	5737	413	629	1028
Kwikwexwelhp Healing Village	1671	496	126	1555
La Macaza Institution	5485	502	647	813
Leclerc Institution (now closed)	2242	448	405	876
Matsqui Institution	6710	382	1015	985
Millhaven Penitentiary	7181	350	828	873
Mission Institution (now Mission Med)	7832	385	525	826
Mountain Institution	6920	404	1037	1088
Montée Saint-François Institution (now Federal Training Centre-Min.)	3579	572	529	786
Nova Institution for Women	2179	546	158	941
Okimaw Ohci Healing Lodge	1550	328	168	636
Pê Sâkâstêw Healing Lodge	2054	328	326	735
Pittsburgh Institution (now Joyceville-Min.)	9390	368	830	874
Port-Cartier Institution	3754	470	385	755
Regional Psychiatric Centre	2436	462	258	1936
Regional Reception Centre	4956	449	2120	846
Regional Treatment Centre (Ontario)	1319	383	117	627
Regional Treatment Centre (Pacific)	6740	377	2015	768
Riverbend Institution (now Sask. Pen.-Min.)	4744	402	503	747
Rockwood Institution (now Stony Mountain-Min.)	8484	382	350	930
Saskatchewan Penitentiary	17585	408	3273	1016
Springhill Institution	11352	494	1912	932
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	2380	473	422	841
Stony Mountain Institution	22335	393	2874	947
Warkworth Institution	14550	395	1561	1005
Westmorland Institution (now Dorchester-Min.)	7630	478	1200	882
William Head Institution	1642	534	259	969

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Willow Cree Institution	1689	448	128	1195
March 2013	425,647	412	66,065	884
Archambault Institution	6669	402	1554	723
Atlantic Institution	7648	469	1566	1007
Bath Institution	7806	373	1337	909
Beaver Creek Institution (now Beaver Creek-Min.)	9416	364	1102	909
Bowden Institution	21248	388	3107	771
Collins Bay Institution	13261	330	976	901
Cowansville Institution	15407	407	2143	816
Donnacona Institution	8766	409	1506	699
Dorchester Institution	11126	435	2250	1052
Drumheller Institution	22722	369	3898	776
Drummond Institution	13185	399	2849	862
Edmonton Institution for Women	4663	388	619	762
Edmonton Institution	9582	329	750	714
Federal Training Centre	9130	410	2408	742
Fenbrook Institution (now Beaver Creek Med)	11817	361	1726	1100
Ferndale Institution (now Mission-Min.)	5193	403	653	975
Fraser Valley Institution	1981	522	159	903
Frontenac Institution (now Collins Bay-Min.)	6666	481	694	928
Grand Cache Institution	17638	347	2924	924
Grand Valley Institution for Women	7637	410	545	939
Grierson Institution	257	328	6	443
Joliette Institution	3360	475	921	1030
Joyceville Institution (now Joyceville Med)	12799	368	4210	1069
Kent Institution	9027	410	1143	935
Kingston Penitentiary (now closed)	5967	395	880	877
Kwikwexwelhp Healing Village	1768	498	59	902
La Macaza Institution	3740	493	1167	873

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Leclerc Institution (now closed)	1651	488	244	841
Matsqui Institution	6596	399	906	994
Millhaven Penitentiary	6503	379	753	967
Mission Institution (now Mission Med)	7697	404	457	884
Mountain Institution	8263	403	1421	1205
Montée Saint-François Institution (now Federal Training Centre-Min.)	3950	560	609	790
Nova Institution for Women	2237	487	222	750
Okimaw Ohci Healing Lodge	1623	328	110	634
Pê Sâkâstêw Healing Lodge	1960	332	470	752
Pittsburgh Institution (now Joyceville-Min.)	9620	376	1149	1022
Port-Cartier Institution	3874	470	390	770
Regional Psychiatric Centre	2405	405	255	1490
Regional Reception Centre	5340	427	2171	761
Regional Treatment Centre (Ontario)	1658	354	127	605
Regional Treatment Centre (Pacific)	7415	347	2107	783
Riverbend Institution (now Sask. Pen.-Min.)	5769	376	661	697
Rockwood Institution (now Stony Mountain-Min.)	9243	368	393	987
Saskatchewan Penitentiary	19837	397	3033	967
Springhill Institution	14787	487	2916	961
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3385	440	484	787
Stony Mountain Institution	24414	408	2681	944
Warkworth Institution	15589	399	1746	1059
Westmorland Institution (now Dorchester-Min.)	9274	441	1121	853
William Head Institution	2159	576	265	971
Willow Cree Institution	1919	424	222	934
April 2013	409,875	409	64,842	885
Archambault Institution	6366	399	1401	714
Atlantic Institution	7144	481	1512	1004

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Bath Institution	8153	357	1108	872
Beaver Creek Institution (now Beaver Creek-Min.)	9136	345	1229	960
Bowden Institution	20088	381	3208	762
Collins Bay Institution	13702	333	1257	975
Cowansville Institution	14434	406	1759	826
Donnacona Institution	8633	401	2056	758
Dorchester Institution	10719	443	2314	1072
Drumheller Institution	22416	367	3282	804
Drummond Institution	12740	397	2860	790
Edmonton Institution for Women	4248	383	578	933
Edmonton Institution	8794	338	579	720
Federal Training Centre	9184	392	2117	715
Fenbrook Institution (now Beaver Creek Med)	11286	353	1377	1026
Ferndale Institution (now Mission-Min.)	5618	431	579	925
Fraser Valley Institution	2477	464	187	1208
Frontenac Institution (now Collins Bay-Min.)	6185	500	543	982
Grand Cache Institution	17548	338	3062	886
Grand Valley Institution for Women	6864	421	567	1284
Grierson Institution	246	290	2	436
Joliette Institution	3047	441	782	768
Joyceville Institution (now Joyceville Med)	11095	327	4215	1135
Kent Institution	8890	398	1086	912
Kingston Penitentiary (now closed)	4928	382	798	873
Kwikwexwelhp Healing Village	1676	533	115	1215
La Macaza Institution	4992	510	790	869
Leclerc Institution (now closed)	1505	532	219	742
Matsqui Institution	6525	388	1161	1026
Millhaven Penitentiary	4733	353	638	925
Mission Institution (now Mission Med)	8307	377	590	739

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Mountain Institution	9479	386	2233	1046
Montée Saint-François Institution (now Federal Training Centre-Min.)	3583	534	508	782
Nova Institution for Women	2091	483	274	626
Okimaw Ohci Healing Lodge	1311	324	121	636
Pê Sâkâstêw Healing Lodge	2117	358	393	692
Pittsburgh Institution (now Joyceville-Min.)	8550	371	1015	975
Port-Cartier Institution	4047	455	328	785
Regional Psychiatric Centre	2302	387	258	864
Regional Reception Centre	5167	435	1862	804
Regional Treatment Centre (Ontario)	1366	374	156	989
Regional Treatment Centre (Pacific)	7247	361	1626	747
Riverbend Institution (now Sask. Pen.-Min.)	5379	379	597	677
Rockwood Institution (now Stony Mountain-Min.)	8154	377	487	870
Saskatchewan Penitentiary	18961	402	2967	962
Springhill Institution	12596	476	3111	974
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3472	471	425	917
Stony Mountain Institution	21270	420	2791	951
Warkworth Institution	18406	389	2239	1083
Westmorland Institution (now Dorchester-Min.)	8542	449	1026	814
William Head Institution	2384	529	275	1037
Willow Cree Institution	1772	432	179	922
May 2013	422,177	394	65,123	881
Archambault Institution	6079	404	1689	691
Atlantic Institution	6705	438	1522	954
Bath Institution	9290	345	742	816
Beaver Creek Institution (now Beaver Creek-Min.)	10394	331	1254	943
Bowden Institution	20393	354	3545	748
Collins Bay Institution	14799	320	1621	904

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Cowansville Institution	15539	377	2146	771
Donnacona Institution	8815	379	1683	751
Dorchester Institution	9984	454	1810	996
Drumheller Institution	23774	349	3463	754
Drummond Institution	14413	365	2245	752
Edmonton Institution for Women	4610	365	544	912
Edmonton Institution	8662	310	765	748
Federal Training Centre	8820	388	2057	669
Fenbrook Institution (now Beaver Creek Med)	11847	346	1477	1064
Ferndale Institution (now Mission-Min.)	6058	432	740	873
Fraser Valley Institution	2351	448	194	1025
Frontenac Institution (now Collins Bay-Min.)	6261	481	636	1025
Grand Cache Institution	15526	347	2416	835
Grand Valley Institution for Women	7271	393	479	1231
Grierson Institution	208	256	1	567
Joliette Institution	3437	447	650	873
Joyceville Institution (now Joyceville Med)	12391	317	4574	1021
Kent Institution	9070	394	1089	939
Kingston Penitentiary (now closed)	5319	337	833	828
Kwikwexwelhp Healing Village	1779	620	232	1166
La Macaza Institution	5706	474	758	876
Leclerc Institution (now closed)	1449	494	254	889
Matsqui Institution	6803	411	1300	1049
Millhaven Penitentiary	4355	329	401	867
Mission Institution (now Mission Med)	7464	397	698	984
Mountain Institution	10098	377	2312	1054
Montée Saint-François Institution (now Federal Training Centre-Min)	3895	531	516	813
Nova Institution for Women	2193	450	253	780

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Okimaw Ohci Healing Lodge	1343	344	107	551
Pê Sâkâstêw Healing Lodge	2643	328	284	799
Pittsburgh Institution (now Joyceville-Min.)	8432	363	902	942
Port-Cartier Institution	4068	478	426	824
Regional Psychiatric Centre	2390	361	229	934
Regional Reception Centre	5107	413	2232	806
Regional Treatment Centre (Ontario)	1451	350	131	1186
Regional Treatment Centre (Pacific)	7543	327	1514	779
Riverbend Institution (now Sask. Pen.-Min.)	5533	348	545	658
Rockwood Institution (now Stony Mountain-Min.)	7829	381	463	879
Saskatchewan Penitentiary	18282	385	2980	893
Springhill Institution	14449	461	3458	968
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	4331	443	411	809
Stony Mountain Institution	21437	392	3064	956
Warkworth Institution	17673	361	1902	1012
Westmorland Institution (now Dorchester-Min.)	8454	461	1075	727
William Head Institution	3316	418	365	1027
Willow Cree Institution	2138	421	136	915
June 2013	411,513	388	61,972	908
Archambault Institution	5913	384	2174	704
Atlantic Institution	6621	487	1269	982
Bath Institution	8897	349	766	977
Beaver Creek Institution (now Beaver Creek-Min.)	9859	344	1082	1020
Bowden Institution	19086	350	3072	761
Collins Bay Institution	13793	309	1453	997
Cowansville Institution	15366	383	2311	768
Donnacona Institution	8892	374	1418	708
Dorchester Institution	11809	393	2254	902
Drumheller Institution	21743	355	3282	765

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Drummond Institution	14046	356	1974	812
Edmonton Institution for Women	4801	355	447	793
Edmonton Institution	8807	315	675	750
Federal Training Centre	8219	394	1463	769
Fenbrook Institution (now Beaver Creek Med)	11680	328	1289	1035
Ferndale Institution (now Mission-Min.)	6514	383	627	941
Fraser Valley Institution	2199	475	198	925
Frontenac Institution (now Collins Bay-Min.)	5666	470	621	1013
Grand Cache Institution	15411	345	2895	806
Grand Valley Institution for Women	6608	419	289	1254
Grierson Institution	258	247	33	800
Joliette Institution	3616	449	428	822
Joyceville Institution (now Joyceville Med)	10806	332	3971	1041
Kent Institution	8109	389	1004	1028
Kingston Penitentiary (now closed)	4704	344	853	834
Kwikwexwelhp Healing Village	2328	558	171	945
La Macaza Institution	5863	454	726	1005
Leclerc Institution (now closed)	1182	511	219	812
Matsqui Institution	7273	378	1294	1095
Millhaven Penitentiary	4081	310	330	1012
Mission Institution (now Mission Med)	8277	416	662	1100
Mountain Institution	10206	377	1715	1034
Montée Saint-François Institution (now Federal Training Centre-Min.)	4418	502	396	851
Nova Institution for Women	2173	397	242	808
Okimaw Ohci Healing Lodge	1600	341	109	583
Pê Sâkâstêw Healing Lodge	2558	316	262	741
Pittsburgh Institution (now Joyceville-Min.)	8101	346	902	938

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Port-Cartier Institution	4093	447	532	837
Regional Psychiatric Centre	2428	345	228	915
Regional Reception Centre	4731	423	2463	792
Regional Treatment Centre (Ontario)	1625	426	191	1489
Regional Treatment Centre (Pacific)	6518	323	1867	735
Riverbend Institution (now Sask. Pen.-Min.)	5382	333	577	680
Rockwood Institution (now Stony Mountain-Min.)	7856	353	475	994
Saskatchewan Penitentiary	18672	379	2819	988
Springhill Institution	15048	432	3254	903
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3809	410	714	843
Stony Mountain Institution	20313	374	2823	914
Warkworth Institution	15439	351	1376	941
Westmorland Institution (now Dorchester-Min.)	8840	458	1133	830
William Head Institution	3089	447	543	1070
Willow Cree Institution	2187	417	101	1171
July 2013	421,473	382	61,459	870
Archambault Institution	6334	390	2229	700
Atlantic Institution	5890	455	1401	959
Bath Institution	8472	328	976	900
Beaver Creek Institution (now Beaver Creek-Min.)	10313	321	1044	870
Bowden Institution	20612	346	3738	761
Collins Bay Institution	14082	288	1330	988
Cowansville Institution	16968	384	2022	773
Donnacona Institution	10114	360	1697	752
Dorchester Institution	11323	387	1822	895
Drumheller Institution	19244	351	2424	772
Drummond Institution	14557	354	1987	827
Edmonton Institution for Women	3905	367	532	955
Edmonton Institution	8249	304	587	680
Federal Training Centre	8671	364	1403	672

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Fenbrook Institution (now Beaver Creek Med)	10901	326	1455	1007
Ferndale Institution (now Mission-Min.)	6750	387	450	791
Fraser Valley Institution	2274	484	138	851
Frontenac Institution (now Collins Bay-Min.)	5318	422	573	1030
Grand Cache Institution	17320	327	2519	814
Grand Valley Institution for Women	7278	389	464	1106
Grierson Institution	413	314	160	739
Joliette Institution	3182	454	380	819
Joyceville Institution (now Joyceville Med)	11744	317	3418	1107
Kent Institution	8268	397	911	940
Kingston Penitentiary (now closed)	4421	378	1013	909
Kwikwexwelhp Healing Village	1956	597	143	793
La Macaza Institution	6589	435	695	947
Leclerc Institution (now closed)	774	449	553	790
Matsqui Institution	7559	384	1570	975
Millhaven Penitentiary	4464	296	281	1007
Mission Institution (now Mission Med)	9249	412	758	974
Mountain Institution	10891	384	1917	1051
Montée Saint-François Institution (now Federal Training Centre-Min.)	4124	501	424	951
Nova Institution for Women	2379	410	454	706
Okimaw Ohci Healing Lodge	1328	360	83	542
Pê Sâkâstêw Healing Lodge	2569	327	319	723
Pittsburgh Institution (now Joyceville-Min.)	8676	348	867	955
Port-Cartier Institution	4457	422	483	755
Regional Psychiatric Centre	3162	340	359	833
Regional Reception Centre	5906	412	2248	785
Regional Treatment Centre (Ontario)	1225	360	168	1315

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Regional Treatment Centre (Pacific)	8021	303	1924	757
Riverbend Institution (now Sask. Pen.-Min.)	5360	334	635	719
Rockwood Institution (now Stony Mountain-Min.)	7875	368	440	1132
Saskatchewan Penitentiary	17993	381	2765	880
Springhill Institution	15074	401	2986	918
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3393	444	508	711
Stony Mountain Institution	21911	388	2556	907
Warkworth Institution	15581	331	1445	919
Westmorland Institution (now Dorchester-Min.)	9158	418	1471	832
William Head Institution	2901	432	506	797
Willow Cree Institution	2295	429	228	946
August 2013	45,5637	382	54,320	895
Archambault Institution	7348	366	1625	714
Atlantic Institution	6978	446	1069	958
Bath Institution	9239	343	695	898
Beaver Creek Institution (now Beaver Creek-Min.)	11194	316	887	793
Bowden Institution	23027	351	2540	738
Collins Bay Institution	12623	311	878	902
Cowansville Institution	17297	392	1877	771
Donnacona Institution	11021	369	1436	721
Dorchester Institution	10970	407	1943	1059
Drumheller Institution	23404	357	2978	770
Drummond Institution	17085	353	1927	784
Edmonton Institution for Women	5229	364	383	993
Edmonton Institution	8264	309	356	824
Federal Training Centre	9561	340	1254	680
Fenbrook Institution (now Beaver Creek Med)	11866	350	1485	1152
Ferndale Institution (now Mission-Min.)	6802	399	283	959
Fraser Valley Institution	2167	488	214	1303

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Frontenac Institution (now Collins Bay-Min.)	6456	425	377	1122
Grand Cache Institution	18328	341	2965	745
Grand Valley Institution for Women	7752	376	369	884
Grierson Institution	725	360	25	761
Joliette Institution	3423	429	363	951
Joyceville Institution (now Joyceville Med)	13319	344	2622	1094
Kent Institution	9135	389	1006	960
Kingston Penitentiary (now closed)	5322	378	849	985
Kwikwexwelhp Healing Village	2366	394	75	662
La Macaza Institution	7500	445	605	887
Leclerc Institution (now closed)	559	438	287	698
Matsqui Institution	9039	382	1129	1125
Millhaven Penitentiary	3916	336	223	929
Mission Institution (now Mission Med)	9866	404	655	1255
Mountain Institution	12706	388	1827	1184
Montée Saint-François Institution (now Federal Training Centre-Min)	4104	500	371	905
Nova Institution for Women	1929	420	348	643
Okimaw Ohci Healing Lodge	1686	317	107	549
Pê Sâkâstêw Healing Lodge	2108	324	324	669
Pittsburgh Institution (now Joyceville-Min.)	9757	361	898	1031
Port-Cartier Institution	5212	411	612	799
Regional Psychiatric Centre	2874	338	334	782
Regional Reception Centre	6186	411	1609	816
Regional Treatment Centre (Ontario)	1406	340	106	916
Regional Treatment Centre (Pacific)	8822	335	1536	831
Riverbend Institution (now Sask. Pen.-Min.)	5945	345	438	764

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Rockwood Institution (now Stony Mountain-Min.)	8061	390	601	1141
Saskatchewan Penitentiary	19769	397	2574	918
Springhill Institution	16714	401	2440	905
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3578	454	518	745
Stony Mountain Institution	23118	394	2520	944
Warkworth Institution	15524	351	1505	974
Westmorland Institution (now Dorchester-Min.)	9185	419	1619	872
William Head Institution	2590	426	396	736
Willow Cree Institution	2582	419	257	1347
September 2013	420,366	397	54,585	877
Archambault Institution	6686	368	1882	741
Atlantic Institution	7926	433	1138	806
Bath Institution	8959	342	656	894
Beaver Creek Institution (now Beaver Creek-Min.)	10250	295	872	838
Bowden Institution	20724	363	2439	781
Collins Bay Institution	11610	333	1057	935
Cowansville Institution	16944	410	2059	757
Donnacona Institution	9885	391	1397	773
Dorchester Institution	11189	436	1909	981
Drumheller Institution	19972	380	2759	764
Drummond Institution	15250	368	1821	798
Edmonton Institution for Women	4892	389	389	958
Edmonton Institution	7499	331	572	727
Federal Training Centre	8864	369	1587	748
Fenbrook Institution (now Beaver Creek Med)	10851	377	1218	1055
Ferndale Institution (now Mission-Min.)	6096	423	255	1180
Fraser Valley Institution	1899	469	262	1345
Frontenac Institution (now Collins Bay-Min.)	6214	466	326	1160
Grand Cache Institution	16963	351	2847	816
Grand Valley Institution for Women	7425	407	325	907

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Grierson Institution	749	385	11	778
Joliette Institution	3371	454	317	926
Joyceville Institution (now Joyceville Med)	12716	379	2504	1081
Kent Institution	9556	400	1101	884
Kingston Penitentiary (now closed)	2462	404	528	1004
Kwikwexwelhp Healing Village	1941	465	78	750
La Macaza Institution	6500	465	565	943
Leclerc Institution (now closed)	509	416	97	878
Matsqui Institution	9164	407	1228	1105
Millhaven Penitentiary	5478	351	603	945
Mission Institution (now Mission Med)	9102	412	735	909
Mountain Institution	11367	398	2046	1266
Montée Saint-François Institution (now Federal Training Centre-Min.)	4238	509	543	823
Nova Institution for Women	2143	404	176	640
Okimaw Ohci Healing Lodge	1711	329	87	479
Pê Sâkâstêw Healing Lodge	1109	307	360	677
Pittsburgh Institution (now Joyceville-Min.)	8696	369	994	1093
Port-Cartier Institution	4864	429	485	852
Regional Psychiatric Centre	2064	315	422	715
Regional Reception Centre	5189	469	2051	833
Regional Treatment Centre (Ontario)	590	388	59	426
Regional Treatment Centre (Pacific)	6717	336	1475	863
Riverbend Institution (now Sask. Pen.-Min.)	4793	350	556	736
Rockwood Institution (now Stony Mountain-Min.)	7283	418	638	1176
Saskatchewan Penitentiary	18781	400	2484	1008
Springhill Institution	13583	395	1672	765
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3081	477	503	841

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Stony Mountain Institution	21834	412	2605	892
Warkworth Institution	17153	346	1531	985
Westmorland Institution (now Dorchester-Min.)	8762	424	1696	850
William Head Institution	2376	462	439	660
Willow Cree Institution	2386	447	226	835
October 2013	432,648	395	57,709	867
Archambault Institution	6651	367	1974	712
Atlantic Institution	8667	390	1209	824
Bath Institution	8807	343	620	873
Beaver Creek Institution (now Beaver Creek-Min.)	10004	295	988	855
Bowden Institution	20790	383	2315	752
Collins Bay Institution	11546	317	1266	923
Cowansville Institution	19524	409	2133	763
Donnacona Institution	9882	419	1282	777
Dorchester Institution	11762	438	1942	947
Drumheller Institution	21506	382	3511	763
Drummond Institution	17118	358	1929	785
Edmonton Institution for Women	4786	397	281	892
Edmonton Institution	7313	343	721	854
Federal Training Centre	9723	367	1496	696
Fenbrook Institution (now Beaver Creek Med)	12408	336	1343	1019
Ferndale Institution (now Mission-Min.)	5829	415	197	993
Fraser Valley Institution	2258	414	214	1019
Frontenac Institution (now Collins Bay-Min.)	6314	476	352	1052
Grand Cache Institution	13552	352	2589	892
Grand Valley Institution for Women	8078	424	650	870
Grierson Institution	737	415	10	812
Joliette Institution	3661	464	252	920
Joyceville Institution (now Joyceville Med)	10678	358	2549	1014
Kent Institution	9153	415	1026	924

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Kwikwexwelhp Healing Village	1437	512	50	984
La Macaza Institution	6763	461	613	830
Matsqui Institution	9915	376	1381	972
Millhaven Penitentiary	7119	338	1034	941
Mission Institution (now Mission Med)	10558	395	852	1113
Mountain Institution	13191	360	1802	1193
Montée Saint-François Institution (now Federal Training Centre-Min.)	4262	511	534	753
Nova Institution for Women	2269	391	205	606
Okimaw Ohci Healing Lodge	1396	360	78	522
Pê Sâkâstêw Healing Lodge	3289	330	690	880
Pittsburgh Institution (now Joyceville-Min.)	8039	400	737	855
Port-Cartier Institution	4894	399	492	863
Regional Psychiatric Centre	2525	365	291	863
Regional Reception Centre	6063	432	2982	791
Regional Treatment Centre (Pacific)	7121	360	1769	844
Riverbend Institution (now Sask. Pen.-Min.)	4141	367	728	718
Rockwood Institution (now Stony Mountain-Min.)	8280	412	547	918
Saskatchewan Penitentiary	19217	407	2942	873
Springhill Institution	16192	367	1568	796
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	3321	499	513	938
Stony Mountain Institution	19942	406	3182	885
Warkworth Institution	17029	366	1668	963
Westmorland Institution (now Dorchester-Min.)	10045	440	1286	782
William Head Institution	2182	454	537	717
Willow Cree Institution	2711	395	379	963
November 2013	410,628	401	60,128	881
Archambault Institution	6714	388	1891	630
Atlantic Institution	9214	359	1079	822

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Bath Institution	8064	340	662	1015
Beaver Creek Institution (now Beaver Creek-Min.)	9373	327	891	874
Bowden Institution	17115	398	2751	738
Collins Bay Institution	11208	316	1267	1163
Cowansville Institution	19793	402	2345	758
Donnacona Institution	9721	402	1270	731
Dorchester Institution	11396	426	1610	856
Drumheller Institution	19454	367	3564	739
Drummond Institution	16928	366	2122	851
Edmonton Institution for Women	3816	416	295	842
Edmonton Institution	7183	358	653	826
Federal Training Centre	7842	406	1448	621
Fenbrook Institution (now Beaver Creek Med)	11424	342	1470	1050
Ferndale Institution (now Mission-Min.)	5423	385	124	1307
Fraser Valley Institution	2120	487	209	1260
Frontenac Institution (now Collins Bay-Min.)	5595	452	367	1188
Grand Cache Institution	16664	362	2763	817
Grand Valley Institution for Women	6878	388	673	935
Grierson Institution	658	424	12	728
Joliette Institution	3437	461	494	873
Joyceville Institution (now Joyceville Med)	13964	428	3363	1229
Kent Institution	8327	401	890	930
Kwikwexwelhp Healing Village	1355	440	56	812
La Macaza Institution	6812	431	589	947
Matsqui Institution	8551	376	1506	952
Millhaven Penitentiary	7325	361	996	935
Mission Institution (now Mission Med)	8849	392	1009	946
Mountain Institution	12107	385	1909	1082
Montée Saint-François Institution (now Federal Training Centre-Min)	4373	514	595	774

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Nova Institution for Women	2026	406	171	808
Okimaw Ohci Healing Lodge	1291	350	95	506
Pê Sâkâstêw Healing Lodge	3081	335	461	810
Pittsburgh Institution (now Joyceville-Min.)	7998	386	946	814
Port-Cartier Institution	4415	420	461	827
Regional Psychiatric Centre	2276	379	328	885
Regional Reception Centre	5521	455	3200	714
Regional Treatment Centre (Pacific)	6595	388	1803	880
Riverbend Institution (now Sask. Pen.-Min.)	3801	385	599	768
Rockwood Institution (now Stony Mountain-Min.)	8008	415	518	977
Saskatchewan Penitentiary	18192	404	2852	887
Springhill Institution	15901	374	2464	759
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	2875	501	499	863
Stony Mountain Institution	18412	393	3532	965
Warkworth Institution	15955	361	1479	971
Westmorland Institution (now Dorchester-Min.)	8116	469	1030	827
William Head Institution	2100	506	462	757
Willow Cree Institution	2382	407	355	904
December 2013	438,150	404	65,402	866
Archambault Institution	7468	377	1841	695
Atlantic Institution	8926	414	1082	865
Bath Institution	8423	366	752	912
Beaver Creek Institution (now Beaver Creek-Min.)	11249	304	814	877
Bowden Institution	18690	394	2796	782
Collins Bay Institution	12360	355	1356	936
Cowansville Institution	21968	395	3662	757
Donnacona Institution	10144	399	1215	745
Dorchester Institution	11022	469	1925	851
Drumheller Institution	17565	387	3581	738
Drummond Institution	18218	360	2120	824

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Edmonton Institution for Women	3576	428	497	834
Edmonton Institution	6203	351	733	761
Federal Training Centre	8463	408	1733	782
Fenbrook Institution (now Beaver Creek Med)	12229	357	1501	1111
Ferndale Institution (now Mission-Min.)	5284	398	225	797
Fraser Valley Institution	2425	497	234	1015
Frontenac Institution (now Collins Bay-Min.)	6221	437	484	1081
Grand Cache Institution	17853	332	3658	795
Grand Valley Institution for Women	6722	384	572	996
Grierson Institution	545	358	18	634
Joliette Institution	3770	487	641	841
Joyceville Institution (now Joyceville Med)	13175	398	3605	1206
Kent Institution	10111	429	898	922
Kwikwexwelhp Healing Village	1549	380	144	762
La Macaza Institution	8484	407	890	762
Matsqui Institution	8626	403	1214	879
Millhaven Penitentiary	9475	351	1017	966
Mission Institution (now Mission Med)	9630	377	1077	961
Mountain Institution	12338	393	1700	1159
Montée Saint-François Institution (now Federal Training Centre-Min)	5019	508	583	820
Nova Institution for Women	2124	456	253	950
Okimaw Ohci Healing Lodge	1664	360	85	559
Pê Sâkâstêw Healing Lodge	4343	325	321	734
Pittsburgh Institution (now Joyceville-Min.)	9144	386	834	843
Port-Cartier Institution	4570	444	460	858
Regional Psychiatric Centre	2124	416	330	919
Regional Reception Centre	5872	453	3022	789

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Regional Treatment Centre (Pacific)	7368	373	1839	836
Riverbend Institution (now Sask. Pen.-Min.)	3889	391	751	810
Rockwood Institution (now Stony Mountain-Min.)	9257	393	723	906
Saskatchewan Penitentiary	19294	387	3424	1013
Springhill Institution	17324	393	2819	854
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	2919	494	580	885
Stony Mountain Institution	18691	413	3756	909
Warkworth Institution	17050	346	1968	975
Westmorland Institution (now Dorchester-Min.)	9963	507	1112	853
William Head Institution	2419	490	296	1050
Willow Cree Institution	2404	458	261	640
January 2014	403,416	407	59,730	872
Archambault Institution	6490	394	1344	724
Atlantic Institution	7640	446	1333	890
Bath Institution	7772	371	688	917
Beaver Creek Institution (now Beaver Creek-Min.)	9092	344	1074	925
Bowden Institution	18284	393	2748	804
Collins Bay Institution	11512	344	1332	930
Cowansville Institution	22744	394	3036	773
Donnacona Institution	8487	412	1181	764
Dorchester Institution	10955	474	1940	874
Drumheller Institution	17822	391	3277	757
Drummond Institution	16857	369	1839	821
Edmonton Institution for Women	3827	424	564	849
Edmonton Institution	5956	358	587	758
Federal Training Centre	7003	434	1489	718
Fenbrook Institution (now Beaver Creek Med)	10841	376	1100	1088
Ferndale Institution (now Mission-Min.)	5160	410	231	824
Fraser Valley Institution	2446	439	255	955

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Frontenac Institution (now Collins Bay-Min.)	5757	411	388	930
Grand Cache Institution	13158	375	2539	881
Grand Valley Institution for Women	6206	401	514	989
Grierson Institution	406	359	10	661
Joliette Institution	3747	488	699	915
Joyceville Institution (now Joyceville Med)	12296	414	2553	1131
Kent Institution	9510	402	1016	890
Kwikwexwelhp Healing Village	1596	340	157	868
La Macaza Institution	8209	389	624	855
Matsqui Institution	8915	389	1338	936
Millhaven Penitentiary	7813	359	944	821
Mission Institution (now Mission Med)	8652	383	715	902
Mountain Institution	11731	378	1994	973
Montée Saint-François Institution (now Federal Training Centre-Min)	4314	479	645	827
Nova Institution for Women	1712	513	500	951
Okimaw Ohci Healing Lodge	1134	400	57	561
Pê Sâkâstêw Healing Lodge	3791	331	220	730
Pittsburgh Institution (now Joyceville-Min.)	7852	380	765	784
Port-Cartier Institution	4208	468	476	954
Regional Psychiatric Centre	2314	376	328	948
Regional Reception Centre	5146	436	2771	777
Regional Treatment Centre (Pacific)	7821	383	1775	870
Riverbend Institution (now Sask. Pen.-Min.)	3642	388	879	876
Rockwood Institution (now Stony Mountain-Min.)	8672	397	565	1011
Saskatchewan Penitentiary	19516	394	3557	1005
Springhill Institution	13832	426	2147	878
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	2525	513	585	828

Institution	Number of Long-Distance Debit Calls	Average Duration of Long-Distance Debit Calls (sec)	Number of Long-Distance Collect Calls	Average Duration of Long-Distance Collect Call (sec)
Stony Mountain Institution	18999	402	3608	905
Warkworth Institution	14488	361	1838	1086
Westmorland Institution (now Dorchester-Min.)	8492	509	1039	852
William Head Institution	2350	472	174	952
Willow Cree Institution	1724	440	292	828
Total	5,038,594	399	731,728	885

APPENDIX 'F' – OFF-PEAK CALLS FROM 2012-03-01 TO 2013-03-01

The following table lists the number and type of calls that were placed using the current ITS between the hours of 6:00 pm and 8:00 am local Institution time (“off-peak”) at all Institutions from the one-year period of February, 2013 through January, 2014. This table is available in Microsoft Excel format as the files *App F_English.xls* and *App F_Francais.xls* from the Contracting Authority.

The **Percentage of Total Calls** column indicates the percentage of the Total Number of Calls is reflected in the # of Calls column.

Total Number of Calls indicates the total number of calls made in the “off-peak” timeframe using the ITS from that institution for the 12-month period of 2012-03-01 through 2013-03-01.

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Archambault Institution	100.000%	143,284
Domestic Oversea Debit	0.024%	35
Domestic Oversea Collect	0.000%	0
International Debit	0.018%	26
International Collect	0.000%	0
Local Debit	44.854%	64,269
Local Collect	13.133%	18,818
Long Distance Canada Debit	32.341%	46,339
Long Distance Canada Collect	8.897%	12,748
Long Distance US Debit	0.472%	677
Long Distance US Collect	0.002%	3
Toll Free	0.258%	369
Atlantic Institution	100.000%	79,176
Domestic Oversea Debit	0.004%	3
Domestic Oversea Collect	0.000%	0
International Debit	0.091%	72
International Collect	0.001%	1
Local Debit	12.226%	9,680
Local Collect	0.144%	114
Long Distance Canada Debit	74.022%	58,608
Long Distance Canada Collect	12.487%	9,887
Long Distance US Debit	0.620%	491
Long Distance US Collect	0.277%	219
Toll Free	0.128%	101
Bath Institution	100.000%	99,157

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Domestic Oversea Debit	0.044%	44
Domestic Oversea Collect	0.000%	0
International Debit	0.136%	135
International Collect	0.002%	2
Local Debit	33.375%	33,094
Local Collect	1.040%	1,031
Long Distance Canada Debit	58.843%	58,347
Long Distance Canada Collect	5.605%	5,558
Long Distance US Debit	0.822%	815
Long Distance US Collect	0.016%	16
Toll Free	0.116%	115
Beaver Creek Institution (now Beaver Creek-Min.)	100.000%	120,327
Domestic Oversea Debit	0.047%	56
Domestic Oversea Collect	0.000%	0
International Debit	0.101%	121
International Collect	0.001%	1
Local Debit	35.504%	42,721
Local Collect	0.754%	907
Long Distance Canada Debit	55.990%	67,371
Long Distance Canada Collect	6.540%	7,869
Long Distance US Debit	0.917%	1,104
Long Distance US Collect	0.016%	19
Toll Free	0.131%	158
Bowden Institution	100.000%	213,750
Domestic Oversea Debit	0.004%	8
Domestic Oversea Collect	0.001%	3
International Debit	0.168%	359
International Collect	0.001%	3
Local Debit	11.199%	23,937
Local Collect	0.753%	1,610
Long Distance Canada Debit	75.126%	160,582
Long Distance Canada Collect	12.225%	26,131
Long Distance US Debit	0.487%	1,042
Long Distance US Collect	0.000%	1
Toll Free	0.035%	74
Collins Bay Institution	100.000%	207,290

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Domestic Oversea Debit	0.022%	46
Domestic Oversea Collect	0.001%	2
International Debit	0.034%	71
International Collect	0.000%	0
Local Debit	45.281%	93,864
Local Collect	0.839%	1,740
Long Distance Canada Debit	48.067%	99,639
Long Distance Canada Collect	4.672%	9,684
Long Distance US Debit	0.980%	2,032
Long Distance US Collect	0.003%	6
Toll Free	0.099%	206
Cowansville Institution	100.000%	172,661
Domestic Oversea Debit	0.009%	15
Domestic Oversea Collect	0.004%	7
International Debit	0.091%	157
International Collect	0.056%	96
Local Debit	9.819%	16,954
Local Collect	0.926%	1,598
Long Distance Canada Debit	76.884%	132,748
Long Distance Canada Collect	10.377%	17,917
Long Distance US Debit	0.459%	793
Long Distance US Collect	0.000%	0
Toll Free	1.376%	2,376
Donnacona Institution	100.000%	129,306
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.016%	21
International Collect	0.000%	0
Local Debit	26.017%	33,641
Local Collect	2.987%	3,862
Long Distance Canada Debit	61.020%	78,902
Long Distance Canada Collect	9.648%	12,475
Long Distance US Debit	0.285%	369
Long Distance US Collect	0.000%	0
Toll Free	0.028%	36
Dorchester Institution	100.000%	136,286

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Domestic Oversea Debit	0.011%	15
Domestic Oversea Collect	0.000%	0
International Debit	0.045%	62
International Collect	0.000%	0
Local Debit	17.453%	23,786
Local Collect	1.491%	2,032
Long Distance Canada Debit	66.683%	90,880
Long Distance Canada Collect	12.557%	17,113
Long Distance US Debit	1.224%	1,668
Long Distance US Collect	0.215%	293
Toll Free	0.321%	437
Drumheller Institution	100.000%	209,675
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.001%	2
International Collect	0.001%	2
Local Debit	3.923%	8,226
Local Collect	0.041%	86
Long Distance Canada Debit	81.875%	171,671
Long Distance Canada Collect	13.818%	28,973
Long Distance US Debit	0.293%	614
Long Distance US Collect	0.024%	50
Toll Free	0.024%	51
Drummond Institution	100.000%	150,700
Domestic Oversea Debit	0.009%	14
Domestic Oversea Collect	0.000%	0
International Debit	0.019%	29
International Collect	0.001%	1
Local Debit	10.796%	16,269
Local Collect	2.082%	3,138
Long Distance Canada Debit	75.196%	113,321
Long Distance Canada Collect	11.267%	16,980
Long Distance US Debit	0.603%	909
Long Distance US Collect	0.001%	2
Toll Free	0.025%	37
Edmonton Institution for Women	100.000%	54,182

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.137%	74
International Collect	0.004%	2
Local Debit	27.858%	15,094
Local Collect	4.092%	2,217
Long Distance Canada Debit	60.223%	32,630
Long Distance Canada Collect	6.927%	3,753
Long Distance US Debit	0.070%	38
Long Distance US Collect	0.002%	1
Toll Free	0.688%	373
Edmonton Institution	100.000%	94,934
Domestic Oversea Debit	0.014%	13
Domestic Oversea Collect	0.000%	0
International Debit	0.004%	4
International Collect	0.000%	0
Local Debit	26.685%	25,333
Local Collect	1.584%	1,504
Long Distance Canada Debit	65.276%	61,969
Long Distance Canada Collect	5.417%	5,143
Long Distance US Debit	0.907%	861
Long Distance US Collect	0.000%	0
Toll Free	0.113%	107
Federal Training Centre	100.000%	147,454
Domestic Oversea Debit	0.001%	1
Domestic Oversea Collect	0.000%	0
International Debit	0.016%	24
International Collect	0.011%	16
Local Debit	40.310%	59,439
Local Collect	8.666%	12,779
Long Distance Canada Debit	42.137%	62,133
Long Distance Canada Collect	8.660%	12,769
Long Distance US Debit	0.146%	216
Long Distance US Collect	0.000%	0
Toll Free	0.052%	77
Fenbrook Institution (now Beaver Creek Med)	100.000%	141,828

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Domestic Oversea Debit	0.026%	37
Domestic Oversea Collect	0.001%	1
International Debit	0.023%	33
International Collect	0.006%	8
Local Debit	36.202%	51,344
Local Collect	0.990%	1,404
Long Distance Canada Debit	54.816%	77,745
Long Distance Canada Collect	7.109%	10,082
Long Distance US Debit	0.781%	1,107
Long Distance US Collect	0.011%	15
Toll Free	0.037%	52
Ferndale Institution (now Mission-Min.)	100.000%	50,891
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.161%	82
International Collect	0.008%	4
Local Debit	12.478%	6,350
Local Collect	0.385%	196
Long Distance Canada Debit	79.653%	40,536
Long Distance Canada Collect	6.164%	3,137
Long Distance US Debit	0.711%	362
Long Distance US Collect	0.000%	0
Toll Free	0.440%	224
Fraser Valley Institution	100.000%	20,644
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.170%	35
International Collect	0.000%	0
Local Debit	11.228%	2,318
Local Collect	0.431%	89
Long Distance Canada Debit	79.679%	16,449
Long Distance Canada Collect	7.440%	1,536
Long Distance US Debit	0.402%	83
Long Distance US Collect	0.000%	0
Toll Free	0.649%	134
Frontenac Institution (now Collins Bay-Min.)	100.000%	76,819

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Domestic Oversea Debit	0.397%	305
Domestic Oversea Collect	0.001%	1
International Debit	0.082%	63
International Collect	0.003%	2
Local Debit	37.111%	28,508
Local Collect	0.273%	210
Long Distance Canada Debit	57.543%	44,204
Long Distance Canada Collect	4.226%	3,246
Long Distance US Debit	0.355%	273
Long Distance US Collect	0.001%	1
Toll Free	0.008%	6
Grand Cache Institution	100.000%	147,002
Domestic Oversea Debit	0.001%	2
Domestic Oversea Collect	0.000%	0
International Debit	0.073%	107
International Collect	0.001%	2
Local Debit	3.520%	5,174
Local Collect	0.119%	175
Long Distance Canada Debit	81.312%	119,531
Long Distance Canada Collect	14.621%	21,493
Long Distance US Debit	0.278%	408
Long Distance US Collect	0.005%	8
Toll Free	0.069%	102
Grand Valley Institution for Women	100.000%	76,399
Domestic Oversea Debit	0.304%	232
Domestic Oversea Collect	0.013%	10
International Debit	0.433%	331
International Collect	0.013%	10
Local Debit	28.256%	21,587
Local Collect	0.318%	243
Long Distance Canada Debit	63.791%	48,736
Long Distance Canada Collect	4.304%	3,288
Long Distance US Debit	2.211%	1,689
Long Distance US Collect	0.009%	7
Toll Free	0.348%	266
Grierson Institution	100.000%	13,507

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.000%	0
International Collect	0.000%	0
Local Debit	69.179%	9,344
Local Collect	4.916%	664
Long Distance Canada Debit	23.706%	3,202
Long Distance Canada Collect	1.614%	218
Long Distance US Debit	0.511%	69
Long Distance US Collect	0.000%	0
Toll Free	0.074%	10
Joliette Institution	100.000%	31,435
Domestic Oversea Debit	0.010%	3
Domestic Oversea Collect	0.000%	0
International Debit	0.169%	53
International Collect	0.003%	1
Local Debit	5.930%	1,864
Local Collect	0.627%	197
Long Distance Canada Debit	79.577%	25,015
Long Distance Canada Collect	13.014%	4,091
Long Distance US Debit	0.624%	196
Long Distance US Collect	0.003%	1
Toll Free	0.045%	14
Joyceville Institution	100.000%	182,628
Domestic Oversea Debit	0.030%	55
Domestic Oversea Collect	0.003%	6
International Debit	0.047%	85
International Collect	0.024%	43
Local Debit	39.007%	71,237
Local Collect	1.227%	2,240
Long Distance Canada Debit	45.754%	83,560
Long Distance Canada Collect	13.515%	24,683
Long Distance US Debit	0.295%	538
Long Distance US Collect	0.004%	7
Toll Free	0.095%	174
Kent Institution	100.000%	106,602

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Domestic Oversea Debit	0.001%	1
Domestic Oversea Collect	0.000%	0
International Debit	0.111%	118
International Collect	0.023%	24
Local Debit	14.387%	15,337
Local Collect	1.013%	1,080
Long Distance Canada Debit	74.901%	79,846
Long Distance Canada Collect	8.373%	8,926
Long Distance US Debit	0.507%	540
Long Distance US Collect	0.047%	50
Toll Free	0.638%	680
Kingston Penitentiary (now closed)	100.000%	48,536
Domestic Oversea Debit	0.014%	7
Domestic Oversea Collect	0.002%	1
International Debit	0.056%	27
International Collect	0.000%	0
Local Debit	39.136%	18,995
Local Collect	0.451%	219
Long Distance Canada Debit	50.470%	24,496
Long Distance Canada Collect	8.919%	4,329
Long Distance US Debit	0.785%	381
Long Distance US Collect	0.012%	6
Toll Free	0.155%	75
Kwikwexwelhp Healing Village	100.000%	15,901
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.069%	11
International Collect	0.000%	0
Local Debit	14.917%	2,372
Local Collect	0.113%	18
Long Distance Canada Debit	77.737%	12,361
Long Distance Canada Collect	5.767%	917
Long Distance US Debit	0.780%	124
Long Distance US Collect	0.000%	0
Toll Free	0.616%	98
La Macaza Institution	100.000%	55,115

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.210%	116
International Collect	0.005%	3
Local Debit	4.754%	2,620
Local Collect	1.101%	607
Long Distance Canada Debit	83.337%	45,931
Long Distance Canada Collect	10.110%	5,572
Long Distance US Debit	0.405%	223
Long Distance US Collect	0.000%	0
Toll Free	0.078%	43
Leclerc Institution (now closed)	100.000%	18,135
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.017%	3
International Collect	0.000%	0
Local Debit	45.779%	8,302
Local Collect	18.246%	3,309
Long Distance Canada Debit	28.746%	5,213
Long Distance Canada Collect	6.838%	1,240
Long Distance US Debit	0.369%	67
Long Distance US Collect	0.000%	0
Toll Free	0.006%	1
Matsqui Institution	100.000%	83,844
Domestic Oversea Debit	0.001%	1
Domestic Oversea Collect	0.000%	0
International Debit	0.050%	42
International Collect	0.000%	0
Local Debit	22.866%	19,172
Local Collect	0.558%	468
Long Distance Canada Debit	65.274%	54,728
Long Distance Canada Collect	10.577%	8,868
Long Distance US Debit	0.268%	225
Long Distance US Collect	0.000%	0
Toll Free	0.406%	340
Millhaven Penitentiary	100.000%	103,636

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Domestic Oversea Debit	0.026%	27
Domestic Oversea Collect	0.000%	0
International Debit	0.041%	42
International Collect	0.003%	3
Local Debit	40.269%	41,733
Local Collect	0.399%	413
Long Distance Canada Debit	52.659%	54,574
Long Distance Canada Collect	5.803%	6,014
Long Distance US Debit	0.714%	740
Long Distance US Collect	0.000%	0
Toll Free	0.087%	90
Mission Institution Med	100.000%	86,787
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.046%	40
International Collect	0.000%	0
Local Debit	23.576%	20,461
Local Collect	0.589%	511
Long Distance Canada Debit	68.510%	59,458
Long Distance Canada Collect	5.805%	5,038
Long Distance US Debit	1.087%	943
Long Distance US Collect	0.008%	7
Toll Free	0.379%	329
Mountain Institution	100.000%	107,881
Domestic Oversea Debit	0.004%	4
Domestic Oversea Collect	0.003%	3
International Debit	0.101%	109
International Collect	0.005%	5
Local Debit	16.517%	17,819
Local Collect	0.954%	1,029
Long Distance Canada Debit	68.828%	74,252
Long Distance Canada Collect	11.919%	12,858
Long Distance US Debit	0.322%	347
Long Distance US Collect	0.012%	13
Toll Free	1.337%	1,442

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Montée Saint-François Institution (now Federal Training Centre-Min.)	100.000%	74,559
Domestic Oversea Debit	0.011%	8
Domestic Oversea Collect	0.000%	0
International Debit	0.087%	65
International Collect	0.000%	0
Local Debit	42.090%	31,382
Local Collect	7.810%	5,823
Long Distance Canada Debit	43.297%	32,282
Long Distance Canada Collect	5.457%	4,069
Long Distance US Debit	0.507%	378
Long Distance US Collect	0.000%	0
Toll Free	0.740%	552
Nova Institution for Women	100.000%	19,784
Domestic Oversea Debit	0.071%	14
Domestic Oversea Collect	0.000%	0
International Debit	0.000%	0
International Collect	0.000%	0
Local Debit	3.887%	769
Local Collect	0.839%	166
Long Distance Canada Debit	85.200%	16,856
Long Distance Canada Collect	9.528%	1,885
Long Distance US Debit	0.263%	52
Long Distance US Collect	0.000%	0
Toll Free	0.212%	42
Okimaw Ohci Healing Lodge	100.000%	14,519
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.034%	5
International Collect	0.000%	0
Local Debit	0.882%	128
Local Collect	0.296%	43
Long Distance Canada Debit	92.355%	13,409
Long Distance Canada Collect	6.412%	931
Long Distance US Debit	0.000%	0
Long Distance US Collect	0.000%	0

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Toll Free	0.021%	3
Pê Sâkâstêw Healing Lodge	100.000%	27,180
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.000%	0
International Collect	0.000%	0
Local Debit	6.336%	1,722
Local Collect	0.022%	6
Long Distance Canada Debit	81.244%	22,082
Long Distance Canada Collect	11.696%	3,179
Long Distance US Debit	0.022%	6
Long Distance US Collect	0.000%	0
Toll Free	0.681%	185
Pittsburgh Institution (now Joyceville-Min.)	100.000%	101,770
Domestic Oversea Debit	0.031%	32
Domestic Oversea Collect	0.000%	0
International Debit	0.326%	332
International Collect	0.083%	84
Local Debit	32.984%	33,568
Local Collect	0.533%	542
Long Distance Canada Debit	58.165%	59,195
Long Distance Canada Collect	6.092%	6,200
Long Distance US Debit	1.631%	1,660
Long Distance US Collect	0.005%	5
Toll Free	0.149%	152
Port-Cartier Institution	100.000%	49,044
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.073%	36
International Collect	0.010%	5
Local Debit	8.967%	4,398
Local Collect	2.793%	1,370
Long Distance Canada Debit	79.457%	38,969
Long Distance Canada Collect	7.856%	3,853
Long Distance US Debit	0.324%	159
Long Distance US Collect	0.075%	37

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Toll Free	0.442%	217
Regional Psychiatric Centre	100.000%	24,972
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.000%	0
International Collect	0.000%	0
Local Debit	13.363%	3,337
Local Collect	1.706%	426
Long Distance Canada Debit	72.025%	17,986
Long Distance Canada Collect	9.607%	2,399
Long Distance US Debit	2.751%	687
Long Distance US Collect	0.000%	0
Toll Free	0.549%	137
Regional Reception Centre	100.000%	112,582
Domestic Oversea Debit	0.010%	11
Domestic Oversea Collect	0.004%	5
International Debit	0.057%	64
International Collect	0.012%	13
Local Debit	27.527%	30,991
Local Collect	13.016%	14,654
Long Distance Canada Debit	40.885%	46,029
Long Distance Canada Collect	17.842%	20,087
Long Distance US Debit	0.418%	471
Long Distance US Collect	0.004%	4
Toll Free	0.225%	253
Regional Treatment Centre (Ontario)	100.000%	8,077
Domestic Oversea Debit	0.062%	5
Domestic Oversea Collect	0.000%	0
International Debit	0.062%	5
International Collect	0.000%	0
Local Debit	5.732%	463
Local Collect	0.433%	35
Long Distance Canada Debit	84.029%	6,787
Long Distance Canada Collect	8.134%	657
Long Distance US Debit	1.449%	117
Long Distance US Collect	0.000%	0

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Toll Free	0.099%	8
Regional Treatment Centre (Pacific)	100.000%	81,654
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.067%	55
International Collect	0.015%	12
Local Debit	15.520%	12,673
Local Collect	0.994%	812
Long Distance Canada Debit	65.927%	53,832
Long Distance Canada Collect	16.226%	13,249
Long Distance US Debit	0.547%	447
Long Distance US Collect	0.016%	13
Toll Free	0.687%	561
Riverbend Institution (now Sask. Pen.-Min.)	100.000%	47,908
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.399%	191
International Collect	0.004%	2
Local Debit	20.168%	9,662
Local Collect	1.023%	490
Long Distance Canada Debit	68.915%	33,016
Long Distance Canada Collect	9.312%	4,461
Long Distance US Debit	0.169%	81
Long Distance US Collect	0.000%	0
Toll Free	0.010%	5
Rockwood Institution (now Stony Mountain-Min.)	100.000%	61,694
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.081%	50
International Collect	0.002%	1
Local Debit	7.370%	4,547
Local Collect	0.135%	83
Long Distance Canada Debit	86.313%	53,250
Long Distance Canada Collect	5.618%	3,466
Long Distance US Debit	0.481%	297
Long Distance US Collect	0.000%	0

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Toll Free	0.000%	0
Saskatchewan Penitentiary	100.000%	205,606
Domestic Oversea Debit	0.003%	7
Domestic Oversea Collect	0.003%	7
International Debit	0.003%	6
International Collect	0.000%	0
Local Debit	14.630%	30,081
Local Collect	1.328%	2,730
Long Distance Canada Debit	71.982%	147,999
Long Distance Canada Collect	11.600%	23,851
Long Distance US Debit	0.155%	319
Long Distance US Collect	0.002%	5
Toll Free	0.292%	601
Springhill Institution	100.000%	159,692
Domestic Oversea Debit	0.001%	1
Domestic Oversea Collect	0.001%	1
International Debit	0.041%	66
International Collect	0.001%	2
Local Debit	8.252%	13,177
Local Collect	0.153%	245
Long Distance Canada Debit	76.958%	122,895
Long Distance Canada Collect	14.154%	22,603
Long Distance US Debit	0.383%	612
Long Distance US Collect	0.000%	0
Toll Free	0.056%	90
Saint-Anne-des-Plaines Inst. (now Archambault-Min.)	100.000%	58,711
Domestic Oversea Debit	0.024%	14
Domestic Oversea Collect	0.000%	0
International Debit	0.068%	40
International Collect	0.002%	1
Local Debit	41.447%	24,334
Local Collect	10.146%	5,957
Long Distance Canada Debit	40.681%	23,884
Long Distance Canada Collect	7.370%	4,327
Long Distance US Debit	0.240%	141
Long Distance US Collect	0.002%	1

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Toll Free	0.020%	12
Stony Mountain Institution	100.000%	204,335
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.028%	58
International Collect	0.000%	0
Local Debit	5.923%	12,102
Local Collect	0.199%	407
Long Distance Canada Debit	81.420%	166,370
Long Distance Canada Collect	12.124%	24,773
Long Distance US Debit	0.129%	264
Long Distance US Collect	0.000%	0
Toll Free	0.177%	361
Warkworth Institution	100.000%	173,222
Domestic Oversea Debit	0.032%	55
Domestic Oversea Collect	0.000%	0
International Debit	0.149%	258
International Collect	0.004%	7
Local Debit	22.259%	38,558
Local Collect	0.154%	267
Long Distance Canada Debit	69.500%	120,389
Long Distance Canada Collect	7.111%	12,317
Long Distance US Debit	0.687%	1,190
Long Distance US Collect	0.000%	0
Toll Free	0.104%	181
Westmorland Institution (now Dorchester-Min.)	100.000%	91,185
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.001%	1
International Collect	0.003%	3
Local Debit	10.720%	9,775
Local Collect	1.246%	1,136
Long Distance Canada Debit	76.981%	70,195
Long Distance Canada Collect	10.846%	9,890
Long Distance US Debit	0.193%	176
Long Distance US Collect	0.000%	0

Type of Call by Institution	Percentage of Total Calls	Total Number of Calls
Toll Free	0.010%	9
William Head Institution	100.000%	35,600
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.211%	75
International Collect	0.000%	0
Local Debit	24.691%	8,790
Local Collect	3.534%	1,258
Long Distance Canada Debit	60.514%	21,543
Long Distance Canada Collect	9.635%	3,430
Long Distance US Debit	1.298%	462
Long Distance US Collect	0.000%	0
Toll Free	0.118%	42
Willow Cree Institution	100.000%	20,829
Domestic Oversea Debit	0.000%	0
Domestic Oversea Collect	0.000%	0
International Debit	0.134%	28
International Collect	0.000%	0
Local Debit	0.855%	178
Local Collect	0.504%	105
Long Distance Canada Debit	88.698%	18,475
Long Distance Canada Collect	9.578%	1,995
Long Distance US Debit	0.086%	18
Long Distance US Collect	0.000%	0
Toll Free	0.144%	30
Total	5200.000%	4,898,695

APPENDIX 'G' – PERSONAL CALL LIST RELATIONSHIPS

The following table lists the relationship states required to be available to Users through the ITS in the form of a “drop-down list” to assign to numbers appearing on an Inmate’s Personal Call List.

Internal Code	Short Description (English)	Short Description (French)
0001	BOYFRIEND	AMI DE COEUR
0002	BROTHER	FRÈRE
0003	BROTHER-IN-LAW	BEAU-FRÈRE
0004	BUSINESS RELATE	RELATION D’AFFA
0005	CLERGY	CLERGÉ
0006	COMMON LAW SPOU	CONJOINT(E) FAI
0007	COMMUNITY SUPP	SUPPORT COMMUNA
0008	COUSIN	COUSIN(E)
0009	DAUGHTER	FILLE
0010	ELDER	AÎNÉ(E)
0011	EMPLOYEE	EMPLOYÉ(E)
0012	EMPLOYER	EMPLOYEUR(E)
0013	EX-SPOUSE	EX-CONJOINT(E)
0014	FATHER	PÈRE
0015	FIANCE	FIANCÉ(E)
0016	FRIEND	AMI(E)
0017	GIRLFRIEND	AMIE DE COEUR
0018	GRANDFATHER	GRAND-PÈRE
0019	GRANDMOTHER	GRAND-MÈRE
0020	HUSBAND	MARI
0021	LAWYER	AVOCAT(E)
0022	MOTHER	MÈRE
0023	NEPHEW	NEVEU
0024	NIECE	NIÈCE
0025	OTHER	AUTRE
0026	SISTER	SOEUR
0027	SISTER-IN-LAW	BELLE-SOEUR
0028	SON	FILS
0029	STEP BROTHER	DEMI-FRÈRE
0030	STEP FATHER	BEAU-PÈRE
0031	STEP MOTHER	BELLE-MÈRE
0032	STEP SISTER	DEMI-SOEUR
0033	WIFE	ÉPOUSE
0034	UNCLE	ONCLE

Internal Code	Short Description (English)	Short Description (French)
0035	AUNT	TANTE
0036	PARENTS	PARENTS
0037	LANDLORD	PROPRIÉTAIRE
0038	FATHER-IN-LAW	BEAU-PÈRE
0039	MOTHER-IN-LAW	BELLE-MÈRE
0040	DAUGHTER-IN-LAW	BRU
0041	SON-IN-LAW	GENDRE
0042	NO KNOWN REL.	SANS REL CONNUE
0043	GUARDIAN	TUTEUR (TRICE)
0044	AGENT	MANDATAIRE
0045	STEP DAUGHTER	BELLE-FILLE
0046	STEP SON	BEAU-FILS
0047	GRANDSON	PETIT-FILS
0048	GRANDDAUGHTER	PETITE-FILLE
0049	EX-BOYFRIEND	EX-AMI COEUR
0050	EX-GIRLFRIEND	EX-AMIE COEUR
0051	REPRESENTATIVE	REPRESENTANT

APPENDIX 'H' – ITS RECORDED MESSAGES

The following table defines the recorded messages that are delivered to Inmates while using the ITS. The messages provided in this table are required to be made available by the ITS in both official languages exactly as written herein.

Description	English Text	French Text
GLOBAL SETTINGS		
External Prompts		
Play Session Language	We will continue in English.	Nous continuerons en français.
Ask User PIN	Please enter your personal identification number followed by the pound key.	Veuillez composer votre numéro d'identification personnel suivi de la touche marquée d'un carré.
PIN Failed	Sorry, you cannot place a call without a valid personal identification number.	Désolé, vous ne pouvez faire un appel sans un numéro d'identification valide.
PIN Invalid	The personal identification number you entered is not valid.	Le numéro d'identification personnel que vous avez composé n'est pas valide.
Ask Caller Name	Please say your name after the tone.	Veuillez dire votre nom après le bip sonore.
Ask Phone Number	Please enter the phone number you want to reach followed by the pound key.	Composez le numéro que vous désirez rejoindre, suivi de la touche marquée d'un carré.
Phone Input Failed	Sorry, but you need to enter a valid phone number to place a call.	Désolé, vous devez entrer un numéro de téléphone valide pour faire un appel.
Invalid Destination	The number you entered is not valid.	Le numéro que vous avez composé n'est pas valide.
No Input, Ask Name Again	I did not hear anything. Your name is needed to process your call further.	Je n'ai rien entendu. Votre nom est nécessaire pour poursuivre votre appel.
No Input, Ask Name Final	Sorry, but without your name, you can't make calls.	Je n'ai rien entendu. Votre nom est nécessaire pour poursuivre votre appel.
Beep	Beep!	Bip!
ASK LANGUAGE		
Ask Language Before Recording	Press 1 to continue in English. Appuyez sur le 2 pour continuer en français.	Press 1 to continue in English. Appuyez sur le 2 pour continuer en français.
PHONE NUMBER		
Get Phone Number	Please enter the phone number you want to reach followed by the pound key.	Composez le numéro que vous désirez rejoindre, suivi de la touche marquée d'un carré.
Not Valid	The number you entered is not valid.	Le numéro que vous avez composé n'est pas valide.
ASK USER PIN		
Ask User PIN	Press 1 to use your prepaid account or press 2 to place a collect call.	Appuyez sur le 1 pour utiliser un compte prépayé ou appuyez sur le 2 pour effectuer un appel à frais virés.
LESS THAN 10 MINUTES		

Description	English Text	French Text
Time Remaining	Take note that inmate telephone system will close in less than ten { 10 } minutes. If you choose to continue, you may not be able to complete your call.	Prenez note que le système téléphonique des détenus fermera dans moins de dix {10} minutes. Si vous choisissez de poursuivre, il se pourrait que votre appel soit interrompu.
NOT IN SERVICE		
Not In Service	The inmate telephone system is not in service at the moment.	Le système téléphonique des détenus n'est pas en service en ce moment.
ANNOUNCEMENT INFO		
Announcement Information	Call forwarding and three way calling is forbidden. Failing to follow the rules may result in restrictions on your access to the telephone or other consequences. Your call may be intercepted if authorized by the institutional head.	Le renvoi d'appel automatique ainsi que les appels à trois sont interdits. Le non respect de ces règlements pourrait entraîner des restrictions à votre accès au téléphone ou d'autres conséquences. Votre appel peut être intercepté avec l'autorisation du chef d'établissement.
PIN ALREADY USED		
PIN Already Used	You cannot place a call. Your profile is already in use by another user at this moment.	Vous ne pouvez effectuer cet appel. Votre profil est déjà utilisé par un autre usager à ce moment.
BLOCKED		
Inmate Card Blocked	Sorry, you do not have permission to place calls.	Désolé, vous n'avez pas la permission de faire des appels.
TRY CARD AGAIN		
Try Card Again	Please insert your card in the reader. It is needed to process your call.	Veuillez insérer votre carte dans le lecteur. Elle est requise pour que votre appel soit effectué.
NO CARD		
No Card	You are not allowed to place a call without a card.	Vous ne pouvez faire d'appels sans carte.
ID FAILED		
ID Failed	Sorry, but your call cannot be processed. Your identification has failed.	Désolé, mais votre appel ne peut se poursuivre. Votre identification a échoué.
PIN NOT MATCHING		
PIN Not Matching	The card you inserted does not match the PIN you have entered.	La carte que vous avez insérée ne correspond pas au NIP que vous avez entré.
TEMPLATE NOT MATCHING		
Template Not Matching	The card you inserted does not match the iris of your eye.	La carte que vous avez insérée ne correspond pas à l'iris de votre oeil.
TRY TEMPLATE AGAIN		
Try Template Again	Please use the iris scanner to identify yourself. It is needed to process your call.	Veuillez utiliser le lecteur d'iris pour vous identifier. Cette étape est requise pour que votre appel soit effectué.
LOW ACCOUNT BALANCE		

Description	English Text	French Text
Low Account Balance	Your account balance is [amount] dollars and [amount] cents. You only have access to collect or toll-free calls.	Le solde de votre compte est de [montant] dollars et [montant] cents. Vous n'avez accès qu'aux appels à frais virés ou sans frais.
No Money	Your account has no funds in it. You may call the service again and place a collect call to avoid this problem.	Votre compte ne contient pas de fonds. Vous pouvez appeler le service à nouveau et faire un appel à frais virés pour éviter l'inconvénient.
Not Enough Money	Sorry but there is not enough money in your account to pay for the call you want to make. You may call the service again and place a collect call to avoid this problem.	Désolé mais il n'y a pas assez d'argent dans votre compte pour payer cet appel. Vous pouvez appeler le service à nouveau et faire un appel à frais virés pour éviter l'inconvénient.
NUMBER NOT ALLOWED		
Number Not Allowed	Sorry but you cannot make a call to this number.	Désolé mais vous ne pouvez pas appeler ce numéro.
TOO MANY CALLS		
Too Many Calls	You have reached the maximum number of calls you can place to this number today.	Vous avez atteint le nombre maximal d'appels que vous pouvez effectuer à ce numéro aujourd'hui.
TERMINATE		
Thank You	Thank you for using inmate telephone system.	Merci d'avoir utilisé le système téléphonique des détenus.
ERROR		
Error	We are experiencing technical difficulties, call again later.	Nous éprouvons présentement des difficultés techniques, veuillez rappeler plus tard.

APPENDIX 'I' – 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.



Figure 1 - Example of Wall-Mounted Enclosures



Figure 2 - Example of a Free-Standing Enclosure



Figure 3 - Example of Free-Standing Enclosures



Figure 4 - Example of Free-Standing and Wall-Mounted Enclosures



Figure 5 - Example of a Segregation Cart

ANNEX B – Proposed Basis of Payment

1.0 Contract Period

The Contractor will charge inmates the following rates in accordance with the following Basis of Payment for Work performed pursuant to this Contract, as described in Annex A – Statement of Work.

Note: All fees must be included in the proposed rates excluding HST, GST or QST, as applicable, for each Region of delivery. This includes, but is not limited to; all required installation, maintenance, warranty, ancillary equipment, and any other surcharges, as well as support services required for a fully-functioning ITS service during the life of the contract.

Table 1: Contract Period from XX-XX-2015 to XX-XX-2021			
A	B	C	D
Type of Call	Monthly volume	Rate	Total Evaluated Bid Price (D = B x C)
Debit – Local calls - rate per call	72,500 calls	\$XXX/call	
Debit – Long distance calls terminating in Canada - rate per minute	2,000,000 minutes	\$XXX/minute	
Debit – Long distance calls terminating in the USA - rate per minute	1,000,000 minutes	\$XXX/minute	
Debit – Long distance International (calls terminating outside of Canada and the USA) - rate per minute	300,000 minutes	\$XXX/minute	
Collect Call - Local Calls - rate per call	43,500 calls	\$XXX/call + \$XXX surcharge per call	
Collect Call - Local Calls - Long distance calls terminating in Canada - rate per minute	1,200,000 minutes	\$XXX/minute + \$XXX surcharge per call	
Collect Call - Long distance calls terminating in the USA - rate per minute	600,000 minutes	\$XXX/minute + \$XXX surcharge per call	
Collect Call - Long distance International (calls terminating outside of Canada and the USA) - rate per minute	180,000 minutes	\$XXX/minute + \$XXX surcharge per call	
Total Bid Price for Initial Contract Period			

Note: The volumes in column B are provided solely for evaluation purposes. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that its usage of the services under any resulting contract will be consistent with these volumes.

2.0 Options to Extend the Contract Period:

Subject to the exercise of the option to extend the Contract period in accordance with **Article 4.2** of the original contract, Options to Extend Contract, the Contractor will be paid the firm rates excluding HST, GST or QST, as applicable to complete all Work and services required to be performed in relation to the Contract extension.

Table 2: Option Period #1 from XX-XX-2021 to XX-XX-2023			
A	B	C	D
Type of Call	Monthly volume	Rate	Total Evaluated Bid Price (D = B x C)
Debit – Local calls - rate per call	72,500 calls	\$XXX/call	
Debit – Long distance calls terminating in Canada - rate per minute	2,000,000 minutes	\$XXX/minute	
Debit – Long distance calls terminating in the USA - rate per minute	1,000,000 minutes	\$XXX/minute	
Debit – Long distance International (calls terminating outside of Canada and the USA) - rate per minute	300,000 minutes	\$XXX/minute	
Collect Call - Local Calls - rate per call	43,500 calls	\$XXX/call + \$XXX surcharge per call	
Collect Call - Local Calls - Long distance calls terminating in Canada - rate per minute	1,200,000 minutes	\$XXX/minute + \$XXX surcharge per call	
Collect Call - Long distance calls terminating in the USA - rate per minute	600,000 minutes	\$XXX/minute + \$XXX surcharge per call	
Collect Call - Long distance International (calls terminating outside of Canada and the USA) - rate per minute	180,000 minutes	\$XXX/minute + \$XXX surcharge per call	
Total Bid Price for Option Period #1			

Table 3: Option Period #2 from XX-XX-2023 to XX-XX-2025			
A	B	C	D
Type of Call	Monthly volume	Rate	Total Evaluated Bid Price (D = B x C)
Debit – Local calls - rate per call	72,500 calls	\$XXX/call	
Debit – Long distance calls terminating in Canada - rate per minute	2,000,000 minutes	\$XXX/minute	
Debit – Long distance calls terminating in the USA - rate per minute	1,000,000 minutes	\$XXX/minute	
Debit – Long distance International (calls terminating outside of Canada and the USA) - rate per minute	300,000 minutes	\$XXX/minute	
Collect Call - Local Calls - rate per call	43,500 calls	\$XXX/call + \$XXX surcharge per call	
Collect Call - Local Calls - Long distance calls terminating in Canada - rate per minute	1,200,000 minutes	\$XXX/minute + \$XXX surcharge per call	
Collect Call - Long distance calls terminating in the USA - rate per minute	600,000 minutes	\$XXX/minute + \$XXX surcharge per call	
Collect Call - Long distance International (calls terminating outside of Canada and the USA) - rate per minute	180,000 minutes	\$XXX/minute + \$XXX surcharge per call	
Total Bid Price for Option Period #2			

Table 4: Option Period #3 from XX-XX-2025 to XX-XX-2027			
A	B	C	D
Type of Call	Monthly volume	Rate	Total Evaluated Bid Price (D = B x C)
Debit – Local calls - rate per call	72,500 calls	\$XXX/call	
Debit – Long distance calls terminating in Canada - rate per minute	2,000,000 minutes	\$XXX/minute	
Debit – Long distance calls terminating in the USA - rate per minute	1,000,000 minutes	\$XXX/minute	
Debit – Long distance International (calls terminating outside of Canada and the USA) - rate per minute	300,000 minutes	\$XXX/minute	
Collect Call - Local Calls - rate per call	43,500 calls	\$XXX/call + \$XXX surcharge per call	
Collect Call - Local Calls - Long distance calls terminating in Canada - rate per minute	1,200,000 minutes	\$XXX/minute + \$XXX surcharge per call	
Collect Call - Long distance calls terminating in the USA - rate per minute	600,000 minutes	\$XXX/minute + \$XXX surcharge per call	
Collect Call - Long distance International (calls terminating outside of Canada and the USA) - rate per minute	180,000 minutes	\$XXX/minute + \$XXX surcharge per call	

Total Bid Price for Option Period #3			
---	--	--	--

Total Bid Evaluation Price = Sum of Total Bid Prices for Tables 1, 2, 3 and 4.
Total Bid Evaluation Price: \$XXX (insert sum of Total Bid Prices for Tables 1, 2, 3 and 4)

3.0 HST, GST or QST

- (a) All prices and amounts of money in the contract are exclusive of Goods and Services Tax (GST), Harmonized Sales Tax (HST) or Québec Sales Tax (QST), as applicable, unless otherwise indicated. The GST, HST or QST, whichever is applicable, is extra to the price herein and will be paid by Canada.

Annex C – Security Requirement Check List

Government of Canada Gouvernement du Canada	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> RECEIVED JUN 16 2014 </div>	Contract Number / Numéro du contrat 21120-12-9364 (Amptt 1)
		Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	Correctional Services Canada (CSC)	2. Branch or Directorate / Direction générale ou Direction Technical Services - Electronic Security Systems
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Provision and on-going maintenance of an Inmate Telephone System		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.) <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>
TOP SECRET <input type="checkbox"/>		TOP SECRET <input type="checkbox"/>
TRÈS SECRET <input type="checkbox"/>		TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) <input type="checkbox"/>
TRÈS SECRET (SIGINT) <input type="checkbox"/>		TRÈS SECRET (SIGINT) <input type="checkbox"/>

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Security Classification / Classification de sécurité





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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Oui Yes / Oui

If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Oui Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Oui Yes / Oui

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté?

No / Oui Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Oui Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Oui Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Oui Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Oui Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Oui Yes / Oui

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PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
 Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
 Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ		NATO					COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / Renseignements / Biens			✓													
Production																
IT Media / Support TI			✓													
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



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PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Mary Heath		Title - Titre Project Officer	Signature
Telephone No. - N° de téléphone 613-947-5199	Facsimile No. - N° de télécopieur (613) 996-9421	E-mail address - Adresse courriel mary.heath@csc-scc.gc.ca	Date 13 June 2014
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Robert Watie CSC (NHQ) Contract Security Analyst (T) 613-944-6665 / (F) 613-947-4438 robert.watie@csc-scc.gc.ca		Title - Titre Security Analyst	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date JUN 16 2014
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Alexandre Giguère		Title - Titre	Signature
Telephone No. - N° de téléphone 613-947-9858	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature jacques Saumur
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date 02-JULY-2014

Jacques Saumur
Contract Security Officer, Contract Security Division
Jacques.Saumur@tpsgc-pwgsc.gc.ca
Tel/Tél - 613-948-1732 / Fax/Télec - 613-954-4171

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Security Classification / Classification de sécurité

Canada



Annex D Evaluation Criteria

1.0 Technical Evaluation:

1.1 The following elements of the proposal will be evaluated and scored in accordance with the following evaluation criteria.

- Mandatory Technical Criteria

It is **imperative** that the proposal **address each of these criteria** to demonstrate that the requirements are met.

1.2 LISTING EXPERIENCE WITHOUT PROVIDING ANY SUBSTANTIATING DATA TO SUPPORT WHERE, WHEN AND HOW SUCH EXPERIENCE WAS OBTAINED WILL RESULT IN THE STATED EXPERIENCE NOT BEING CONSIDERED FOR EVALUATION PURPOSES.

1.3 All experience must be strictly work-related. Time spent during education and/or training will not be considered, unless otherwise indicated.

1.4 Experience must be demonstrated through a history of past projects, either completed or on-going.

1.5 References must be provided for each project/employment experience.

III. References must be presented in this format:

- a. Name;
- b. Organization;
- c. Current Phone Number; and
- d. Email address if available

1.6 Response Format

I. In order to facilitate evaluation of proposals, it is recommended that bidders' proposals address the mandatory criteria in the order in which they appear in the Evaluation Criteria and using the numbering outlined.

II. Bidders are also advised that the month(s) of experience listed for a project or experience whose timeframe overlaps that of another referenced project or experience will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

III. For any requirements that specify a particular time period (e.g., 2 years) of work experience, CSC will disregard any information about experience if the technical bid does not include the required month and year for the start date and end date of the experience claimed.

IV. CSC will also only evaluate the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.



#	Criterion	Proposal Ref.
M1	<p>The Bidder must have completed one (1) project implementing a direct-dial telephone service used to make outgoing local and long-distance calls. The service must have been delivered in a <u>correctional environment for inmates</u>*.</p> <p>This reference project must demonstrate service duration of a minimum of three (3) years to a single client organization within ten (10) years prior to the date of bid closing and must have included all of the following:</p> <ol style="list-style-type: none">1. The ability to monitor, control, and report on Inmate Telephones use:<ol style="list-style-type: none">a. by individual Inmate Telephone;b. by Inmate;c. by Institution;d. by Province,e. by Region. (a group or subset of all institutions)f. by National/All Institutions2. The provision of Inmate Telephones, Inmate Telephone enclosures and Inmate Telephone Workstations;3. A Database;4. Reporting capabilities. <p>Refer to sections 3.1, 3.4, 5.1, 5.2.2, 5.2.3, 5.3, 5.5, 5.7 and , 5.8 of the SOW.</p> <p>The following information must be included with each project reference:</p> <ol style="list-style-type: none">i. The client organization;ii. Project name;iii. The dates/duration of the project;iv. A description of the project including scope, timelines, and outcomes;v. A description of the Inmate Telephone solution provided;vi. A description of the Inmate Telephone services provided; andvii. A professional reference that can attest the experience. <p>*<u>correctional environment for inmates</u> in which offenders are incarcerated are defined as Canadian provincial jails, youth corrections facilities, remand centres, and/or federal correctional facilities.</p>	



M2	<p>The Bidder's proposed ITS must provide a minimum of three (3) levels of profiles for access privileges which must include the following for each level of profile:</p> <p>For each level of profile, the ITS must be able to:</p> <ul style="list-style-type: none">• view all Users and all their access privileges;• track one, some, or all Users' activity; and• produce reports on Users' activity (including the email addresses of those Users) <p>Refer to description below and in section 5.6.3 of the SOW.</p> <p>Institutional Profiles – Must be able to read all information stored in the ITS but modify only information for the Institution. The operational roles for these Users are as follows:</p> <ol style="list-style-type: none">i. Visits and Correspondence (V&C)ii. Security Intelligenceiii. Finance <p><u>Regional Profiles – Must be able to read all information stored in the ITS but modify only information for the Region. The operational roles for these Users are as follows:</u></p> <ol style="list-style-type: none">i. Security Intelligenceii. Security Analystiii. Finance <p><u>Provincial / National / All Institutions* Profiles</u> – Must be able to access to all information. The operational roles for these Users are as follows:</p> <ol style="list-style-type: none">i. Technical Authority – access to all information in every regardii. Security Intelligenceiii. Finance <p>Bidders must provide the following information to substantiate their response: A copy of a report and/or a screen capture that demonstrates the requirement described above.</p> <p><u>*Provincial / National / All Institutions</u> is for purposes of evaluation only.</p>	
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M3	<p>The Bidder's proposed ITS must have a graphic user interface (GUI) accessible through the ITS Workstations that includes control mechanisms for Users to set, update, delete, and override functions at the Institutional, Regional, and <u>Provincial / National / All Institutions*</u> levels.</p> <p>Refer to section 5.7.2.1 of the SOW.</p> <p>Bidders must provide the following information to substantiate their response: A copy of a report and/or a screen capture that demonstrates the requirement described above.</p> <p><u>*Provincial / National / All Institutions</u> is for purposes of evaluation only.</p>	
M4	<p>The Bidder's proposed ITS GUI must produce reports from and perform searches of Database information based on queries performed by Users at various User levels at the ITS Workstation terminals.</p> <p>Refer to section 5.8 of the SOW.</p> <p>Bidders must provide the following information to substantiate their response: A copy of a report and/or a screen capture that demonstrates the requirement described above.</p>	
M5	<p>The Bidder's proposed ITS must provide Users with then-current information on the ITS which must include all of the following:</p> <ul style="list-style-type: none">• A listing of all User accounts for an Institution;• The Inmate Profile for each Inmate in the Institution;• A record of Inmate-by-Inmate ITS use; and• Reporting mechanisms on ITS settings and Inmate usage. <p>Refer to section 5.7.1.2 of the SOW.</p> <p>Bidders must provide the following information to substantiate their response: A copy of a report and/or a screen capture that demonstrates the requirement described above.</p>	



M6	<p>The Bidder's proposed ITS must provide Users with an administrative tool to Add an Inmate Profile which must include all the following information:</p> <p>Inmate Information:</p> <ul style="list-style-type: none">i. Inmate's last nameii. Inmate's first nameiii. Inmate's preferred language (French/English)iv. Inmate's PIN, including the ability to have a new PIN generated and assigned by the ITSv. Inmate's FPS numbervi. A designation of "Released"vii. The Institution to which the new Inmate Profile will be assigned <p>TIAS Information:</p> <ul style="list-style-type: none">i. TIAS requiredii. Exclusion period start dateiii. Exclusion period end dateiv. TIAS account information, including the ability to have new TIAS equipment assigned by the ITS (only one piece of TIAS equipment at a time can be assigned to a specific Inmate) <p>Personal Call List blocking:</p> <ul style="list-style-type: none">i. Personal Call List blocking enabled or disabledii. Blocked start dateiii. Blocked end dateiv. Which User set the Blocked Period and at which level (Institutional, Regional and <u>Provincial / National / All Institutions*</u>) <p>Total calls:</p> <ul style="list-style-type: none">i. Total calls duration, in minutes per dayii. Total number of calls per dayiii. Start dateiv. End date <p>Account Information:</p> <ul style="list-style-type: none">i. Account Balanceii. Transactions <p>Refer to section 5.7.2.3 of the SOW.</p> <p>Bidders must provide the following information to substantiate their response: A screen capture and/or technical specification sheet of the administrative tool that demonstrates the system's capability to enter the required information. <u>*Provincial / National / All Institutions</u> is for purposes of evaluation only.</p>	
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M7	<p>The Bidder's proposed ITS must provide Users with an administrative tool to Edit an Existing Inmate Profile which must include all the following information:</p> <p>Inmate Information:</p> <ul style="list-style-type: none">i. Inmate's last nameii. Inmate's first nameiii. Inmate's preferred language (French/English)iv. Inmate's PINv. Inmate's FPS numbervi. A designation of "Released"vii. The Institution to which the Inmate Profile will be transferredviii. Call in progress, with the ability to reset the Inmate's TIAS status in the event of a technical issue <p>TIAS Information:</p> <ul style="list-style-type: none">i. TIAS requiredii. Exclusion period start dateiii. Exclusion period end dateiv. TIAS account information, including the ability to have the account suspendedv. Reason for TIAS suspension <p>Personal Call List blocking:</p> <ul style="list-style-type: none">i. Personal Call List blocking enabled or disabledii. Blocked start dateiii. Blocked end date <p>Which User set the Blocked Period and at which level (<u>Institutional, Regional, and Provincial / National / All Institutions*</u>)</p> <p>Total calls:</p> <ul style="list-style-type: none">i. Total calls duration, in minutes per dayii. Total number of calls per dayiii. Start dateiv. End date <p>Account Information:</p> <ul style="list-style-type: none">i. Account Balanceii. Transactions <p>Refer to section 5.7.2.4 of the SOW.</p> <p>Bidders must provide the following information to substantiate their response:</p> <p>A screen capture and/or technical specification sheet of the administrative tool that demonstrates the system's capability to edit, enter and save the required information.</p> <p><u>*Provincial / National / All Institutions</u> is for purposes of evaluation only.</p>	
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M8	<p>The Bidder's proposed ITS must provide Users with an administrative tool to search Inmate Profile Administration which must include all the following information:</p> <ol style="list-style-type: none">1. A GUI search screen which must include all the following options:<ol style="list-style-type: none">a) Inmate Last Nameb) Inmate First Namec) TIAS account informationd) Inmate PINe) Inmate FPS numberf) Verification of Institutional Level (Institutional, Regional, and Provincial / National* / All Institutions)2. This tool must provide the ability to access the "Add an Inmate Profile" functionality as described in Section 5.7.2.3.3. This tool must provide the ability to direct the search to "Search in All Institutions". <p>Refer to sections 5.7.2.5 through 5.7.2.7 of the SOW.</p> <p>Bidders must provide the following information to substantiate their response: A screen capture and/or technical specification sheet of the administrative tool that demonstrates the system's capability to search for the required information.</p> <p><u>*Provincial / National / All Institutions</u> is for purposes of evaluation only.</p>	
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M9	<p>The Bidder's proposed ITS must provide Users with an administrative tool for Security Administration which must include all the following information:</p> <ul style="list-style-type: none">a) Institutional, Regional, and Provincial / National / All Institutions* (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:<ul style="list-style-type: none">i. Weekdays (with a minimum of 4 distinct time periods that can be set by the User)ii. Weekends (with a minimum of 4 distinct time periods that can be set by the User)iii. Special in service periods, setting:<ul style="list-style-type: none">1. Start time2. End time3. Start date4. End datec) Blocked Period:<ul style="list-style-type: none">i. Blocking enabled or disabledii. Blocked start dateiii. Blocked end dateiv. Which User set the Blocked Period and at which level (Institutional, Regional, and Provincial / National / All Institutions*)v. A summary of the existing Blocked Period if it is not at the level of the current User and supersedes his/her accessd) Private Call Restrictions, allowing the User to set a maximum call duration from 1 minute to an unlimited duration, a maximum number of calls allowed per day, or any combination thereof.e) Inmate Telephone Active Status, allowing the User to disable targeted Inmate Telephones by:<ul style="list-style-type: none">i. Individual Inmate Telephone setii. Rangeiii. Living Unit (often a discrete building on the Institution campus) <p>Refer to section 5.7.2.8 of the SOW</p> <p>Bidders must provide the following information to substantiate their response:</p> <p>A screen capture and/or technical specification sheet of the administrative tool that demonstrates the system's capability to view and edit the times at which Inmate Telephones are available for use.</p> <p><u>Provincial / National / All Institutions</u> is for purposes of evaluation only.</p>	
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M10	<p>The Bidder's proposed ITS must provide Users with an administrative tool for Common Call List Management which must include the following:</p> <ul style="list-style-type: none">• Allow the User to display the telephone numbers appearing in Common Call List of Institutions individually, Regionally, as well as the capability to report/display at an additional level (i.e. Provincially / Nationally or All Institutions).• Allow the User to add, modify, or delete a telephone number from the Common Call List(s) of the selected domain. <p>Refer to sections 5.7.2.9 through 5.7.2.12 of the SOW.</p> <p>Bidders must provide the following information to substantiate their response: A screen capture and/or technical specification sheet of the administrative tool that demonstrates the system's capability to report/display, add, modify, or delete a telephone number in common call lists.</p>	
M11	<p>The Bidder's proposed ITS must provide Users with an administrative tool for Personal Call List Management which must include the following:</p> <ul style="list-style-type: none">• Allow the User to display the telephone numbers appearing in Personal Call Lists of Inmates;• Allow the User to add or delete a telephone number from the Personal Call List(s) of the selected domain. <p>Refer to sections 5.7.2.13 and 5.7.2.14 of the SOW.</p> <p>Bidders must provide the following information to substantiate their response: A screen capture and/or technical specification sheet of the administrative tool that demonstrates the system's capacity to display, add and delete telephone numbers in personal call lists.</p>	



M12	<p>The Bidder's proposed ITS must provide Users with an administrative tool to Modify an Existing Private Number which must include the following:</p> <ul style="list-style-type: none">a) Number accessible or denied to the Inmate; if denied, the reason for the denial must be displayed;b) Telephone number;c) Inmate's preferred language (English/French);d) Whether the number belongs to an organization or person:<ul style="list-style-type: none">i. Organization name, if applicableii. Person data, if applicable:<ul style="list-style-type: none">1. Last Name2. First Name3. Relationship to Inmatee) Street address;f) City;g) Province/State;h) Postal/Zip code;i) Comments (a text box with a capacity of at least 200 characters);j) Number characteristics:<ul style="list-style-type: none">iii. DTMF blocked (Note: the default status must be "blocked")iv. Maximum call duration in minutes/callv. Maximum call frequency in calls/day (0 – unlimited)k) Blocked period:<ul style="list-style-type: none">vi. Blocking enabled or disabledvii. Blocked start dateviii. Blocked end date <p>The tool must also display, at a minimum, the history of the last five (5) denials of access to the target telephone number, if applicable, with the following information:</p> <ul style="list-style-type: none">a) Reason for denial (a text box with a capacity of at least 200 characters);b) Created by;c) Creation date. <p>Refer to sections 5.7.2.15 and 5.7.2.16 of the SOW.</p> <p>Bidders must provide the following information to substantiate their response:</p> <p>A screen capture and/or technical specification sheet of the administrative tool that demonstrates the system's capacity to modify the required information using the ITS GUI.</p>	
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M13	<p>The Bidder's proposed ITS must provide Users with an administrative tool to Search a Phone Number which must include the following:</p> <p>Identification of whether or not a specified Inmate Profile by PIN has/had access to a specified telephone number at a specified date and time.</p> <p>Refer to section 5.7.2.17 of the SOW.</p> <p>Bidders must provide the following information to substantiate their response: A screen capture and/or technical specification sheet of the administrative tool that demonstrates the system's capacity to search telephone numbers by Inmate.</p>	
M14	<p>The Bidder's proposed ITS must provide Users with an administrative tool to Search Phone Number in All Lists which must include the following:</p> <p>Identification, by telephone number, if a specified telephone number exists in any Common Call Lists or Personal Call Lists and display the Lists in which that number appears.</p> <p>Refer to section 5.7.2.18 of the SOW.</p> <p>Bidders must provide the following information to substantiate their response: A screen capture and/or technical specification sheet of the administrative tool that demonstrates the system's capacity to search telephone numbers.</p>	
M15	<p>The Bidder's proposed ITS must provide Users with an administrative tool to Test Inmate Telephone Availability which must include the following:</p> <p>Determine the availability of an Inmate Telephone by the following levels: Region, Institution, Location within the Institution, and Inmate Telephone number.</p> <p>Refer to sections 5.7.2.19 and 5.7.2.20 of the Statement of Work.</p> <p>Bidders must provide the following information to substantiate their response: A screen capture and/or technical specification sheet of the administrative tool that demonstrates the system's capacity to determine telephone usage.</p>	



M16	<p>The Bidder's proposed ITS must provide Users with an administrative tool for Financial Management which must include the following:</p> <p>Allow Users to search, modify, and display the financial transactions associated with an Inmate Profile conducted from the moment of inquiry to three (3) months prior, by entering an Inmate's PIN or FPS number. The following information must be displayed:</p> <ul style="list-style-type: none">a) Account Information:<ul style="list-style-type: none">i. Inmate's last nameii. Inmate's first nameiii. TIAS account informationiv. Inmate's PINv. Inmate's FPS number (updatable from this display)b) Refund Information:<ul style="list-style-type: none">i. Whether the refund was a complete refund or a partial refundii. Amount of refundiii. Comments (a text box with a minimum capacity of 200 characters) <p>Refer to sections 5.7.2.21 and 5.7.2.22 of the Statement of Work.</p> <p>Bidders must provide the following information to substantiate their response:</p> <p>A screen capture and/or technical specification sheet of the administrative tool that demonstrates the system's capacity to search, modify, and display the financial transactions associated with an Inmate Profile.</p>	
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M17	<p>The Bidder's proposed ITS must provide Users with an administrative tool for Institution Management which must include the following:</p> <p>Allow Users to view the following information about the location of a specified Institution:</p> <ul style="list-style-type: none">a) Institutional Numberb) Regionc) Provinced) Namee) Security Levelf) Addressg) Time Zone <p>The tool must also allow the User to toggle on or off the requirement for TIAS accounts to access the Inmate Telephones of that Institution.</p> <p>Refer to sections 5.7.2.23 and 5.7.2.24 of the Statement of Work.</p> <p>Bidders must provide the following information to substantiate their response: A screen capture and/or technical specification sheet of the administrative tool that demonstrates the system's capacity to view information about the location of a specified Institution.</p>	
M18	<p>The Bidder's proposed ITS must provide an administrative tool for Audio Announcements which must include the following:</p> <p>Allow Users to add, enable, disable, organize, and delete recorded audio messages that will be delivered to Inmates during the initial connection period of their calls.</p> <p>Refer to sections 5.7.2.26 of the Statement of Work.</p> <p>Bidders must provide the following information to substantiate their response: A screen capture and/or technical specification sheet of the administrative tool that demonstrates the system's capacity to add, enable, disable, organize, and delete recorded audio messages.</p>	



M19	<p>The Bidder must provide a User Help Desk function that includes all of the following;</p> <ul style="list-style-type: none">i. An email address and telephone number (including a toll-free number), in order to respond to queries that may include, but not be limited to, assistance with the use of the features and functions of the ITS in both official languages; andii. A telephone messaging service system to capture messages left by Users outside of the customer service hours. <p>Bidders must provide the following information to substantiate their response:</p> <ul style="list-style-type: none">1. A copy of an internal policy and/or corporate document which addresses customer service function described above.	
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