

APPENDIX C**GLOSSARY OF TERMS**

For the purpose of IFB 11-126805 and the resulting Contract, the following words and phrases shall have the indicated meanings. (Terms capitalized within a particular definition are defined elsewhere within the IFB or the Contract.)

“**ACMR**” shall mean Adult per Conversation Minute Rates that are uniform for all adult facilities and include costs of IWTS/MAS services moves, adds, and changes as a component of the rates.

“**AFFIXED ASSETS**” shall mean any asset permanently secured to the real property.

“**ASA**” shall mean Average Speed of Answer.

“**AUTHORIZED CDCR STAFF**” shall mean CDCR staff who have been identified by the CDCR Operations Manager to have the ability to have access to the IWTS and/or MAS databases, call data, or other related services..

“**BID**” shall mean a formal response from any Bidder to this IFB.

“**BIDDER**” shall mean one or more entities that submit a response to this IFB.

“**BIDDER’S LIBRARY**” shall mean a CDCR-hosted web-site where a variety of facility-related materials are stored electronically and accessible by a Bidder’s authorized point of contact.

“**BUSINESS PROCESS RE-ENGINEERING**” shall mean changes in Prime Contractor’s processes that may affect State operations.

“**CALL CATEGORY**” or “**CALL CATEGORIES**” shall mean the following billing types for IWTS/MAS calls:

1. Collect Intrastate
2. Collect Interstate
3. Prepaid Intrastate
4. Prepaid Interstate
5. Prepaid International (per country)
6. Prepaid Cellular

“**CALL CONTROL SYSTEM CATEGORIES**” shall mean adult prisons, adult other facilities, adult camps, field offices, and others, as defined in Exhibit 6-J, IWTS Call Control System Categories.

“**CALL DURATION (DEFINABLE FIELD)**” shall mean that a field includes the option to select a duration range in minutes and seconds.

“CALL ELEMENTS” shall mean the specific measurements of IWTS calls used for reporting purposes including Call Attempts, Call Completions, Call Conversation Minutes and Call Revenue.

“CALL SETUP BRANDING” shall mean the first recorded message played to the called party when they answer the IWTS call.

“CALL SETUP FEE” shall mean the fees that are charged by a service provider to establish a connection with a called party. The Contractor shall ensure that there are no Call Setup Fees for any IWTS calls.

“CALL TYPE” shall mean Local, IntraLATA, InterLATA, Interstate or International calls.

“CALL VOLUME” shall mean the measurement used to determine the number of Conversation Minutes.

“CELL PHONE INTERDICTION SOLUTIONS (CIS)” shall mean software and hardware systems for detection, surveillance, extraction, and analysis of all unauthorized cellular wireless communication devices and other contraband items.

“CDCR OPERATIONS MANAGER” shall mean the representative identified by CDCR to use this title.

“CDR” shall mean Call Detail Record.

“CLEC” shall mean Competitive Local Exchange Carrier.

“CONTRACT” shall mean the formal agreement resulting from this solicitation, including a fully executed Std. 213, Standard Agreement, and all of the documents referenced therein.

“CONTRACTS MANAGER” shall mean the Technology Agency Contracts Manager at Statewide Telecommunications and Network Division (STND) who will provide Contract administration, management, and oversight of the Contract with support from Technology Agency Procurement and Contracting Services Branch.

“CONVERSATION MINUTE” (CM) shall mean the duration from acceptance to termination of a call. The duration is defined as the time the Inmate/Ward is connected to the called party after the called party has indicated positive acceptance of the call, until either party disconnects from the call.

“CPUC” shall mean California Public Utilities Commission.

“CRIMINAL INTELLIGENCE” shall mean the combination of credible information with quality analysis information that has been evaluated and used to draw conclusions. Criminal intelligence results from a process involving planning and directing, information collection, processing/collation, analysis, dissemination, and reevaluation (feedback) of information on suspected criminals and/or organization.

“CRS” shall mean the California Relay Service as described in Section 6.3.3.20.2, Interface with California Relay Service (CRS) Call Centers.

“CUSTOM DEFINABLE FIELD” shall mean a field that reflects data existing within the IWTS.

“**DRAFT BID**” shall mean the response submitted by Bidders to the Draft Bid requirements set forth in Section 2.3.3.1, Draft Bid.

“**DTMF**” shall mean Dual Tone Multi-Frequency.

“**FINAL BID**” shall mean the response submitted by Bidders to the Final Bid requirements set forth in Section 2.3.3.2, Final Bid.

“**FULLY INTEGRATED**” shall mean the data transitioned-in shall be accessible (i.e., generate reports, play back recordings, save recordings) for IWTS authorized users to access from an Investigative Workstation or from a State Computer using the Prime Contractor's Hosted IWTS Web-Site application.

“**GUI**” shall mean Graphical User Interface.

“**HARDWIRED**” shall mean the devices that are directly connected with wire.

“**HEARING CARRY OVER**” or “**HCO**” (included in Section 6.3.3.20.4, IWTS TDD/TTY Call Recording Functionality) is for people who can hear but who have difficulty speaking clearly. The HCO user types on a TTY what he or she wishes to say and this is spoken by the relay operator to the other party. The HCO user hears what the other party is saying rather than waiting to receive the typed text on the TTY.

“**HOT NUMBER LIST**” shall mean the list of the numbers which may require the IWTS to notify or send an alarm to the appropriate IWTS Investigative Workstation or CDCR Authorized Staff.

“**IVR**” shall mean Interactive Voice Response that allows a computer to interact with humans through the use of voice and [DTMF](#) keypad inputs.

“**INTERLATA**” shall mean between more than one (1) LATA.

“**INTRALATA**” shall mean within a LATA.

“**INTERNATIONAL CALLS**” shall mean calls to any location outside the United States or Puerto Rico.

“**INTRASTATE CALLS**” shall mean Local, IntraLATA and InterLATA calls.

“**INTERSTATE CALLS**” shall mean calls to any location in the United States including Alaska, Hawaii and Puerto Rico.

“**INVESTIGATIVE WORKSTATION**” shall mean workstations that will be utilized by CDCR Authorized Staff to perform live monitoring and investigative functions as described in Section 6.5.3, IWTS Investigative Workstations.

“**IP**” shall mean Internet Protocol.

“**ISLARRM**” shall mean the total of the Service Level Agreement Rights and Remedies Minutes for IWTS SLA violations for any given period.

“IWTS USER” shall mean a CDCR or Contractor’s staff who are authorized to have access to the IWTS.

“LAN” shall mean Local Area Network.

“LATA” or **“LOCAL ACCESS AND TRANSPORT AREA”** shall mean a geographical and administrative area that is the responsibility of a LEC (Local Exchange Carrier).

“LIVE MONITORING TERMINAL” shall mean the terminals that allow CDCR Authorized Staff to selectively monitor call activity within the Span of Control in real time, and initiate appropriate action as necessary as described in Section 6.4, IWTS Live Monitoring Terminals.

“MAC” shall mean moves, adds, and changes to the IWTS/MAS services. All MACs will use the IWTS/MAS Work Authorization process as described in Attachment 1, Statement of Work, Section 20, Moves, Adds, and Changes of the IWTS/MAS Equipment.

“MANDATORY” shall mean the requirements that Bidder’s must provide a satisfactory response. All Requirements in Section 5, Administrative Requirements, and Section 6, Technical Requirements, are Mandatory.

“MAS” shall mean a managed access system that provides complete, 24-hour continuous blocking of all unauthorized cellular wireless communications within the scope of the facility with the exception of calls to the 9-1-1 Emergency Telephone System, and allow full transmission functionality of authorized cellular devices operating in the same coverage areas

“MD5” shall mean the widely used cryptographic hash function with a 128-bit (16-byte) hash value and is employed in a wide variety of security applications and commonly used to check data integrity.

“MSLARRM” shall mean the total of the Service Level Agreement Rights and Remedies Minutes for MAS SLA violations for any given period.

“NMS” shall mean Network Management Systems.

“NOC” shall mean Network Operations Center.

“OVERLAY” shall mean the message that is played randomly throughout the IWTS call.

“PINS” shall mean Personal Identification Numbers.

“PASSIVE ACCEPTANCE” shall mean the ability to connect IWTS telephone calls to the destination number without the called party pressing a keypad number or voice response.

“PREPAID” shall mean calls paid for in advance by the called party to the Prime Contractor.

“PREPAID ACCOUNT SETUP FEE” shall mean maximum fees that the Contractor shall charge a user to establish a prepaid account.

“PRIME CONTRACTOR” shall mean the entity that is awarded the Contract by the State.

“PRIME CONTRACTOR’S CALIFORNIA DATABASE STORAGE FACILITY” shall mean the location where all IWTS/MAS archived data is stored in California.

“PRIME CONTRACTOR’S PRIMARY DATABASE STORAGE FACILITY” shall mean the location where the Contractor’s system and related IWTS/MAS data is stored.

“QoS” shall mean Quality of Service.

“RADIO SPECTRUM” shall mean the part of the electromagnetic spectrum corresponding to radio frequencies – frequencies between three (3) kHz and 300 GHz.

“RF” shall mean Frequency in the range of electromagnetic spectrum, within which radio waves may be transmitted, from about three (3) khz to about 300k mhz.

“RIGHTS AND REMEDIES MINUTES” shall mean the penalty minutes applied to SLA violations for both IWTS ISLARRM and MAS MSLARRM.

“RUN RATE METHOD” shall mean the calculation whereby on an annual basis, the Prime Contractor will reduce the Adult Conversation Minute Rates (ACMR) and the Youth Conversation Minute Rates (YCMR) by five percent (5%) if the Service Level Agreement Rights and Remedies Minutes (SLARRM) exceeds the Threshold Percentage (TP) of one percent (1%) of the annual Conversation Minutes (CM) of the previous calendar year.

“SLA” shall mean the Service Level Agreements made by the Prime Contractor to meet or exceed specific service criteria within the normal operation of IWTS and MAS.

“SLARRM” shall mean the total of the Service Level Agreement Rights and Remedies Minutes for both IWTS and MAS SLA violations for any given period (ISLARRM + MSLARRM).

“SOFT SWITCH” shall mean a command that can be executed electronically.

“SPAN OF CONTROL” shall mean a specific bank of phones within a facility and IWTS equipment that can be live monitored by a CDCR Authorized User.

“SPEAKER BOX” shall mean an external speaker attached to a live monitoring terminal or investigative workstation to be used as a listening device.

“STATE” shall mean the California Technology Agency, or as Technology Agency may designate, in its sole discretion, any other department, division, or unit of the State of California, any agency or governmental entity of the State of California or any local jurisdiction within the State of California empowered to expend public funds, and their end-users, intended to receive the benefit of the services.

“STOP CLOCK CONDITIONS” shall mean the SLA outage durations for which the Prime Contractor will not accrue Rights and Remedies Minutes (no penalty to Prime Contractor).

“SUBCONTRACTOR” shall mean a third-party entity that provides services on behalf of the Prime Contractor.

“STATEWIDE ADULT” shall mean all of the IWTS telephones at all of the CDCR adult facilities throughout California.

“STATEWIDE YOUTH” shall mean all of the IWTS telephones at all of the CDCR youth facilities throughout California.

“TDM” shall mean Time Division Multiplexing.

“TECHNOLOGY UPGRADE AND MODIFICATION APPROVALS” shall mean changes made by the Prime Contractor to the IWTS/MAS hardware or software that require state approval.

“TELEPHONE ID” shall mean the unique identifier on all IWTS telephones. The unique identification parameters will be provided by the CDCR Operations Manager and will be referenced in all database files.

“THREE-WAY CALLING” shall mean calling that involves connecting three (3) distinct parties.

“THRESHOLD PERCENTAGE” (TP) shall mean the value of one percent (1%).

“TRANSITION-IN” shall mean the process of transitioning from the current IWTS contractor to the IWTS/MAS contractor.

“TRANSITION-OUT” shall mean the process of transitioning from the IWTS/MAS contractor to the future IWTS/MAS contractor.

“TSP” shall mean Telecommunications Service Priority.

“UNAUTHORIZED DEVICE” shall mean any cellular wireless device not approved and identified on the whitelist.

“VOICE CARRY OVER” or **“VCO”** (included in Section 6.3.3.20.4, IWTS TDD/TTY Call Recording Functionality) is for people who are deaf or hard of hearing but who wish to speak through the telephone receiver directly to and be heard by the other party. The relay operator types what is said by the other party and the VCO user reads it on his or her TTY.

“VOIP” shall mean Voice Over Internet Protocol.

“WAN” shall mean Wide Area Network.

“WARD” shall mean a youth offender.

“WARRANT” shall mean a document issued by a legal or government official authorizing the police or some other body to make an arrest, search premises, or carry out some other action relating to the administration of justice.

“WHITELIST” shall mean a list or register of entities that, for one reason or another, are being provided a particular privilege, service, mobility, access or recognition. As a verb, to whitelist can mean to authorize access or grant membership.

“YCMR” shall mean Youth per Conversation Minute Rates that are uniform for all youth facilities and include costs of IWTS/MAS services moves, adds, and changes as a component of the rates.