

File No. 170050

Committee Item No. 2

Board Item No. 38

COMMITTEE/BOARD OF SUPERVISORS

AGENDA PACKET CONTENTS LIST

Committee: Government Audit and Oversight

Date February 16, 2017

Board of Supervisors Meeting

Date February 28, 2017

Cmte Board

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| <input type="checkbox"/> | <input type="checkbox"/> | Motion |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Resolution |
| <input type="checkbox"/> | <input type="checkbox"/> | Ordinance |
| <input type="checkbox"/> | <input type="checkbox"/> | Legislative Digest |
| <input type="checkbox"/> | <input type="checkbox"/> | Budget and Legislative Analyst Report |
| <input type="checkbox"/> | <input type="checkbox"/> | Youth Commission Report |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Introduction Form |
| <input type="checkbox"/> | <input type="checkbox"/> | Department/Agency Cover Letter and/or Report |
| <input type="checkbox"/> | <input type="checkbox"/> | MOU |
| <input type="checkbox"/> | <input type="checkbox"/> | Grant Information Form |
| <input type="checkbox"/> | <input type="checkbox"/> | Grant Budget |
| <input type="checkbox"/> | <input type="checkbox"/> | Subcontract Budget |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Contract/Agreement |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Form 126 – Ethics Commission |
| <input type="checkbox"/> | <input type="checkbox"/> | Award Letter |
| <input type="checkbox"/> | <input type="checkbox"/> | Application |
| <input type="checkbox"/> | <input type="checkbox"/> | Public Correspondence |

OTHER (Use back side if additional space is needed)

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| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Sheriff Memo 01/03/17 |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <u>SHERIFF'S PENALTY - 2/16/17</u> |
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Completed by: Erica Major Date February 10, 2017

Completed by: *JM* Date 2/21/2017

1 [Contract Agreement - Global Tel*Link - Inmate Telephone Services - Anticipated Revenue of
2 More Than \$1,000,000]

3 **Resolution retroactively authorizing the Sheriff's Department to contract with Global**
4 **Tel*Link to provide Inmate Telephone Services, which will memorialize inmate phone**
5 **call rates that reduce the cost of the average local call by 34%, and will result in an**
6 **anticipated revenue to the Inmate Welfare Fund of more than \$1,000,000 over the three-**
7 **year contract term of December 1, 2016, through November 30, 2019, and authorizing**
8 **the Sheriff to exercise the agreement's two one-year options to extend the term for a**
9 **total term not to exceed five years.**

10
11 WHEREAS, San Francisco Charter, Section 9.118, requires that contracts entered into
12 by a department, board or commission having anticipated revenue of one million dollars or
13 more shall be subject to approval of the Board of Supervisors by resolution; and

14 WHEREAS, The Sheriff's Department, held a competitive bid process RFP
15 SHF2015-01 for Inmate Telephone Services; and

16 WHEREAS, A three member panel evaluated and scored the written proposals in
17 accordance with the City approved selection criteria; and

18 WHEREAS, The Contract Monitoring Division determined 14B subcontracting goals do
19 not apply; and

20 WHEREAS, The three member panel determined that Global Tel*Link is the best
21 responsive and responsible proposer; and

22 WHEREAS, The proposed contract agreement with Global Tel*Link to provide inmate
23 telephone services ("Agreement") is on file with the Clerk of the Board of Supervisors in File
24
25

1 No. 170050, which is hereby declared to be a part of this resolution as set forth fully herein;
2 and

3 WHEREAS, The FCC released an order to reform inmate calling rates and fees; and

4 WHEREAS, The FCC 2015 Order required jails to implement debit/pre-paid and collect
5 calling rate caps of \$0.14 and \$0.49 respectively on all call types and to remove surcharge
6 fees; and

7 WHEREAS, the FCC 2015 Order regarding debit/pre-paid and collect calling rate caps
8 was stayed, leaving only the FCC 2013 Order of Interstate calling rate caps of \$0.21
9 and \$0.25 in place; and

10 WHEREAS, The San Francisco Sheriff negotiated inmate call charge rates for Collect,
11 Pre-Paid Collect, and Pre-Paid Cards of \$0.14 per minute for Local calls and \$0.18 per minute
12 for Intralata, Interlata, and Interstate calls, and eliminating all surcharges GTL-initiated inmate
telephone calls, and reducing the pre-paid collect fees; and

14 WHEREAS, The cost for an average 11-minute Local call is reduced from \$2.35, per
15 the prior contract amendment, to \$1.54; and

16 WHEREAS, The Sheriff's Department has an Inmate Welfare Fund, as provided for in
17 California Penal Code, Section 5000-5030.1; and

18 WHEREAS, The Agreement provides that Global Tel*Link shall pay to the Sheriff's
19 Inmate Welfare Fund a tiered commission of 20 to 55% based on gross revenue sales; and

20 WHEREAS, The Agreement provides that Global Tel*Link shall pay to the Sheriff's
21 Inmate Welfare Fund an additional five hundred thousand dollars (\$500,000) payable thirty
22 days from contract execution; and

23 WHEREAS, The Agreement provides that Global Tel*Link shall pay to the Sheriff's
24 Inmate Welfare Fund a Cost Reimbursement Payment of one thousand two hundred dollars
25 (\$1,200) per month; and

1 WHEREAS, The Agreement has a three-year term beginning December 1, 2016; and
2 WHEREAS, The Agreement provides that the City has two options to renew the
3 agreement for a period of one year each, which the City may exercise at the City's sole and
4 absolute discretion; now, therefore be it

5 RESOLVED, That the Board of Supervisors hereby approves the Agreement on file
6 with the Clerk of the Board of Supervisors in File No. 170050; and, be it

7 FURTHER RESOLVED, That the Sheriff is authorized to exercise the Agreement's two
8 one-year options to extend the term for a total term not to exceed five years.

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**FORM SFEC-126:
NOTIFICATION OF CONTRACT APPROVAL
(S.F. Campaign and Governmental Conduct Code § 1.126)**

City Elective Officer Information <i>(Please print clearly.)</i>	
Name of City elective officer(s): Members, Board of Supervisors	City elective office(s) held: Members, Board of Supervisors

Contractor Information <i>(Please print clearly.)</i>	
Name of contractor: Global Tel*Link	
<p><i>Please list the names of (1) members of the contractor's board of directors; (2) the contractor's chief executive officer, chief financial officer and chief operating officer; (3) any person who has an ownership of 20 percent or more in the contractor; (4) any subcontractor listed in the bid or contract; and (5) any political committee sponsored or controlled by the contractor. Use additional pages as necessary.</i></p> <p>Board of Directors: Robert B. McKeon, Chairman CEO: Brian Oliver CFO: Steve Yow Ramzi M. Musaliam, Partner COO: Jeff Haidinger Hugh Evans, Partner Blair Levin, Outside Director, Chevy Chase, MD Wayne Calabrese, Outside Director, Jupiter, FL Matthew Levine, Principal, American Securities Thomas J. Carella, Vice President, Principal Investment Area Michael J. Meehan, II, Steinberg Asset Management, LLC. Kevin Penn, Managing Director, American Securities. Paul Rosetti, Chairman, American Securities Brian Oliver, CEO, Global Tel*Link Subcontractor: Cooper Communications Group (CCG)</p>	
Contractor address: Global Tel*Link 12021 Sunset Hills Road, Suite #100 Reston, VA 20190	
Date that contract was approved:	Amount of contract: Approximately \$1,676,387 in revenue to the Inmate Welfare Fund is expected.
Describe the nature of the contract that was approved: The contract is for the Inmate Telephone System. The Sheriff's Department will receive revenue generated on all calls paid for by inmates and their families. The revenue will be deposited to the Inmate Welfare Fund.	
Comments:	

This contract was approved by (check applicable):

the City elective officer(s) identified on this form

a board on which the City elective officer(s) serves: San Francisco Board of Supervisors

Print Name of Board

1 the board of a state agency (Health Authority, Housing Authority Commission, Industrial Development Authority Board, Parking Authority, Redevelopment Agency Commission, Relocation Appeals Board, Treasure Island Development Authority) on which an appointee of the City elective officer(s) identified on this form sits

Print Name of Board

Filer Information <i>(Please print clearly.)</i>	
Name of filer: Angela Calvillo, Clerk of the Board	Contact telephone number: (415) 554-5184
Address: City Hall, Room 244, 1 Dr. Carlton B. Goodlett Pl., San Francisco, CA 94102	E-mail: board.of.Supervisors@sfgov.org

Signature of City Elective Officer (if submitted by City elective officer)

Date Signed

Signature of Board Secretary or Clerk (if submitted by Board Secretary or Clerk)

Date Signed

**City and County of San Francisco
Office of Contract Administration
Purchasing Division
City Hall, Room 430
1 Dr. Carlton B. Goodlett Place
San Francisco, California 94102-4685**

Agreement between the City and County of San Francisco and

Global Tel*Link

This Agreement is made this First day of December, 2016, in the City and County of San Francisco, State of California, by and between GLOBAL TEL*LINK, 12021 Sunset Hills Road, Suite 100, Reston, VA 20190 (“Contractor”) and the City and County of San Francisco, a municipal corporation, hereinafter referred to as “City.”

Recitals

WHEREAS, the San Francisco Sheriff’s Department (“Department”) wishes to contract for Inmate Telephone Services and additional technologies; and,

WHEREAS, a Request for Proposal (“RFP”) was issued on December 16, 2014, and City selected Contractor as the highest qualified scorer pursuant to the RFP; and

WHEREAS, there is no Local Business Entity (“LBE”) subcontracting participation requirement for this Agreement; and

WHEREAS, Contractor represents and warrants that it is qualified to perform the Services required by City as set forth under this Agreement; and

WHEREAS, approval for this Agreement was obtained when the Civil Service Commission approved Contract number PSC 38332-14/15 on June 16, 2015;

Now, THEREFORE, the parties agree as follows:

Article 1 Definitions

The following definitions apply to this Agreement:

1.1 "Agreement" means this contract document, including all attached appendices, and all applicable City Ordinances and Mandatory City Requirements which are specifically incorporated into this Agreement by reference as provided herein.

1.2 "City" or "the City" means the City and County of San Francisco, a municipal corporation, acting by and through both its Director of the Office of Contract Administration or the Director's designated agent, hereinafter referred to as "Purchasing" and "Sheriff's Department."

1.3 "CMD" means the Contract Monitoring Division of the City.

1.4 "Contractor" or "Consultant" means Global Tel*Link, 12021 Sunset Hills Road, Suite 100, Reston, VA 20190.

1.5 "Deliverables" means Contractor's work product resulting from the Services that are provided by Contractor to City during the course of Contractor's performance of the Agreement, including without limitation, the work product described in the "Scope of Services" attached as Appendix A.

1.6 "Effective Date" means the date upon which the City's Controller certifies the availability of funds for this Agreement as provided in Section 3.1.

1.7 "Mandatory City Requirements" means those City laws set forth in the San Francisco Municipal Code, including the duly authorized rules, regulations, and guidelines implementing such laws, that impose specific duties and obligations upon Contractor.

1.8 "Party" and "Parties" mean the City and Contractor either collectively or individually.

1.9 "Services" means the work performed by Contractor under this Agreement as specifically described in the "Scope of Services" attached as Appendix A, including all services, labor, supervision, materials, equipment, actions and other requirements to be performed and furnished by Contractor under this Agreement.

Article 2 Term of the Agreement

2.1 The term of this Agreement shall commence on the latter of: (i) December 1, 2016; or (ii) the Effective Date and expire on November 30, 2019, unless earlier terminated as otherwise provided herein.

2.2 The City has two (2) options to renew the Agreement for a period of one (1) year each. The City may extend this Agreement beyond the expiration date by exercising an option at the City's sole and absolute discretion and by modifying this Agreement as provided in Section 11.5, "Modification of this Agreement."

Article 3 Financial Matters

3.1 Certification of Funds; Budget and Fiscal Provisions; Termination in the Event of Non-Appropriation. This Agreement is subject to the budget and fiscal provisions of the City's Charter. Charges will accrue only after prior written authorization certified by the Controller, and the amount of City's obligation hereunder shall not at any time exceed the amount certified for the purpose and period stated in such advance authorization. This Agreement will terminate without penalty, liability or expense of any kind to City at the end of any fiscal year if funds are not appropriated for the next succeeding fiscal year. If funds are appropriated for a portion of the fiscal year, this Agreement will terminate, without penalty, liability or expense of any kind at the end of the term for which funds are appropriated. City has no obligation to make appropriations for this Agreement in lieu of appropriations for new or other agreements. City budget decisions are subject to the discretion of the Mayor and the Board of Supervisors. Contractor's assumption of risk of possible non-appropriation is part of the consideration for this Agreement.

THIS SECTION CONTROLS AGAINST ANY AND ALL OTHER PROVISIONS OF THIS AGREEMENT.

3.2 Guaranteed Maximum Costs. The City's payment obligation to Contractor cannot at any time exceed the amount certified by City's Controller for the purpose and period stated in such certification. Absent an authorized Emergency per the City Charter or applicable Code, no City representative is authorized to offer or promise, nor is the City required to honor, any offered or promised payments to Contractor under this Agreement in excess of the certified maximum amount without the Controller having first certified the additional promised amount and the Parties having modified this Agreement as provided in Section 11.5, "Modification of this Agreement."

3.2.1 Services Contractor Agrees to Perform. The Contractor agrees to perform the services provided for in Appendix A, "Scope of Services," attached hereto and incorporated by reference as though fully set forth herein.

3.3 Compensation.

3.3.1 Payment. Contractor shall pay the Department a one-time supplemental payment of Five Hundred Thousand Dollars (\$500,000) payable upon Agreement execution. In addition, Contractor shall pay the Department a monthly amount which shall be the greater of: (1) the Minimum Monthly Guarantee (MMG) based on the tiered structure below and the total monthly Gross Revenue generated (as defined in Appendix B, "Calculation of Charges"); or (2) the commission rate based on the tiered structure below and the total monthly Gross Revenue generated (as defined in Appendix B, "Calculation of Charges"). Gross Revenue consists of all compensation, earnings, gain, income, generated revenue, payment, proceeds or receipts paid to

or received by Contactor that are in any way connected to the provision of service pursuant to the Agreement. Contactor's commission rate of zero percent (0%) shall be applied to all Interstate Gross Revenue.

Total Monthly Gross Revenue	Commission Rate	MMG
\$70,000.01 +	55%	\$38,500.01
\$50,000.01 - \$70,000.00	45%	\$22,500.00
\$45,000.01 - \$50,000.00	40%	\$18,000.00
\$0.00 - \$45,000.00	20%	\$0.00

3.3.2 The Department currently utilizes ITS commissions to recoup some but not all administrative and operational costs for its Facilities. Under this Agreement, the Department shall recoup from Contractor certain administrative and operational expenses incurred in providing inmate telephone services ("Cost Reimbursement Payment"). The current Cost Reimbursement Payment is estimated at \$1,200.00 per month and shall be due and payable as outlined in Section 3.3.3 – Commission Payments; Reports. Should a federal, state or local regulatory agency issue a ruling which significantly lowers the calling rates or compensation in the Agreement, the Department and Contractor will negotiate in good faith to adjust the calling rates, compensation and Cost Recovery Payment in the Agreement and make them in compliance with the calling rates implemented by the regulatory agency. In the event the Parties cannot reach a mutually beneficial agreement within sixty (60) days, either Party may terminate the Agreement without penalty. In the event the Agreement is terminated, Contractor shall follow Appendix A, Section 1, B, 9 "Cooperation".

3.3.3 **Commission Payments; Reports.** The Contractor shall provide a monthly commission payment via wire transfer to the Department no later than the fifteenth (15th) day of the month following the month on which the payment is based. Each commission payment shall be accompanied by a traffic detail report, billing files, Call Detail Records (CDRs) and a miscellaneous charges/fees report for that month. A detailed description of the required contents of the traffic detail report, billing files, CDR and miscellaneous charges/fees report is provided in Appendix A, Section 3, "Reports". The commission payment and required reports shall be delivered by Contractor to the Department at the address specified in the section entitled "Notices to the Parties," or to an agent as designated by the Department ("Designated Agent").

Late charges and/or fees for commission payments shall be equal to five percent (5%) per month of the commission due. Late charges and/or fees for reporting shall be seven hundred fifty dollars (\$750.00) per month for each report not received by the 15th day of the month following the

traffic month or for each report that does not contain all of the fields and information identified in Appendix A, Section 3, "Reports." If the commission payment is late, reporting is late and/or the reports do not contain all required fields, late charges and/or fees for all three shall apply.

3.3.4 Reserved (Payment Limited to Satisfactory Services).

3.3.5 Withhold Payments. If Contractor fails to provide Services in accordance with Contractor's obligations under this Agreement, the City may withhold any and all payments due Contractor until such failure to perform is cured, and Contractor shall not stop work as a result of City's withholding of payments as provided herein.

3.3.6 Invoice Format. Invoices furnished by Contractor under this Agreement must be in a form acceptable to the Controller and City, and must include a unique invoice number. Payment shall be made by City to Contractor at the address specified in Section 11.1, "Notices to the Parties," or in such alternate manner as the Parties have mutually agreed upon in writing.

3.3.7 Reserved (LBE Payment and Utilization Tracking System).

3.4 Audit and Inspection of Records. Contractor agrees to maintain and make available to the City, during regular business hours, accurate books and accounting records relating to its Services. Contractor will permit City to audit, examine and make excerpts and transcripts from such books and records, and to make audits of all invoices, materials, payrolls, records or personnel and other data related to all other matters covered by this Agreement, whether funded in whole or in part under this Agreement. Contractor shall maintain such data and records in an accessible location and condition for a period of not fewer than five years after final payment under this Agreement or until after final audit has been resolved, whichever is later. The State of California or any Federal agency having an interest in the subject matter of this Agreement shall have the same rights as conferred upon City by this Section. Contractor shall include the same audit and inspection rights and record retention requirements in all subcontracts.

3.5 Submitting False Claims. The full text of San Francisco Administrative Code Chapter 21, Section 21.35, including the enforcement and penalty provisions, is incorporated into this Agreement. Pursuant to San Francisco Administrative Code §21.35, any contractor or subcontractor who submits a false claim shall be liable to the City for the statutory penalties set forth in that section. A contractor or subcontractor will be deemed to have submitted a false claim to the City if the contractor or subcontractor: (a) knowingly presents or causes to be presented to an officer or employee of the City a false claim or request for payment or approval; (b) knowingly makes, uses, or causes to be made or used a false record or statement to get a false claim paid or approved by the City; (c) conspires to defraud the City by getting a false claim allowed or paid by the City; (d) knowingly makes, uses, or causes to be made or used a false

record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the City; or (e) is a beneficiary of an inadvertent submission of a false claim to the City, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the City within a reasonable time after discovery of the false claim.

Article 4 Services and Resources

4.1 Services Contractor Agrees to Perform. Contractor agrees to perform the Services provided for in Appendix A, "Scope of Services." Officers and employees of the City are not authorized to request, and the City is not required to reimburse the Contractor for, Services beyond the Scope of Services listed in Appendix A, unless Appendix A is modified as provided in Section 11.5, "Modification of this Agreement."

4.2 Qualified Personnel. Contractor shall utilize only competent personnel under the supervision of, and in the employment of, Contractor (or Contractor's authorized subcontractors) to perform the Services. Contractor will comply with City's reasonable requests regarding assignment and/or removal of personnel, but all personnel, including those assigned at City's request, must be supervised by Contractor. Contractor shall commit adequate resources to allow timely completion within the project schedule specified in this Agreement.

4.3 Subcontracting. Contractor may subcontract portions of the Services only upon prior written approval of City. Contractor is responsible for its subcontractors throughout the course of the work required to perform the Services. All Subcontracts must incorporate the terms of Article 10 "Additional Requirements Incorporated by Reference" of this Agreement, unless inapplicable. Neither Party shall, on the basis of this Agreement, contract on behalf of, or in the name of, the other Party. Any agreement made in violation of this provision shall be null and void. Contractor will not employ subcontractors.

4.4 Independent Contractor; Payment of Employment Taxes and Other Expenses.

4.4.1 Independent Contractor. For the purposes of this Article 4, "Contractor" shall be deemed to include not only Contractor, but also any agent or employee of Contractor. Contractor acknowledges and agrees that at all times, Contractor or any agent or employee of Contractor shall be deemed at all times to be an independent contractor and is wholly responsible for the manner in which it performs the services and work requested by City under this Agreement. Contractor, its agents, and employees will not represent or hold themselves out to be employees of the City at any time. Contractor or any agent or employee of Contractor shall not have employee status with City, nor be entitled to participate in any plans, arrangements, or distributions by City pertaining to or in connection with any retirement, health or other benefits that City may offer its employees. Contractor or any agent or employee of Contractor is liable for the acts and omissions of itself, its employees and its agents. Contractor shall be responsible for

all obligations and payments, whether imposed by federal, state or local law, including, but not limited to, FICA, income tax withholdings, unemployment compensation, insurance, and other similar responsibilities related to Contractor's performing services and work, or any agent or employee of Contractor providing same. Nothing in this Agreement shall be construed as creating an employment or agency relationship between City and Contractor or any agent or employee of Contractor. Any terms in this Agreement referring to direction from City shall be construed as providing for direction as to policy and the result of Contractor's work only, and not as to the means by which such a result is obtained. City does not retain the right to control the means or the method by which Contractor performs work under this Agreement. Contractor agrees to maintain and make available to City, upon request and during regular business hours, accurate books and accounting records demonstrating Contractor's compliance with this section. Should City determine that Contractor, or any agent or employee of Contractor, is not performing in accordance with the requirements of this Agreement, City shall provide Contractor with written notice of such failure. Within five (5) business days of Contractor's receipt of such notice, and in accordance with Contractor policy and procedure, Contractor shall remedy the deficiency. Notwithstanding, if City believes that an action of Contractor, or any agent or employee of Contractor, warrants immediate remedial action by Contractor, City shall contact Contractor and provide Contractor in writing with the reason for requesting such immediate action.

4.4.2 Payment of Employment Taxes and Other Expenses. Should City, in its discretion, or a relevant taxing authority such as the Internal Revenue Service or the State Employment Development Division, or both, determine that Contractor is an employee for purposes of collection of any employment taxes, the amounts payable under this Agreement shall be reduced by amounts equal to both the employee and employer portions of the tax due (and offsetting any credits for amounts already paid by Contractor which can be applied against this liability). City shall then forward those amounts to the relevant taxing authority. Should a relevant taxing authority determine a liability for past services performed by Contractor for City, upon notification of such fact by City, Contractor shall promptly remit such amount due or arrange with City to have the amount due withheld from future payments to Contractor under this Agreement (again, offsetting any amounts already paid by Contractor which can be applied as a credit against such liability). A determination of employment status pursuant to the preceding two paragraphs shall be solely for the purposes of the particular tax in question, and for all other purposes of this Agreement, Contractor shall not be considered an employee of City. Notwithstanding the foregoing, Contractor agrees to indemnify and save harmless City and its officers, agents and employees from, and, if requested, shall defend them against any and all claims, losses, costs, damages, and expenses, including attorneys' fees, arising from this section.

4.5 Assignment. The Services to be performed by Contractor are personal in character and neither this Agreement nor any duties or obligations hereunder may be assigned or

delegated by Contractor unless first approved by City by written instrument executed and approved in the same manner as this Agreement. Any purported assignment made in violation of this provision shall be null and void.

4.6 **Warranty.** Contractor warrants to City that the Services will be performed with the degree of skill and care that is required by current, good and sound professional procedures and practices, and in conformance with generally accepted professional standards prevailing at the time the Services are performed so as to ensure that all Services performed are correct and appropriate for the purposes contemplated in this Agreement.

4.7 **Liquidated Damages.** By entering into this Agreement, Contractor agrees that in the event the Services are delayed beyond the scheduled milestones and timelines as provided in Appendix A, City will suffer actual damages that will be impractical or extremely difficult to determine. Contractor agrees that the amounts as specified in Appendix A are not penalties, but is a reasonable estimate of the loss that City will incur based on the delay, established in light of the circumstances existing at the time this Agreement was awarded. City may deduct a sum representing the liquidated damages from any money due to Contractor under this Agreement or any other contract between City and Contractor. Such deductions shall not be considered a penalty, but rather agreed upon monetary damages sustained by City because of Contractor's failure to furnish deliverables to City within the time fixed or such extensions of time permitted in writing by City. However, Contractor shall not incur liquidated damages if the cause of the delay is beyond the Contractor's reasonable control.

Article 5 Insurance and Indemnity

5.1 Insurance.

5.1.1 **Required Coverages.** Without in any way limiting Contractor's liability pursuant to the "Indemnification" section of this Agreement, Contractor must maintain in force, during the full term of the Agreement, insurance in the following amounts and coverages:

(a) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident, injury, or illness; and

(b) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence and \$2,000,000 general aggregate for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; and

(c) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence, "Combined Single Limit" for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.

(d) Technology Errors and Omissions Liability coverage, with limits of \$1,000,000 each occurrence and each loss, and \$2,000,000 general aggregate. The policy shall at a minimum cover professional misconduct or lack of the requisite skill required for the performance of services defined in the contract and shall also provide coverage for the following risks:

(i) Liability arising from theft, dissemination, and/or use of confidential information, including but not limited to, bank and credit card account information or personal information, such as name, address, social security numbers, protected health information or other personally identifying information, stored or transmitted in electronic form;

(ii) Network security liability arising from the unauthorized access to, use of, or tampering with computers or computer systems, including hacker attacks; and

(iii) Liability arising from the introduction of any form of malicious software including computer viruses into, or otherwise causing damage to the City's or third person's computer, computer system, network, or similar computer related property and the data, software, and programs thereon.

5.1.2 Commercial General Liability and Commercial Automobile Liability Insurance policies must be endorsed to provide:

(a) Name as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees.

(b) That such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that insurance applies separately to each insured against whom claim is made or suit is brought.

5.1.3 All policies shall be endorsed to provide thirty (30) days' advance written notice to the City of cancellation for any reason, intended non-renewal, or reduction in coverages. Notices shall be sent to the City address set forth in Section 11.1, entitled "Notices to the Parties."

5.1.4 Should any of the required insurance be provided under a claims-made form, Contractor shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three years beyond the expiration of this Agreement, to the effect that, should occurrences during the contract term give rise to claims made after expiration of the Agreement, such claims shall be covered by such claims-made policies.

5.1.5 Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.

5.1.6 Before commencing any Services, Contractor shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Approval of the insurance by City shall not relieve or decrease Contractor's liability hereunder.

5.1.7 The Workers' Compensation policy(ies) shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors.

5.1.8 If Contractor will use any subcontractor(s) to provide Services, Contractor shall require the subcontractor(s) to provide all necessary insurance and to name the City and County of San Francisco, its officers, agents and employees and the Contractor as additional insureds.

5.2 **Indemnification.** Contractor shall indemnify and hold harmless City and its officers, agents and employees from, and, if requested, shall defend them from and against any and all claims, demands, losses, damages, costs, expenses, and liability (legal, contractual, or otherwise) arising from Contractor's performance of this Agreement giving way to: (i) injury to or death of a person, including employees of City or Contractor; (ii) loss of or damage to property; (iii) violation of local, state, or federal common law, statute or regulation, including but not limited to privacy or personally identifiable information, health information, disability and labor laws or regulations; (iv) strict liability imposed by any law or regulation; or (v) losses arising from Contractor's execution of subcontracts not in accordance with the requirements of this Agreement applicable to subcontractors; so long as such injury, violation, loss, or strict liability (as set forth in subsections (i) – (v) above) arises directly or indirectly from Contractor's performance of this Agreement, including, but not limited to, Contractor's use of facilities or equipment provided by City or others, regardless of the negligence of, and regardless of whether liability without fault is imposed or sought to be imposed on City, except to the extent that such indemnity is void or otherwise unenforceable under applicable law, and except where such loss, damage, injury, liability or claim is the result of the active negligence or willful misconduct of City and is not contributed to by any act of, or by any omission to perform some duty imposed by law or agreement on Contractor, its subcontractors, or either's agent or employee. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, consultants and experts and related costs and City's costs of investigating any claims against the City.

In addition to Contractor's obligation to indemnify City, Contractor specifically acknowledges and agrees that it has an immediate and independent obligation to defend City from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to Contractor by City and continues at all times thereafter.

Contractor shall indemnify and hold City harmless from all loss and liability, including attorneys' fees, court costs and all other litigation expenses for any infringement of the patent rights, copyright, trade secret or any other proprietary right or trademark, and all other intellectual property claims of any person or persons arising directly or indirectly from the receipt by City, or any of its officers or agents, of Contractor's Services.

Article 6 Liability of the Parties

6.1 Liability of City. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, IN NO EVENT SHALL CITY BE LIABLE, REGARDLESS OF WHETHER ANY CLAIM IS BASED ON CONTRACT OR TORT, FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE SERVICES PERFORMED IN CONNECTION WITH THIS AGREEMENT

6.2 Liability for Use of Equipment. City shall not be liable for any damage to persons or property as a result of the use, misuse or failure of any equipment used by Contractor, or any of its subcontractors, or by any of their employees, even though such equipment is furnished, rented or loaned by City.

6.3 Liability for Incidental and Consequential Damages. Contractor shall be responsible for incidental and consequential damages resulting in whole or in part from Contractor's acts or omissions.

Article 7 Payment of Taxes

7.1 Except for any applicable California sales and use taxes charged by Contractor to City, Contractor shall pay all taxes, including possessory interest taxes levied upon or as a result of this Agreement, or the Services delivered pursuant hereto. Contractor shall remit to the State of California any sales or use taxes paid by City to Contractor under this Agreement. Contractor agrees to promptly provide information requested by the City to verify Contractor's compliance with any State requirements for reporting sales and use tax paid by City under this Agreement.

7.2 Contractor acknowledges that this Agreement may create a "possessory interest" for property tax purposes. Generally, such a possessory interest is not created unless the Agreement entitles the Contractor to possession, occupancy, or use of City property for private gain. If such a possessory interest is created, then the following shall apply:

7.2.1 Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that Contractor, and any permitted successors and assigns, may be subject to real property tax assessments on the possessory interest.

7.2.2 Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that the creation, extension, renewal, or assignment of this Agreement may result in a "change in ownership" for purposes of real property taxes, and therefore may result in a revaluation of any possessory interest created by this Agreement. Contractor accordingly agrees on behalf of itself and its permitted successors and assigns to report on behalf of the City to the County Assessor the information required by Revenue and Taxation Code section 480.5, as amended from time to time, and any successor provision.

7.2.3 Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that other events also may cause a change of ownership of the possessory interest and result in the revaluation of the possessory interest. (see, e.g., Rev. & Tax. Code section 64, as amended from time to time). Contractor accordingly agrees on behalf of itself and its permitted successors and assigns to report any change in ownership to the County Assessor, the State Board of Equalization or other public agency as required by law.

7.2.4 Contractor further agrees to provide such other information as may be requested by the City to enable the City to comply with any reporting requirements for possessory interests that are imposed by applicable law.

Article 8 Termination and Default

8.1 Termination for Convenience

8.1.1 City shall have the option, in its sole discretion, to terminate this Agreement, at any time during the term hereof, for convenience and without cause. City shall exercise this option by giving Contractor written notice of termination. The notice shall specify the date on which termination shall become effective.

8.1.2 Upon receipt of the notice of termination, Contractor shall commence and perform, with diligence, all actions necessary on the part of Contractor to effect the termination of this Agreement on the date specified by City and to minimize the liability of Contractor and City to third parties as a result of termination. All such actions shall be subject to the prior approval of City. Such actions shall include, without limitation:

(a) Halting the performance of all Services under this Agreement on the date(s) and in the manner specified by City.

(b) Terminating all existing orders and subcontracts, and not placing any further orders or subcontracts for materials, Services, equipment or other items.

(c) At City's direction, assigning to City any or all of Contractor's right, title, and interest under the orders and subcontracts terminated. Upon such assignment, City shall have the right, in its sole discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts.

(d) Subject to City's approval, settling all outstanding liabilities and all claims arising out of the termination of orders and subcontracts.

(e) Completing performance of any Services that City designates to be completed prior to the date of termination specified by City.

(f) Taking such action as may be necessary, or as the City may direct, for the protection and preservation of any property related to this Agreement which is in the possession of Contractor and in which City has or may acquire an interest.

8.1.3 Within 30 days after the specified termination date, Contractor shall submit to City an invoice, which shall set forth each of the following as a separate line item:

(a) The reasonable cost to Contractor, without profit, for all Services prior to the specified termination date, for which Services City has not already tendered payment. Reasonable costs may include a reasonable allowance for actual overhead, not to exceed a total of 10% of Contractor's direct costs for Services. Any overhead allowance shall be separately itemized. Contractor may also recover the reasonable cost of preparing the invoice.

(b) A reasonable allowance for profit on the cost of the Services described in the immediately preceding subsection (a), provided that Contractor can establish, to the satisfaction of City, that Contractor would have made a profit had all Services under this Agreement been completed, and provided further, that the profit allowed shall in no event exceed 5% of such cost.

(c) The reasonable cost to Contractor of handling material or equipment returned to the vendor, delivered to the City or otherwise disposed of as directed by the City.

(d) A deduction for the cost of materials to be retained by Contractor, amounts realized from the sale of materials and not otherwise recovered by or credited to City, and any other appropriate credits to City against the cost of the Services or other work.

8.1.4 In no event shall City be liable for costs incurred by Contractor or any of its subcontractors after the termination date specified by City, except for those costs specifically enumerated and described in Section 8.1.3. Such non-recoverable costs include, but are not limited to, anticipated profits on the Services under this Agreement, post-termination employee salaries, post-termination administrative expenses, post-termination overhead or unabsorbed overhead, attorneys' fees or other costs relating to the prosecution of a claim or lawsuit,

prejudgment interest, or any other expense which is not reasonable or authorized under Section 8.1.3.

8.1.5 In arriving at the amount due to Contractor under this Section, City may deduct: (i) all payments previously made by City for Services covered by Contractor’s final invoice; (ii) any claim which City may have against Contractor in connection with this Agreement; (iii) any invoiced costs or expenses excluded pursuant to the immediately preceding subsection 8.1.4; and (iv) in instances in which, in the opinion of the City, the cost of any Service performed under this Agreement is excessively high due to costs incurred to remedy or replace defective or rejected Services, the difference between the invoiced amount and City’s estimate of the reasonable cost of performing the invoiced Services in compliance with the requirements of this Agreement.

8.1.6 City’s payment obligation under this Section shall survive termination of this Agreement.

8.2 Termination for Default; Remedies.

8.2.1 Each of the following shall constitute an immediate event of default (“Event of Default”) under this Agreement:

(a) Contractor fails or refuses to perform or observe any term, covenant or condition contained in any of the following Sections of this Agreement:

3.5	Submitting False Claims.	10.4	Nondisclosure of Private, Proprietary or Confidential Information
4.5	Assignment	10.10	Alcohol and Drug-Free Workplace
Article 5	Insurance and Indemnity	10.13	Working with Minors
Article 7	Payment of Taxes	11.10	Compliance with Laws

(b) Contractor fails or refuses to perform or observe any other term, covenant or condition contained in this Agreement, including any obligation imposed by ordinance or statute and incorporated by reference herein, and such default continues for a period of ten days after written notice thereof from City to Contractor.

(c) Contractor (i) is generally not paying its debts as they become due; (ii) files, or consents by answer or otherwise to the filing against it of a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take advantage of any bankruptcy, insolvency or other debtors’ relief law of any jurisdiction; (iii) makes an assignment for the benefit of its creditors; (iv) consents to the appointment of a custodian, receiver, trustee or other officer with similar powers of Contractor or of any

substantial part of Contractor's property; or (v) takes action for the purpose of any of the foregoing.

(d) A court or government authority enters an order (i) appointing a custodian, receiver, trustee or other officer with similar powers with respect to Contractor or with respect to any substantial part of Contractor's property, (ii) constituting an order for relief or approving a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take advantage of any bankruptcy, insolvency or other debtors' relief law of any jurisdiction or (iii) ordering the dissolution, winding-up or liquidation of Contractor.

8.2.2 On and after any Event of Default, City shall have the right to exercise its legal and equitable remedies, including, without limitation, the right to terminate this Agreement or to seek specific performance of all or any part of this Agreement. In addition, where applicable, City shall have the right (but no obligation) to cure (or cause to be cured) on behalf of Contractor any Event of Default; Contractor shall pay to City on demand all costs and expenses incurred by City in effecting such cure, with interest thereon from the date of incurrence at the maximum rate then permitted by law. City shall have the right to offset from any amounts due to Contractor under this Agreement or any other agreement between City and Contractor: (i) all damages, losses, costs or expenses incurred by City as a result of an Event of Default; and (ii) any liquidated damages levied upon Contractor pursuant to the terms of this Agreement; and (iii), any damages imposed by any ordinance or statute that is incorporated into this Agreement by reference, or into any other agreement with the City.

8.2.3 All remedies provided for in this Agreement may be exercised individually or in combination with any other remedy available hereunder or under applicable laws, rules and regulations. The exercise of any remedy shall not preclude or in any way be deemed to waive any other remedy. Nothing in this Agreement shall constitute a waiver or limitation of any rights that City may have under applicable law.

8.2.4 Any notice of default must be sent by registered mail to the address set forth in Article 11.

8.3 **Non-Waiver of Rights.** The omission by either party at any time to enforce any default or right reserved to it, or to require performance of any of the terms, covenants, or provisions hereof by the other party at the time designated, shall not be a waiver of any such default or right to which the party is entitled, nor shall it in any way affect the right of the party to enforce such provisions thereafter.

8.4 **Rights and Duties upon Termination or Expiration.**

8.4.1 This Section and the following Sections of this Agreement listed below, shall survive termination or expiration of this Agreement:

3.3.2	Payment Limited to Satisfactory Services	9.1	Ownership of Results
3.3.7(a)	Grant Funded Contracts - Disallowance	9.2	Works for Hire
3.4	Audit and Inspection of Records	10.4	Nondisclosure of Private, Proprietary or Confidential Information
3.5	Submitting False Claims	11.6	Dispute Resolution Procedure
Article 5	Insurance and Indemnity	11.7	Agreement Made in California; Venue
6.1	Liability of City	11.8	Construction
6.3	Liability for Incidental and Consequential Damages	11.9	Entire Agreement
Article 7	Payment of Taxes	11.10	Compliance with Laws
8.1.6	Payment Obligation	11.11	Severability

8.4.2 Subject to the survival of the Sections identified in Section 8.4.1, above, if this Agreement is terminated prior to expiration of the term specified in Article 2, this Agreement shall be of no further force or effect. Contractor shall transfer title to City, and deliver in the manner, at the times, and to the extent, if any, directed by City, any work in progress, completed work, supplies, equipment, and other materials produced as a part of, or acquired in connection with the performance of this Agreement, and any completed or partially completed work which, if this Agreement had been completed, would have been required to be furnished to City.

Article 9 Rights In Deliverables

9.1 **Ownership of Results.** Any interest of Contractor or its subcontractors, in the Deliverables, including any drawings, plans, specifications, blueprints, studies, reports, memoranda, computation sheets, computer files and media or other documents prepared by Contractor or its subcontractors, shall become the property of and will be transmitted to City. However, unless expressly prohibited elsewhere in this Agreement, Contractor may retain and use copies for reference and as documentation of its experience and capabilities.

9.2 **Works for Hire.** If, in connection with Services, Contractor or its subcontractors creates Deliverables including, without limitation, artwork, copy, posters, billboards, photographs, videotapes, audiotapes, systems designs, software, reports, diagrams, surveys, blueprints, source codes, or any other original works of authorship, whether in digital or any other format, such works of authorship shall be works for hire as defined under Title 17 of the United States Code, and all copyrights in such works shall be the property of the City. If any Deliverables created by Contractor or its subcontractor(s) under this Agreement are ever determined not to be works for hire under U.S. law, Contractor hereby assigns all Contractor's copyrights to such Deliverables to the City, agrees to provide any material and execute any documents necessary to effectuate such assignment, and agrees to include a clause in every subcontract imposing the same duties upon subcontractor(s). With City's prior written approval,

Contractor and its subcontractor(s) may retain and use copies of such works for reference and as documentation of their respective experience and capabilities.

Article 10 Additional Requirements Incorporated by Reference

10.1 Laws Incorporated by Reference. The full text of the laws listed in this Article 10, including enforcement and penalty provisions, are incorporated by reference into this Agreement. The full text of the San Francisco Municipal Code provisions incorporated by reference in this Article and elsewhere in the Agreement ("Mandatory City Requirements") are available at www.sfgov.org under "Government."

10.2 Conflict of Interest. By executing this Agreement, Contractor certifies that it does not know of any fact which constitutes a violation of Section 15.103 of the City's Charter; Article III, Chapter 2 of City's Campaign and Governmental Conduct Code; Title 9, Chapter 7 of the California Government Code (Section 87100 *et seq.*), or Title 1, Division 4, Chapter 1, Article 4 of the California Government Code (Section 1090 *et seq.*), and further agrees promptly to notify the City if it becomes aware of any such fact during the term of this Agreement.

10.3 Prohibition on Use of Public Funds for Political Activity. In performing the Services, Contractor shall comply with San Francisco Administrative Code Chapter 12G, which prohibits funds appropriated by the City for this Agreement from being expended to participate in, support, or attempt to influence any political campaign for a candidate or for a ballot measure. Contractor is subject to the enforcement and penalty provisions in Chapter 12G.

10.4 Nondisclosure of Private, Proprietary or Confidential Information.

10.4.1 If this Agreement requires City to disclose "Private Information" to Contractor within the meaning of San Francisco Administrative Code Chapter 12M, Contractor and subcontractor shall use such information only in accordance with the restrictions stated in Chapter 12M and in this Agreement and only as necessary in performing the Services. Contractor is subject to the enforcement and penalty provisions in Chapter 12M.

10.4.2 In the performance of Services, Contractor may have access to City's proprietary or confidential information, the disclosure of which to third parties may damage City. If City discloses proprietary or confidential information to Contractor, such information must be held by Contractor in confidence and used only in performing the Agreement. Contractor shall exercise the same standard of care to protect such information as a reasonably prudent contractor would use to protect its own proprietary or confidential information.

10.5 Nondiscrimination Requirements

10.5.1 Non Discrimination in Contracts. Contractor shall comply with the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Contractor shall incorporate by reference in all subcontracts the provisions of Sections 12B.2(a), 12B.2(c)-(k), and

12C.3 of the San Francisco Administrative Code and shall require all subcontractors to comply with such provisions. Contractor is subject to the enforcement and penalty provisions in Chapters 12B and 12C.

10.5.2 Nondiscrimination in the Provision of Employee Benefits. San Francisco Administrative Code 12B.2. Contractor does not as of the date of this Agreement, and will not during the term of this Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of employee benefits between employees with domestic partners and employees with spouses and/or between the domestic partners and spouses of such employees, subject to the conditions set forth in San Francisco Administrative Code Section 12B.2.

10.6 Local Business Enterprise and Non-Discrimination in Contracting Ordinance. Contractor shall comply with all applicable provisions of Chapter 14B ("LBE Ordinance"). Contractor is subject to the enforcement and penalty provisions in Chapter 14B.

10.7 Minimum Compensation Ordinance. Contractor shall pay covered employees no less than the minimum compensation required by San Francisco Administrative Code Chapter 12P. Contractor is subject to the enforcement and penalty provisions in Chapter 12P. By signing and executing this Agreement, Contractor certifies that it is in compliance with Chapter 12P.

10.8 Health Care Accountability Ordinance. Contractor shall comply with San Francisco Administrative Code Chapter 12Q. Contractor shall choose and perform one of the Health Care Accountability options set forth in San Francisco Administrative Code Chapter 12Q.3. Contractor is subject to the enforcement and penalty provisions in Chapter 12Q.

10.9 Reserved. (First Source Hiring Program)

10.10 Alcohol and Drug-Free Workplace. City reserves the right to deny access to, or require Contractor to remove from, City facilities personnel of any Contractor or subcontractor who City has reasonable grounds to believe has engaged in alcohol abuse or illegal drug activity which in any way impairs City's ability to maintain safe work facilities or to protect the health and well-being of City employees and the general public. City shall have the right of final approval for the entry or re-entry of any such person previously denied access to, or removed from, City facilities. Illegal drug activity means possessing, furnishing, selling, offering, purchasing, using or being under the influence of illegal drugs or other controlled substances for which the individual lacks a valid prescription. Alcohol abuse means possessing, furnishing, selling, offering, or using alcoholic beverages, or being under the influence of alcohol.

Contractor agrees in the performance of this Agreement to maintain a drug-free workplace by notifying employees that unlawful drug use is prohibited and specifying what actions will be taken against employees for violations; establishing an on-going drug-free awareness program

that includes employee notification and, as appropriate, rehabilitation. Contractor can comply with this requirement by implementing a drug-free workplace program that complies with the Federal Drug-Free Workplace Act of 1988 (41 U.S.C. § 701).

10.11 Limitations on Contributions. By executing this Agreement, Contractor acknowledges that it is familiar with section 1.126 of the City's Campaign and Governmental Conduct Code, which prohibits any person who contracts with the City for the rendition of personal services, for the furnishing of any material, supplies or equipment, for the sale or lease of any land or building, or for a grant, loan or loan guarantee, from making any campaign contribution to (1) an individual holding a City elective office if the contract must be approved by the individual, a board on which that individual serves, or the board of a state agency on which an appointee of that individual serves, (2) a candidate for the office held by such individual, or (3) a committee controlled by such individual, at any time from the commencement of negotiations for the contract until the later of either the termination of negotiations for such contract or six months after the date the contract is approved. The prohibition on contributions applies to each prospective party to the contract; each member of Contractor's board of directors; Contractor's chairperson, chief executive officer, chief financial officer and chief operating officer; any person with an ownership interest of more than 20 percent in Contractor; any subcontractor listed in the bid or contract; and any committee that is sponsored or controlled by Contractor. Contractor must inform each such person of the limitation on contributions imposed by Section 1.126 and provide the names of the persons required to be informed to City.

10.12 Reserved. (Slavery Era Disclosure)

10.13 Reserved. (Working with Minors)

10.14 Consideration of Criminal History in Hiring and Employment Decisions

10.14.1 Contractor agrees to comply fully with and be bound by all of the provisions of Chapter 12T, "City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions," of the San Francisco Administrative Code ("Chapter 12T"), including the remedies provided, and implementing regulations, as may be amended from time to time. The provisions of Chapter 12T are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the Chapter 12T is available on the web at <http://sfgov.org/olse/fco>. A partial listing of some of Contractor's obligations under Chapter 12T is set forth in this Section. Contractor is required to comply with all of the applicable provisions of 12T, irrespective of the listing of obligations in this Section. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12T.

10.14.2 The requirements of Chapter 12T shall only apply to a Contractor's or Subcontractor's operations to the extent those operations are in furtherance of the performance of this Agreement, shall apply only to applicants and employees who would be or are performing work in furtherance of this Agreement, and shall apply when the physical location of the employment or prospective employment of an individual is wholly or substantially within the City of San Francisco. Chapter 12T shall not apply when the application in a particular context would conflict with federal or state law or with a requirement of a government agency implementing federal or state law.

10.15 Reserved. (Public Access to Nonprofit Records and Meetings)

10.16 Food Service Waste Reduction Requirements. Contractor shall comply with the Food Service Waste Reduction Ordinance, as set forth in San Francisco Environment Code Chapter 16, including but not limited to the remedies for noncompliance provided therein.

10.17 Reserved. (Sugar-Sweetened Beverage Prohibition)

10.18 Tropical Hardwood and Virgin Redwood Ban. Pursuant to San Francisco Environment Code Section 804(b), the City urges Contractor not to import, purchase, obtain, or use for any purpose, any tropical hardwood, tropical hardwood wood product, virgin redwood or virgin redwood wood product.

10.19 Reserved. (Preservative Treated Wood Products)

Article 11 General Provisions

11.1 Notices to the Parties. Unless otherwise indicated in this Agreement, all written communications sent by the Parties may be by U.S. mail or e-mail, and shall be addressed as follows:

To City: **SAN FRANCISCO SHERIFF'S DEPARTMENT**
ATTN: Kathy Gorwood, Chief Deputy
City Hall, Room 456
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4676
kathy.gorwood@sfgov.org
Fax: 415-554-7050

To Contractor: **GLOBAL TEL*LINK**
ATTN: General Counsel
12021 Sunset Hills Road
Suite 100
Reston, VA 20190
FAX: 703-435-0980

Any notice of default must be sent by registered mail. Either Party may change the address to which notice is to be sent by giving written notice thereof to the other Party. If email notification is used, the sender must specify a receipt notice.

11.2 Compliance with Americans with Disabilities Act. Contractor shall provide the Services in a manner that complies with the Americans with Disabilities Act (ADA), including but not limited to Title II's program access requirements, and all other applicable federal, state and local disability rights legislation.

11.3 Payment Card Industry ("PCI") Requirements. Contractors providing services and products that handle, transmit or store cardholder data, are subject to the following requirements:

11.3.1 Applications shall be compliant with the Payment Application Data Security Standard (PA-DSS) and validated by a Payment Application Qualified Security Assessor (PA-QSA). A Contractor whose application has achieved PA-DSS certification must then be listed on the PCI Councils list of PA-DSS approved and validated payment applications.

11.3.2 Gateway providers shall have appropriate Payment Card Industry Data Security Standards (PCI DSS) certification as service providers (<https://www.pcisecuritystandards.org/index.shtml>). Compliance with the PCI DSS shall be achieved through a third party audit process. The Contractor shall comply with Visa Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) programs.

11.3.3 For any Contractor that processes PIN Debit Cards, payment card devices supplied by Contractor shall be validated against the PCI Council PIN Transaction Security (PTS) program.

11.3.4 For items 11.3.1 to 11.3.3 above, Contractor shall provide a letter from their qualified security assessor (QSA) affirming their compliance and current PCI or PTS compliance certificate.

11.3.5 Contractor shall be responsible for furnishing City with an updated PCI compliance certificate 30 calendar days prior to its expiration.

11.3.6 **Bank Accounts.** Collections that represent funds belonging to the City and County of San Francisco shall be deposited, without detour to a third party's bank account, into a City and County of San Francisco bank account designated by the Office of the Treasurer and Tax Collector.

11.4 Sunshine Ordinance. Contractor acknowledges that this Agreement and all records related to its formation, Contractor's performance of Services, and City's payment are subject to the California Public Records Act, (California Government Code §6250 et. seq.), and the San Francisco Sunshine Ordinance, (San Francisco Administrative Code Chapter 67). Such

records are subject to public inspection and copying unless exempt from disclosure under federal, state or local law.

11.5 Modification of this Agreement. This Agreement may not be modified, nor may compliance with any of its terms be waived, except as noted in Section 11.1, "Notices to Parties," regarding change in personnel or place, and except by written instrument executed and approved in the same manner as this Agreement.

11.6 Dispute Resolution Procedure.

11.6.1 Negotiation; Alternative Dispute Resolution. The Parties will attempt in good faith to resolve any dispute or controversy arising out of or relating to the performance of services under this Agreement. If the Parties are unable to resolve the dispute, then, pursuant to San Francisco Administrative Code Section 21.35, Contractor may submit to the Contracting Officer a written request for administrative review and documentation of the Contractor's claim(s). Upon such request, the Contracting Officer shall promptly issue an administrative decision in writing, stating the reasons for the action taken and informing the Contractor of its right to judicial review. If agreed by both Parties in writing, disputes may be resolved by a mutually agreed-upon alternative dispute resolution process. If the parties do not mutually agree to an alternative dispute resolution process or such efforts do not resolve the dispute, then either Party may pursue any remedy available under California law. The status of any dispute or controversy notwithstanding, Contractor shall proceed diligently with the performance of its obligations under this Agreement in accordance with the Agreement and the written directions of the City. Neither Party will be entitled to legal fees or costs for matters resolved under this section.

11.6.2 Government Code Claim Requirement. No suit for money or damages may be brought against the City until a written claim therefor has been presented to and rejected by the City in conformity with the provisions of San Francisco Administrative Code Chapter 10 and California Government Code Section 900, et seq. Nothing set forth in this Agreement shall operate to toll, waive or excuse Contractor's compliance with the California Government Code Claim requirements set forth in San Francisco Administrative Code Chapter 10 and California Government Code Section 900, et seq.

11.7 Agreement Made in California; Venue. The formation, interpretation and performance of this Agreement shall be governed by the laws of the State of California. Venue for all litigation relative to the formation, interpretation and performance of this Agreement shall be in San Francisco.

11.8 Construction. All paragraph captions are for reference only and shall not be considered in construing this Agreement.

11.9 **Entire Agreement.** This contract sets forth the entire Agreement between the parties, and supersedes all other oral or written provisions. This Agreement may be modified only as provided in Section 11.5, "Modification of this Agreement."

11.10 **Compliance with Laws.** Contractor shall keep itself fully informed of the City's Charter, codes, ordinances and duly adopted rules and regulations of the City and of all state, and federal laws in any manner affecting the performance of this Agreement, and must at all times comply with such local codes, ordinances, and regulations and all applicable laws as they may be amended from time to time.

11.11 **Severability.** Should the application of any provision of this Agreement to any particular facts or circumstances be found by a court of competent jurisdiction to be invalid or unenforceable, then (a) the validity of other provisions of this Agreement shall not be affected or impaired thereby, and (b) such provision shall be enforced to the maximum extent possible so as to effect the intent of the parties and shall be reformed without further action by the parties to the extent necessary to make such provision valid and enforceable.

11.12 **Recording Disclaimer.** Contractor and City agree and stipulate that Contractor has no responsibility to advise City with respect to any applicable law, regulation, or guideline that may govern or control telephone call recordation or monitoring by City, or compliance therewith. Contractor disclaims any responsibility to provide, and in fact has not provided, City any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith.

11.13 **Cooperative Drafting.** This Agreement has been drafted through a cooperative effort of City and Contractor, and both Parties have had an opportunity to have the Agreement reviewed and revised by legal counsel. No Party shall be considered the drafter of this Agreement, and no presumption or rule that an ambiguity shall be construed against the Party drafting the clause shall apply to the interpretation or enforcement of this Agreement.

11.14 **Order of Precedence.** Contractor agrees to perform the services described below in accordance with the terms and conditions of this Agreement, implementing task orders, the RFP, and Contractor's proposal dated February 10, 2015. The RFP and Contractor's proposal are incorporated by reference as though fully set forth herein. Should there be a conflict of terms or conditions, this Agreement and any implementing task orders shall control over the RFP and the Contractor's proposal.

Article 12 MacBride And Signature

12.1 **MacBride Principles -Northern Ireland.** The provisions of San Francisco Administrative Code §12F are incorporated herein by this reference and made part of this Agreement. By signing this Agreement, Contractor confirms that Contractor has read and understood that the City urges companies doing business in Northern Ireland to resolve

employment inequities and to abide by the MacBride Principles, and urges San Francisco companies to do business with corporations that abide by the MacBride Principles.

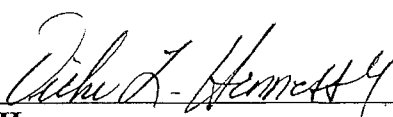
IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the day first mentioned above.

CITY

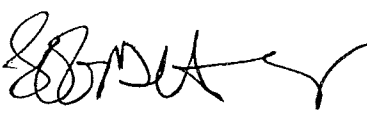
CONTRACTOR

Recommended by:

Global Tel*Link (GTL)



Vicki Hennessy
Sheriff
San Francisco Sheriff's Department



Mr. Jeffrey B. Haidinger
President and COO
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

City vendor number: 32285

Approved as to Form:

Dennis J. Herrera
City Attorney

By: 

Jana Clark
Deputy City Attorney

Appendices

- A: Scope of Services
- B: Calculation of Charges
- C: Jail Clearance Policy

**Appendix A
Scope of Services**

1. Description of Services

This Agreement is made by and between the Department and Contractor pursuant to RFP #SHF2015-01 and Bid Addendums #1 through #8.

Contractor agrees to perform the following services:

All written Deliverables, including any copies, shall be submitted on recycled paper and printed on double-sided pages to the maximum extent possible.

A. Scope

- 1) Provide, install and maintain a turn-key (complete system ready for immediate use) inmate, visitation and public payphone telephone system at the Department Facilities listed in Appendix A, Section 1, A, "Scope". Contractor shall provide telephone services to the inmates utilizing an inmate telephone system (ITS) in accordance with the requirements and provisions set forth in this Agreement.
- 2) Work with Department's Designated Agent in the management of the day-to-day operations of the inmate telephone Contractor; which includes monthly operational meetings and conference calls. The Contractor shall accept the Department's direction in working with its Designated Agent.
- 3) Facilities Serviced: Contractor understands that jail number designations may change and that there is no guaranteed number of inmates in custody at any time.

County Jail #1	County Jail #2	County Jails #5
425 7 th Street	425 7 th Street	1 Moreland Drive
San Francisco, CA 94103	San Francisco, CA 94103	San Bruno, CA 94066
County Jail #3 (Currently Empty)	County Jail #4	County Jail #6 (Currently Empty)
850 Bryant Street	850 Bryant Street	1 Moreland Drive
6 th Floor	7 th Floor	
San Francisco, CA 94103	San Francisco, CA 94103	San Bruno, CA 94066

	<u>CJ #1</u>	<u>CJ #2</u>	<u>CJ#3</u>	<u>CJ #4</u>	<u>CJ #5</u>	<u>CJ #6</u>
Availability for Inmate Telephone Use:	24/7	24/7	24/7	24/7	24/7	24/7
Phone Call Time Limit:	15 Minutes					
REQUIREMENTS						
Inmate Telephones Required:	20	74	59	59	64	48
Visitation Telephones Required:	4	10	46	64	76	0
Portable/Cart Phones Required:	1	1	1	1	1	1
Telephone Devices for the Deaf (TDD) Units Required:	1	1	1	1	1	0
Coin Pay Telephones Required:	0	1	2	1	2	0

B. General System Components:

1) Components:

- a. The Department requires a turnkey inmate calling solution which shall include, without limitation, collect, pre-paid collect, pre-paid cards, debit, free calls and recording of phone visitation sessions. Contractor shall install and operate inmate and visitation telephones, and related equipment. Contractor shall, without cost to the Department, provide all wiring for the inmate and visitation telephones, install the inmate and visitation telephones and the related hardware and software specifically identified herein, to enable inmates at the Facilities to complete, without limitation, local, long distance and/or international collect, pre-paid collect, pre-paid card, debit and free calls as well as visitation sessions from the Facilities listed in Appendix A, Section 1, A, "Scope".

2) Lines:

- a. Contractor shall provide a sufficient number of lines, ports, channels, etc. to ensure inmates are allowed to place calls 99.8% of the time. The Department reserves the right to require Contractor to revise its configuration to a 1:1 (telephone to line, port, etc.) ratio should the configuration installed by Contractor result in inmate complaints for busy signals or unavailable prompts. Such configuration changes shall be completed by Contractor at no cost to the Department.
- b. The reception quality shall meet telecommunication industry standards and shall be at least equal to the quality available to the general public. All telephones installed must include volume control.
- c. Contractor shall provide test-lines for ITS and visitation checks as required by the Department.
- d. Additional technology to be implemented, such as the pilot Video Visitation Solution (VVS) outlined in Appendix A, Section B, 16, "Video Visitation Service" of this Agreement, shall require wiring to be provided by Contractor at no cost to the Department.

3) Existing Infrastructure:

The Contractor may, with the permission of the Department and at its own risk, utilize conduit and wire or other components currently in place at the Facilities.

4) Debit Application:

- a. The debit application shall work with the ITS.
- b. Contractor shall provide a fully integrated, electronic debit calling process through the Department Commissary Provider (CP) for the ease of transferring money from the inmate's trust fund account to the ITS debit account as well as refunding any unused funds to the trust fund account upon the inmate's release. Inmates shall be allowed to purchase debit in \$10.00 increments. The debit funds shall post in the ITS within 24 hours of purchase by the inmate.
- c. The debit application shall allow for pre-payment to a specific telephone number or an inmate's account.
 - i. Inmate friends and family shall be capable of depositing funds into an inmate's trust account through lobby kiosk at County Jail #1 and County Jail #5.
 - ii. Contractor shall be capable of accommodating the deposit methods approved by the Department.
- d. Contractor's ITS shall have full integration with the CP at the Department facilities to implement the required electronic debit calling integration for ease of inmate debit fund transfers from their fund accounts. The Department shall not be responsible for paying any amounts associated with the required interfaces.
- e. Contractor's debit application shall have the capability to terminate the debit account and issue a real-time of the remaining balance to the inmate through the CP's Inmate Trust Fund Accounting System. Funds not returned for whatever reason shall be accounted for via the accounting process. A refund will only be made if requested by the Department or CP to ensure requests are legitimate. Inmate requests for refunds shall be denied by the Contractor.
- f. The Department shall be able to access ITS at any time via a web application to view debit records, inclusive of the inmate's debit balance, as required.
- g. The ITS shall provide the inmate with the balance of the debit account at the time of the call.
- h. The debit application shall allow international calls.
- i. Contractor shall supply, at the Department request, signage, brochures, flyers regarding the ITS and/or Contractor's pre-paid and debit programs at no cost to the Department.

5) Monitoring and Recording:

- a. The ITS shall be capable of monitoring and recording all inmate and visitation calls from any telephone within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain calls and visitation sessions. The ITS must provide an automated message to advise the participants that the visitation session may be monitored and recorded. The automated message shall be provided in English, Spanish, Cantonese or any other language specified by the Department. All inmate-attorney calls (or Public Defender) are not and shall not be recorded. The ITS shall be able to exclude restricted or privileged calls and visitation sessions and clearly designate non-recorded calls/visitation session within the ITS user application. The ITS shall allow designated users at the Facilities to play back a recorded call/visitation session or a call in progress (e.g. live monitoring) via the ITS user application.
- b. The ITS shall be capable of recording calls/visitation sessions in a manner allowing designated users to isolate the inmate or the end-user side of the recording for playback.
- c. The ITS shall be configured by default to record visitation sessions. If there is a specific request by the Department or authorities not to monitor a particular visitation session, the request is submitted to the Department, and upon its sole authorization, monitoring may be disabled. Contractor shall accept the Department's direction relative to these instances. Recording of visitation sessions shall be completed as authorized by the Department. Contractor shall provide a monthly report documenting the visitation recording settings. The ITS shall have the capability of allowing the Department to activate/deactivate the recording feature for the visitation stations without the involvement of Contractor.
 - i. Contractor shall pay the Department liquidated damages in the amount of \$300.00 per each instance wherein visitation sessions are recorded without the authorization of the Department or direction from the Department regarding the settings for monitoring/recording the visitation sessions was not followed.
- d. The ITS shall provide simultaneous playback and continuous recording of calls and visitation sessions.
- e. Live monitoring shall allow the Department to view, at a minimum, the following information in chronological order.
 - i. Call Start Time;
 - ii. Facility;
 - iii. Phone Location Name;
 - iv. Inmate Name;
 - v. Inmate ID
 - vi. Inmate Personal Identification Number ("PIN");
 - vii. Called Number;
 - viii. Called City, State;
 - ix. Call Type;

- x. Bill Type;
 - xi. Call Status; and
 - xii. Duration.
- f. All Call Detail Records (CDRs) including all attempted and completed calls, shall be stored online for a minimum period of 3 years and stored offline for a minimum period of 7 years following the expiration of the Agreement.
 - g. All call recordings and approved recordings of visitation sessions shall be stored online for a minimum period of 1 year and offline indefinitely following the expiration or termination of the Agreement and any Amendments.
 - h. The Department agrees that Contractor has no responsibility to advise it with respect to any law, regulation, or guideline that may govern or control telephone call recordation or monitoring by the Department, or compliance therewith. The Department has its own legal counsel to advise it concerning any and all such law, regulation, or guideline, and compliance therewith, and makes its own determination on when and how to use the inmate call monitoring and recording capabilities supplied through this Agreement. Contractor disclaims any responsibility to provide, and in fact has not provided, the Department any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith.
 - i. The Department further acknowledges that all CDRs and call recordings contained in the inmate telephone system equipment provided by Contractor to it are the exclusive property of the Department for the term of this Agreement and any resulting extensions of this Agreement.
 - j. Contractor shall be responsible for supplying all storage media (CDs/DVDs, flash drives, etc.) at no cost to the Department throughout the life of the Agreement and any renewal terms. Storage media shall be delivered to the Department via request to the Contractor On-Site Administrator.
 - i. Contractor shall pay the Department liquidated damages in the amount of \$300.00 per each instance wherein the Department suffers one or more lost, unrecoverable or un-useable recording(s). The Department agrees to notify Contractor of such instances and provide up to 7 days per instance for Contractor to produce the call recordings. Contractor shall be notified of the total amount due via written notice from the Department. The Department will invoice Contractor and payment shall be due within 30 days of Contractor's receipt of invoice.
 - k. The Department does not require workstations under this Agreement aside from that for the Contractor-provided site administrator. Access to the ITS shall be completely web-based and shall provide real-time, anywhere, anytime access (including on mobile devices, tablets, etc.) to

- the ITS user application no cost to the Department.
- l. For the term of the Agreement, the Department shall have access to all CDRs from all remote access computers/devices, based on the user's access level.
 - m. The ITS shall be capable of providing alerts for certain calling events and, at a minimum, allow designated users to receive or be forwarded a live call/visitation session to a specified destination.
 - n. The ITS shall be capable of sending alerts to telephone numbers (including cellular phones), email addresses, pagers, SMS text, or to PCs.
 - o. The ITS user application shall transfer/copy/export recordings with no loss in quality and shall be capable of placing an audio and visual date/time stamp with the recording.
 - p. Contractor shall provide, at no cost to and upon request by the Department, personnel or resources to testify in court regarding the process utilized by the ITS to copy/export recordings and CDRs while maintaining authenticity of the recording and CDR.
 - q. The ITS shall be capable of emailing and copying recorded calls and visitation sessions onto a CD/DVD or other storage medium in audio or MP3/data format with tamper free capabilities.
 - r. Contractor shall provide its Call Analyzer software at no cost to the Department allowing for additional analysis of the call and visitation recordings.

6) Intake Phones:

- a. ITS shall allow free, local telephone calls from a specific group of inmate telephones or a specific Facilities.
 - i. Contractor's telephones installed in the Intake & Release Center on the first floor of County Jail #1, shall allow inmates to make telephone calls to locations within the local calling area free of charge and on a collect only basis if the call is to a location outside of the local calling area.
 - ii. Contractor will provide signage displaying the list of free local calling area codes upon request by the Department.
 - iii. Contractor shall accept direction from the Department on whether calls from these telephones shall be recorded.
- b. Contractor shall provide modular units for the occurrence of mass arrests. Portable phones shall be custom mounted on metal four wheel dollies for easy and stable transport and stable end-use. Contractor shall:
 - i. Provide units with poly-urethane, non-marring, ball-bearing, smooth running, lockable wheels.
 - ii. Provide with push-cart handle and location to secure the unit to a fixed item. Provide plug-in extension length as required. Unit platform shall be aluminum or finished metal.
 - iii. Provide phone outlets at predetermined locations for interconnect to ITS system.

- iv. Provide the quantity of portable phones required by the Department as outlined in Appendix A, Section 1, A, Table 1, "Facilities Information and Requirements."
- c. In case of ITS system failure, the ITS shall provide an easily switchable bypass to remove the intake phone system from the ITS system and to access outside lines directly upon failure of the ITS system. Such workaround may be provided as follows: cutoff switching at an agreed upon location from the ITS system with a "land-line" cut-in interface for standard phone service. This is to meet legal requirements to provide phone calls within the first 2-hours of custody. Further, Contractor shall provide the Department with a tertiary backup solution utilizing a cellular telephone network which does not rely on a standard telco circuit. The tertiary method will allow the inmates to place calls through hand-held devices which shall be approved by the Department.
- d. Contractor shall provide hands-free suicide resistant telephones at specific locations as required by the Department.

7) Informant Line:

Contractor shall be able to establish an informant line, to allow anonymous submission of information, at no cost to the Department. Calls to the informant line shall be free and shall be routed via the ITS to a destination designated by the Department. Contractor shall accept the Department direction for how the informant line is configured through the ITS.

8) Pay Phones:

Contractor shall furnish, install and maintain public pay telephones in the locations specified by the Department for use by the general public; the required quantity of pay telephones is detailed in Appendix A, Section 1, A, Table 1, "Facilities Information and Requirements". The public telephones shall be furnished, installed and maintained by Contractor at no cost to the Department. All commissions and reporting due to the Department for the public telephones installed by Contractor shall follow Appendix A, Section 3, "Reports". The calling rates for the public pay telephone(s) shall mirror the collect calling rates chosen for the ITS. Gross Revenue shall include all local, Intralata/Intrastate, Interlata/Intrastate, Interlata/Interstate and International collect, credit card and coin revenue, less monthly Local Exchange Carrier (LEC) line charges. The commission rate on Interstate Gross Revenue shall be 0%. The commission rate for all other Gross Revenue is defined in Article 3, Section 3.3.1 "Payment" of the Agreement.

9) Cooperation:

- a. For the initial installation, Contractor will work with its Designated Agent, the Department's Bureau of Building Services (SBBS), ITSS, Facilities staff and the incumbent inmate telephone service provider to ensure an orderly transition of services, responsibilities and continuity of the services

- required by the Department.
- b. Contractor shall cooperate fully and in a timely fashion to provide reports, summaries, reconciliation support, adjustments to system parameters as required for a seamless transition. Upon request by the Department, Contractor shall attend meetings and provide access to decision making personnel at any/all times.
 - c. Upon expiration, termination, or cancellation of the Agreement, Contractor shall accept the direction of the Department and shall work with its Designated Agent, the Department SBBS, ITSS, Facilities staff and the new inmate telephone service provider to ensure inmate telephone services are smoothly transitioned. At a minimum, the following shall apply:
 - i. Contractor acknowledges that the CDRs, call and visitation recordings, documentation, reports, data, etc., contained in the ITS are the property of the Department. The Department acknowledges the ITS hardware and software are the property of Contractor.
 - ii. The CDRs, call and visitation recordings, documentation, reports, data, etc. shall be provided to the Department by Contractor on a storage medium and in a user-friendly, searchable and electronic format at no cost to the Department within 15 days following the expiration and/or cancellation of the Agreement. Contractor shall accept the Department's reasonable decision whether the solution provided is acceptable.
 - iii. Contractor shall discontinue providing service or accepting new assignments under the terms of the Agreement, on the date specified by the Department. Contractor agrees to continue providing all services in accordance with the terms and conditions, requirements and specifications of the Agreement for a period not to exceed 90 calendar days after the expiration, termination or cancellation date of the Agreement. Commissions will be due and payable by Contractor to the Department at the percentage provided in the Agreement until collect, debit and/or pre-paid calls are no longer handled by Contractor.
 - d. Contractor agrees to remove its equipment at the conclusion of the Agreement in a manner that will allow the reuse of wiring/cabling associated with the ITS and any additional technologies provided by Contractor during the Agreement term.

10) Installation:

- a. Contractor shall be responsible for all costs associated with the inmate telephone and visitation system, which shall include but not be limited to, the necessary labor, parts, materials, transportation purchase of equipment, wiring, new electrical circuits, cables, installation, service, maintenance, voice network and transmission, data network, and day-to-day operation to maintain all proposed telephones in good working order and in compliance with the equipment manufacturer's specifications.

- b. Contractor's ITS shall not be configured to reside on or use the Department network.
- c. Contractor agrees to obtain the Department written approval before making any physical changes to the Facilities, such as drilling into walls, floors, ceilings or any other portion of the Facilities. This includes existing, newly constructed and/or expanded Facilities.
- d. Contractor shall install the telephones, pedestals, enclosures and ITS equipment and software in accordance with the manufacturer's specifications.
- e. All telephone equipment provided shall be fully operational at the time of the initial installation.
- f. The telephone sets shall be suitable for a correctional environment, as reviewed and approved by the Department. At a minimum telephone sets shall be, stainless steel, sturdy, non-coin, and vandal and tamper resistant; the cord length for the inmate and visitation telephones is specified in Appendix A, Section 1, A, Table 1, "Facilities Information and Requirements." Placards containing dialing instructions in English, Spanish and Cantonese shall be placed on each phone and shall be replaced each time an inmate telephone set is replaced. The telephones must not contain any exterior removable parts. Proposed telephone sets must:
 - i. Use Security Torx screws (tamper resistant with a 6-point star-shaped screw head) as the installation standard. Caulking must be pick resistant. Anchors must be heavy duty. Installation must be concealed.
 - ii. Use maximum security installation to prevent the concealment and passage of contraband.
 - iii. Use Suicide resistant components (products made specifically to reduce the incident of suicide) in holding cells, sobering cells or as directed by the Department and/or the State Authority having jurisdiction - the Board of State and Community Corrections. Sobering cells are to have telephones that are hands free and flush to the wall. All inmate jail telephones in high risk areas are to have cords no longer than 8 inches.
- g. Contractor shall post calling rates near each inmate telephone or group of inmate telephones. Calling rate flyers and/or additional inmate telephone related information shall be provided by Contractor upon the Department request and at no cost in three languages: English, Spanish and Cantonese.
- h. At no cost to the Department Contractor shall install additional telephones (inmate and visitation), monitoring and recording equipment as needed, within 30 days of request. The ITS shall have the capacity to expand for the accommodation of any additional phones as requested by the Department and at no cost. This includes newly constructed or expanded Facilities.

- i. If the installation of the additional telephones (inmate and visitation) is not completed within 30 days, Contractor may incur liquidated damages in the amount of \$500.00 for each day beyond the 30-day installation date until the installation is complete. However, Contractor shall not incur liquidated damages if the cause of the delay is beyond the Contractor's reasonable control.
 - ii. Should Contractor incur liquidated damages, the Department will invoice Contractor. Payment of the invoice shall be made to the Department within 30 days of Contractor's receipt of the invoice.
- i. Contractor shall provide, install, maintain, replace and upgrade adequate surge and lightning protection on all equipment used for the ITS.
- j. All telephone equipment shall be powered by the telephone line, not require an additional power source and shall have an Uninterruptible Power Supply (UPS) back-up power. A separate power supply shall not be required. A power source will be available at the demarcation location.
 - i. Contractor shall provide the UPS back-up power source to ensure there is no loss of recordings or real time call data in the event of a power failure.
- k. Installation of all telephones and related equipment shall be accomplished during normal business hours at the Facilities or as otherwise specified by the Department.
- l. Contractor shall clean-up and remove all trash and packaging materials resulting from work performed.
- m. Contractor shall correct any damage to the Department property caused by maintenance or installation associated with the ITS, including repairs to walls, ceilings, etc.
- n. Contractor shall install, repair and maintain all Contractor-provided equipment and lines, including but not limited to, any wiring or cable work required throughout the Facilities. All Contractor-provided equipment, installation, maintenance, repair costs and all costs or losses due to vandalism shall be the total responsibility of Contractor.
- o. Upon completion of the initial installation and any ongoing installations, Contractor shall provide the Department with a list of telephone numbers, equipment specifications and locations of each device/unit.
- p. Contractor shall provide written documentation indicating that all circuits have been tested and all cables, pairs, fiber strands, blocks, etc. are legibly marked after the completion of each installation.
- q. Contractor shall install/mount its equipment in accordance with the Department requirements.
- r. Installation shall be completed within a schedule that meets the operational needs of the Department, including scheduling installation activities as times that require that least use of overtime for the Department.

11) Existing Conditions:

- a. Use of existing conduit, raceways, cable, wiring, switches and terminal

within the Facilities is at the risk of Contractor. Exposed wiring is not permitted. Ownership of any wiring or conduit installed under the Agreement by Contractor becomes the Department property upon termination and/or expiration of the Agreement.

- b. Contractor agrees that if any cabling work is required as part of any installation, all new cables shall be used and marked clearly and legibly at both ends, and meet all applicable Electronic Industries Alliance/Telecommunications Industry Alliance (EIA/TIA) wiring standards for commercial buildings and must be approved by the Department maintenance personnel.
- c. Contractor planning and space usage shall take into account the existing conditions and limited spaces for equipment.
- d. The Contractor shall inform the Department of any plan to alter existing infrastructure. All alterations to the existing structure will require planning and approval by the Department. Planning and approval by the Department shall precede work within the confines of the older structures of County Jails #1, #2, #3 and #4, located at 425 7th Street and at 850 Bryant St., where asbestos containing material is known to exist and elsewhere as appropriate. Routing shall take into consideration such hazards.
- e. HAZMAT: Existing hazardous material reports will be disclosed and the Department shall be responsible to abate Contractors pre-approved proposed work. Contractor operations shall take into account reasonable time to complete abatement work. Upon finding potentially hazardous material, work shall be suspended. Work will resume only after a resolution has been reviewed and approved by the Department.
- f. Contractor is responsible for all other non-hazardous material work coordination. This may include but not limited to UDS (subsurface/underground detection i.e. Ferro scan, x-ray, tracing etc.), and pathway planning and installation including coring, structural /non/structural repairs or patching as approved by licensed professionals and/or the Department as applicable.

12) Transition/Operation:

- a. Initial installations of the ITS must be completed within 60 days of the effective date of the Agreement. Initial installations surrounding a VVS pilot shall be completed within 180 days upon completion of the initial installations and at a Facilities designated by the Department.
 - i. If any portion of the installation is not completed within the timeframe allowed in the agreed-upon implementation plan, Contractor may incur liquidated damages in the amount of \$500.00 for each day beyond the installation date until the installation is complete. However, Contractor shall not incur liquidated damages if the cause of the delay is beyond the Contractor's reasonable control.
 - ii. Should Contractor incur liquidated damages, the Department will invoice Contractor. Payment of the invoice shall be made to the

- Department within 30 days of Contractor's receipt of the invoice.
- b. Contractor shall provide documentation and progress reports. Within seven (7) days of Agreement execution, Contractor shall establish a transition work group and shall begin convening within Weekly Meetings. The transition work group is comprised of the Department's Designated Agent, SBBS, ITSS, Facilities staff, and compliance monitor. Contractor shall provide detailed agendas and summary meeting minutes and establish schedules/timelines, milestones, equipment lists, progress reports and responsibility assignments.
 - c. Contractor shall have a 30 day debugging/fine-tuning period upon completion of the 60 day initial installation period. Following the 30 day debugging period, and upon final review and approval by the Department, full commencement of the system will begin.
 - d. Transitional down time shall be as approved in the joint transition team meetings, but in no case shall any portion of the ITS system lose its intended usage capability for more than one day. There shall be no loss of service for intake telephones at County Jail#1.

13) Automated Visitation Scheduling:

- a. Contractor shall provide the Department with its Renovo Software to manage the scheduling of visits for its Facilities at no cost.
 - i. If a renewal of the Renovo Software is required prior to the execution of this Agreement, the Contractor will reimburse the Department in the amount of \$25,000.00 for the cost of its Renovo Software to manage the scheduling of visits for its Facilities.
 - ii. The Department will invoice the cost of the Renovo Software to the Contractor.
 - iii. The Contractor will remit payment to the Department within 30-Days of receiving the invoice.
- b. Contractor's visitation scheduling solution shall be inclusive of the following minimum requirements. The visitation scheduling solution shall:
 - i. Be a web-based scheduling application allowing visitors (public and professional) to register and schedule visits using a standard internet browser and internet connection.
 - ii. Interface with the Department JMS. The Department shall not be responsible for paying any amount associated with the required interface.
 - iii. Require visitors to complete a registration process prior to scheduling a visit with an inmate at the Facilities.
 - 1. The registration process shall capture, at a minimum, the visitor's name, address, date of birth, email address, telephone number and identification such as a driver's license number. Contractor's system shall provide the visitor with a password with the capability to reset the password at any time.

- iv. Have the capability to allow visitors to schedule visits for a particular inmate, date and time.
 - 1. The visitor shall receive a confirmation email or text message once the visit has been scheduled.
 - 2. The visitor must be required to accept the visitation terms and conditions set forth by the Department with each scheduled visit.
- v. Have the capability to schedule a "no visitations" event with customizable durations for an inmate, station, station group, and/or housing unit.
- vi. Be capable of restricting a visitor from visiting a certain inmate or all inmates at the Facilities.
- vii. Allow the option for the Department to manually schedule visits on behalf of visitors.
- viii. Provide a daily report listing all scheduled visits for that day.
- ix. Cancel the scheduled visit and send a notification to the visitor in the event of inmate movements from one Facility to another or upon release. The notification shall be in the form of an email or text message.
- x. Allow for smart phone scheduling. If the visitation scheduling solutions does not currently have this capability, Contractor shall provide information on its research and development progress.

14) Commissary Ordering Service:

Contractor shall provide the Department with its commissary ordering via a speed dial through the ITS at no cost.

15) Automated Information Technology:

- a. Contractor shall provide automated information technology inclusive of a telephone tree format at no cost to the Department. The automated information technology shall be capable of providing general information, pertaining to an inmate's status within the Facilities and such information shall be accessible by both the inmate and friends and family members. The information shall include, but not be limited to the following:
 - i. Inmate last name;
 - ii. Inmate first name;
 - iii. Inmate middle name;
 - iv. Inmate ID or booking number;
 - v. Inmate date of birth;
 - vi. Inmate gender;
 - vii. Charge statue number;
 - viii. Description of charges;
 - ix. Projected release date;
 - x. Inmate location;

- xi. Court appearance date and time;
 - xii. Court and court contact information;
 - xiii. Bond type;
 - xiv. Bond amount;
 - xv. Bail amount;
 - xvi. Charge status;
 - xvii. Holds from other agencies; and
 - xviii. Inmate type (e.g. Federal, regular, transfer etc.).
- b. The automated information technology shall interface with JMS at no cost to the Department.

16) Video Visitation Service:

- a. The Department will implement a VVS pilot and to support that pilot Contractor shall meet each of the following VVS requirements. Should the Department proceed with full implementation of VVS beyond the pilot program, the Department and the Contractor will negotiate and amend the existing Agreement.
 - i. Provide a fully integrated, automated scheduling software to manage all video visitations.
 - ii. Allow free onsite video visitation sessions and remote video visitation sessions at an agreed-upon rate. Contractor shall not exceed a rate of \$12.00 per completed remote visit.
 - iii. Limit the length of each video visitation session to a configurable duration. The Department requires that each regular video visitation session is 15 minutes in duration and a professional video visitation session is 30 minutes. Regular video visitation is defined as a session between inmate and family/friends and professional video visitation is defined as a session between inmate and legal counsel.
 - iv. Designate professional visitors, such as legal counsel, to ensure the video visitation sessions are not recorded; provide full monitoring and recording for all other video visitation sessions and store video visitation recordings online for a period of 90 days. Contractor will provide training to SFSD (at no cost) to access and interpret stored video visitation recordings.
 - v. Provide durable, vandal-free video visitation stations with the capability to offer VVS and other applications approved by the Department.
 - vi. Provide VVS with prompts in English, Spanish and Cantonese.
 - vii. Provide power over Ethernet ("POE") and complete all wiring and installation work required to implement VVS.
 - viii. Provide ongoing support and maintenance for all VVS hardware and software, including all repairs and replacements for the life of the Agreement.
 - ix. Accommodate a ratio of 1 inmate video visitation station for every

45-50 inmates.

- x. Install 2 onsite visitor video visitation stations per Facility.
- xi. Install a monitoring station with the capability for Department staff to view real-time video visitation session activity. The Department prefers a 60" screen size with the capability to view 12-16 simultaneous video visitation stations in a thumbnail format on the monitoring screen.
- xii. Web-based user application allowing the Department to access video visitation activity for a particular inmate, visitor, or visitation station(s).
- xiii. Allow authorized users download/copy recorded files and/or view recordings from within the user application VVS application.
- xiv. Capability to conference video visitation sessions for professional visits connecting the inmate, an attorney and the courtroom.

C. Contractor Operating Requirements

1) Contractor's Operations:

Rules and Regulations: Employees and agents will comply with all the Department rules and regulations concerning conduct on Facility property and contact with inmates. At the Contractor's expense, all Contractor employees will be subject to a background check and fingerprinting by the Department. If the background check indicates a reason the employee is not suitable for admission to the Facilities, the Contractor will be notified, and Facility access will be denied. Contractor employees should have a Contractor picture identification badge for admission to the Jails.

- a. **Laws:** Contractor must be authorized by the appropriate governing body and/or regulatory agency to be an Inmate Telephone Service Provider, and shall comply with all applicable laws, rules, regulations and orders. The ITS Contractor shall comply with all State, County or Municipal Government and Federal Government and/or Utility Commissions rules & regulations, and shall collect and remit all fees not limited to state, state tax, federal, universal funding fees and all other applicable fees.
- b. **Codes:** Follow all building codes as applicable for the installations. It shall be the responsibility of the Contractor for all permits and fees associated with the costs of any installation.

2) Drug Free Workplace:

The Contractor must ensure that a "Drug Free Workplace" policy is maintained with its workforce.

3) Subcontracting:

Contractor is prohibited from subcontracting this Agreement or any part of it unless subcontracting is first approved by the Department in writing. Neither party shall, on the basis of this Agreement, agreement on behalf of, or in the name of, the other party. An agreement made in violation of this provision shall confer no

rights on any party and shall be null and void and shall be subject to all conditions that are applicable to the prime Contractor.” Contractor must follow all City contracting rules regarding subcontracting.

4) Phone company services:

The ITS Contractor shall be solely responsible to coordinate, communicate with, acquire and install any needed service item from any communication utility or entity.

5) Field Representative/Full-Time On-Site Administrator

- a. At no cost to the Department and with the initial installation, Contractor shall be responsible for employing a Contractor-provided site administrator. The on-site administrator shall have professional communications, troubleshooting and reporting skill sets for interaction with Department management and inmates. Such person shall be named, background checked and be actively involved during the initial installation. Contractor is responsible for ensuring the on-site administrator is on-site from 8:00 am - 5:00 pm (PST), Monday – Friday, totaling 40 hours a week during the entire life of the Agreement, including the initial installation and has a fully configured workstation, email account and access to Microsoft Office (or equivalent) to perform, at a minimum, the duties and responsibilities listed below:
 - i. Maintain all databases associated with the ITS and VVS;
 - ii. Enter all PINs, PANs (Personal Allowed Numbers), blocked numbers and any other new inmate calling information in the ITS including Pro-Per inmates designated by the courts to advocate on their own behalf, rather than being represented by a lawyer;
 - iii. Research and respond to inmate requests; when requested by the Department, responses back to the inmates shall be in person; a monthly report of all inmate responses and action taken shall be provided to the Department.
 - iv. Receive and resolve all administrative requests, comments and questions;
 - v. On a weekly basis, perform preventative maintenance by reviewing the functionality of the ITS and VVS and performing a full walk-through of the Facilities documenting that each telephone has been inspected;
 - vi. Upon the Department request, provide the necessary documentation and assistance for investigations;
 - vii. Upon the Department request, provide monthly activity and maintenance reports for collect, pre-paid and/or debit calls and video visitation sessions;
 - viii. Provide a monthly report showing any recording setting changes for each of the visitation telephone stations;
 - ix. Provide a weekly report, which at a minimum shall include a list of

- all requests, service tickets and issues and the status of each; and
- x. Any additional ITS and VVS related activities specified by the Department.
 - b. If the on-site administrator position is vacated and not filled by Contractor within 15 days, Contractor shall pay the Department \$2,000.00 for every 15 day period thereafter that the position remains vacant.

6) Prior Notice:

Contractor agrees to give the Department 14 days prior notice if Contractor intends to change the Department's account representative. Changes of account representative shall be subject to the Department approval, provided that said change is not due to circumstances such as death, sudden loss of employee or other circumstances outside of Contractor's control. Contractor agrees to change account representative upon request by the Department.

7) Maintenance and Repair:

- a. Contractor shall respond to repair requests from the Department by arriving at the site promptly after reasonable notice has been given on a 24-hours a day, 7- days a week, 365-days a year basis.
- b. Repairs or replacement of nonworking or damaged equipment or software shall be started by a qualified technician within 30 minutes and not to exceed 3 hours following notification of a service request or ITS failure. Contractor must exhibit to the Department a best effort approach to the completion of the repairs or replacement during the first 24-hours following notification of a problem.
- c. Contractor shall pay the Department liquidated damages in the amount of \$300.00 per each instance wherein the Department suffers un-usable equipment. The Department shall be notified of progress and/or delays in progress until the problems are resolved. Contractor shall notify the Department any time additional technicians or a technician other than the on-site administrator will be dispatched to the Facilities and prior to the technician's arrival.
- d. The Department may cancel the Agreement with Contractor if Contractor has not cured a service problem within 10 days of Contractor receiving notice of the problem from the Department.
- e. Each party shall report to the other party any misuse, destruction, damage, vandalism, etc. to the ITS. Contractor will assume liability for any and all such damages.
- f. All operation, maintenance and repair issues regarding the ITS service shall be reported by Contractor to the Department and its Designated Agent promptly.

8) Remote Diagnostics:

Contractor shall ensure continuous diagnostics and supervision for call and visitation processing and call and visitation recording. Contractor shall be capable of

performing remote diagnostics to the ITS to determine if a problem exists with the telephone, station port, channel, line, etc. Contractor shall provide detailed information on the frequency Contractor performs remote diagnostics and troubleshooting processes which shall include failure reports, alarms, service history and other steps taken.

9) Materials:

- a. The Department requires the following equipment be provided at all times for the full-time on-site administrator:
 - i. ITS components rated for the correctional environment, must perform as intended in the jail environment.
 - ii. In-stock and over-the-counter parts and systems should be used for standard usage and repairs. Spare parts may be stored on-site, within a secure and mutually agreed upon location. Contractor will provide the following cabinet and locking keys at two locations; one cabinet at San Bruno facility, and one at a San Francisco facility.
 - Strong-Hold® cabinet, with locking doors
 - Standard, floor standing
 - 4-ft. wide X 2-ft. deep x 5-ft tall.

10) Software:

- a. All information regarding blocked phone numbers, and any additional information regarding the use and usage of the ITS must be included in the software design.
- b. Contractor will perform an annual evaluation comparing the current implemented software against industry standards. Contractor will document and present all findings. As potential upgrades to software become available, Contractor shall represent and warrant that the Department shall be awarded the right to use or refuse the upgrade. Any approved upgrade to the ITS, and any accompanying hardware, will be at no cost to the Department, and will be authorized by notification in writing. ITS Contractor shall maintain upgrades to all programs, firmware, etc. for the most stable balance between “state of the art” and proven systems. Contractor shall archive any previously used version and any restoration products in the event a need arises to access them.
- c. Contractor shall warrant and keep current all licenses required by law throughout the term of the Agreement, including amended extension periods.
- d. Any upgrades or routine system diagnostic monitoring and back-up shall be accomplished with minimum system operation interruptions, shall be performed at low usage periods, and at no cost to the Department.

11) Facility Security:

- a. All installation, service, maintenance and repair of Contractor telephones shall be performed in strict compliance with San Francisco Sheriff's Department Jail Clearance Policy attached herewith as Appendix C, "Jail Clearance Policy".
- b. Operating Environment: Contractor will be working within a public correctional environment. The authority of the Department shall be followed at all times. All material placement, practices, installations, troubleshooting, investigations and solutions shall be conducted in a behavior mindful of the environment. If any Contractor employee is found to be in violation of the expected conduct code, as detailed in Appendix C, "Jail Clearance Policy," provided to the awarded Contractor during the Department's Contractor Orientation, then the Department will notify the Contractor in writing that immediate action must be taken to remove the offender. The Department has the right to remove jail access clearance of any individual. Contractor is solely responsible to provide qualified alternates for positions that are vacate.
- c. The Department security requirements shall apply to all maintenance series, including but not limited the provision of cut-off switches for ITS at mutually agreed upon locations. All lines shall have individual cutoff switch banks and a group switch remotely operated by the Department at designated control stations. A demarcation line will be established. Such remote switches shall have programmable automatic operation as requested by the Department. The Department is to approve this system before integration into the overall ITS. Contractor shall provide labels designating phone locations.

D. Inmate Telephone Service Specifications and Operations

1) General ITS:

- a. All telephone sets must be amplified or volume controlled for the hearing impaired.
- b. Notification and Messaging: English, Spanish and Cantonese shall be available for all messaging and notifications.
 - i. Contractor must accurately translate any legal information, as required.
 - ii. Signage shall include brief dos and don'ts.
 - iii. Provide all signs and written instructions in durable, heavy-duty, laminated covers. All language shall be as agreed upon with the Department.
 - iv. Signs in clear, simple language in English, Spanish and Cantonese shall be posted in each housing unit, holding location and ITS phone location. Signs must be placed in a securely fastened, permanent manner, under 3/8" polycarbonate (Lexan®) sheeting and in a location to prevent inmate tampering. It shall be the Contractor's responsibility to update and post all signage. All signage should be

intended to be at a readable distance to minimize the time inmates need to learn to use the system.

- v. Contractor shall have all voice prompts and messages professionally reviewed and certified. All phone button prompts must be clearly identified.

2) ITS and User Application Specifications/Software:

- a. The ITS shall be capable of providing all operational features and system requirements applicable to all calls placed through the system, including local, long distance, international calling and audio recording of visitation sessions.
- b. The ITS shall be capable of providing integrated voice biometrics upon request for implementation by the Department in addition to other optional technologies listed below. When implemented, the ITS shall provide verification and identification of inmates real-time in addition to the other optional technologies at no cost:
 - i. GTL Voice IQ
 - ii. GTL Data IQ
 - iii. Keyword Search
 - iv. Unlimited BNA Reverse Number Lookup
 - v. GTL Called Party IQ
 - vi. GTL Location IQ
 - vii. GTL Phone IQ
- c. The ITS shall be configured to process all or any combination of the following bill types, without limitation: collect, free, pre-paid collect, pre-paid card, debit and/or speed dial.
- d. Contractor agrees to install the quantity of telephones, pedestals, enclosures, booths, etc. required by the Department as outlined in Appendix A, Section 1, A, Table 1, "Facilities Information and Requirements."
 - i. Call acceptance by the called party shall be accomplished for all calls through Dual-Tone Multi-Frequency (DTMF) confirmation ("positive acceptance"). Voice recognition is not an acceptable method for positive acceptance.
- e. The ITS shall be capable of recognizing and distinguishing standard or irregular busy signals, standard or irregular ringing signals, answering machines, digital voicemail, cellular telephones, ring-back tones, chain dialing, etc.
- f. The ITS shall be configured to monitor the switch hook on the telephone sets. If the switch hook is pushed down or moved from its idle position, the call must be disconnected immediately and the call prompts must come on to prevent fraud or unauthorized dialing. Contractor must assume all responsibility for fraud or unauthorized dialing occurring as a result of the ITS failing to meet this requirement.

- g. With each call/visit, the ITS must provide an automated message to advise the called party that:
 - i. That the call is coming from a correctional facility;
 - ii. The call is coming from a specific inmate; and
 - iii. The call/visit may be monitored and recorded.
 - iv. With each call, the ITS shall clearly identify the type of call being placed to the called party: collect, free, etc. This recording must be free of any charges.
- h. The ITS shall be able to accommodate any of the following options for recording and playback of an inmate's name to the called party:
 - i. The inmate may record a name each time a call is placed. The Department requires no more than 2 seconds be allowed for the inmate to record a name; this setting shall be configurable in the ITS.
 - ii. The inmate may record a name only once (with the first call attempted); the recorded name will be stored in the ITS and shall be played back with all subsequent call attempts. The Department requires no more than 2 seconds be allowed for the inmate to record a name; this setting shall be configurable in the ITS.
- i. The ITS shall process calls on a selective bilingual basis: English, Spanish and Cantonese. The inmate must be able to select the preferred language at the time the call is initiated.
- j. Contractor shall subscribe to the LEC Line Information Data Base (LIDB). Contractor shall query this database for each collect inmate call and process only those calls which do not have Billed Number Screening (BNS). Contractor must assume all responsibility for the cost and accuracy of validation.
- k. For calls that are not completed, the ITS shall play a recorded message to the inmate detailing why the call was not completed. The Department reserves the right to request Contractor to modify/revise the recordings at any time during the Agreement at no cost to the Department and within 30 days of the request. Contractor shall provide a monthly report documenting the number of calls which were terminated by the ITS and the called party's telephone number is associated with a wireless telephone.
- l. The ITS shall be capable of only accepting the number of digits required to complete a call in the event of an automated phone tree. Contractor shall accept the direction of the Department relative to the number of digits accepted.
- m. Following the dialing sequence, Contractor shall configure the ITS to allow inmates to remain muted while still being able to hear the call progress (ex: ringing on the line, voicemail pick-up, etc.);
- n. In no event shall the inmate be allowed to communicate with the called party until the call is positively accepted.
- o. The ITS shall be able to program a specific speed dial code to selected

- telephone numbers as determined by the Department and at no cost to the Department and without the assistance of Contractor.
- p. The ITS shall be capable of processing and completing international collect calls.
 - q. The ITS user application shall allow the Department to query the CDRs for inmate activities and calling patterns.
 - r. The ITS user application shall allow the following search criteria and filters to be applied to the CDR queries:
 - i. Inmate Name (First, Last);
 - ii. Inmate Personal Identification Number;
 - iii. Record Identifier;
 - iv. Date Range (Start Date/Time and End Date/Tim);
 - v. Facility;
 - vi. Called Number;
 - vii. Originating Number;
 - viii. Station Port;
 - ix. Station Name;
 - x. Call Type;
 - xi. Bill Type;
 - xii. Duration (minimum and maximum);
 - xiii. Call Amount;
 - xiv. Flagged Calls;
 - xv. Monitored Calls;
 - xvi. Recording Type;
 - xvii. Completion Type;
 - xviii. Termination Type;
 - xix. Validation Result;
 - xx. Pre-Paid Card ID Number;
 - xxi. Phone Group(s);
 - xxii. Visitation Phone(s); and
 - xxiii. Custom Search.
 - s. The ITS user application shall allow CDR query results to be exported in a format selected by the Department (.csv, PDF, Microsoft Excel 2010 or greater, etc).
 - t. The ITS user application shall be equipped, at a minimum, to generate the following standard reports in addition to the CDRs:
 - i. Call Statistics by Date Range;
 - ii. Frequently Called Numbers;
 - iii. Frequently Used Personal Identification Numbers;
 - iv. Commonly Called Number;
 - v. Call Detail Report;
 - vi. Gross Revenue Report by Date Range;
 - vii. Facility Totals and Statistics;
 - viii. Called Party/Number Accepting Report;
 - ix. Fraud/Velocity Report;

- x. Total Calls;
- xi. Calling List (PAN) Report;
- xii. Pre-Paid Card Report;
- xiii. Debit Usage Report;
- xiv. Debit Balance and Funding Report;
- xv. Pre-Paid Card Balance Report;
- xvi. Bill and Call Type Distribution;
- xvii. Phone Usage;
- xviii. Reverse Look-Up; and
- xix. User Audit Trail.
- u. The ITS user application shall allow the Department to export the reports in a format selected by the Department (.csv, PDF, Microsoft Excel 2010 or greater, etc.).
- v. The ITS shall have the capability to customize reports in a form mutually agreed upon by the Department and Contractor.
- w. Contractor's ITS user application shall at a minimum allow:
 - i. The creation, modification and deactivation of user accounts;
 - ii. The creation, modification and deactivation of inmate accounts;
 - iii. The creation and modification of telephone numbers in the ITS;
 - iv. Assignment of inmates or an inmate type to an agency, inmate telephone or a group of inmate telephones;
 - v. Locating and accessing a specific recording by utilizing a unique recording/call identifier;
 - vi. Block/unblock telephone numbers without the assistance of Contractor; and,
 - vii. Configure an alert that will detect and prohibit a call made to a restricted number, a call using a restricted Personal Identification Number, or a call made from a restricted telephone.
- x. Contractor shall allow the Department to create, view and track service tickets associated with the ITS or Facilities.
 - i. Contractor shall provide the number of TDD telephones and ports specified in Appendix A, Section 1, A, Table 1, "Facilities Information and Requirements."
 - ii. TDD telephones work with the proposed ITS.
 - iii. TDD calls shall be recorded and monitored via the ITS.
- y. The ITS must offer the called party an option to receive a rate quote during the call acceptance process.
- z. The ITS shall be able to accommodate pro-bono calls and/or calls made without payment to consulates for all countries which may be required for ICE detainees. This option, when requested by the Department, shall be provided at no cost to the Department. Contractor shall accept the Department direction for how pro bono calling services are configured via the ITS.
- aa. Contractor shall work with the Department to implement a reporting line which complies with the Prison Rape Elimination Act (PREA) of 2003.

At a minimum, Contractor shall:

- i. Route free calls via the ITS to a destination provided and designated by the Department which may be the same as that used for the Department informant line.
 - ii. At no cost to the Department, provide a telephone line to the Department dedicated for PREA calls to which the calls will be routed as free.
- bb. Calls by the inmates shall be allowed as free to call the Public Defender's Office. Contractor must post clear multi-language signage with instructions for making such calls in English, Spanish and Cantonese to be affixed in the immediate vicinity of the telephones in a location approved by the Department. Inmate calls to the Public Defender's Office shall not be recorded or monitored but shall be documented in the ITS.

3) System Security:

- a. The ITS shall prohibit:
 - i. Direct-dialed calls of any type;
 - ii. Access to a live operator for any type of calls;
 - iii. Access to "411" information services;
 - iv. Access to 800, 866, 888, 877, 900, 911, and any other 800 or 900 type services; and
 - v. Access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers.
- b. The ITS shall prevent call collision or conference calling among telephone stations.
- c. The ITS shall be able to shut down and/or disable an individual telephone or telephone group(s) quickly and selectively without affecting other telephones or telephone group(s). The Department must be able to shut down the ITS via the on-site administrator's workstation, the ITS user application and/or by cut-off switches at several locations including, but not limited to:
 - i. At demarcation location;
 - ii. Central control; and
 - iii. By select housing units.
- d. The ITS shall not accept any incoming calls. Contractor shall work with the LEC to ensure such control.
- e. Contractor shall configure the ITS to allow its toll free customer service telephone number to displayed on the called party's caller ID each time a call from the Facilities is placed.
- f. Upon detection of such, the ITS shall have a fraud prevention feature that can interject pre-recorded announcements, at any time during the conversation, informing the parties that the call is from a correctional facility, extra digits were identified, the parties have been silent, etc.
- g. The ITS, upon detection of a three-way call, forwarded call, conference

call, etc. shall be able to flag and/or terminate the call immediately. These calls shall be flagged in the CDRs as such.

- h. The ITS shall allow the called party to block their telephone number during the call acceptance process.
- i. As specified by the Department, the ITS shall have the capability to allow calls to specific numbers at specified times during the day.
- j. The ITS shall be capable of limiting the length of a call, providing service at specified times of the day and allowing a maximum number of minutes or seconds per inmate, per month. The current call time limit for the Facilities is specified in Appendix A, Section 1, A, Table 1, "Facilities Information and Requirements."

4) PIN Application:

- a. The PIN application shall work with the ITS allowing inmates to use PINs to complete calls via the ITS and include all of the following features and functionalities:
 - i. The capability to provide collect, pre-paid and debit, free and speed dial calling utilizing a PIN;
 - ii. The capability to interface with the Facility JMS. The Department shall not be responsible for paying any amount associated with the required interface.
 - 1. The capability to receive, accept and apply or strip alphanumeric characters in an inmate's ID.
 - 2. The capability of accommodating any of the following options for how PINs are received and/or generated by the ITS
 - 3. JMS generates and sends to the ITS an inmate ID. The ITS stores the inmate ID and generates an additional unique identifier to be added to the inmate ID. The combination of the inmate ID and the additional unique indenter shall be the PIN;
 - 4. JMS generates and sends to the ITS an inmate ID along with additional inmate data. The ITS stores the inmate ID and utilizes the additional inmate data to create the complete PIN;
 - 5. JMS generates and sends the complete PIN to the ITS. The ITS stores the complete PIN;
 - 6. The ITS, without an interface with the JMS, auto-generates the complete PIN;
 - 7. The ITS accepts a manually entered PIN.
 - iii. If applicable, the interface between the JMS and ITS shall automatically update the status of the PIN in the ITS based on the inmate's status in the JMS (e.g. newly booked, transferred, released, etc.).
 - iv. PINS shall be required for booking/intake phone(s).
 - v. Once a PIN has been activated in the ITS, the inmate shall only be

- allowed to place calls from a designated Facility or group of inmate telephones located at the Facilities.
- vi. The ITS shall be capable of documenting the date/time when an individual PIN was added or modified in the ITS and the user making the change.
- b. The ITS shall have the capability to store a list of Personal Allowed Numbers (PAN) associated with each PIN.
 - i. PANs shall allow a set quantity of approved telephone numbers for each PIN.
 - ii. The quantity of approved telephone numbers within a PAN shall be configurable.
 - iii. ITS shall be capable of storing the following information (at a minimum) for each telephone number on the PAN: telephone number, called party name, address and relationship to inmate.
 - iv. Contractor's ITS shall be capable of auto-enrolling PANs to avoid manual entry.
 - c. The Department requires a method of distributing court ordered funds for inmates assigned Pro-Per status. The Contractor shall generate a secondary PIN for use by inmates assigned Pro-Per status; enabling the Department to track, report, and reconcile usage.
 - i. The Department may utilize the on-site administrator to create or modify information in the ITS to reflect the current status of Pro-Per inmates and the dollar amount allocated weekly for calls to be placed to a list of 10 PANs. The on-site administrator is also required to edit the PAN list as requested by the Department.
 - ii. Contractor shall cover the initial cost of debit purchased by the Department for Pro-Per inmates.
 - iii. Contractor shall invoice separately to the Department debit purchased for Pro-Per inmates by the 15th day of the month for debit purchased during the preceding traffic month. Contractor shall provide documentation to support the invoiced amount. Contractor shall format the invoice as required by the Department.

5) Billing and Pre-Paid Accounts:

- a. The Department requires the collect call threshold be a monthly minimum of \$100.00 per unique telephone number. The month begins on the day the called party accepted the first call from an inmate. Once a customer has met his or her threshold limit, the number then becomes blocked.
- b. In the event that a telephone number has been blocked for billing reasons, upon verification of resolution of an unpaid amount for collect calling, Contractor shall unblock the telephone number within 24 to 72 hours.
- c. The Department requires Contractor issue refunds for any pre-paid funds remaining in any pre-paid account upon end-user request whether the account is active or inactive. Should an account be deactivated by

Contractor and the end-user requests to reactivate the account and receive calls from the Facilities, the funds shall be made available to the end-user by Contractor. No fees shall be charged to the end-users and/or inmates for refunds or reactivation of funds associated with a pre-paid account.

6) Carriers and Provider:

- a. Contractor shall promptly notify the Department in writing of any local and or long distance telephone service carrier and or provider involved in the provision of telephone service at the Department Facilities. Contractor shall also notify the Department of any rules, regulations and or practices employed by such carriers or providers that will have any effect on the options, and or features of the ITS.
- b. If the Department finds that any rule, regulation and or practice of any of Contractor's carriers or providers interferes with or negatively impacts any aspect of the service, options, and or features of the Contractor's ITS, the Department may demand and Contractor agrees to comply with cessation of violation of such rule, regulation and or practice, either by said carrier or provider or by a change of carrier and/or provider.

7) Termination:

- a. In the event Contractor fails to perform any terms or conditions of the Agreement, the Department may consider Contractor in default of the Agreement and supply Contractor written notice of such default. In the event said default is not remedied to the satisfaction and approval of the Department within 30 calendar days of receipt of such notice, the Department may terminate the Agreement. Upon termination, Contractor shall adhere to the transition requirements as outlined in Appendix A, Section 1, B, 12, "Transition/Operation."
- b. The Department shall have the option to terminate the Agreement at any time during the term of the contract as detailed in Article 8 Termination and Default, without penalty, upon Contractor's receipt of a written notice. Upon termination, Contractor shall follow the transition requirements outlined in Appendix A, Section 1, B, 12, "Transition/Operation."
- c. For any reason, should Contractor be unable to satisfy the requirements contained in the Agreement, the Department may, in its sole discretion, call for the Surety Bond due, in part or in full, for non-performance and/or as liquidated damages.

8) Reconciliation:

- a. The Department will have the right from the Effective Date of the Agreement and for a period of three (3) years after the termination date of the Agreement, upon ten (10) business days written notice, to fully reconcile or examine any and all Contractor information pertaining to the

Agreement. The Department will also have the right to have another independent Agency of the Department's exclusive choice, perform any or all reconciliations and examinations pertaining to this Agreement.

- b. The Department requires Contractor to maintain accurate, complete and reconcilable records, in electronic format, detailing the Gross Revenues from which commissions can be determined. The records shall include all CDRs, EMI billing files, miscellaneous fees/charges report, pre-paid card sales and associated invoices, debit usage reports and associated invoices and commissioning reports during the term of the Agreement.
- c. The Department reserves the right to delegate such examination and/or reconciliation of records to its Designated Agent or another third party of the Department's sole choice.

9) Training:

- a. Contractor shall provide onsite training to the Department staff. Additional training (onsite or via the web) shall be provided to new staff at no cost to the Department. Training manuals shall be provided to the Department staff at all training meetings and will become the property of the Department.
- b. When requested by the Department, informational pamphlets shall be available to inmates and shall describe the applicable features and functionalities of the ITS.
- c. Contractor will also provide full documentation for all of the ITS features.
- d. Contractor shall prepare a training video to be played in the inmate housing areas that demonstrates how to use the ITS.

2. Reports

Contractor shall submit written reports as requested by the Department. Format for the content of such reports shall be determined by the Department. The timely submission of all reports is a necessary and material term and condition of this Agreement. The reports, including any copies, shall be submitted on recycled paper and printed on double-sided pages to the maximum extent possible.

A. Commission Payment and Reporting:

- 1) Contractor shall provide monthly commission payments and traffic detail reports to the Department on or before the 15th day of the month following the traffic month. The Department requests commission payments are sent via wire transfer. The Department requires the traffic detail reports be sent electronically in an exploitable format.
- 2) Traffic detail reports shall include a detailed breakdown of all traffic, including but not limited to all collect, pre-paid and debit calls down to the inmate level and for each inmate telephone at the Facilities:
 - a. Facility Name;

- b. Facility Identification Number/Site Identification Number;
 - c. Facility Address (Street, City, State and Zip);
 - d. Automatic Number Identifier;
 - e. Inmate Telephone Station Port/Identifier;
 - f. Inmate Telephone Location Name;
 - g. Local Call, Minutes, Gross Revenue and Commission (per inmate telephone);
 - h. Intralata/Intrastate Call, Minutes, Gross Revenue and Commission (per inmate telephone);
 - i. Interlata/Intrastate Calls, Minutes, Gross Revenue and Commission (per inmate telephone);
 - j. Intralata/Interstate Calls, Minutes, Gross Revenue and Commission (per inmate telephone);
 - k. Interlata/Interstate Calls, Minutes, Gross Revenue and Commission (per inmate telephone);
 - l. International Calls, Minutes Gross Revenue and Commission (per inmate telephone);
 - m. Commission Rate (%);
 - n. Total Calls, Minutes, Revenue and Commission Amount (per inmate telephone); and
 - o. Traffic Period and Dates.
- 3) Contractor shall provide daily system platform Call Detail Records (“CDRs”). Contractor shall provide monthly billing files and a miscellaneous charges/fees report to the Department no later than the 15th day of the month following the month of traffic.
- 4) The billing files, in EMI format, shall contain all fields which are legally permitted to be released, with the contents of said fields in the exact format and exact content as those files prepared and submitted for billing to the billing company and ultimately delivered to the called party. The billing files shall be accompanied by a complete file map and complete field legend. The billing files shall include, without limitation, the following fields:
- a. Record ID;
 - b. Facility Name;
 - c. Facility ID;
 - d. From ANI;
 - e. To ANI;
 - f. Batch Number/ID;
 - g. Seconds;
 - h. Revenue Period;
 - i. Date (yymmdd);
 - j. Connect Time (hhmmss);
 - k. Billable Time (mmmmss);
 - l. Multiple Rate Indicator;
 - m. Personal Identification Number Digits;
 - n. Originating City;

- o. Originating State;
 - p. Bill City;
 - q. Bill State;
 - r. Rounded Bill Time Indicator;
 - s. Bill Number;
 - t. LATA ID;
 - u. Settlement Code;
 - v. Message Type;
 - w. Charge Amount;
 - x. Additional Fees and Line Surcharges;
 - y. Specialized Calling Indicator;
 - z. Validation Indicator;
 - aa. Tax Exempt Indicator;
 - bb. Rate Period; and
 - cc. Rate Class.
- 5) The raw CDRs shall contain all calls (both attempted and completed which originate from the Facilities for each day and each time of the day for the period said raw CDRs are requested. The raw CDRs shall contain the unedited data including all fields and all field content which is legally permitted to be released. When requested, the CDRs shall be accompanied with a complete file map and complete file legend. The raw CDRs shall include, without limitation, the following fields:
- a. Facility Name;
 - b. Facility ID;
 - c. From ANI;
 - d. To ANI;
 - e. Batch Number / ID;
 - f. From City;
 - g. From State;
 - h. To City;
 - i. To State;
 - j. Station ID;
 - k. Phone Name or Location;
 - l. Inmate ID;
 - m. Personal Identification Number;
 - n. Pre-Paid Card ID;
 - o. Revenue Period;
 - p. Call Start (yymmdd; mmss);
 - q. Call End (yymmdd; mmss);
 - r. Seconds;
 - s. Call Type (e.g. local, etc.);
 - t. Bill Type (e.g. free, collect, etc.);
 - u. Cost;
 - v. Tax;
 - w. Validation Result;

- x. Termination Reason;
 - y. LIDB Status; and
 - z. Completion Indicator.
- 6) The miscellaneous charges/fees report shall contain, without limitation, the following information:
- a. Facility ID;
 - b. Date;
 - c. From ANI;
 - d. To ANI;
 - e. Billed ANI;
 - f. Call Type;
 - g. Bill Type;
 - h. Fee Type; and
 - i. Fee Amount.
- 7) The system CDRs shall be stored in a minimum of 3 locations to avoid any possibility of CDRs being lost.
- 8) Commission discrepancies must be resolved by Contractor, and to the Department reasonable satisfaction, within 30 days of receipt of discrepancy notification from the Department or its Designated Agent. If not resolved satisfactorily, such discrepancy will be subject to late charges described below and/or the Agreement may be terminated at the sole discretion of the Department. The Department further retains the right to pursue any other legal remedies it deems necessary.
- 9) Commission payments, traffic detail reports, billing files, CDRs and/or reports not containing the required fields, received by the Department after the date specified above are subject to late charges and/or fees.
- a. Late charges and/or fees for commission payments shall be equal to 5% per month of the commission due.
 - b. Late charges and/or fees for reporting shall be \$750.00 per month for each report not received by the 15th day of the month following the traffic month or for each report that does not contain all of the fields and information identified above.
 - c. If the commission payment is late, reporting is late and/or reports do not contain all required fields, late charges and/or fines for all three shall apply.

3. Department Liaison

In performing the services provided for in this Agreement, Contractor's liaison with the Department will be Sergeant Jennifer Collins.

Appendix B
Calculation of Charges

1. Rate Requirements

A. Rate Requirements:

- 1) Contractor shall provide the required calling rates and fees specified in Appendix B, Section 1, B, Table 1, "Required Calling Rates" which must be in compliance with California and federal laws and applicable regulations. Taxes for debit cards and electronic debit calls shall be applied to the total cost of a call.
 - a. Contractor shall assure the telephone rate structure and surcharge rates will not exceed, at any time in the Agreement, the maximum rates as authorized by the state's telecommunication regulatory authority and the Federal Communications Commission ("FCC").
 - b. The Contractor shall monitor the FCC and shall inform the Department of any rate changes.
 - c. Any rate changes mandated by the state/local regulatory authority and/or the FCC which adversely affects the Agreement shall entitle either party to, at its option, renegotiate or cancel the Agreement.
- 2) Before any new calling rate increases or decreases are implemented, Contractor must submit a written request and receive approval from the Department. The Department will respond in writing to Contractor's request.
 - a. If Contractor decreases the calling rates without the written approval of the Department, Contractor shall be responsible for paying commissions on the Gross Revenue calculated by applying the calling rates prior to the unapproved change.
- 3) If Contractor increases the calling rates without the express written approval of the Department, Contractor shall be responsible for paying commission on the Gross Revenue calculated by applying the increased rates. Contractor must also issue refunds to all overcharged end-users or inmates within 5 business days; a list of the issued credits must be provided to the Department as documentation. The Department will not issue a refund of commission paid to Contractor for unapproved rate increases. If Contractor is unable to issue refunds and/or provide the required documentation, Contractor shall issue a payment to the Department as concession. The payment amount shall be in the amount of Contractor's portion of the Gross Revenue generated from the overbilled calls.
- 4) Contractor will implement any rate adjustments requested by the Department within 10 calendar days of said request, subject to regulatory approval.
- 5) Contractor shall calculate the raw duration of each inmate telephone call in seconds based on the time the call is accepted and the time the call is terminated by the ITS. For calls where the duration is at least 1 second, the duration, in seconds, shall be rounded up to the next whole minute increment and shall be converted from rounded seconds to minutes before the calling rates are applied.

6) During the call rating process, Contractor shall round the raw calculated call amount to the nearest hundredth decimal place (up or down) using normal accounting practices.

B. Both parties have mutually agreed upon the rates for inmate telephone calls as detailed in **Table 1 – Required Calling Rates.**

CALL TYPE	COLLECT, PRE-PAID AND DEBIT	
	Surcharge	Per Minute Rate
Local	\$0.00	\$0.14
Intralata/Intrastate	\$0.00	\$0.18
Interlata/Intrastate	\$0.00	\$0.18
Interlata/Interstate	\$0.00	\$0.18
International	\$0.00	\$0.50

C. Fees

1) Both parties have mutually agreed upon the fees and charges for pre-paid collect accounts as detailed below:

- a. Pre-Paid Collect Transaction Fee (Live) - \$5.95
- b. Pre-Paid Collect Transaction Fee (IVR, Web) - \$3.00
- c. Pre-Paid Collect Transaction Fee (Check or Money Order) - \$0.00
- d. Refund Fee – \$0.00
- e. All Other Fees - \$0.00
- f. The Department shall allow required regulatory charges and taxes that are intended to be paid by the called party and then remitted 100% by the billing party to the appropriate governmental agency.

D. Contractor shall not impose a minimum deposit amount for pre-paid collect accounts. Contractor shall impose a maximum deposit amount of \$200.00.

2. Compensation

A. Gross Revenue is generated by and through the proposed ITS. Gross Revenue consists of all compensation, earnings, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Contractor that are in any way connected to the provision of service pursuant to this Agreement. Gross Revenue includes, by way of example and not limitation, all the following: all surcharges, per minute fees and any additional fees and/or charges generated by the completion of all calls (including any combination of free, collect, debit, and pre-paid local, Intralata/Intrastate, Intralata/Interstate, Interlata/Intrastate, Interlata/Interstate and International calls), additional fees and/or charges added to the total cost of a call or added to the called party's bill or any other compensation received by Contractor.

- 1) In accordance with Section 3.3, "Compensation" of the Agreement. Contractor shall pay commission on total Gross Revenue before any deductions are made for unbillable calls, bad debt, uncollectible calls, taxes, fraudulent calls, LEC adjustments or any other Contractor expense.
- 2) Any additional fees to be added to the called party's bill or paid by the calling or called party (including those associated with establishing/funding pre-paid collect accounts) for inmate telephone calls from the Facilities must be approved by the Department prior to implementation. The Department and Contractor shall mutually agree on the method for compensation associated with the additional charges/fees due to the Department.
- 3) Any charges/fees added to the called party's bill without the express written consent of the Department shall incur a fee of \$350.00 per day from the date the additional charges/fees were first added through the date the Department notified Contractor (as allowed below) or through the date the charges/fees were disconnected, whichever occurs first. The Department shall provide an invoice for the total liquidated damages due, for which Contractor shall remit payment to the Department within 30 days.
 - a. The Department shall notify Contractor of any suspected, unapproved additional fees and/or charges of which the Department becomes aware of and may provide Contractor up to 10 days grace period to explain such fees.
 - b. Should the Department and Contractor mutually agree that the charges/fees will remain, the Department and Contractor shall mutually agree on a method for compensation.
 - c. Should the Department and Contractor mutually agree that the charges/fees are to be discontinued, Contractor shall refund each called party for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.
- 4) Notwithstanding the foregoing, Gross Revenue does not include:
 - a. Pre-Paid Collect Fees. Pre-paid collect fees are defined as fees imposed on called parties who set up and/or fund a pre-paid collect account with Contractor or a third party (i.e. Western Union) to accept calls. All pre-paid collect fees must be approved by the Department and are subject to the liquidated damages defined above if not approved by the Department in advance. Contractor shall comply with the fees approved by the Department in Appendix B, Section 1, C, "Fees."
 - b. Required regulatory charges and taxes that are intended to be paid by the called party and then remitted 100% by the billing party to the appropriate governmental agency.
 - c. A "Free" call shall be defined as a call not generating any revenue or compensation for Contractor. Calls to telephone numbers that appear on the free call list supplied by the Department or from inmate telephones approved by the Department to process free calls shall not generate revenue or compensation for Contractor and shall not be commissionable to the Department. Only those numbers designated by the Department on


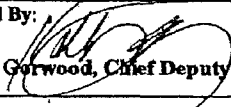
the free call list and inmate telephones approved by the Department to process free calls shall be marked as "Free" in the ITS and designated as such in the call detail records. In the event Contractor receives revenue or compensation, notwithstanding the source, from any third party related to a completed free call, such revenue shall be included in Gross Revenue and commissionable to the Department. The Department reserves the right to enter a free number in the ITS as deemed appropriate by the and without the assistance of Contractor.

- d. In the event Contractor completes unauthorized free calls, the completed calls will be considered part of Gross Revenue and commission for the calls shall be due and payable under Section 3.3., "Compensation."
 - e. Complimentary calls associated with Contractor's pre-paid collect program are not commissioned.
- 5) A call is deemed complete, and considered part of Gross Revenue (as described above), when a connection is made between the inmate and the called party, whether such connection is established by positive acceptance or by live or automated machine pick-up (e.g. when the ITS considers a tone from an answering machine, voicemail, etc. as acceptance). The call shall be deemed complete and commissionable regardless if Contractor can bill or collect revenue on the call.
- 6) Contractor agrees that it is entirely responsible for calculating, collecting and remitting all fees and taxes, including sales tax where applicable, on all services and items provided to the inmates. This includes all taxes as applicable for collect, debit, pre-paid and any other calls or services provided.
- a. Contractor may, upon request from the Department, utilize the onsite commissary provider to distribute and charge for inmate telephone services, provided there is a written agreement regarding the form and manner of how the associated taxes are to be collected and remitted. In the event the commissary provider collects and remits taxes for inmate telephone services, Contractor is solely responsible for obtaining a resale certificate from the commissary provider. Contractor is responsible for obtaining all proper documentation from the commissary provider. Contractor's agreement with the commissary provider must address the requirements set forth in this section.
- 7) It is expressly understood that the Department is not responsible in any way, manner or form for any of Contractor's costs, including but not limited to taxes (including sales tax), shipping charges, network charges, insurance, interest, penalties, attorney fees, liquidated damages, licenses, fees, tariffs or other costs related to Contractor's services.
- 8) Commission for debit calls shall be based upon total Gross Revenues (as defined above) generated from debit call purchase or usage and is payable under Appendix A, Section 3, "Reports."

On the 5th day of the month following the month of traffic, Contractor shall submit a monthly invoice and corresponding debit purchase or usage report to the Department for the full amount of the debit purchased or used (less any issued refunds) for the prior traffic month.

No invoices for Services provided by law firms or attorneys, including, without limitation, as subcontractors of Contractor, will be paid unless the provider received advance written approval from the City Attorney

Appendix C Jail Clearance Policy

 ADMINISTRATION AND PROGRAMS DIVISION POLICY AND PROCEDURE	Date Issued: 11/16/2011 Policy #: ADP 01-04 Last Revised: 07/03/2014 Related Policies: SFSD 01-08 Jail Clearances Approved By:  Kathy Gorwood, Chief Deputy #1319
Chapter: 01 Background Investigations Unit	Title: Jail Clearances

POLICY: It is the policy of the San Francisco Sheriff's Department (SFSD) to ensure individuals who provide health service, food service, legal counsel, religious counsel and other necessary and / or community services to the inmates have a method of obtaining an approved clearance to enter jail facilities.

PURPOSE: To provide guidelines on how to clear properly an individual requiring an Administrative or Long Term Jail Clearance for limited access or a specified period of time.

I. General:

- A. An Administrative Jail Clearance is provided to an individual who requires limited access to jail facilities for the purpose of conducting repairs to equipment, job interviews, jail tours approved by the Sheriff, client interviews, and other legitimate reasons as deemed appropriate by a Facility Commander. An Administrative Jail Clearance has an expiration date and is provided after a criminal history and warrant check have been completed.
- B. A Long Term Jail Clearance is provided by the SFSD after a criminal history check and fingerprints check. Such a clearance is provided to individuals who are authorized to provide a continuing service for the SFSD or who require ongoing clearance as a condition of their employment. A continuing service is defined as a minimum of three visits per week to any jail facility. This clearance has an expiration date and must be renewed annually.
- C. A Facility Commander or designee may approve an Administrative Jail Clearance at the facility for a specific day or event.
- D. The Custody Division Commander may approve an Administrative Jail Clearance for all jail facilities.

II. Procedures:

- A. Administrative Jail Clearance requests shall be delivered to the Background Investigation Unit at least 48 hours prior to the anticipated start date by a person(s) authorized by the SFSD.
 - 1. The investigator receiving the request will check the request form for completion.
 - 2. The investigator shall conduct a complete criminal history inquiry to determine if the individual is eligible for jail clearance per the guidelines stated in policy and procedure SFSD 01-08 Jail Clearances and this policy.

Jail Clearances

3. The completed request form will be returned to the requesting person(s) stating whether or not the individual is eligible for a jail clearance.
- B. Long Term Jail Clearance requests shall be delivered to the Background Investigation Unit by a person(s) authorized by the SFSD.
1. The investigator receiving the request will check the request form for completion.
 2. The investigator shall conduct a complete criminal history inquiry to determine if the individual is eligible for jail clearance per the guidelines stated in policy and procedure SFSD 01-08 Jail Clearance and this policy.
 3. Applicants for jail clearance shall make an appointment to be Live Scan fingerprinted.
 4. The investigator will wait for fingerprint results before determining whether or not the applicant's clearance request is approved or denied.
- C. Clearance requests will be denied if any of the following is determined while conducting a complete criminal justice information system query:
1. Any falsified document or statement on the application form.
 2. An unverifiable address.
 3. No valid picture identification.
 4. Currently on active probation or parole.
 5. Currently on Post Release Community Supervision as authorized by AB109 and any trailing legislation affecting the State's Realignment.
 6. Currently on Court Mandated Supervision pursuant to a split sentence as authorized by AB109 and any trailing legislation affecting the State's Realignment.
 7. Applicant is a convicted sex offender and is required to register as such.
 8. Applicant is convicted of any type of sex crime against a minor.
 9. Applicant falls under Section 115.11 of the Prison Rape Elimination Act (PREA).
 10. Applicant has a felony conviction of 187 Penal Code (P.C.) or 192 P.C. or any subsection.
 11. Applicant has committed any act(s) of terrorism as defined in sections 2331-2339D of the United States Code.
 12. Applicant was convicted of a drug related, weapons related, gang-related or violence related felony within the last three years from the date of the application or any other felony within one year of the date of the application or, if no convictions, has an extensive criminal record (five or more arrests) with drugs or violent crimes within the previous five years.
 13. Applicant has any felony charges pending adjudication.
 14. Applicant was released from a county jail within the last year or a state prison within the last two years at the time of the application, pursuant to serving a sentence upon a conviction of a crime or parole violation.

Jail Clearances

15. Applicant has outstanding warrants, felony or misdemeanor, in or outside of California.
16. Traffic warrants (must be paid and proof of payment must be provided before a clearance is approved).
17. Applicant has had his / her jail clearance previously revoked by the SFSD.
18. A jail orientation class maybe required as part of the clearance process.

III. Revoked Clearances

- A. A Long Term or Administrative Jail Clearance may be suspended or revoked if there is written documentation of a violation(s) of jail rules and / or SFSD rules and regulations including, but not limited to:
 1. Introduction of contraband, including tobacco or tobacco products.
 2. Sexual contact, consensual or not, within the jail, or any physical contact including, but not limited, hugging, kissing,
 3. Use of jail access for purely social, non-business purposes; or
 4. A violation of any federal, state, or local law.
- B. A Facility Commander or designee may authorize the termination of a visit or interview if inappropriate conduct is observed.
- C. A Facility Commander or designee may deny a jail clearance for any other articulable reason that indicates a possible threat to the security of the jail facility or behavior that has caused a disruption to jail operations.

IV. Exceptions To Revoked Clearances

- A. Exceptions to this policy apply when an inmate who is in SFSD custody is participating in an in-custody program, is subsequently released from custody and continues in a post-release program capacity or job placement and is requesting access to the grounds of a jail and not access to inside a jail itself.
 1. These exceptions are only for individuals who are on probation, parole, or Post Release Community Supervision following their release from SFSD custody.
 - a. There are no exceptions for those who meet criteria under Section II - Procedures; numbers 7, 8, 9 and 10, while at the initial clearance level. Applicants may appeal through the appeal process as indicated in this policy.
 2. Individuals seeking access inside the secure area of a jail under this section, who otherwise meet the criteria in section III. Revoked Clearances, subsection D. must obtain permission from either a facility or division commander prior to entry.
 - a. If the individual is denied access inside the secure area of a jail by either the facility or division, that person may appeal the denial by forwarding a written request of appeal directly to the Undersheriff.
- B. In the event that an Administrative or Long Term Jail Clearance request is denied, the applicant may appeal through the following chain of command:
 1. Background Unit Supervisor

Jail Clearances

2. Custody Division Commander
3. Undersheriff
4. Sheriff

V. Post Revocation Procedures

- A. When a Long Term or Administrative Jail clearance is revoked, the Jail Clearance Officer or investigator will send a notice for posting in all jail facilities.
- B. The Jail Clearance Officer or investigator will remove the individual's name from the Jail Clearance List.
- C. The Jail clearance Officer or investigator will notify the individual whose clearance was revoked and his/her employer if applicable. The individuals will also be ordered to surrender their San Francisco Sheriff's Department ID card (if issued) to the Jail clearance Officer at 120 14th St.
- D. The ID card (if issued) will be confiscated from the individual if he / she attempt to gain access into any jail facility once clearance has been revoked.

VI. Forms

Administrative and Long Term Clearance Request Form

VII. Reference:

California Penal Code
AB 109
Prison Rape Elimination Act of 2003

FIVE NO: 170050
2/16/2016



San Francisco Sheriff's Department

Global Tel*Link Contract





San Francisco Sheriff's Department



Global Tel*Link Contract

Overview

- Global Tel*Link has provided inmate telephone services for San Francisco since 2010
- Existing Contract
 - Initial Contract: June 2010 to June 2013 Cost of average local call \$4.01
 - 1st Amendment: June 2013 to June 2014 No change in call rates
 - 2nd Amendment: June 2014 to June 2015 Cost of average local call reduced 38% to \$2.35
 - 3rd Amendment: June 2015 to June 2016 Maintained 2nd Amendment call rates
 - 4th Amendment: Month to Month Cost of average local call reduced 34% to \$1.54
- New Contact
 - 3 Year Term with 2 each 1-year options to extend
 - Maintains reduced rates as negotiated in 4th amendment to existing contact



San Francisco Sheriff's Department



Global Tel*Link Contract

SFSD Inmate Calling Rate Advocacy

- SFSD supports FCC action to reform calling rates
- SFSD lowered rates for all in-state calls (92% of call volume):

Local	Rate	Cost of Average Call ¹
Rates: Jun '14 – Jun '16	\$0.10/minute + \$1.25 surcharge	\$2.35
FCC Rate Cap	\$0.21 to \$0.25/minute, no surcharge ²	\$2.10 to \$2.50
GTL Contract	\$0.14/minute, no surcharge	\$1.54

Intra/Interlada	Rate	Cost of Average Call ¹
Rates: Jun '14 – Jun '16	\$0.17/minute + \$1.50 surcharge	\$3.37
FCC Rate Cap	\$0.21 to \$0.25/minute, no surcharge ²	\$2.10 to \$2.50
GTL Contract	\$0.18/minute, no surcharge	\$1.98

¹In-state calls average 11 minutes

²FCC rate cap of \$0.21/minute for interstate pre-paid and debit calls, \$0.25/minute for interstate collect calls



San Francisco Sheriff's Department



Global Tel*Link Contract

SFSD Call Rates History

8668

SFSD Rates Prior to 6/1/2014		
Collect	Surcharge	Per Minute Rate
Local	\$ 2.80	\$ 0.11
Intralata	\$ 2.80	\$ 0.15
Interlata	\$ 3.00	\$ 0.69
Interstate	\$ 3.95	\$ 0.69
PrePaid	Surcharge	Per Minute Rate
Local	\$ 2.80	\$ 0.11
Intralata	\$ 2.80	\$ 0.15
Interlata	\$ 3.00	\$ 0.69
Interstate	\$ 3.95	\$ 0.69
Debit	Surcharge	Per Minute Rate
Local	\$ 1.25	\$ 0.10
Intralata	\$ 2.53	\$ 0.10
Interlata	\$ 2.83	\$ 0.21
Interstate	\$ 3.60	\$ 0.52

SFSD Rates from 6/1/2014 to 6/19/2016		
Collect	Surcharge	Per Minute Rate
Local	\$ 1.25	\$ 0.10
Intralata	\$ 1.50	\$ 0.17
Interlata	\$ 1.50	\$ 0.17
Interstate	\$ -	\$ 0.25
PrePaid	Surcharge	Per Minute Rate
Local	\$ 1.25	\$ 0.10
Intralata	\$ 1.50	\$ 0.17
Interlata	\$ 1.50	\$ 0.17
Interstate	\$ -	\$ 0.21
Debit	Surcharge	Per Minute Rate
Local	\$ 1.25	\$ 0.10
Intralata	\$ 1.50	\$ 0.17
Interlata	\$ 1.50	\$ 0.17
Interstate	\$ -	\$ 0.21

SFSD Rates as of 6/20/2016 ¹		
Collect	Surcharge	Per Minute Rate
Local	\$ -	\$ 0.14
Intralata	\$ -	\$ 0.18
Interlata	\$ -	\$ 0.18
Interstate	\$ -	\$ 0.18
PrePaid	Surcharge	Per Minute Rate
Local	\$ -	\$ 0.14
Intralata	\$ -	\$ 0.18
Interlata	\$ -	\$ 0.18
Interstate	\$ -	\$ 0.18
Debit	Surcharge	Per Minute Rate
Local	\$ -	\$ 0.14
Intralata	\$ -	\$ 0.18
Interlata	\$ -	\$ 0.18
Interstate	\$ -	\$ 0.18

Cost of average local call: \$4.01
Cost of average collect intralada call: \$4.45
Cost of average collect interlada call: \$10.59

Cost of average local call: \$2.35
Cost of average intralada call: \$3.37
Cost of average interlada call: \$3.37

Cost of average local call: \$1.54
Cost of average intralada call: \$1.98
Cost of average interlada call: \$1.98



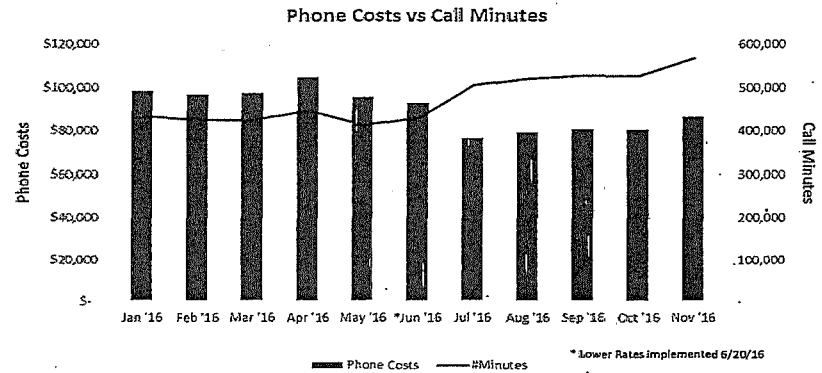
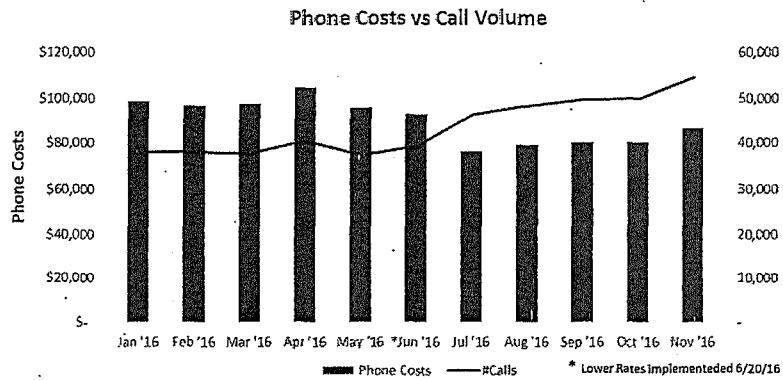
San Francisco Sheriff's Department



Global Tel*Link Contract

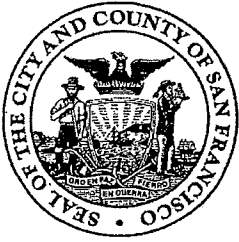
Lower costs correlate with increased contact to support network

3669



June 2016 reduction in calling costs resulted in increased calls:

- 30% increase call volume
- 24% increase in call duration



**OFFICE OF THE SHERIFF
CITY AND COUNTY OF SAN FRANCISCO**

1 DR. CARLTON B. GOODLETT PLACE
ROOM 456, CITY HALL
SAN FRANCISCO, CALIFORNIA 94102



**VICKI L. HENNESSY
SHERIFF**

January 3, 2017
Reference: CFO 2017-001

Angela Calvillo, Clerk of the Board
Board of Supervisors
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102-4689

Dear Ms. Calvillo:

Attached please find an original copy of a proposed resolution for approval by the Board of Supervisors.

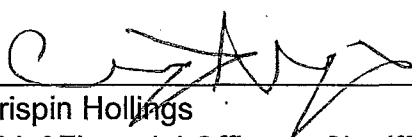
The resolution authorizes a contract for operating the Sheriff's Inmate Telephone Service between Global Tel*Link (GTL), and the City and County of San Francisco, acting by and through the Sheriff's Department.

The following is a list of accompanying documents:

- Legislation Received Checklist
- Proposed Resolution
- Signed Global Tel*Link Agreement
- Ethics Form SFEC-126 – BOS
- Ethics Form SFEC-126 - Mayor

Please contact Henry Gong at (415) 554-7241 if you require more information.
Thank you.

Sincerely,


Crispin Hollings
Chief Financial Officer – Sheriff's Dept.

LEGISLATION RECEIVED CHECKLIST

RECEIVED

Date Jul. 9, 2017 File Number (if applicable) _____

- Legislation for Introduction (NEW) ▶▶▶ Legislative Clerk AM 8:27
- Legislation Pending in Committee (AMENDED) ▶▶▶ Committee Clerk
- Legislation for Board Agenda (AMENDED) ▶▶▶ Deputy Clerk B

Supervisor, Mayor, and Departmental Submittals

Grant Ordinance

- Legislation:** Original, 1 hard copy, and 1 electronic copy in **Word** format
- Signature:** Department Head, Mayor or the Mayor's designee, plus the Controller
- Supporting documents:** 1 full set, and separate pdf copies of each in email
 - Cover letter (original)
 - Grant budget/application
 - Grant information form, including signed disability checklist
 - Letter of Intent or grant award letter from funding agency
 - Contract, Leases/Agreements (if applicable)
 - Ethics Form 126 (if applicable) in **Word** format
 - Other support documents as identified in the cover letter and legislation
- E-Copy of legislation/supporting documents: Sent to BOS.Legislation@sfgov.org**

Ordinance

- Legislation:** Original, 1 hard copy, and 1 electronic copy in **Word** format
- Signature:** City Attorney (For Settlement of Lawsuits - City Attorney, Department Head, Controller, Commission Secretary)
- Supporting documents:** 1 full set, and separate pdf copies of each in email
 - Cover letter (original)
 - Settlement Report/Agreement (for settlements)
 - Other support documents as identified in the cover letter and legislation
- E-Copy of legislation/supporting documents: Sent to BOS.Legislation@sfgov.org**

Grant Resolution

- Legislation:** Original, 1 hard copy, and 1 electronic copy in **Word** format
- Signature:** Department Head, Mayor or the Mayor's designee, plus the Controller
- Supporting documents:** 1 full set, and separate pdf copies of each in email
 - Cover letter (original)
 - Grant budget/application
 - Grant information form, including signed disability checklist
 - Letter of Intent or grant award letter from funding agency
 - Contract, Leases/Agreements (if applicable)
 - Ethics Form 126 (if applicable) in **Word** format
 - Other support documents as identified in the cover letter and legislation
- E-Copy of legislation/supporting documents: Sent to BOS.Legislation@sfgov.org**

Resolution

- Legislation:** Original, 1 hard copy, and 1 electronic copy in **Word** format
- Signature:** None (Note: Required for Settlement of Claims - City Attorney, Department Head, Controller, Commission Secretary)
- Supporting documents:** 1 full set, and separate pdf copies of each in email
 - Cover letter (original)
 - Settlement Report/Agreement (for settlements)
 - Other support documents as identified in the cover letter and legislation
- E-Copy of legislation/supporting documents: Sent to BOS.Legislation@sfgov.org**

HENRY GONG (415) 554-7241 SHERIFF'S DEPARTMENT
Name and Telephone Number Department

Clerk's Office/Forms/Legislation Received Checklist (1/2015) for more help go to: sfbos.org/about-the-board/general/legislative-process-handbook

