



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 43 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, digital subscriber line access multiplexers (DLSAMs), 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 not be a Voice-Over-IP (VOIP) or a cellular/wireless solution. Cellular or wireless communication devices are prohibited inside CSC institutions.
- 3.3 The ITS must provide the CSC’s interception system with an analog audio signal only (see Section 8.0 – Interception of Inmate Telephone Calls).
- 3.4 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.
- 3.5 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.
- 3.6 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.

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 put forward by the Contractor, must be implemented and provided to CSC and Inmates at no additional cost, once they are approved by the TA.
- 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 and special purpose Inmate Telephone enclosures installed within current and future CSC Institutions at locations to be assigned by the Institution(s). For a description of the Inmate Telephones and Inmate Telephone enclosures, 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 All 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 G 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 the Contractor propose a method to provide access that differs 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 G to this Annex). CSC owns these carts and, if more carts are determined to be required at the sole discretion of CSC, CSC will purchase additional carts where applicable.

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 dialed by an Inmate must be subject to screening by the ITS. A call must only be completed if it is on the Inmate's Personal Call 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 and on an Institutional Common Allow List the ability to dial extra digits once the phone number is input must be removed. For select numbers on Personal Call Lists and 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. Each type of call will have one rate applied to all calls of that type, regardless of time of day, day of week, or special event (such as statutory holidays). The rate for one type of call must be consistent across all Institutions in Canada. 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. NOTE: The list of countries to which inmates must be able to place collect calls appears as Appendix E – Required Collect Call Destination Countries.
13. 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 noted 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 noted even though a local call would be.
14. 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. An exception will be made in instances where there is a requirement for the inmate to interact with a "live" operator during certain international collect calls. This exception only applies to international collect calls to countries that do not use an automated system but only employ "live" operators to facilitate collect calls.
15. 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. While NTP from any reliable source can be used to synchronize the recorder, the network at an Institution is private with no outside connection to the internet. Because of this, only GPS time synchronization is possible.

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 a minimum of the twelve preceding months.
- 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 institutions in 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. Security Analyst (read only, with no modification rights)
 - iv. 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. 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) Total calls:

- i. Total calls duration, in minutes per day
- ii. Total number of calls per day
- iii. Start date
- iv. End date

d) Account Information:

- i. Account Balance

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. It must be possible for the User to set these parameters for all Inmate Telephones for an Institution or for an individual inmate. In all cases, whichever state is the more restrictive will take precedence.

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, by Institution, 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:
 - i. Set a maximum call duration from 1 minute to an unlimited number of minutes
 - ii. Set the maximum number of calls allowed per day based on a total of all call attempts in a day (i.e. not based on total call attempts to a particular telephone number)
 - iii. Set any combination of *i* and *ii* above (e.g. can place no more than 10 calls in a day, but only 5 can be to Sally – meaning that the inmate can still place another 5 calls, but none of them can be to Sally)
- 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) Contact'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 with a capacity 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, process a refund, 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 for a specified time period. This function must be able to be applied by individual inmate, group of inmates, or all inmates at the 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. Regional Users with write permissions can add or delete telephone numbers in any Personal Call Lists or Common Call Lists in their Region and National Users can do so throughout Canada.

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
(includes Domestic Overseas and International long-distance calls)
- h) Long-distance calls terminating internationally – collect
(includes Domestic Overseas and International long-distance calls)

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 **Targeted Telephone Numbers** – a report displaying information on identified telephone numbers (not numbers associated to telephones within ITS) for a maximum period of no less than 6 consecutive months.

5.8.3.11 **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).

5.9.1.6 The Contractor must provide the ability to report services and support issues by email. The Contractor must provide to the CSC individual responsible for the email: an acknowledgment of receipt, a summary of next steps, and a tentative timeframe.

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 dialled 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 dialled 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 dialled 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 F) 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.) and can include cellular telephone numbers. 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 D – Personal Call List Relationships.
- 6.3.3 Any number added into an Inmate's Personal Call Allow List must have, at a minimum, the following pieces of information:
- a) Name of Contact (mandatory field)
 - b) Relationship to Inmate (mandatory field)
 - c) Phone number (mandatory field)
 - d) Address of Contact (optional field)
 - e) User entering number to Allow List (automatically generated by system)
 - f) Date added (automatically generated by system)

- 6.3.4 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.**
- 6.3.5 Any number entered into an Inmate's Personal Call Deny List must have, at a minimum, the following pieces of information:
- a) Name of Contact (mandatory field)
 - b) Relationship to Inmate (mandatory field)
 - c) Phone number (mandatory field)
 - d) Reason for denial (mandatory field)
 - e) User entering number to Deny List (automatically generated by system)
 - f) Date entered (automatically generated by system)
- 6.3.6 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.
- 6.3.7 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.
- 6.3.8 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.
- 6.3.9 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 May 2016, there were approximately 15,000 Inmates housed in 43 correctional facilities (comprised of six maximum security, nine medium security, five minimum security, 12 multilevel security, and 11 clustered institutions), 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 11 – 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. The following describes some relevant elements of the devices:
- a) The Ethernet switch is used solely to interconnect the Eventide recorder with local workstations for querying the recorder and to connect to the DSL modem. The switch is CSC owned and maintained.
 - b) The Ethernet Switch has no connection to any other institution Local or Wide Area Network or equipment.
 - c) The ITS network is a private network and the recorder is part of the same network with an IP address assigned by the ITS provider within the appropriate subnet.
 - d) The meta-data derived from the DTMF (inmate PIN, calling number and called number) is encoded and passed to the Eventide system via the Ethernet interface (DSLAM connection to the recorder). The analog feed to the Eventide recorder contains only the inmate conversation, no DTMF tones are passed to the Eventide recorder over the analog lines.
 - e) Currently the metadata is provided in an IP packet in a hexadecimal format containing the PIN number, the payphone number, and the number dialed, as follows:
 - i. INFO Address: 10.111.28.130:15000

ii. INFO Sending Message:

[A55A0F010A010A002A0A000A393534373932380A343033383
233393632350A343033383330373333370A]

iii. WARN Response: [30 30]

- 8.5 Other methods of interfacing the ITS with CSC's interception system are acceptable as long as they meet the basic interception requirements. Any and all interfacing to the recorder, and any related costs, must be the Contractor's responsibility.
- 8.6 Please refer to the diagram appearing as Appendix H – ITS Basic Recording Schematic that portrays the decision tree dependent on information provided in the meta-data that is sent to the Eventide system.

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 43 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. This data includes all Inmate Profile information as detailed in Section 5.7.2.3, the Institutional Common Call Lists, the Personal Call List information for each inmate, and the listing of all user accounts and the privileges associated with each account. In it anticipated that the size of this data will be +/- 100 Gigabytes.
 - 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) Prairie 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.

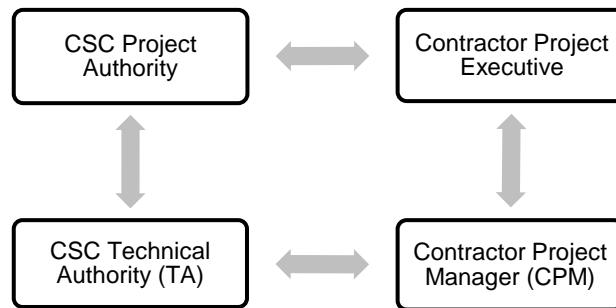
14.5.2 When accessing the Inmate Telephone, the Inmate must hear either English or French speech, determined by the Language Preference of his or her Inmate Profile, from an automated operator or if they hear any prompts or messages.

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 ACRONYMS AND TERMS

| 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. |
| Long Distance – Domestic Overseas | <p>The term used to describe long distance calls made to telephone numbers that are part of the North American Numbering Plan (10-digit number: 123-456-7890), but are not locating in Canada or the United States of America. For example: A call made to Puerto Rico (area code 787 or 939) would be a Domestic Overseas call.</p> <p>There are also some US numbers that are considered Domestic Overseas. For example: A call to Guam (American military installation in the Pacific Ocean) would be a Domestic Overseas call.</p> |
| Long Distance – International | The term used to describe long distance calls made to telephone numbers that terminate in countries outside of Canada and the United States that do not use the North American Numbering Plan (see Long Distance – Domestic Overseas, above). Typically, these calls would require using International Direct Dialing and international call prefixes. |
| 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 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 FPS # | Alphanumeric |
| Inmate TIAS account information | Alphanumeric |
| Inmate TIAS PIN | Numeric |
| Inmate Language | English/French |
| Active/Released | Y/N |
| Call Blocking in effect | Y/N |
| Call Blocking start date | yyyy/mm/dd |
| Call Blocking end date | yyyy/mm/dd |
| Call Duration limit | Hrs : mins : secs |
| Elapsed Time Allowance | yyyy/mm/dd |
| Call Duration limit start date | yyyy/mm/dd |
| Call Duration limit end date | yyyy/mm/dd |
| TIAS Required | Y/N |
| TIAS Required start date | yyyy/mm/dd |
| TIAS Required end date | yyyy/mm/dd |

| | |
|---|--|
| Report Name: | INMATE PRIVATE ACCESS LIST |
| Report Purpose: | Listing the allowances and restrictions, provided by Inmate. |
| Type of Report: | List |
| 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 | |
| Report Fields, Sorted By “Inmate Last Name” | Field Type: |
| Inmate Last Name | Text |
| Inmate First Name | Text |
| Inmate PIN | Numeric |
| Inmate FPS # | Alphanumeric |
| Target Telephone # | ### -#### |
| Date number added | yyyy/mm/dd |
| User that added/modified number | Text |
| Inmate Access/Deny Status for that number | Access/Deny |
| Relationship of target telephone owner to Inmate | Text |
| Comments | Text |
| Address of Contact | Text |
| Maximum call duration for target number | Hrs : mins : secs |
| Maximum allowable number of calls to target number | Numeric |
| Expected Language of use for calls to target number | English/French |
| Comments | Text |
| Telephone # Matches Deny Pattern | Y/N |
| DTMF Blocked | Y/N |
| DTMF Blocking Start Date | yyyy/mm/dd |
| DTMF Blocking 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"> ○ The time zone(s) requested from a drop-down list ○ Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) ○ Period End Date for which the report is requested (yyyy/mm/dd/hr/min) | |
| Option boxes for number of records to display (10, 50,100) | |
| Option boxes for ordering the display (Call Volume/Total Duration of calls) | |
| Report Fields, Sorted By filter above | Field Type: |
| Inmate Last Name | Text |
| Inmate First Name | Text |
| Inmate PIN | Numeric |
| Inmate FPS | Alphanumeric |
| Call Volume (number of calls made during the requested period) | Numeric |
| Total Duration of calls | Hr/min/sec |
| Average Call Duration | Hr/min/sec |

| | | |
|---|---|--|
| Report Name: | INMATE CALL ACTIVITY | |
| Report Purpose: | List all numbers called by an identified Inmate or range of Inmates | |
| Type of Report: | Investigative | |
| Filters Required: | | |
| Geographic choice from a drop-down list: National / Regional / Institution or Inmate – identified by PIN and/or FPS # | | |
| Inmate status by option box: Active / Released / Active and released | | |
| Timeframe for report, including: <ul style="list-style-type: none"> ○ The time zone(s) requested from a drop-down list ○ Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) ○ Period End Date for which the report is requested (yyyy/mm/dd/hr/min) | | |
| Call Disposition Filtering Choices By Option Box: | | |
| By Completed Status: | By Completed Status: | By Completed Status: |
| Completed | Schedule in curfew mode | Name Record Failure (name of Inmate not in system) |
| Max call Duration reached | Outside service schedule | Missing 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 "Inmate Last Name" | | 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 |
| 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: | 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"> ○ The time zone(s) requested from a drop-down list ○ Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) ○ Period End Date for which the report is requested (yyyy/mm/dd/hr/min) | | |
| Call Disposition Filtering Choices By Option Box: | | |
| 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: | INMATE AVAILABLE FUNDS |
| Report Purpose: | Display a status, by Inmate, of available funds |
| Type of Report: | Financial |
| Filters Required: | |
| Geographic choice from a drop-down list: National / Regional / Institution or Inmate – identified by PIN and/or FPS # | |
| Inmate status by option box: Active / Released / Active and released | |
| Date for report, including: <ul style="list-style-type: none"> ○ The time zone(s) requested from a drop-down list ○ Date for which the report is requested (yyyy/mm/dd/hr/min) | |
| Report Fields, Sorted By “Inmate Last Name” | Field Type: |
| Inmate Last Name | Text |
| Inmate First Name | Text |
| Inmate FPS | Alphanumeric |
| Inmate PIN | Numeric |
| Funds available | Numeric |
| As of date | yyyy/mm/dd |

| | |
|---|--|
| 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"> ○ The time zone(s) requested from a drop-down list ○ Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) ○ Period End Date for which the report is requested (yyyy/mm/dd/hr/min) | |
| Report Fields, Sorted By “Transaction Date” | Field Type: |
| 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"> ○ The time zone(s) requested from a drop-down list ○ Period Start Date for which the report is requested (yyyy/mm/dd/hr/min) ○ Period End Date for which the report is requested (yyyy/mm/dd/hr/min) | |
| Report Fields, Sorted By “Transaction Date” | Field Type: |
| 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 May 1, 2016.

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.). In some cases, the "Address" entry for a more remote Institution has been provided with the latitude and longitude of the Institution's physical location.

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 | 19 | 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 | 15 | 3 |
| | Springhill Institution | 330 McGee Street, PO Box 2140, Springhill, NS, B0M 1X0 | 43 | 3 |
| | <i>Westmorland Institution</i> (Dorchester-Min.) | 4902 A Main Street, Dorchester, NB, E4K 2Y9 | 20 | 3 |
| Regional Subtotals | | | 124 | 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 | 34 | 3 |

| Region | Institution / Site | Address | Minimum No. of Inmate Phones | Minimum No. of Workstations |
|---------------------------|---|---|------------------------------|-----------------------------|
| | <i>Beaver Creek Institution</i> (Beaver Creek-Min.) | Beaver Creek Drive, PO Box 1240, Gravenhurst, ON, P1P 1Y2 (Lat. 44.9636; Long. -79.2994) | 21 | 3 |
| | <i>Collins Bay Institution</i> (Collins Bay) | 1455 Bath Road, PO Box 190, Kingston, ON, K7L 4V9 | 43 | 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 (Lat. 44.3584; Long. -76.352) | 49 | 3 |
| | Millhaven Institution | Highway 33, PO Box 280, Bath, ON, K0H 1G0 (Lat. 44.1975; Long. -76.752) | 42 | 3 |
| | <i>Pittsburgh Institution</i> (Joyceville-Min.) | 3766 Highway 15, PO Box 4510, Kingston, ON, K7L 5E5 | 20 | 3 |
| | Warkworth Institution | County Road 29, PO Box 760, Campbellford, ON, K0L 1L0 (Lat. 44.2122; Long. -77.8075) | 34 | 3 |
| Regional Subtotals | | | 315 | 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 | 18 | 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 (Lat. 49.289; Long. -121.96) | 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 | 29 | 3 |

| Region | Institution / Site | Address | Minimum No. of Inmate Phones | Minimum No. of Workstations |
|---------------------------|--|--|------------------------------|-----------------------------|
| | William Head Institution | 6000 William Head Road, Victoria, BC, V9C 0B5 | 6 | 3 |
| Regional Subtotals | | | 165 | 28 |
| Prairie | Regional Headquarters | 2313 Hanselman Place, PO Box 9223, Saskatoon, SK, S7K 3X5 | 0 | 1 |
| | Bowden Institution | Highway 2, PO Box 6000, Innisfail, AB, T4G 1V1 (Lat. 51.9761; Long. -114.008) | 31 | 3 |
| | Drumheller Institution | Highway 9, PO Box 3000, Drumheller, AB, T0J 0Y0 | 35 | 3 |
| | Edmonton Institution | 21611 Meridian Street, PO Box 2290, Edmonton, AB, T5J 3H7 | 33 | 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 (Lat. 53.8637; Long. -119.143) | 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 (Lat. 49.7582; Long. -109.265) | 2 | 3 |
| | Pê Sâkâstêw Healing Lodge | Highway 2A, PO Box 1500, Hobbema, AB, T0C 1N0 (Lat. 52.8159; Long. -113.472) | 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 | 9 | 3 |
| | <i>Saskatchewan Penitentiary</i> (Sask. Pen.) | 15th Street West, PO Box 1600, Prince Albert, SK, S6V 5R6 (Lat. 53.1979; Long. -105.815) | 49 | 3 |
| | <i>Stony Mountain Institution</i> (Stony Mountain) | Highway 7, PO Box 4500, Stony Mountain, MB, R3C 3W8 (Lat. 50.0819; Long. -97.2253) | 39 | 3 |
| | Willow Cree Healing Centre | PO Box 520, Duck Lake, SK, S0K 1J0 (Lat. 52.8256; Long. -106.297) | 3 | 3 |
| Regional Subtotals | | | 273 | 43 |
| Québec | Regional Headquarters | 3 Place Laval , Suite 200, Laval, QC, H7N 1A2 | 0 | 1 |

| Region | Institution / Site | Address | Minimum No. of Inmate Phones | Minimum No. of Workstations |
|---------------------------|--|--|------------------------------|-----------------------------|
| | <i>Archambault Institution</i> (Archambault) | 242 Montée Gagnon, Sainte-Anne-des-Plaines, QC, J0N 1H0 | 24 | 3 |
| | Cowansville Institution | 400 Fordyce Avenue, Cowansville, QC, J2K 3G6 | 29 | 3 |
| | Donnacona Institution | 1537 Highway 138, Donnacona, QC, G3M 1C9 | 32 | 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 | 41 | 3 |
| | Joliette Institution | 400 Marsolais Street, Joliette, QC, J6E 8V4 | 17 | 3 |
| | La Macaza Institution | 321 Chemin de L'Aéroport, 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</i> (FTC-Min.) | 600 Montée Saint-François, Laval, QC, H7C 1S5 | 16 | 3 |
| | Port-Cartier Institution | Chemin de L'Aéroport, PO Box 7070, Port-Cartier, QC, G5B 2W2 (Lat. 50.0558; Long. -66.8874) | 19 | 3 |
| | <i>Saint-Anne-des-Plaines Inst.</i> (Archambault-Min.) | 244 Montée Gagnon, Sainte-Anne-des-Plaines, QC, J0N 1H0 | 15 | 3 |
| Regional Subtotals | | | 257 | 34 |
| National Totals | | | 1,134 | 152 |

APPENDIX D – 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 |

| Internal Code | Short Description (English) | Short Description (French) |
|----------------------|------------------------------------|-----------------------------------|
| 0034 | UNCLE | ONCLE |
| 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 E – REQUIRED COLLECT CALL DESTINATION COUNTRIES

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.

| Country Code | Destination Country Name | Country Code | Destination Country Name |
|--------------|--------------------------|--------------|--------------------------|
| 54 | ARGENTINA | 853 | MACAU |
| 61 | AUSTRALIA | 60 | MALAYSIA |
| 973 | BAHRAIN | 52 | MEXICO |
| 501 | BELIZE | 212 | MOROCCO |
| 55 | BRAZIL | 31 | NETHERLANDS |
| 673 | BRUNEI | 64 | NEW ZEALAND |
| 56 | CHILE | 595 | PARAGUAY |
| 57 | COLOMBIA | 51 | PERU |
| 506 | COSTA RICA | 63 | PHILIPPINES |
| 385 | CROATIA | 1-787 | PUERTO RICO |
| 357 | CYPRUS | 65 | SINGAPORE |
| 1-809 | DOMINICAN REPUBLIC | 27 | SOUTH AFRICA |
| 372 | ESTONIA | 34 | SPAIN |
| 30 | GREECE | 886 | TAIWAN |
| 502 | GUATEMALA | 66 | THAILAND |
| 36 | HUNGARY | 90 | TURKEY |
| 354 | ICELAND | 44 | UNITED KINGDOM |
| 62 | INDONESIA | 971 | UNIT. ARAB EMIR |
| 972 | ISRAEL | 598 | URUGUAY |
| 1-876 | JAMAICA | 58 | VENEZUELA |
| 81 | JAPAN | | |

APPENDIX F – 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. | Veillez 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. | Veillez 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. |

| Description | English Text | French Text |
|-----------------------------|---|--|
| 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. | Appuyer sur le 1 pour utiliser un compte prépayé ou appuyer sur le 2 pour effectuer un appel à frais virés. |
| LESS THAN 10 MINUTES | | |
| 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 en 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. |

| Description | English Text | French Text |
|------------------------------|--|--|
| 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 | | |
| 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 fond. Vous pouvez appeler le service à nouveau et faire un appel à frais virés pour éviter cet 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 cet inconvénient. |
| NUMBER NOT ALLOWED | | |
| Number Not Allowed | Sorry but you cannot make a call to this number. | Désolé mais vous ne pouvez pas appeler à ce numéro. |
| TOO MANY CALLS | | |

| Description | English Text | French Text |
|------------------|--|---|
| 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 G – 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



APPENDIX H – ITS BASIC RECORDING SCHEMATIC

